

# Jannah Hotels & Resorts Job Description



<b>Job Title:</b>	<b>Operations Officer</b>
<b>Department:</b>	<b>FID</b>
<b>Reports To:</b>	<b>Operations Commander</b>
<b>Responsibility Level:</b>	<b>Minister</b>

## Why This Position Exists

- To serve the needs of business, our guests and our colleges by ensuring that our guest are enjoying a positive and memorable Jannah experience

## Key Duties and Responsibilities

- Brief the Karim's about all the activities, events, VIP arrivals, etc.
- To ensure continual source of information, help and assistance to all guests.
- Builds a rapport with the in-house guests on the floor and maintain interaction in order to facilitate guest recognition and obtain information regarding their preferences.
- Maintains and protects the privacy and security of in-house guests.
- Ensures all guests arrival and departure procedures are completed as defined in the Karim's Services SOP manual.
- Ensures smooth operations at all times.
- Co-ordinates all operations in order to exceed guest expectations.
- Takes full responsibility for all operating equipment and working tools.
- Recommend suggestions and ideas that could enhance guest and employee's satisfaction and quality of service.
- Up sells all kind or category of Rooms and outlets in the hotel.
- Handles guest feedback efficiently.
- Employs discipline as required utilizing consistency, fairness and respect within the framework of established guidelines.
- Liaises closely with Call Centre, FID , housekeeping and ENG departments
- Reports any guest complaints/comments to the Operations Commander or Front Office Manager immediately
- Has a full comprehensive knowledge of the hotel, including all departments, services and outlets.
- Updates and maintain all guest history files
- Maintains open line of communication and co-ordinate with related departments to ensure customer requests and complaints are handled effectively and efficiently.
- Takes corrective actions when required to improve safety of all work areas.
- Maintains a high level of communication and feedback within the department.
- Is continually proactive within all areas of operation.
- Identifies and anticipates guests' needs and requirements.
- Supervise the duty punctually and in accordance with the Karim's duty roster.

## Jannah Hotels & Resorts Job Description



- Adheres at all times to the Employees grooming and uniform standards
- Ensure all arrival Suites are checked and ready prior to an arrival
- To update guest profile regularly
- Must be fully versed in safety and emergency procedures.
- Maintaining the highest levels of hygiene and cleanliness at all times.
- Preparing the orientation plan for the new joiners, as well as conducting it.

Staff's Full Name	Signature	Date