MARINA HOTEL
CORINTHIA BEACH RESORT

# Guest Service Centre Agent / Telephone Operator

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Marina Hotel Corinthia Beach Resort is seeking to recruit an ambitious, determined, and highly motivated individual. Reporting directly to the Front Office Manager, this position requires working with a highly dynamic team in a fast-moving environment, where the candidate will be responsible to carry out requested duties and delivering exceptional customer care service.

The candidate will be responsible for:

- Handling internal and external telephone calls that come through to the Guest Service Centre according to the company standards
- Handling in-room dining orders and coordinating requests from inhouse guests to the respective departments
- Responding and actioning any queries in a friendly and efficient manner
- Delivering outstanding customer care service and ensuring a high level of customer service is maintained at all times
- Any other duties as requested by the management team

The ideal candidate will:

- Possess excellent verbal and written communication skills in English, and ideally Maltese
- 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 distinctive, professional, and have a warm personality
- Portray a professional image commensurate with the values of the company

We offer:

- Welcoming and fun environment
- Meals on duty
- Interesting career opportunity and professional growth
- Health insurance cover

*Candidates are requested to submit their CV by e-mail to the Human Resources Department on vacancies.stgeorges@corinthia.com by 19th September 2021.*