

FRONT OFFICE AGENT

The Group Doryssa Hotels & Resorts in Pithagoreio, Samos is seeking to recruit a **Front Office Agent** for the **Hotel Doryssa Seaside Resort 5*** for Season 2022.

Doryssa Hotels & Resorts is a hotel group currently owning and operating seven properties in Samos Island ranging from 3 to 5-stars and a total of approximately 600 keys.

Our mission is to offer the highest level of service and expertise with the most impressive results. We are seeking for partners who share the same philosophy with us and put our people first.

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?

Qualifications:

- Degree in Hospitality/Tourism
- 2 years minimum experience as a Front Office Agent in a 5* Hotel
- Knowledge of Hotel PMS
- Excellent command of both English and Greek language is essential
- Very good knowledge of a second foreign language will be considered as an asset
- Self-motivated, enthusiastic and customer - oriented
- Excellent MS Office skills
- Strong communication and interpersonal skills
- Team- work spirit
- Customer service attitude

Responsibilities:

- Greet and welcome visitors in a professional manner
- Organize reception area
- Answer and address incoming phone calls in a timely and polite manner; deliver messages accurately
- Follow hotel policies and procedures for providing excellent service standards
- Liaise with all departments and ensure guests satisfaction at all times
- Receive and handle payments, check-in & check-out procedures in an efficient manner
- Support the General Manager and other departments in administrative duties
- Receive, sort and distribute daily mail/deliveries

Benefits:

- Accommodation and full board
- Competitive salary package
- Pleasant and friendly working environment
- Constant training