

# United Arab Emirates Jobs Expertini®

## Telephone Operator

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Company: Radisson Hotel Group

Location: Dubai

Category: healthcare-practitioners-and-technical

Can you be our guests' superhero Is guest service your ultimate passion Then why not come and join us at the Radisson Hotel Group to Make Every Moment Matter! where our guests can relax and enjoy the experience!

Our first class Front Office Team is the heart of the house, providing a warm welcome and happy smile and where we strive to deliver a hospitality experience that is beyond expectation - creating memorable moments for our guests.

As Telephone Operator, you will join a team that is passionate about delivering exceptional service where we believe that anything is possible, whilst having fun in all that we do!

Interested then why not say Yes I Can! as we are looking for passionate people just like you!

### **Key Responsibilities of the Telephone Operator:**

Support and assist in the smooth running of the front office department, where all aspects of the guest journey and experience are delivered to the highest level, ensuring both property and company standards are attained and adhered to.

Takes responsibility for the duties and tasks assigned to the role, ensuring that all work

is carried out in a timely and professional manner.

Collaborate with colleagues to maximize guest satisfaction and comfort, delivering a positive and responsive approach to enquiries and problem resolution.

Support and deliver on the strategies and objectives of the front office department taking ownership for assigned areas of responsibility.

Develops and builds own skills, knowledge and experience at every opportunity within front office department, which aligns with the culture of growth, development and performance expected by the company.

Collaborates with the Head of Department, ensuring that departmental inventory is maintained, that productivity targets are achieved and performance levels are attained

Build and maintain effective working relationships, communicating with key stakeholders whilst promoting the company culture and values.

Ensures adherence to all legislation where due diligence requirements and best practice activities are planned, delivered and documented for internal and external audit, performing follow-up as required

### **Requirements of the Telephone Operator :**

Experience in front office

Ability to adapt to changing service environments

Pro-active with a hands-on approach

Passion for the hospitality industry

Ability to manage work ensuring that tasks assigned are delivered

Ability to find creative solutions, offering recommendations

Personal integrity, with the ability to work in an environment that demands excellence

Strong communication and listening skills

Good IT skills

Ability to work collaboratively at all levels within the department

An open and positive personality

Ability to handle challenging priorities and assignments

## CAREERS

Join us in our mission to make every moment matter for our guests and be part of the most inspired hotel company in the world. At Radisson Hotel Group we believe that people are our number one asset. As the one of the world's largest hotel companies, we are always looking for great people to join our team. If this sounds like an ambition you share, then start with us.

To find out more about the Radisson Hotel Group, our Culture and Beliefs, then why not visit us at [careers.radissonhotels.com](https://careers.radissonhotels.com).

### **Skills**

Fast-Paced Experience

By applying you confirm you have these skills.

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