

Telephone Operator

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Company: Accor

Location: Dubai

Category: healthcare-practitioners-and-technical

Job Description

Company Description

Why work for Accor

We are far more than a worldwide leader. We welcome you as you are and you can find a job and brand that matches your personality. We support you to grow and learn every day, making sure that work brings purpose to your life, so that during your journey with us, you can continue to explore Accor's limitless possibilities.

By joining Accor, every chapter of your story is yours to write and together we can imagine tomorrow's hospitality. Discover the life that awaits you at Accor, visit

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Do what you love, care for the world, dare to challenge the status quo! #BELIMITLESS

Job Description

Ensure proper functioning of telephone equipment in the hotel at all times and to implement correct telephone operating procedures

Handle any guest complaints and/or remarks; provides a response as soon as possible

Handle phone calls and forward any messages received for the guest.

Record and give wake-up calls

Report all telephone defects to the technical department

If electronic system is down, to record all-chargeable calls and post them on the guest's invoice

Utilizes correct process and procedure when you handling the confidential guest information

Take down and relay messages.

Qualifications

High school Diploma or equivalent.

Excellent communication skills, both written and verbal required

Excellent organizations skills and ability to find solutions

Able to cope with the pressures of a very busy environment

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