

Telephone Operator

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Company: Grosvenor House Dubai and Le Royal Meridien Beach Resort & Spa

Location: Dubai

Category: healthcare-practitioners-and-technical

Job Number 24015246

Job Category Rooms & Guest Services Operations

Location Le Royal Méridien Beach Resort & Spa, Al Mamsha Street, Dubai, United Arab Emirates, United Arab Emirates [VIEW ON MAP](#)

Schedule Full-Time

Located Remotely N

Relocation N

Position Type Non-Management

Position Summary

Answer, record, log, and process all guest calls, requests, questions, or concerns. Operate telephone switchboard station. Process guest requests for wake-up calls, screening calls, do not disturb, call forwarding, conference calls, TDD relay calls, and non-registered guest calls. Advise guest of any messages received. Monitor busy or unanswered lines, check back with callers

on hold to update status, and offer to take a message. Receive, record, and relay messages accurately, completely, and legibly. Activate/deactivate guest room message lights as appropriate. Instruct guests on how to access the internet; transfer guests with problems to provider's customer support line. Test communications equipment to ensure it works properly. Respond to special requests from guests with unique needs. Contact appropriate individual or department as necessary to resolve guest call, request, or problem. Follow up with guests to ensure their requests or problems have been met to their satisfaction. Dispatch bell staff or valet staff as needed.

Follow all company policies and procedures; report accidents, injuries, and unsafe work conditions to manager; ensure uniform and personal appearance are clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge all guests according to company standards; anticipate and address guests' service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language; answer telephones using appropriate etiquette. Develop and maintain positive working relationships with others; support team to reach common goals. Comply with quality assurance expectations and standards. Stand, sit, or walk for an extended period of time. Enter and locate information using computers and/or POS systems. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law.

At Le Méridien, we are inspired by the era of glamorous travel, celebrating each culture through the distinctly European spirit of savouring the good life. Our guests are curious and creative, cosmopolitan culture seekers that appreciate moments of connection and slowing down to savour the destination. We provide authentic, chic and memorable service along with experiences that inspire guests to savour the good life. We're looking for curious and creative people to join our team. If you appreciate connecting with like-minded guests and have a

deep desire to create memorable experiences, we invite you to explore career opportunities with Le Méridien. In joining Le Méridien, you join a portfolio of brands with Marriott International. **Be** where you can do your best work, **begin** your purpose, **belong** to an amazing global team, and **become** the best version of you.

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