

FRONT OFFICE STAFF

You have several years of experience on a front office position, preferably in a small or Boutique hotel. You speak Spanish, English, and maybe even Dutch. You have worked with a PMS and channel manager before and know the hospitality business like no other. You are welcoming - and your service orientation is boundless, you are a good listener and are a real 'people person.' You feel comfortable within a team as well as independently, are hands-on and flexible. You can work well under pressure, are energetic and can switch quickly if needed. You are an 'all rounder' and you do not quickly get put off. You are a strong communicator, verbally and non verbally.

CHARACTERISTICS

- stress resistant
- flexible
- team player
- representative
- friendly
- welcoming
- hands on
- familiar with revenue management
- precise

ACTIVITIES

- (email-)communication with guests, third parties and partners
- commercial insight
- cooperation with several departments (cleaning, kitchen, maintenance)
- handling reservations, detect over bookings and anticipate if needed
- handling complaints and compliments
- tracking and processing personal data
- up to dating channel manager and detect dis-functions
- communicate with guests, partners and suppliers

PERIOD

May – November 2017

CONDITIONS

Depending on age and experience.

PROCEDURE

Personal interview and references.

INTERESTED?

Please send us your resume, motivation and picture before 15-02 via info@ibizazen.com