

## **Front Desk Supervisor at The Merchant House, Bahrain**

Campbell Gray Hotels' unique creation in Manama, Bahrain. The Merchant House, the very first 5-star boutique hotel is a 46 all suite property includes exceptional ground floor and roof top food and beverage.

The Front Office Supervisor will possess an excellent sense of luxury service and an understanding of the expectations of the trendsetting guests at The Merchant House as well as the knowledge of Bahrain. Reporting to the Front Office Manager, you will be a steward of the Company philosophy and is set to assist with leading and co-ordinating the Front Office team members and operations to ensure a genuinely warm, welcoming stay for all our guests and customers, providing the most exquisite service standards at all times, while also embracing a sense of fun and passion within the team.

You are required to perform including and not limited to daily Front Office operations and to provide assistance and guidance to the Front Office team members. Ensure all agents are adequately equipped and prepared to exceed guest expectations. Identify any special requests ahead, and check reports for accuracy. Comply with quality assurance expectations and standards and perform other reasonable job duties as requested by Managers.

Campbell Gray Hotels Ltd is an equal opportunity employer committed to hiring a diverse workforce and sustaining a truly inclusive culture based on integrity and accountability.

Proven prior experience (at least 2 years) in a similar position required.

Job Type: Full-time

Salary: To be discussed

Experience:

- Front Office 2-3 years (Required)

Languages:

- English (Required)
- Arabic (Preferred)