



Job Vacancy for Guest Services Supervisor- German Speaking

Position: Guest Services Supervisor-German Speaking

Location: VILAMENDHOO ISLAND RESORT & SPA, Champa Building 3rd Floor, Malé 20187 Republic of Maldives

Summary of Responsibilities:

Reporting to the Guest Services Manager, responsibilities include but are not limited to the following:

- To promote and develop loyalty from hotel guests by positively reacting to their needs, and promoting a high level of personalized guest service.
- Maintain regular contact with VIPs, long stay guests and repeat guests.
- To handle guest comments / complaints, taking immediate action to ensure first point of contact resolution.
- Answer and resolve effectively guest queries, liaising with on-island Tour Company representatives, Front Office, Reservations and other supporting operation department

Qualifications:

- Minimum 2 years Front office/Guest Relations experience or other customer related industry
- Ability to read, listen and communicate effectively in English and German, both verbally and in writing. Additionally Spanish, French or other language are an advantage

Interested applicants, please send your CV with recent Passport size photo to careers@vilamendhoo.com on or before **December 15, 2020**.

Only shortlisted candidates will be notified.