

Room Controller - Front Office

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Company: Anantara

Location: abu dhabi

Category: other-general

Job Description

Assign room according to guest request and preferences. Pre-register designated guests. Organize and coordinate check-in / pre-registration procedure for arriving groups. Review/ track/ accommodate requests for room / check-out changes when possible. Coordinate room moves and communicate it to amenity coordinator and CID team. Communicate status to appropriate team members. Confirm reservations and cancellations. Review out-of-order and out-of-service rooms daily. Generate Engineering reports to follow up on Out of Service rooms. Coordinate with Engineering team in assigning plan preventive maintenance rooms. Follow up queue rooms, and ensure procedure of placing rooms on queue are adhered by the team. Allocate showrooms for day use. File guest paperwork or documentation. Set up / process all guest check-ins/check-outs. Perform duplicate reservation checks, block rooms. Run daily reports. Receive, record and relay messages accurately, completely and legibly. Follow all company policies and procedures. Maintain confidentiality of proprietary information, protect company assets. Anticipate and address guests' service needs. Answer telephones using appropriate etiquette. Coordinate tasks and works with other departments. Perform other reasonable job duties as requested. Proper action plan when hotel is overbooked.

Qualifications

College diploma in hotel management or related field. Luxury hotel experience is a must. Good

Communication skills. Experience with Front Office Systems. Good English skills, both written and spoken.

Additional Information

Relocate to remote area.

#J-18808-Ljbffr

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