

Guest Service Agents - SPA

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Company: Ella Hotels and Resorts

Location: Rhodes

Category: office-and-administrative-support

Ella Resorts is a newly established hospitality management company, boasting a collection of eco-chic hospitality properties. In 2024, Ella Resorts will be operating a portfolio of 7 lifestyle & family resorts on the islands of Rhodes, Corfu & Crete, offering exceptional quality and service excellence. In order to support our rapid growth we are seeking to hire:

Guest Service Agent

Position Summary

The Spa Guest Service Agent, as a key member of the Spa Team, supports the promotion of the Wellness facilities and services and offers concierge services delivering world class guest experience. The Spa Guest Service Agent serves as the communication channel between the Wellness team and the hotel guests, promoting the spa services, activities and retail items to the guests, handling requests, reservations and guest complaints.

Scope

Performs Public Relations duties for the Spa & Fitness and builds strong rapport with the guests

Welcomes guests upon arrival and provides general spa orientation

Has a thorough knowledge of the Wellness offering, actively promoting it

Provides detailed information on spa services, retail items, activities, facilities, and

marketing actions

Provides accurate, appropriate, and immediate response to all requests by guests, ensuring complete guest satisfaction

Courteously answers comments concerning the spa on social media and online platforms

Handles customer complaints and feedback and ensures that all comments are dealt with appropriately and in a timely manner and reports to the Spa Manager

Suggests action plans for improved guest journey

Performs promotional actions within the resort premises, as per the Spa 's marketing plan

Performs Spa Reception duties when required and assists the operation of all wellness departments

Takes reservations, makes follow-up calls, reservation confirmations and upsells to boost spa profitability

Updates the reservations/cancellations list throughout the day, informs providers of last-minute changes, and resolves scheduling issues as needed

Follows all company policies and spa operation procedures

Maintains complete confidentiality in all guest matters in accordance with company policy

Requirements

Three or more years working experience in a Guest Relations role at a 5-star hotel.

Degree/Diploma in Tourism

Excellent knowledge of the English language

Spa Experience in not required but will be considered a plus

A second language (French, German, Russian, or Italian) will be considered as a plus.

Position Attributes

Flexibility to respond to a range of different work situations

Passion for delivering exceptional levels of services

Negotiation and excellent communication skills

Friendly, outgoing, pleasant, client oriented

Benefits

Accommodation & daily meal

Competitive remuneration package & benefits

Continuous training

Career prospects on a transparent working environment

Company team events

Collaborative working environment

Ella Resorts are dedicated in providing exceptional guest experiences across its brand and our amazing Team members are at the heart of it.

Join us today to build our future together.

All applications will be acknowledged and treated as strictly confidential.

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