

Quality Manager Jobs In Dubai | Hilton

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At Hilton Dubai Palm Jumeirah, a Quality Manager drives continuous improvement across all departments by conducting quality audits, assisting with reviewing SOPs, identifying top priorities for improvement, communication of information and facilitation of Quality Improvement Teams.

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Responsibilities

Monitor voice of customer through S.A.L.T platform, track defects and liaise with HODs on reducing and eliminating the trends

Conduct Operational review and analysis

Support operational performance and efficiencies

Monitor the procedures and the management of Hilton Honors guests with the aim of highlighting areas for improvement

Monitor the procedures and the management of TWS guests with the aim of highlighting areas for improvement.

Presents Quality Guidelines and importance during orientation

Supports the Director of Operations during bi yearly Quality Assurance auditor visits

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Authority

Requirement

With Food and Beverage experience

Be presentable and able to represent the brand at the level required

Have a skill in empathizing and communicating with guests from all backgrounds with strength and belief in the brand, product and systems you are implementing

Find it natural to enthuse others in the attraction of the local area and property itself, enhancing volume opportunities

Proficient time management skills and ability to multi-task is critical to this varied and exciting role

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