

Vacancy: *Guest Care Host* (*Full Time*)

Marina Hotel Corinthia Beach Resort

Reporting directly to the Front Office Manager, this position requires an individual with ideally a proven track record as Guest Care Host/Hostess within the hospitality industry.

The candidate will be responsible for:

- Processing arrivals and departures in line with Company standards.
- Taking a proactive approach to the Front office activities, anticipating potential sales opportunities and any concerns that may arise.
- Handling any queries in a friendly and efficient manner and take the necessary action when required.
- Ensuring VIP allocations are made and amenities arranged.
- Fulfilling all guests' needs and requirements.
- Greeting and checking in of guests, including processing of group arrivals.
- Serving as a main point of contact for guests by dealing efficiently with enquiries and complaints.
- Maintaining up to date on all hotel products, pricing, services, special promotional offers and special events.
- Performing general switchboard duties.

The ideal candidate will:

- Possess ITS qualification or equivalent.
- Have previous experience in a Front Office Department.
- Possess excellent verbal and written communication skills in English and ideally in other European Language.
- Have exceptional customer care skills.
- Be logical, accurate and able to multi-task.
- Be well-organized and possess good time management skills.
- Be able to work in a dynamic environment.
- Be self-motivated, able to work under pressure and adhere to deadlines.
- Demonstrate a flexible attitude towards working patterns.
- Be willing to work evening shifts, weekends and night shifts.

Candidates are requested to submit their CV by e-mail to the Human Resources Department on: hr@marinahotel.com.mt.