

Service Associate - Front Office Agent

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Company: Shangri-La

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Service Associate (Front Office Agent)

Traders Hotel, Qaryat al Beri Abu Dhabi

We have an opportunity for an enthusiastic Front Office Agent to join the Traders Hotel family.

The selected candidate will be the face of the hotel, welcoming guests and ensuring their stay is as comfortable as possible, from start to finish.

What we are looking for?

A warm and friendly personality.

A smiling and positive demeanour.

A can-do attitude.

Great communicator.

Desire to always deliver a five-star experience.

Efficiency and punctuality.

Previous experience in luxury hospitality/customer service.

Lives and breathes the Values.

What will you do?

Welcome the guests to the hotel as per the hotel standard

Complete initial check-in of all new guests.

Be present and attentive at all times.

Work with hotel colleagues to keep excellent service standards.

Be prepared to assist other Traders colleagues/departments in a thoughtful manner.

Assist with guest luggage.

Be the brand ambassador.

Bid fond farewell to departing guests and leave them with a Shangri-La experience.

Empathetically listen to client queries/complaints and work with colleagues/management to find solutions.

Traders Hotel, Qaryat Al Beri, Abu Dhabi

The hotel comprises 301 well-appointed guestrooms and suites. Rooms start at a spacious 32 square metres and feature a stylish design of warm tones and comfortable furnishings. For travellers requiring the highest levels of service and attention, the hotel also offers 80 Traders Club rooms on the seventh, eighth and ninth floor, as well as suites on the first to seventh floor. With a blend of contemporary style and comfortable furnishings, Traders Hotel, Qaryat Al Beri, Abu Dhabi is ideally located in the Qaryat Al Beri complex, which houses Shangri-La Hotel, Shangri-La Residences, CHI, The Spa at Shangri-La, The Villas by Shangri-La and a Souk.

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