

FRONT OFFICE AGENT:

NEMA Design Hotel & Spa, a 5 stars boutique property in Analipsi, Chersonissos Crete, that offers an unparalleled experience of accommodation and services. An elegant adults-only facility with exceptional design elements and high standards of guest services. We're at the threshold of a new era, an era that honors our past and looks forward to our future.

It is our main priority to invest in people, the core of our exceptional services. Working here is about creating memorable experiences for our mutual guests as well as an amazing future for yourself as a professional. We offer a supportive team environment and real opportunities to learn, grow and purchase the career of your dreams.

Would you like to join us?

Position: Front Office Agent

Department: Front Office

Reporting: Front Office Manager

Duties & Responsibilities:

Checking guests in and out.

Receiving and managing reservations made online and telephonically.

Verifying guests' payment methods during check-in.

Assigning rooms to guests and informing them of any specials offered by the hotel.

Organizing transport services for guests at their request.

Providing guests with information about the hotel.

Keeping abreast of attractions that may be of interest to guests.

Serving as a host at conferences and ensuring that all relevant preparations are made for the event.

Follows the SOPs of the department and always aims to best serve the guests of the hotel.

Requirements:

Degree in Higher Tourism School or similar High school.

Strong written and verbal communication skills in English and French.

Well-presented and professional appearance.

Competency with Microsoft Office.

Ability to learn on the job.
Excellent customer service skills.
Must have flexible hours.

Prerequisites:

The ideal candidate is a highly intelligent hotel professional with outstanding, management skills and extensive hands-on experience.
Available to work when needed, including weekends, holidays, and nights.

The company offers:

Competitive remuneration package.
Prospects of evolution within a challenging working environment.
Daily meal and accommodation
We handle all applications with absolute confidentiality.