

## Receptionist - Royal Beach Club

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Company: MARRIOTT International

Location: Manama

Category: office-and-administrative-support

**JobNumber**

**JobCategory**Administrative

**Location**The Ritz-Carlton Bahrain, Building 173, Road 2803, Manama, Bahrain,Bahrain  
[VIEW ONMAP](#)

**Schedule**Full-Time

**LocatedRemotely?** N

**Relocation?** N

**Position Type**Non-Management

### PositionSummary

This position works atthe Sports Club Reception desk. He/She acts as a main customercontact for all Sports club members and guest along with processingall administration. He/She provide information and instruction toguest/visitor inquiries in regard to operation of Sports Club.He/she performs daily quality checks, ensures that all

Sportsreservation tasks are performed to The Ritz-Carltonstandards.

## **The PrimaryResponsibilities Of The RoleInclude**

### **Customercontact**

Welcomes arriving club members andhotel guests to the Sports Club.

Provides fullinformation about Sports club to any potentialmembers.

Ensure that all inquires are handledaccording to The Ritz-Carlton BrandStandards

Handle reservation request receivedvia telephone, fax, email or in person in an accurate, complete andtimely manner

Ensure guests and club memberssign in/out correctly

Ensure that guest andmembers profiles are linked to Book4timereport

Note and follow up on members and guestinquiries

Focus attention on guests need whileremaining calm and courteous

Drive sales ofSports club event

Perform daily quality checksto ensure all Sports reservations have been handled according toThe Ritz-Carlton and property standards

Workcohesively with other departments and co-workers as part of ateam

Handle guests complaints by inputtingdaily in GXP and ensure proper followup

Perform daily checks of all membershipaccording to the procedures and issue Sports cub and Marinamembership cards.

Perform daily checks of allreception checklist and task list

Ensureexcellent customer service and standards at all times as well asbehaving in a professional manner duringshift.

Liaise with Fitness Team of hotel guestsarrival

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