

# United Arab Emirates Jobs Expertini®

Welcome Office Coordinator

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Company: Marriott International

Location: Abu Dhabi

Category: healthcare-practitioners-and-technical

**Job Number** 24034559

**Job Category** Rooms & Guest Services Operations

**Location** W Abu Dhabi - Yas Island, Yas Island, Abu Dhabi, United Arab Emirates, United Arab Emirates [VIEW ON MAP](#)

**Schedule** Full-Time

**Located Remotely** N

**Relocation** N

**Position Type** Non-Management

## Position Summary

Supply guests with directions and information regarding property amenities, services, and hours of operation, and local areas of interest and activities. Contact appropriate individual or department (e.g., Bellperson, Front Desk, Housekeeping, Engineering, Security/Loss Prevention) 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. Receive, record, and relay messages accurately, completely, and legibly. Respond to special requests from guests with unique needs. Communicate VIP arrivals to designated personnel for escort and delivery of amenities.

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; 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. Identify and recommend new ideas, technologies, or processes to increase organizational efficiency, productivity, quality, safety, and/or cost-savings. Stand, sit, or walk for an extended period of time or for an entire work shift. 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.*

W Hotels' mission is to Ignite Curiosity, Expand Worlds. We are a place to experience life. We're here to open doors and open minds. We are constantly inspired by new faces and new experiences. A tuned-in, up-for-anything spirit is at our core and has made us renowned for reinventing the norms of luxury around the globe. Whatever/Whenever is our culture and service philosophy that brings our guests' passions to life. If you are original, innovative, and always looking towards the future of what's possible, welcome to W Hotels. In joining W Hotels, you join a portfolio of brands with Marriott International. **Be** 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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