

Telephone Operator

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Company: Accor

Location: دبي

Category: healthcare-practitioners-and-technical

Company Description

Hotel Overview:

Nestled along the picturesque Arabian Gulf beaches, Mövenpick Hotel Jumeirah Beach is a modern and contemporary 5-star hotel that promises an unparalleled experience of luxury and convenience in the heart of Dubai. With a perfect blend of breathtaking views, exciting dining options, and exceptional recreational facilities, Mövenpick Hotel Jumeirah Beach stands out as a premier destination for travelers seeking an unforgettable stay in this vibrant city.

What is in it for you:

Employee benefit card offering discounted rates in Accor worldwide

Learning programs through our Academies and the opportunity to earn qualifications while you work

Opportunity to develop your talent and grow within your property and across the world

Ability to make a difference in the local community through our Corporate Social Responsibility activities.

Job Description

What you will be doing:

Receive each guest call in a professional and friendly manner.

Maintain effective communication with all related department to ensure smooth service delivery.

Handle every query in a polite and courteous manner and exceed guest expectations.

Maintain an up to date knowledge of the hotel and local services.

Maintain an awareness of guest profile through the Opera guest profile system.

Maintain the guest wake up call sheet and deliver calls accordingly on time and to the established standard.

Ensure the proper operation of the switchboard, resulting in fast and efficient transferring of internal and external calls.

Take messages for guests and management as per the required standard.

Qualifications

Your experience and skills include:

Minimum 1-2 years' experience in a similar role in a 5 star hotel.

Fluency in English both written and verbal communication skills.

Additional language is advantage.

Energy and enthusiasm with an eye for detail.

Additional Information

Our commitment to Diversity & Inclusion:

We are an inclusive company and our ambition is to attract, recruit and promote diverse talent.

Why work for Accor?

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