



ENORME
HOTELS & VILLAS



CONCIERGE SERVICES

The ideal candidate should be friendly, welcoming, patient, helpful, and knowledgeable. Their duties include greeting guests, managing the check-in and check-out process, answering questions and requests, and will be able to provide completed experience to each client.

Responsibilities

- Provide personalized Check In/ Out process
- Constant communication during the clients staying
- Maintain a positive attitude and friendly demeanor
- Arrange Concierge Services
- Handle walk-in guests & external visitors of the Beach Bar Restaurant
- Respond to complaints & find the appropriate solution
- Respond to all guest questions and requests
- Supervising the Housekeepers
- Up Selling of Food & Beverage
- Room Allocation
- Handling the customer accounts
- Ensure of the guests satisfaction
- Answer the phone calls
- Urge for positive review

Requirements

- Proven experience as concierge experience in customer service
- Fluency in English & Preferably German or French
- High school diploma
- Polite and confident with a great deal of patience
- Ability in multitasking and time-management
- Knowledges of PMS Alexandros & Microsoft Office
- Excellent communication skills
- Aptitude in resolving issues with a customer

Benefits

- Competitive remuneration package
- Professional working environment
- Continuous education and training
- Bonus of Extra Services

Interested applicants should apply a Curriculum Vitae at: hr@enormehotels.com

All applications will be treated as strictly confidential.

All open positions can be found at: www.enormehotels.com/careers

