

PBX Operator

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Company: Mandarin Oriental Hotel

Location: İstanbul

Category: other-general

PBX Operator

Apply now **Position** PBX Operator (Full time #536671)

Property / Office: Mandarin Oriental Bosphorus, Istanbul

Location: Istanbul, Turkey

Duties & Responsibilities

To observe and ensure all colleagues are performing their duties in accordance with established hotel policies and procedures.

To ensure data entry and data collection of PBX team is error-free.

To ensure that guests' requests are communicated to the relevant department in a timely manner through HotSOS system to ensure seamless service delivery.

To ensure arrival and departure experience is as per standard.

To make sure the daily operation is smooth at the PBX sections.

To ensure staff punctuality, uniforms, equipment, personal hygiene and grooming are in line with MOHG standards.

To ensure that PBX work area in a clean and tidy manner, according to hotel policies and standards.

To ensure guest feedbacks and comments are handled or monitored until full guest satisfaction is achieved.

To continuously monitor staff performance and provide on-the-job leadership guidance.

To perform Training and Quality Control Checks regularly.

Regularly spot check on shift checklists to ensure tasks are completed.

To monitor the correct billing of revenues, cash control, float balances and credit balances of guest in-house.

To provide courteous, efficient call handling and service delivery in a prompt and clear manner to meet and exceed guest expectations.

To handle all internal and external calls in a courteous and professional manner, providing accurate information whilst delivering LQE, Pillar and MOQA standards.

To handle all emergency calls. Ensure clear and accurate inter – departmental communication in order to provide a safe environment for our guests and employees by informing Security Department in a timely manner.

To prepare in room guest letters and communication documents.

To receive, process and deliver wake up calls in an accurate manner.

“Wake up call with beverage” rooms to be well coordinated with IRD runners.

Check through the arrival report and ensures that the necessary preparations are done by respective departments.

Check daily event order and ensure that the necessary information shared with PBX team.

Offers medical assistance or arrangement when necessary, by informing Manager on Duty.

To support Front Desk, Guest Relation, Butler teams when needed and always ensuring personalized and professional service delivery to our guests.

To perform all functions in all FO divisions when needed.

To promote and ensure that MOHG standards of Legendary Quality Experience and Guiding Principles are enforced, fully implemented, maintained, and exceeded throughout, to reach guest satisfaction.

To promote a climate of enthusiasm in the workplace.

To monitor service delivery by implementing action plans to meet and exceed our guests' expectations.

To carry out any other reasonable requests that is directed by Front Office Manager.

To maintain permanent communication channels with all colleagues and ensure their feedback is acknowledged and auctioned when needed.

To ensure accurate information is communicated to the PBX team relating to any upcoming special requirements.

To receive and perform handovers from shift to shift, ensuring consistent and full information is given/taken.

To identify and praise colleagues that are recommended by guests for their good work.

To monitor training of new colleagues and their progress.

To lead in the event of an emergency and ensure procedures are followed and respected based on Safe and Sound program.

To ensure colleagues are completely informed of Standard procedures, including emergency situations.

Advertised 29 Sep 2023 GTB Daylight Time

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