

United Arab Emirates Jobs Expertini®

RC RAK, Al Wadi Bell Captain

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Company: Marriott International, Inc.

Location: Ras Al Khaimah

Category: other-general

Job Number 24063633 Job Category Rooms & Guest Services Operations Location The Ritz-Carlton Ras Al Khaimah Al Wadi Desert, Al Mazraa, Wadi Khadija., Ras Al Khaimah, United Arab Emirates, United Arab Emirates VIEW ON MAPS Schedule Full-Time Located Remotely? N Relocation? N Position Type Non-Management POSITION SUMMARY Test communications equipment to ensure it works properly. Supply guests with directions/information regarding property amenities, services, hours of operation, and local areas of interest. Open doors and assist guests/visitors entering/leaving property. Contact appropriate individual/department as necessary to resolve guest request/problem. Arrange transportation for guests/visitors. Dispatch bell/valet staff as needed. Communicate parking procedures to guests/visitors. Maintain security and condition of vehicles and keys. Notify appropriate personnel of vehicle maintenance needs. Re-route traffic when parking facility reaches maximum capacity. Unlock/open and close/secure parking facility. Notify Loss Prevention/Security of guest reports of theft. Escort unwelcome persons off property, contact Loss Prevention/Security when necessary. Follow company policies and procedures; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language; prepare and review written documents accurately and completely; answer telephones using appropriate etiquette. Assist management in training, scheduling, evaluating, counseling, disciplining, and motivating employees; serve as a role model and

first point of contact of the Guarantee of Fair Treatment/Open Door Policy process. Develop and maintain positive working relationships with others; support team to reach common goals; listen and respond appropriately to the concerns of other employees. Ensure adherence to quality expectations and standards; develop and implement quality improvement or corrective action plans. Read and visually verify information in a variety of formats (e.g., small print). Move at a speed required to respond to work situations (e.g., run, walk, jog). Stand, sit, or walk for an extended period of time or for an entire work shift. Move, lift, carry, push, pull, and place objects weighing less than or equal to 50 pounds without assistance and objects weighing in excess of 75 pounds with assistance. Move over sloping, uneven, or slippery surfaces as well as up and down stairs and/or service ramps. Reach overhead and below the knees, including bending, twisting, pulling, and stooping. Perform other reasonable job duties as requested by Supervisors. Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law. At more than 100 award-winning properties worldwide, The Ritz-Carlton Ladies and Gentlemen create experiences so exceptional that long after a guest stays with us, the experience stays with them. Attracting the world's top hospitality professionals who curate lifelong memories, we believe that everyone succeeds when they are empowered to be creative, thoughtful and compassionate. Every day, we set the standard for rare and special luxury service the world over and pride ourselves on delivering excellence in the care and comfort of our guests. Your role will be to ensure that the "Gold Standards" of The Ritz-Carlton are delivered graciously and thoughtfully every day. The Gold Standards are the foundation of The Ritz-Carlton and are what guides us each day to be better than the next. It is this foundation and our belief that our culture drives success by which The Ritz Carlton has earned the reputation as a global brand leader in luxury hospitality. As part of our team, you will learn and exemplify the Gold Standards, such as our Employee Promise, Credo and our Service Values. And our promise to you is that we offer the chance to be proud of the work you do and who you work with. In joining The Ritz-Carlton, you join a portfolio of brands with Marriott International. Be where you can do your best work, begin your purpose, belong to an amazing global team, and become the best version of you.

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