

Rooms Division Manager

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The newly built Crystal Waters has been operating in Lefkada since 2018, employing more than 90 ociates during the tourist season.

Going through a successful season, offering high benefits to our customers, placing special emphasis on hospitality, we are, among other things, particularly proud of our fine dining restaurant Duende, which received excellent reviews and awards.

By expanding the activity of our services, in the summer season 2023, many new positions are opening. More specifically, outdoor gym areas, a yoga area will be put into operation, as well as the spa services will be renewed.

Through teamwork, our goal is to create a favorable working climate that will highlight your skills and talents, develop you as personalities as well as professionals.

We invite you to grow the Crystal Waters Lefkada family by offering a holistic and unforgettable experience to our customers!

Duties and responsibilities

- Manage front office, housekeeping, guest relations departments and back of the house departments.
- Conduct spot checking of rooms to ensure standards are constantly met.
- Ensure control of expenditures as well as budgets set.
- Ensure timely, efficient & professional welcome and check-in is provided by all Front Office colleagues.
- Oversee the maintenance and configuration of the Fidelio system.
- Monitor level of customer service (i.e. by analyzing the Guest Satisfaction Reports)
- Work in partnership with Guest Services, Reservations & Housekeeping to ensure guest's needs are exceeded regarding room requirements.
- Ensure all employees adhere to company standards and policies.
- Lead by example, empowering effective team working relationships.

Qualifications / Skills

- Proven experience as a Rooms Division Manager or similar role, ideally within a 4* or 5* customer service environment
- Computer literacy and familiarity with hospitality software (Fidelio)
- Fluency in Greek and English
- Degree in Hospitality is essential.
- Good command of an extra language (German, French, Italian) would be a plus.
- Strong communicative, interpersonal, managerial & problem-solving skills
- Excellent time management, multitasking & organizational skills
- Strong sense of teamwork

Benefits

- Competitive remuneration package
- Daily meals and accommodation
- Continuous learning and development opportunities

Advertiser details

Name

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