

Receptionist

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Company: Accor

Location: Abu Dhabi

Category: healthcare-practitioners-and-technical

Company Description

Rixos Marina Abu Dhabi is a luxurious hospitality establishment that seamlessly combines modern elegance with world-class amenities. Nestled in the heart of Abu Dhabi, our resort offers an unparalleled experience for both leisure and business travelers. With a prime waterfront location, Rixos Marina Abu Dhabi sets itself apart as a premier destination for those seeking a blend of sophistication, comfort, and personalized service.

Key Features:

Stunning Waterfront Setting:

Enjoy breathtaking views of the marina and the Abu Dhabi skyline from the comfort of our well-appointed rooms and suites. The strategic location allows guests to immerse themselves in the vibrant atmosphere of the city.

Luxurious Accommodations:

Our accommodations are designed to provide the utmost comfort and style. Each room and suite is meticulously furnished with modern amenities, ensuring a relaxing and enjoyable stay for every guest.

World-Class Dining:

Indulge your palate with a diverse array of culinary delights at our on-site restaurants. From international cuisines to local flavors, our chefs craft exquisite dishes that cater to every taste.

State-of-the-Art Facilities:

Whether you're here for business or leisure, Rixos Marina Abu Dhabi offers a range of facilities to meet your needs. Our conference and event spaces are equipped with cutting-edge technology, while our wellness facilities provide a rejuvenating experience.

Exceptional Service:

At Rixos Marina Abu Dhabi, we take pride in delivering personalized and attentive service. Our dedicated staff is committed to ensuring that every guest's stay is memorable and exceeds expectations.

Job Description

MAIN DUTIES AND RESPONSIBILITIES:

- 1.1.1 Register and process check in for all arrivals.
- 1.1.2 Handle guest check outs efficiently and professionally.
- 1.1.3 Update guest information into the computer after a complete check in.
- 1.1.4 Accountable for cashiering duties, foreign exchange transactions, night audits tasks and settlement upon Guests' departure.
- 1.1.5 Handles walk in counter reservation at all times and process call in reservation when room reservations section is closed.
- 1.1.6 Provide friendly and courteous service to guest and respond promptly to all requests and inquiries at all time.
- 1.1.7 Resolve guests complaints/ requests and liaise with the department concerned to ensure immediate follow up.
- 1.1.8 Handle issuance of guest room key cards and ensure effective control for guest security.
- 1.1.9 Check and convey message, mail and package to Guests.
- 1.1.10 Assist at the Information counter, Foreign Exchange, Night Audit and, Business centre, as and when assigned.
- 1.1.11 Have knowledge of the hotel rate codes, package, segmentation, discounts and how to handle each.
- 1.1.12 Handle safe deposit boxes in accordance with policies and procedures.
- 1.1.13 Report any unusual occurrences or requested to manager.
- 1.1.14 Be aware of the hotel accident Prevention Policies.
- 1.1.15 Ensure the cleanliness and neatness of front office area.

- 1.1.16 Ensures that all guests are greeted on arrival & departure of the hotel.
- 1.1.17 Review log book, verify outstanding and follow up pending. Identify if any special assignment for the daily
- 1.1.18 .Check Hotel situation, occupancy, functions, groups, VIPs
- 1.1.19 At the end of the shift or the day, he has to communicate all information that the next shift has to know for a well running of the operations
- 1.1.20 Prepare for daily arrivals in terms of room allocations, amenities and special requests of the guests.
- 1.1.21 Maintain continuous contact with hotel guest to ensure that any problem or complain are handle efficiently and courteously.
- 1.1.22 Review and update Logbook
- 1.1.23 Check equipments
- 1.1.24 Be Smart, well groomed and maintain a friendly and cheerful disposition all the times
- 1.1.25 Oversee the day to day operations
- 1.1.26 Report regularly on happening to Asst. FO/FOM
- 1.1.27 Fire Procedure
- 1.1.28 First Aid Procedures
- 1.1.29 Handle guest complaints and report to manager

Qualifications

University Degree in Hotel Management , minimum 1 year in a similar role star Hotel

Additional Information

1 . Competitive Salary and Compensation:

Rixos Marina Abu Dhabi may offer a competitive salary that reflects the industry standards for similar positions.

2 . Training and Development Opportunities:

Access to training programs and development opportunities to enhance skills and advance within the company.

3 . Career Advancement:

Opportunities for career growth and advancement within the Rixos Hotels group.

4 . Health and Wellness Benefits:

Comprehensive health insurance coverage.

5 . Employee Recognition Programs:

Recognition programs to acknowledge and reward outstanding performance and dedication.

6 . Work-Life Balance:

Policies and practices that promote a healthy work-life balance, including flexible scheduling where possible.

7 . Uniforms and Dress Code:

Provision of uniforms or dress code guidelines for a professional and cohesive appearance.

8 . Social Events and Activities:

Participation in social events, team-building activities, and employee gatherings to foster a positive work culture.

9 . Transportation Services:

Transportation services.

10. Employee Wellness Programs:

Wellness programs, such as fitness classes or gym access, to promote a healthy lifestyle.

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