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Rooms Controller – Marriott Resort Palm Jumeirah, Jobs In Dubai | Marriott

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The Rooms Controller is responsible for the efficient and economic operation of the rooms division, in order to achieve the highest possible level of guest satisfaction. He or she will oversee the front office, housekeeping, and engineering departments to ensure that all hotel rooms are clean, comfortable, and properly maintained. The Rooms Controller will also be responsible for managing the rooms division budget, and will work closely with the hotel's sales and marketing team to maximize revenue.

ResponsibilitiesMaintain an up-to-date knowledge of room availability, rates, and promotions to provide information and suggestions to callers

Convert inquiries into reservations by accurately entering data into the property management system

Process reservation requests from travel agents, online booking sites, and other third-party sources

Verify guest information and special requests are properly documented in the reservation record

Coordinate room assignments with the housekeeping department to ensure rooms are ready for arrival

Prepare confirmation letters and other correspondence as needed

Monitor incoming email and faxes for reservation requests and respond accordingly

Handle cancellations and modifications in accordance with company policy

Keep abreast of industry trends and developments to recommend improvements in products, services, and policies

Assist in training new employees on reservation procedures

Generate various reports related to reservations, occupancy, and revenue as requested

Perform other duties as assigned

Requirements: High school diploma or equivalent

Proven experience in a customer service role, with excellent customer service skills

Ability to work well under pressure and handle multiple tasks simultaneously

Excellent communication, organizational, and time-management skills

Proficient in Microsoft Office, with aptitude to learn new software and systems

Experience working in the hotel industry#J-18808-Ljbfrr

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