

Jannah Hotels & Resorts Job Description



Job Title:	Karim
Department:	Front Office
Reports To:	Operations Officer
Responsibility Level:	Staff

Why This Position Exists

- Karim Service is a combination of Butler, Concierge, Reception, housekeeping and Guest Relation Officer.
- The main role of a Karim is that a personal assistant, anticipating guest's needs rather than waiting to be asked.
- A professional Karim is prompt, courteous, organized, well-groomed, honest, trusting and trustworthy, friendly, reliable, Committed to the highest standards of service, anticipates as well as expedites, organizes as well as implements, and delegates effectively.
- Karims are the first and last point of contact for the guest and this is seen as the best that can be offered, in fact, an ambassador of high standards.
- Karim is key element in team of professionals striving to deliver a high level of personalized service that exceeds not only the expectation of the guest but will add a point of difference from the service provided anywhere else within the hotel/spa/resort
- The position of Karim provides a very personal, detailed, seamless service to guests. Take care of guests needs in highly professional manner; take care of all their guests from arrival until departure without imposing themselves on the guest.
- The attention to detail required, and the ability to anticipate the needs of the guest's, demand that the Karim is consummate hotel professional with impeccable presentation of the suites/rooms and public areas of the Hotel.

Key Duties and Responsibilities

- A Karim mission is to be professional at all times, well-groomed, discreet, trustworthy, tactful, honest, hardworking, proficient and sincere.
- A professional Karim will demonstrate a unique ability to work in a quietly confident manner that will create a calm, serene atmosphere and impress both internal and external guest with the highest possible standard of Karim service
- Provide personal service.
- Possess a good working knowledge of Karim Service.
- Have a fundamental understanding of wealth and luxury and its effect on the position Karim.
- Possess a knowledge of /and local area information.
- Handle the guest mail, telephone, messages and ensure the faxes are and mail are distributed promptly and professionally,
- Adding and keeping track everything that comes into the guest fridge can be a tiring task can be shopping assistant, grocery list expiry date tracker, any many things more..
- Managing household responsibilities including keeping the family agenda, carrying out personal shopping, sorting out the mail, dropping off and collecting children from school, handling personnel like chauffeurs, maids and nannies and taking charge of household accounts and paying bills.



- Ensuring all the the times guest requirements and needs are met and to demonstrate a high consistent level of organization and management communication with providing feedback at all the times and to be constantly proactive in anticipating guest need and requirements.
- Shoe shining services disappeared in our day to day life – not at Jannah Hotels & Resorts. Karim will make sure your shoes are always clean and shiny. A place for everything and everything in its place, this service is for those who crave a tidy wardrobe Karim will come in and take care of that.
- Ensure That the FID stores are we maintained and stocked at all the times.
- To maintain open line of communication and coordinate with related departments to ensure guest request and complaint handled effectively and effectively.
- Reports to any maintenance faults according to procedures.
- Pack and unpack guest's suitcase and organize clothing in the wardrobe. Karim will assist if any of clothes need to be pressed.
- Enjoy your first class experience, and let your Karim take over
- Possess a knowledge of resort/hotel/spa owner
- Possess a knowledge of resort and facilities
- Be able to describe suite facilities in a professional manner
- Create a record and keep themselves up to date on current activities in the hotel, city and country generally
- Be aware of energy management and the impact of environmental issues
- Be aware of hotel policy regarding quality compliance.
- Be aware of hotel security and safety procedures