

Duty Manager - Front Office

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Company: Shangri-La

Location: India

Category: other-general

Shangri-La Bengaluru

Shangri-La Bengaluru operates on a simple yet powerful philosophy of Shangri-La hospitality from a caring family. The uniquely Asian view of service at this luxury hotel in Bengaluru embodies the core values of respect, helpfulness, courtesy, sincerity, and humility. We are diverse, warm, and caring, but also demanding, dynamic and innovative. As with every property in the group, these qualities have been the cornerstone of our success. The hotels 397 rooms and suites offer a combination of traditional luxury and modern functionality. Fantastic views and thoughtfully selected furnishings create an experience of unparalleled style and comfort.

We currently have vacancies for a Duty Manager to join our Front Office Team.

Duties:

Ensure smooth operation daily.

Enhance overall guest experience during their stay.

Supervise and direct the front desk team.

Ensure all colleagues are kept up to date with hotel products and services.

Monitor all arrivals and departures from a guest experience perspective.

Requirements:

Takes pride in being a hotelier.

Is a self-starter.

Is a friendly, helpful, and trustworthy leader.

Fully understands room operations.

Fully understands front desk operations.

Communicates and writes with fluency in English (E48as well as the local language)

Has experience in the same capacity, preferably in a luxury hotel.

Preferably comes from a hotel management-related education background.

Has strong interpersonal skills

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