

United Arab Emirates Jobs Expertini®

Planning Performance Management Analyst

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Location: dubai

Category: other-general

We are looking for an experienced Guest Experience Manager for a luxury hotel in Doha, Qatar. The Guest Experience Manager will be responsible for ensuring the highest levels of guest satisfaction. This position will be responsible for the daily operation of the Front Desk and liaising with any area impacting the guests' experience. Plans direct and coordinates activities to ensure exceptional service is achieved. Provide operational support, train, motivate, and recognizes team members. Exercises independent judgment and initiative while carrying out overall responsibilities. Responsibilities: Ensure and provide a professional upscale guest service experience. Create a positive first impression for guests. Assists in leading and supervising the Front Office Team. Motivate and develop team members. Provide training, direction, and leadership to the Front Office Team. Create, lead, and maintain the VIP and amenity program to increase guest loyalty and retention. Evaluate and respond to all guest feedback. Takes personal responsibility for correcting service problems and creating memorable guest experiences. Respond to the needs of guests and anticipate their unstated ones. Maintain regular and seamless communication with guests by being approachable, detailed oriented, results-driven, and gracious. Coordinate and manage communication between all departments impacting the guests' experience. Performs check-ins and checkouts; confirms that all SOPs are being followed properly. Perform additional Front Desk tasks as needed. Recruit and train qualified candidates for all Front Desk and Bell/Door Associates. Maximize room revenue by LRA-Knowing how to yield last-minute business at the appropriate price point. Closely work with the Sales & Revenue Team to comprehend rate strategy based on seasonality. Maintain property responses to all channels for their review

responses. Required Skills/Qualifications:With good luxury experience in the hotel industry in the middle east, experience in Qatar is an advantage.Minimum two years experience in hospitality operations.Must be highly organized, efficient, and detailed oriented.Strong written and verbal communication skills.Must have excellent interpersonal/relationship-building skills.Outside of the box thinker.Opera experience preferred.Remote Work : No

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