

Reception Manager

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Company: The Arts Club Dubai

Location: Dubai

Category: healthcare-practitioners-and-technical

WHAT WILL YOU DO

At The Arts Club, our artisans are a fundamental part of our commitment to Art in service. Art in hospitality as we strive to deliver the highest possible standards of service to our members. We are seeking a confident and experienced Reception Manager whose role will involve overseeing a team of people who will be responsible for welcoming our Members and their guests to the club. He/she will deliver the highest possible standards of service and be proactive in maintaining and driving revenue and brand image.

ESSENTIAL FUNCTIONS / DAILY

DUTIES

- Support the running of our day to day Front Office, leading and inspiring the team to create a memorable, effortless experiences for our members from arrival until departure
- To work alongside Head of Membership to develop new strategies for the reception team.
- To maintain and elevate the arrival and departure moments for all members and their guests.
- Keep abreast with Cultural Programming and Member Events, to provide the most up to

date information to members, and to maximise booking opportunities.

- Lead the team by example, keeping them involved and motivated; helping them to feel empowered and supported and confident in providing a luxury experience for our members and their guests.
- Develop the Front Office team to deliver personal service that exceeds Member expectations.
- Create an environment of learning to ensure all members of the team are trained to understand and follow all standards of operation.
- Ensure the accuracy of data in all systems and provide the necessary daily reports for all departments.
- Responsible for the management of the Front Office schedule ensuring that all days are covered to meet business needs.
- You'll be hands-on and willing to regularly work both front and back of house, maintaining the club's standards and safeguarding the Members' first moments in the club.
- Maintain and refresh personal knowledge of all our Members and to develop that of the team.
- Ensure every Member is welcomed by name
- Well-versed on standard Q&As regarding menus, hours of operation etc
- Support, redirect and problem solve in real time to ensure any Member related concerns are addressed.
- Build relationships with Members and guests, and communicate both positive and negative feedback to management for further assessment.
- Influence a fun and positive atmosphere by being approachable and professional.

THE IDEAL CANDIDATE WILL HAVE:

- at least 3-4 years experience within either luxury hospitality, fashion or concierge companies.
- A confident and professional manner
- Excellent leadership,

interpersonal and communication skills

- A passion for delivering

exceptional service

- The ability to work

under pressure.

- Strong experience with

CRM systems

- Proactive in maintaining

and reinforcing the club rules when required.

Desired Candidate Profile

Education:

Bachelor of Hotel Management(Hotel Management)

Gender:

nm

Nationality:

Any Nationality

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