

# United Arab Emirates Jobs Expertini®

## Telephone Operator

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Company: The First Group

Location: Dubai

Category: healthcare-practitioners-and-technical

### Overview

#### About the First Collection at Jumeirah Village Circle

Unleash the explorer in you at The First Collection at Jumeirah Village Circle, an upscale hotel located in the heart of JVC. Our 491 well-appointed rooms and suites make for the perfect retreat after a busy day of discovering the city, or attending business meetings.

Centrally located, the district of JVC offers convenient access to the entire city. The area is connected to three main roads, while bus networks and the hotel's shuttle service will keep you seamlessly connected to the city. Dubai Marina, Downtown Dubai and The Expo 2020 site are all within a 20-minute drive. The community of Jumeirah Village Circle (JVC) provides a number of family friendly conveniences including the Circle Mall, public parks and restaurants, which are all easily accessible from the hotel. Our signature restaurants and bars provide trendy venues to enjoy a refreshing cocktail or a mouth-watering meal.

Santé Ria oozes with full bodied Latino spirit that serves mouth-watering flavours inspired by the vibrant cultures of South America. The Village Bistro offers a vibrant, family-friendly dining experience where guests will enjoy an à la carte menu options and international buffets. The Village Bistro also serves the terrace and pool deck where guests will be able to enjoy a refreshing dip and al fresco dining. The hotel also offers a number of leisure facilities including an exclusive club lounge, a large outdoor swimming pool, a gymnasium and male and female massage treatment rooms.

#### About The First Collection

The First Collection, brings together the key hotel, hospitality, and lifestyle assets of The

First Group under one exciting and progressive brand. Comprising of five operational hotels and a pipeline of seven upper midscale hotels that will launch under The First Collection banner, the company has ambitious growth plans across the UAE. The First Collection also encompasses popular dining outlets including MasterChef, the TV Experience, Lola Taberna Española and Ikigai, which have received acclaim for delivering unique and exceptional dining experiences.

### **The First Collection at Jumeirah Village Circle**

Put your career first by embarking on a rewarding journey with the First Collection at Jumeirah Village Circle. We understand that our employees are the face of the company and providing our guests with memorable experiences is at the forefront of everything to do. To support this, we provide our employees with tailored training and development opportunities to help them grow in terms of their career and personal objectives.

We are committed to hiring talented and energetic individuals who will enrich the stay of every guest. To achieve this we focus on providing a work environment that inspires motivation and retaining employees. We offer comprehensive benefits to our employees, which include: return air tickets to home destination, uniform and laundry services, accommodation and recreation facilities, medical coverage and life insurance, transportation, duty meals, colleague discount in our F&B outlets and reduced hotel rates, enhanced employee rewards program, team bonding and engagement events, employee health and wellness activities.

### **Job Description**

#### **Job Summary:**

The Telephone Operator is responsible for providing exceptional customer service to hotel guests, especially when it comes to calls inquiries. They are operates the telephone switchboard station and process guest requests for wake-up calls and other requests related to placing or receiving telephone calls.

#### **Key Responsibilities:**

Ensure brand standards, policies and procedures are adhered to at all times.

Maintain complete knowledge of all hotel features/services, hours of operations, all hotel restaurant food concepts, menu price range, dress code and ambiance, all hotel room types, numbers/names, layout appointments, amenities and locations, all hotel room rates, special packages and promotions, daily house count and expected arrivals/departures scheduled daily

group activities, names and locations of meeting/banquet rooms, room availability status for any given day.

Maintain cleanliness throughout the areas.

Organize and implement all special needs, personal preferences and amenity distribution in accordance to the department's standards and procedures.

Answer and direct all external incoming telephone calls following the standard telephone etiquettes.

Takes In Room Dining orders from the guests over the telephone. Enters order into MICROS system.

Communicates special instructions to the kitchen and expeditors.

Handles guests' complaints and takes action to resolve problems.

Accepts and relays guests messages, either manually, written or through voice mail system.

Maintain and update Opera telephone Directory.

Prepare any admin related tasks delegated by the line manager.

Takes request for wake up calls and follows through to ensure guests receive their wake up call at the requested time.

Greets guests with a cheerful and pleasant voice during the conversation.

Responds to emergency situations calmly, effectively, according to hotel guidelines.

Actively participate in sending and distributing all incoming and outgoing faxes and messages.

Understand and know all SOPs for fire evacuation, your role and what is required in Emergency situation.

Successful completion of the training / certification process.

Develop and maintain positive and productive working relationships with other employees and departments. Support all co-workers and treat them with dignity and respect.

Follow, comply and ensure that all guests are checked-in and out from the DTCM e-service portal and CID systems.

Follow, comply and ensure that all service requests and incidents either requested by a guest and/or associates are logged into FCS/e-connect software in a timely manner.

Perform any other works as and when assigned by the supervisor and/or management.

### **Desired Skill & Expertise**

At least 1+ years experience working at the reception or as a telephone operator in a 4\* property with 250+ inventory.

1 year experience Front Office computer literacy

Excellent communications skills with Proficiency in speaking and writing English.

Team player with excellent planning, organizing skills and excellent problem-solving skills.

Able to work flexible working hours with rotating shifts.

Pleasant personality and good grooming.

### **Options**

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