

Service Leader - Front Office Senior Supervisor

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Company: Shangri-La

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Service Leader (Front Office Senior Supervisor)

Traders Hotel, Qaryat al Beri Abu Dhabi

We have an opportunity for a dynamic Front Office Senior Supervisor to join the Traders Hotel family. The Front Office is an integral part of the hotel as it is the guests first interaction of the Shangri-La Experience.

What are we 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?

Performs and supervises guest arrival, guest departure, cashiering tasks in accordance with hotel standards; fulfils special guest requests.

Attends to concierge and/or business centre requests in a precise and efficient manner; provides insightful information to internal and external customers.

Has excellent knowledge of and is able to intuitively recommend the hotel's rooms and facilities; drives upselling programs.

Provides genuine hospitality and recognition in the work area; maintains strict discretion; proactively updates guest history database; promote hotel services and products.

Anticipates guest needs and takes ownership of guest concerns and requests; ensures speedy and accurate follow up where required; acts decisively to ensure guest satisfaction; reports and notifies all glitches to Front Office Manager for further follow up.

Conducts daily briefings in the absence of management; assigns shifts and duties to junior colleagues

Inspects and ensures the work area is in good physical repair; reports defects and ensures timely rectification

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

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

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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