

# United Arab Emirates Jobs Expertini®

## Telephone Operator

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Company: Marriott International

Location: Dubai

Category: healthcare-practitioners-and-technical

**Job Number** 24023270

**Job Category** Rooms & Guest Services Operations

**Location** The Ritz-Carlton Dubai International Financial Centre, DIFC off Sheikh Zayed Road, 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 more than 100 award-winning properties worldwide, The Ritz-Carlton Ladies and Gentlemen create experiences so exceptional that long after a guest stays with us, the experience stays with them. Attracting the world's top hospitality professionals who curate lifelong memories, we believe that everyone succeeds when they are empowered to be creative, thoughtful and compassionate.

Every day, we set the standard for rare and special luxury service the world over and pride ourselves on delivering excellence in the care and comfort of our guests.

Your role will be to ensure that the 'Gold Standards' of The Ritz-Carlton are delivered graciously and thoughtfully every day. The Gold Standards are the foundation of The Ritz-Carlton and are what guides us each day to be better than the next. It is this foundation and our belief that our culture drives success by which The Ritz Carlton has earned the reputation as a global brand leader in luxury hospitality. As part of our team, you will learn and exemplify the Gold Standards, such as our Employee Promise, Credo and our Service Values. And our promise to you is that we offer the chance to be proud of the work you do and who you work with.

In joining The Ritz-Carlton, you join a portfolio of brands with Marriott International 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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