

GUEST RELATIONS AGENT

The Group Doryssa Hotels & Resorts in Pithagoreio, Samos is seeking to recruit a **Guest Relations 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 & Personal attributes

- Bachelor's degree (National or International university/ AEI or TEI)
- Minimum 2 years' relevant experience
- Excellent knowledge of Greek and English languages. Knowledge of any additional language will be an advantage (Swedish, German e.t.c)
- High knowledge of MS office. Knowledge of Epitec will be considered as an asset
- Pleasant and positive personality and attitude
- Excellent communication skills
- Good organizational skills
- Customer and sales oriented
- Guest satisfaction oriented

Responsibilities:

- Preparing the relevant lists (VIP, arrival etc...) of the next day in co-operation with Reception and check what we expect the following day.
- Ensuring guests receive on time the requested services.
- Preparing the welcome and departure letters for the guests.
- Welcoming arriving guests and rooming them.
- Welcoming groups, inspection visits and external visitors and giving them hotel orientation, guidance and information.
- Upselling, cross selling and generally promoting the hotel product (additional revenue)
- Being precise and having attention to detail

Benefits:

- Competitive remuneration package
- Accommodation and meals while you will be in Samos
- Dynamic, friendly and highly demanding professional working environment
- Career development