

Telephone Operator

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Company: SWISSOTEL

Location: Dubai

Category: healthcare-practitioners-and-technical

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.

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

Take down and relay messages.

Handle fire-alarm procedure

Keep abreast of new trends in telephone systems

Promotes the range of services offered by the hotel to increase sales

Promotes the loyalty programme, adapting the sales pitch to suit the guest's needs

Verify telephone equipment rental charges, long distance charges

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

Qualifications

Your experience and skills include:

Confident, ambitious and self-motivated individual.

Good knowledge of Windows

Fluent in the local language; business English

Excellent communication and organizational skills and a good team player

Ability to be both proactive and reactive

Excellent organizations skills and ability to find solutions

Able to cope with the pressures of a very busy environment

Additional Information

.Swissotel Al Murooj Dubai, a Resort-style hotel cleverly combining hotel and apartment-style accommodations at the heart of Dubai's city center.

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