



## ASSISTANT GENERAL MANAGER - JOB DESCRIPTION

JOB OVERVIEW			
<b>JOB TITLE</b>	Assistant General Manager	<b>TRAVEL FREQUENCIES</b>	As per Business Needs
<b>DEPARTMENT</b>	Attaché	<b>GRADE</b>	-
<b>LOCATION</b>	Diplomatic Quarter, Riyadh	<b>NATURE OF THE JOB</b>	Office Based / Field Based
<b>REPORTS TO</b>	-	<b>JOB TYPE</b>	<input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time

JOB DETAILS	
<b>GENERAL JOB DESCRIPTION</b>	<p>The Assistant General Manager plays a key role in the success of Saudi Arabia's first-of-its-kind luxury and leisure complex. This position requires a dynamic, versatile individual who can navigate the diverse offerings of the complex. The ideal candidate should be well-versed in luxury hospitality and customer service, capable of providing exceptional experiences to guests. They must possess excellent communication skills, the ability to manage and coordinate various services, and a deep understanding of the cultural and leisure landscape of Saudi Arabia. Attaché is expected to embody the ethos of MDLBEAST, delivering world-class service and ensuring that the complex becomes a landmark destination within the diplomatic quarter.</p>
<b>DUTIES &amp; RESPONSIBILITIES</b>	<ul style="list-style-type: none"><li>• Provide high-quality, personalized service to guests, ensuring their experiences at the complex are exceptional.</li><li>• Coordinate and manage guest activities across the various sectors of the complex, including retail, dining, wellness, and entertainment.</li><li>• Serve as a point of contact for guests, offering information, assistance, and recommendations for services and events within Attaché.</li><li>• Liaise with different departments to ensure seamless service delivery and guest satisfaction.</li><li>• Handle guest inquiries, reservations, and special requests efficiently and professionally.</li></ul>



	<ul style="list-style-type: none"><li>• Maintain a comprehensive understanding of all facilities, services, events, and promotions within the complex.</li><li>• Monitor and ensure the upkeep and presentation of the complex's amenities and services.</li><li>• Cultivate and maintain relationships with local retailers and vendors within the complex.</li><li>• Participate in and contribute to the planning and execution of festivals and events.</li><li>• Ensure compliance with all local regulations and cultural sensitivities.</li><li>• Provide feedback to management on guest preferences, trends, and operational improvements.</li><li>• Represent MDLBEAST and the Attaché complex with professionalism and enthusiasm.</li></ul>
<b>EDUCATION &amp; TRAINING</b>	<ul style="list-style-type: none"><li>• Bachelor's degree in Hospitality Management, Business Administration, or a related field is preferred.</li><li>• Additional training or certification in customer service, event management, or related areas.</li></ul>
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Proven experience in luxury hospitality, customer service, or a related field.</li><li>• Familiarity with the leisure and cultural landscape of Saudi Arabia and the diplomatic quarter.</li></ul>
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"><li>• Exceptional interpersonal and communication skills.</li><li>• Strong organizational and coordination abilities.</li><li>• Ability to work flexibly and manage multiple tasks in a dynamic environment.</li></ul>
<b>HOURS / SHIFTS</b>	9 Hours ( +/- 90 minutes)