

Center for Career Planning & Placement (CCPP)

Graduate Placement Services (GPS)

JOB VACANCY FORM[©]

IMPORTANT: The information presented in this document can be shared only internally at UAE University!

Job Reference No.: JV346

Name: **Rotana Hotel**



Company Type: Private

Job Position/Title:	Front Desk Agent	Academic Major:	All CBE Majors – Mass Communication
Salary Range:	8,650 AED	Years of Experience:	Fresh graduates
Job Location:	Al Ain	Job Type:	Full-time
Nationality:	Only UAE Nationals	Gender:	Both
Job Description:	Job Summary: As a Front Desk Agent you are responsible to provide professional and customer focused service to our Guests, ensuring their stay will become a memorable experience General Duties and Responsibilities: • Provide prompt, courteous and efficient service to all Guest, so as to achieve a high level of customer satisfaction through personalized service from arrival till departure • Ensure Guests are personally greeted by name, if known and escorted to their room to make them feel expected and welcomed • Conduct in Room & Hotel familiarization and assist Guest in Hotel activity enquiries / requests • Maintain an up to date knowledge of Hotel information and local services, including operating hours, promotions, events, attractions and any allied information to respond to Guest queries • Maintain an awareness of rate levels to be sold on a daily basis and the occupancy levels • Accurately administer Front Desk cashing standards and comply with all laid down systems, policies and procedures • Process accounts from check-in to check-out, ensuring accurate postings of all incidental charges using computerized Front Office systems • Maintain the privacy of all Guests by ensuring that no details of the Guests are disclosed • Demonstrate a complete understanding of the Hotel's policies, procedures and service standards and have full knowledge of the Hotel facilities and happenings • Operate in a safe and environmentally friendly way to protect guests' and colleagues' health and safety, as well as protect and conserve the environment • Comply with the hotel environmental, health and safety policies and procedures		

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Minimum Qualifications:	• Bachelor Degree. • Effective Communication • Teamwork • Customer Focus • Planning for Business • Understanding Differences • Customer Focus • Supervising Operations • Adaptability
No. of Positions Required:	1
Job Close Date:	Open until filled

To Apply, UAEU Graduates/Alumni should send their CVs to:

adriana.pavel@rotana.com

JOB NAVIGATOR

Locating Your Career Path

