

Υπάλληλος Υποδοχής (Front Desk Agent) - Santorini

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Location: Greece

Category: office-and-administrative-support

Infinity Suites & Dana Villas is looking to recruit a **Front Desk Agent** in **Santorini** for season **2023**.

The Front Desk Agent is responsible for serving as our guests' first point of contact and manage all aspects of their accommodation. We are seeking a friendly, service-oriented front desk agent to join our growing staff. In this position, you will take reservations, check guests in and out of rooms, direct calls, and answer all guests' questions and concerns. You must be personable and have outstanding interpersonal communication skills.

Responsibilities

Greet guests with a welcoming smile and friendly demeanor

Respond to all incoming requests (e-mail, phone etc.) in a professional way.

Perform all guest check-in and check-out procedures

Collect payment for room charges and other fees

Make and confirm reservations

Be informed and up-to-date on all types of room accommodation and availability

Obtain or confirm guest information, assign rooms, activate and distribute keys, etc.

Inform guests of hotel amenities and offerings

Provide local information on restaurants, special sites, activities, etc.

Assist with and book tours and activities for guests

Take and deliver messages for guests

Store luggage and valuables as needed

Maintain a clean and tidy workspace at all times

Communicate with housekeeping, room service and maintenance staff as necessary

Resolve customer complaints and problems calmly and effectively

Notify management of any serious issues that you cannot resolve

Maintain a friendly, personable disposition

Perform various clerical tasks as needed (sorting mail, paper filing, etc.)

Complying with company procedures and safety policies.

Απαραίτητα Προσόντα:

Qualifications

Minimum 2 years' experience in Front desk Department in a 5 star Hotel

Degree in Hospitality / Tourism / Economics will be considered as an asset

Excellent command of both Greek and English language (oral and written). Additional languages will be considered as an asset.

Experienced in computer (proficiency knowledgeable of Microsoft Office)

Knowledge of Hotel Computer Systems and previous experience with PMS systems

*Knowledge of Pylon hospitality by EpsilonNet will be considered an asset

Ability to Multitask & work under pressure

Communication & Presentation skills

Customer Service Skills

Team Player

Παροχές:

Infinity Suites & Dana Villas offers:

Competitive Remuneration Package

Continuous self-development and education/training

Dynamic, Friendly and Supportive working environment

Great Opportunities for career development within the company

We wish to inform you that after we have received and evaluated all CVs our HR department will be in contact with the candidates who's CVs fulfill all the required standards in order to arrange a time and date for an interview to take place. All received CVs remain strictly confidential.

At **Infinity Suites & Dana Villas** we are proud to be committed to Equal Employment Opportunity regardless of race, color, national origin, ethnicity, gender, age, disability, sexual orientation, gender identity or religion.

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