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Residences Duty Manager

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Company: Mandarin Oriental Hotel

Location: Bodrum

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Residences Duty Manager

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Property / Office:Residences at Mandarin Oriental, Bodrum

LocationBodrum, Turkey

Mandarin Oriental Hotel Group

Mandarin Oriental Hotel Group is the award winning owner and operator of some of the most luxurious hotels, resorts and residences located in prime destinations around the world. Increasingly recognized for creating some of the world's most sought-after properties, the Group provides 21st century luxury with oriental charm. Above all, Mandarin Oriental is renowned for creating unique hotels through distinctive design and a strong sense of place, luxury hotels right for their time and place

The Residences at Mandarin Oriental

Mandarin Oriental has experienced exponential growth in the development of The Residences at Mandarin Oriental, in combination with hotels, to form complex mixed-use projects. Integral to the growth of the Mandarin Oriental footprint, Residences are a new paradigm, and as such require focused operational expertise. In addition to the goal of delivering superior experiences and services to Residences owners, Mandarin Oriental is focused not only on the management of the Residences common areas to the very high standards our residents have become accustomed, but to continually improving our relationship with Residence owners over the long term.

Duties and Responsibilities

Manage the consistent delivery of guest services with the company's core standards and brand attributes

Develop and maintain vendor and community relationships in the interest of the management and guests

Provide input into the research, development, evaluation and implementation of new products, services, technology and processes to ensure the property's competitive position in anticipation of changing customer needs within the dynamic hospitality, residential and gaming environment

Interact and communicate with key departments on the integration of services provided to residents

Serve as a public relations representative for property, exhibiting a professional demeanor and willingness to assist residents and management whenever requested

Maintain all departmental assets including equipment repairs and maintenance and ensures the desk and back office space are kept clean and organized

Provide our residents with full access to all the attractions, activities products and services in Bodrum

Continually identify residential preferences through conversation and knowledge of residents requests

Have a full knowledge of all transportation forms, the times, directions and costs of each

Maintain a full library of brochures, maps and destination magazines.

Be knowledgeable and ensure all departmental colleagues are knowledgeable about all the arrivals, departures and events in the hotel and residences each day.

Keep records of all bookings, requests, reservations and confirmations for residents

Manage Human Resource responsibilities for Concierge team.

Creates and maintains a work environment that promotes teamwork, performance, feedback, recognition, mutual respect and employee satisfaction.

Ensures departmental practices are compliant with company policies and legal requirements

Coordinate the organization and administrative functions in the Concierge departments

Requirements

Minimum of 5 years of Residences/Hotel FOH experience

At least four years of managerial experience in Hotel Operations/Residences Services

At least two years of guest service experience

Able to communicate clearly and fluently in English (written and spoken)

Able to multi task

Superior communication skills

Professional and appropriate business appearance and presentation

Most possess excellent guest service and problem resolution skills.

Quality driven with a passion for excellence in guest service and satisfaction

Additional languages would be advantageous.

Advertised05 Mar 2024 GTB Standard Time

Applications close:30 Jun 2024 GTB Daylight Time

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