

# CUSTOMER EXPERIENCE (DO) TEAM ROLE PROFILE DUBAI OPERA

**“Every single member of our organization adds a great value. Emaar is not a collection of talented individuals, but a team of great pooled talent.” – Mohamed Alabbar**

## ABOUT THE COMPANY

Emaar Entertainment has a unique portfolio of attractions that are truly innovative and transcend just entertainment or leisure. Its assets include some of the city’s most unique entertainment venues including Dubai Aquarium & Underwater Zoo, Dubai Ice Rink, KidZania®, VR Park & Digit. Highlighted by its philosophy to ‘inspire joy’, each attraction opens a door to an exceptional world of excitement for visitors.

Dubai Opera is the first venue of its kind in Dubai. Dubai Opera has the exceptional ability to transform into three modes: from a theatre into a concert hall and into a ‘flat floor’ mode becoming a banquet or event hall. This seamless flexibility has and continues to enable Dubai Opera to host a wide variety of events including theatre, opera, ballet, concerts, gala dinners, weddings and Iftar.

## ABOUT THE FUNCTION

The Customer Experience Team oversees the execution of a world class customer experience strategy at Dubai opera. This role is responsible for all functions where there is a customer touch point, including: Front of House, Merchandise/Retails, Ticketing, Box Office. On a daily basis this role is responsible for the operational management of the department.

## WHAT YOU WILL NEED TO SUCCEED

- Minimum 2 years’ experience in customer service experience with one year in a supervisory role.
- Bachelor’s degree in Hospitality, Hotels Management, Events & Marketing or any related course.

## PERFORMANCE DRIVEN CULTURE; WHAT WILL YOU BE MEASURED AGAINST

- Mystery Shopper
- Handling customer enquiries and complaints
- Increase in average transaction size for walkins by 5%
- Private Donor/ Membership programme
- Staff Engagement
- Customer Satisfaction
- Adhere to policies & procedures

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## COMPETENCIES

- Put Customer First
- Drive for Results
- Learning
- Resilience
- Adaptability

## WHAT WE BELIEVE IN

At Emaar, our DNA lays the foundation for everything we do. It forms the base of how we serve our customers, how we speak with one another, and the way we move forward in every decision we make. In short, it is the essence of who we are and how we communicate.

### **Customer Focus**

Customers are our number one priority. We take pride in delivering on our promises and above all we value the trust they place in us to deliver flawless products, services and experiences.

### **Ownership Mindset**

No detail is too small, no challenge is too big and no ambition is too great. We drive efficiency and effectiveness into every corner of our business, so we are fit for the future and to compete.

### **Fast Paced**

Speed is everything in business. We evolve and adapt quickly and have the willpower, skills, knowledge and passion needed to deliver extraordinary speed for our customers.

### **Talent and Tenacity**

Our people are heroes, superhumans and warriors. We are a team of great pooled talent that dream big and act quickly, with high energy and positivity.

### **Adaptability**

We keep up with the times, disrupting and challenging the status quo. We challenge conventional wisdom and ourselves, we expect the unexpected, and we develop products and services that reflect the future.