



GUEST SERVICES ASSOCIATE - EXPLORA JOURNEYS

JOB PURPOSE

An exciting opportunity exists for a world class Guest Services Associate to join our newly created luxury travel brand "Explora Journeys". The Guest Service Associate/Agent welcomes guests with an efficient, warm and friendly disposition, answers their inquiries and assists with any feedback/concerns in a professional and timely manner.

KEY ACCOUNTABILITIES

- Provides anticipative assistance including information and general assistance to guests;
- Takes ownership of all guest needs that they are assisting with;
- Performs all necessary administrative tasks;
- Manages a variety of financial transactions and is responsible of a cash float.

QUALIFICATIONS (skills, competencies, experience)

- Fluent English, oral and written and at least 2 additional European languages (Italian, Portuguese, German, Spanish or French);
- High School certificate;
- Experience as a receptionist/guest service agent;
- Extensive experience with diverse Luxury/Premium hospitality;
- Cruise industry experience is an advantage;
- Proficient use of Microsoft Office Suite;
- Knowledge of Fidelio/Otatio Cruise System is an advantage;
- Excellent communication and customer care skills;
- Problem solving skills.

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