

## Residences Assistant Manager Jobs In Dubai 2022 | Four Seasons

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Company: Four Seasons

Location: abu dhabi

Category: other-general

### Residences Assistant Manager Jobs In Dubai 2022 | Four Seasons

**Job Description:**The Residences Assistant Manager directs and controls day-to-day operation of the Residential team which includes Concierge and Guest Services team.

They will be the liaison between Residential Division and supporting hotel departments to ensure all service requests from owners and tenants are completed in a timely manner, to the highest standards of execution.

Their primary responsibilities are to ensure the service standards delivered to the residents are of the highest level in keeping with the Four Seasons brand.

The Residences Assistant Manager will assist in training of all Residential team members, and provide regular performance feedback.

They will be responsible for overseeing the control of Residential inventory, including all software that tracks leased apartments occupied by tenants and ensuring accurate accounting of all a la carte services.

The Residences Assistant Manager will assist the Director of Residences by completing regular tours of the residences to continuously preserve and improve the product, ensuring that all areas of the residences are properly staffed to handle demand periods.

In the absence of the Director of Residences, be the first contact for any owner/tenant needs & concerns, ensuring the highest level of service and responsiveness.

Assist owners/tenants with Use Privileges, handle resident complaints, concierge service and respond to inquiries in an efficient, courteous and professional manner to achieve maximum satisfaction while complying with all Four Seasons' policies

Handle all resident interactions with the highest level of hospitality and professionalism, accommodating special requests whenever possible; resolve resident complaints; assist residents in all inquiries in connection with hotel services, in-house events, directions, local attractions, pre-arrival needs, etc. Assist with new owner orientations to their residence & hotel.#J-18808-Ljbffr

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