

Villas Butler

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Company: Tanqeeb

Location: Manama

Category: other-general

Job Number Job Category Housekeeping & Laundry Location The Ritz-Carlton Bahrain, Building , Road , Manama, Bahrain, Bahrain VIEW ON MAP Schedule Full-Time Located Remotely? N Relocation? N Position Type Non-Management POSITION SUMMARY Greet guests upon arrival and articulately explain details and amenities available. Respond to guest requests for special arrangements or services (e.g., unpacking, dry cleaning press guest garment, shoe shine, assist with reservations, and transportation) by making arrangements or identifying appropriate providers. Respond to special requests from guests with unique needs and follow up to ensure satisfaction. Gather, summarize, and provide information to guests about the property and the surrounding area amenities, including special events and activities. Answer, record, and process all guest calls, messages, requests, questions, or concerns. Inspect guest rooms after being cleaned by Housekeeper to ensure quality standards. Verify room status, determine discrepant rooms, prioritize room cleaning, and update status of departing guest rooms. Assist Housekeeping management in managing daily activities. Document and resolve issues with discrepant rooms with the Front Desk. Prepare, distribute, and communicate changes in assignment sheets/work boards. Communicate issues to next shift. Complete required paperwork. Assist management in hiring, training, scheduling, evaluating, counseling, and motivating and coaching employees. Follow all company and safety and security policies and procedures; report any maintenance problems, safety hazards, accidents, or injuries; complete safety training and certifications. Ensure uniform and personal appearances 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; assist individuals with disabilities; thank guests with genuine appreciation. Speak with others using clear and professional language. Develop and maintain positive working relationships with others; listen and respond appropriately to the concerns of other employees. Ensure adherence to quality expectations and standards. Stand, sit, or walk for an extended period of time. Move, lift, carry, push, pull, and place objects weighing less than or equal to 25 pounds without assistance. Perform other reasonable job duties as requested. 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. At more than award-winning properties worldwide, The Ritz-Carlton Ladies and Gentlemen create experiences so exceptional that long after a guest stays with us, the experience stays with them. As the premier worldwide provider of luxury experiences, we set the standard for rare and special luxury service the world over. We invite you to explore The Ritz-Carlton.

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