

JOB DESCRIPTION

Name of the position/work place: Residential Host

Organization Department: Lifestyle Services Department

Reports to: Lifestyle Services Manager

Job description:

- Conducts resort tours for all clients, with a focus on guests staying in rental units
- Escorts incoming resort guests to their units, assists with luggage, and offers information pertaining to available services and facilities of resort, points of interest, and entertainment attractions.
- Inspects the guest's room prior to arrival and ensures furnishings are in order and supplies are adequate.
- Provides Welcome amenities and makes sure they are presentably prepared for guest arrival
- Takes care of the stock and inventory daily
- Makes sure all residences are set up as per standard and reports timely in case of deviation from standard
- Assists Guests with unpacking & packing
- Prepares Pool areas daily, collecting used and providing cleaned towels, collecting used materials and equipment
- Informs and if needed coordinates other facility divisions in terms of cleaning and maintenance
- Acknowledges and greets guests in the Lifestyle Office, Outlets, or other parts of the Resort.
- Delivers messages and mail.
- Picks up articles for laundry if needed.
- Calls taxi for guests.
- Transports guests about premises in buggy cart.
- Keeps record of all guest requests performed
- Performs other duties as assigned by superior

Education: IV level of education/qualification

Preferred competencies:

- Fluent in English language (spoken and written)
- Computer literate (MS Office package); familiarity with Opera PMS preferred
- Customer service oriented
- Flexibility
- Driven to always take customer expectations above and beyond

Flexible schedule may include nights, weekends and holidays