

JOB BRIEF

TELEPHONE OPERATOR**Brief Description of the Hotel**

Le Gray - a Campbell GRAY Hotel, member of The Leading Hotels of the World - is a contemporary-classic that stands out among luxury hotels in Beirut with its location in the historical downtown. By day, the Mediterranean sparkles in front with the peaks of Mount Lebanon in the distance. By night, Beirut's joie de vivre is right at your doorstep.

Brief Job Description

Under the general guidance of the Reception Manager or delegate, and within the limits of Le Gray Policies and Procedures, to provide an efficient and courteous telecommunication service at all times in all aspects of the department. To ensure all calls are answered within three rings, promptly and politely with a professional attitude whilst recognizing that customer satisfaction is of paramount importance.

Duties & Responsibilities

- Place outside calls and answer the switchboard in accordance with agreed departmental standards.
- Telephone guest in accordance with their wake up call requests, to prescribe standards, and to inform security if the guest does not answer their call
- Provide local and international calls for guests as required and to administer and charge these as per procedure
- Input and keep updated guest messages
- Ensure that guest names are used at least two times wherever possible
- Ensure use of your own name wherever possible
- Correctly take and place room service orders, ensuring that the order is repeated back to the guest as per the procedure
- Handle promptly and courteously all guest comments, questions, complaints, requests and inquiries, taking the necessary action steps and ensuring thorough follow through
- Create and maintain a personal and respectful rapport with regular guests
- Ensure guest satisfaction by performing such duties as attending to their requests and inquiries courteously and efficiently, and accepting changes or additions in work hours, which are necessary for the maintenance of uninterrupted service to hotel guest and patrons

Requirements

- Excellent hospitality skills
- Fluency in English and Arabic, French is a plus
- Flexible schedule

How to Apply

Send your CV to Humanresources@legray.com