

## Resort Host

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

### Company Description

Banyan Group is one of the world's leading independent, multi-branded hospitality groups centered on the purpose-driven mission of stewardship and wellbeing while offering exceptional, design-led experiences.

The Group's diversified portfolio of hotels, resorts, spas, galleries, golf and residences features an ecosystem of 10 global brands, including the award-winning , , , and , and the highly anticipated new brands of , , Folio, and two new Banyan Tree brand extensions - and .

Established in 2008, with the goal of advancing people development and management excellence, Banyan Tree Management Academy has nurtured over 10,000 associates across 23 countries. The Group is recognised for its commitment to environmental protection and community development through its Banyan Tree Global Foundation. Operating over 70 hotels in 17 countries, it has over 50 new properties in the pipeline.

Banyan Tree Dubai is a lively, island escape where stylish stays, incredible dining, warm hospitality, and recreation create lasting memories. Fronted by 500m of a pristine, private beach with uninterrupted views of the Arabian Gulf and backed by the iconic Ain Dubai.

With the ambience of a sleek, relaxed, luxe island getaway, Banyan Tree Dubai boasts 3 chilled outdoor pools, fully-serviced beach, award-winning Banyan Tree Spa, a fitness center and 7 dining options.

## Job Description

### **Summary**

Reliable and engaging. As a Resort Host, you will demonstrate the essence of creating an exceptional guest journey. You are committed to taking care of the guests from the moment they arrive through to their departure.

### **Responsibilities**

Constantly apply standard operating procedures in your department.

Demonstrate Banyan Tree's brand service plus standards in all interactions.

Provide a warm welcome & fond farewell to guests and assists Guests' according to brand standards.

Remain observant and respond to each Guest who approaches the Reception Desk.

Is an ambassador of Banyan Tree by providing an excellent first impression.

Maintain a perpetual presence on the Reception Desk throughout the hours of the shift.

Greet all Guests courteously, using the Guest's name whenever possible.

Follow Hotel's telephone etiquette standards.

Follow Occupational Health & Safety regulations.

Ensure adherence to Banyan Tree's Code of Ethics.

Look after the Accor enrolments and encourage colleagues to enroll more all arrivals to achieve the set targets.

He/she will look after the profiles' update of all our guest and ensure proper standard is followed.

Do courtesy calls to our guest in house and maintain a record.

Do the credit limit check on daily basis for all guest in house.

Monitor guest service personnel to ensure maximum guest satisfaction through personal recognition and prompt cordial attention from arrival through departure.

Maintain an up-to-date knowledge of hotel information and local services, including operating hours, promotions, events, attractions and any allied information.

Qualifications

**Experience/Certificates/Education**

2 years minimum experience in a similar capacity within an ultra-luxury hospitality environment.

Must possess outstanding Guest services skills, professional presentation and sophisticated communication skills.

Proficient in English language (verbal & written), Russian language proficiency is an asset.

Must be able to handle a multitude of tasks in an intense, ever-changing environment while remaining calm and collective.

Must be flexible in terms of working hours.

A hospitality diploma is an asset.

Computer literacy in Windows, MS Office Suite, and Opera PMS systems is recommended.

Must have the ability to handle cash effectively and accurately.

Additional Information

As part of our commitment to your growth and success, we ensure you receive the necessary support, training, and leadership throughout your journey with us. You'll have the opportunity to participate in training and development programs aimed at honing your skills and enhancing your expertise in luxury hospitality space.

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