

United Arab Emirates Jobs Expertini®

Telephone Operator

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Company: Marriott International

Location: Dubai

Category: healthcare-practitioners-and-technical

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.

PREFERRED QUALIFICATIONS

Education: High school diploma or G.E.D. equivalent.

Related Work Experience: No related work experience.

Supervisory Experience: No supervisory experience.

License or Certification: None

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