

United Arab Emirates Jobs Expertini®

Team Leader - Guest Services

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Company: Rotana Hotels

Location: abu dhabi

Category: other-general

We are currently seeking for passionate and dynamic guest focused Front Office professionals who pride themselves on their ability to deliver extraordinary levels of customer service and provide creative solutions to our guests. As a Team Leader - Guest Services you are responsible to provide professional and customer focused service to our guests, ensuring their stay will become a memorable experience whereby your role will include key responsibilities such as:

- Extend personal service and attention to all guests, with particular emphasis on Club Rotana and VIP Guests
- Prepare and coordinate the distribution of guest amenities, welcome letters and fruit setups for VIPs and long-stay guests
- Maintain an up to date knowledge of the hotel and local services, supply information and respond to guest queries and promote inter-hotel sales and in-house facilities
- Maintain and update guest history profiles through the Opera guest profile system
- Review and prepare next day's arrival reports for VIPs and those accorded special status, ensuring that these are highlighted to the management and necessary related functions are activated
- Block rooms ensuring allocation, according to guest expectations, utilizing guest history and communicates with all related departments to create awareness of any special requirements
- Give courtesy calls and complete the daily call log as per established guidelines

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