

# United Arab Emirates Jobs Expertini®

## Rooms Controller

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Company: Marriott International

Location: Dubai

Category: healthcare-practitioners-and-technical

### START YOUR JOURNEY WITH US

JW Marriott Marquis Hotel Dubai welcomes you to the heart of the city's lively downtown district with modern luxury and award-winning service. Soaring above Sheikh Zayed Road, our bustling and dynamic 5-star hotel is one of the tallest in the world, consisting of two towers with 1608 rooms and boasts awe-inspiring views of the water and Dubai cityscape. Enjoy a swim in the outdoor pool or a workout in the fitness center before easing tired muscles with a massage at Saray Spa. Sample the flavors of the world at our 10 restaurants and lounges, which offer Japanese, Italian, Indian and Thai cuisine. For those planning an event in downtown Dubai, UAE our hotel offers 80,000 square feet of adaptable space, including a striking ballroom and outdoor venues. Explore, Dubai Mall, Burj Khalifa and Dubai Opera which are all minutes away.

### LOVE WHAT YOU DO EVEN MORE

At JW Marriott®, treating guests exceptionally starts with the way we treat our associates. Because we believe it takes people who genuinely love what they do to create a truly extraordinary experience.

Here at JW Marriott Marquis Dubai, we are looking for talented individuals, to join our amazing family and in return we are able to offer you the following:

An amazing career opportunity to not just work with us but open opportunities worldwide with our extensive portfolio of hotels.

Learning opportunities with some of the best professionals the region has to offer.

We aim to promote our associates within as soon as the opportunity arises, so we hope to see you progress your career in line with our training and promotion schedule.

A competitive salary with excellent benefits which include accommodation, meals on duty, Transportation, and:

World class training and development, including leadership development.

Recognition programs.

Discounted accommodation in over 8,000 hotels all over the world. Yes, 8,000!

Discounted food & drink in all our restaurants and bars.

Discounts for your friends and family.

Unlimited career opportunities (Internationally and locally)

Medical and Life insurance

Amazing support to ensure you have all the tools you require to complete your day-to-day tasks.

## **OUR EXPECTATIONS FROM THE ROLE:**

### **Room Inventory Management:**

Monitor house count regularly to determine room availability and develop a strategic selling strategy for each shift.

Ensure accurate and timely handling of room reservations, arrivals, departures, no-shows, and extensions using systems like OPERA.

### **Communication and Documentation:**

Utilize the Daily Log and other communication tools to their full capacity, providing relevant information to the next shift and ensuring seamless communication with other departments.

Maintain detailed records, including contingency reports, to facilitate smooth operations.

### **VIP and Elite Member Handling:**

Pre-block rooms for VIP and Marriott Elite members, considering any special requirements or preferences.

Communicate effectively with concerned departments to ensure a seamless experience for special guests.

### **Compliance and Audits:**

Ensure compliance with credit policies and supervise adherence to cash handling procedures by Front Office Receptionists.

Conduct regular PCI audits to ensure compliance with Marriott International standards.

### **Training and Brand Compliance:**

Participate in the training and development of Front Office Associates, ensuring they are continually updated on hotel rates, packages, and discounts.

Maintain a thorough knowledge of Visa policies and procedures, assisting in the absence of the visa coordinator.

Supervise compliance with Marriott Brand standard requirements for all front office sections.

In joining Marriott Hotels, you join a portfolio of brands with Marriott International. **Be** where you can do your best work, **begin** your purpose, **belong** to an amazing global team, and **become** the best version of you.

Marriott Hotels strive to elevate the art of hospitality, innovating at every opportunity while keeping the comfort of the oh-so-familiar all around the globe. As a host with Marriott Hotels, you will help keep the promise of 'Wonderful Hospitality. Always.' by delivering thoughtful, heartfelt, forward-thinking service that upholds and builds upon this living legacy. With the name that's synonymous with hospitality the world over, we are proud to welcome you to explore a career with Marriott Hotels. In joining Marriott Hotels, you join a portfolio of brands with Marriott International. **Be** where you can do your best work, **begin** your purpose, **belong** to an amazing global team, and **become** the best version of you.

JW Marriott is part of Marriott International's luxury portfolio and consists of more than 100 beautiful properties in gateway cities and distinctive resort locations around the world. JW believes our associates come first. Because if you're happy, our guests will be happy. JW Marriott associates are confident, innovative, genuine, intuitive, and carry on the legacy of the brand's namesake and company founder, J. Willard Marriott. Our hotels offer a work experience unlike any other, where you'll be part of a community and enjoy true camaraderie with a diverse group of co-workers. JW creates opportunities for training, development, recognition and most importantly, a place where you can pursue your passions in a luxury environment with a focus on holistic well-being. Treating guests exceptionally starts with the way we take care of our associates. That's The JW Treatment™. In joining JW Marriott, you join a portfolio of brands with Marriott International. **Be** where you can do your best work, **begin** your purpose, **belong** to an amazing global team, and **become** the best version of you.

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