

Guest Experience Supervisor (Arabic Speaker)

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Company: Marriott International

Location: Kuwait City

Category: other-general

Job Number 24015410

Job Category Rooms & Guest Services Operations

Location Marriott Executive Apartments Kuwait City, Abdel Moneim Ryadh Street, Kuwait City, Kuwait, Kuwait [VIEW ON MAP](#)

Schedule Full-Time

Located Remotely N

Relocation N

Position Type Non-Management

Position Summary

Process all guest check-ins, verifying guest identity, form of payment, assigning room, and activating/issuing room key. Set up accurate accounts for each guest according to their requirements. Enter Marriott Rewards information. Ensure rates match market codes, document exceptions. Secure payment prior to issuing room key, verify/adjust billing. Compile

and review daily reports/logs/contingency lists. Complete cashier and closing reports. Supply guests with directions and property information. Accommodate guest requests, contacting appropriate staff if necessary. Follow up to ensure requests have been met. Process all payment types, vouchers, paid-outs, and charges. Balance and drop receipts. Count and secure bank at beginning and end of shift. Obtain manual authorizations and follow all Accounting procedures. Notify Loss Prevention/Security of any guest reports of theft.

Assist management in training, evaluating, counseling, motivating and coaching employees; serve as a role model and first point of contact of the Guarantee of Fair Treatment/Open Door Policy process. Develop/maintain positive working relationships; support team to reach common goals; listen and respond appropriately to employee concerns. Follow company policies and procedures; report accidents, injuries, and unsafe work conditions to manager; complete safety training and certifications; ensure personal appearance is clean and professional; maintain confidentiality of proprietary information; protect company assets. Welcome and acknowledge guests; anticipate and address guests's service needs; assist individuals with disabilities; thank guests with genuine appreciation. Speak using clear and professional language; prepare and review written documents accurately and completely; answer telephones using appropriate etiquette. Ensure adherence to quality standards. Enter and locate information using computers/POS systems. Stand, sit, or walk for an extended period of time. Move, lift, carry, push, pull, and place objects weighing less than or equal to 10 pounds without assistance. Perform other reasonable job duties as requested by Supervisors.

Marriott International is an equal opportunity employer. We believe in hiring a diverse workforce and sustaining an inclusive, people-first culture. We are committed to non-discrimination on any protected basis, such as disability and veteran status, or any other basis covered under applicable law.

The world is a big place and Marriott Executive Apartments offers temporary housing that feels like home in the biggest and best cities for business travel across Europe, Asia, Latin America, Africa and the Middle East. Join the Marriott Executive Apartments team and help our guests adapt to a new locale and feel comfortable and cared for while living away from home. In joining Marriott Executive Apartments, you join a portfolio of brands with

Marriott International. **Be** where you can do your best work, **begin** your purpose, **belong** to an amazing global team, and **become** the best version of you.

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