

## Front Office Manager

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### .Front Office Manager

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!

### Key responsibilities

- Direct operations at the Front Desk and ensure customer service meets our high standards for guest satisfaction.
- Train and supervise Front Office employees, ensuring they provide excellent guest services and enforce hotel policies.
- Interact with guests both in person and over the phone, ist with inquiries, and mitigate any guest complaints.
- Handle specific customers' requests.
- Handle the Front Desk budget.
- Schedule shifts and supervise Front-Office personnel including receptionists concierge and porters.
- Oversee the compliance with hotel's policies and security requirements.

### Qualifications / Personal characteristics

- Proven work experience as a Front Office Manager or Assistant Front Office Manager, ideally in a 4\* or 5\* hotel environment
- Excellent command of the English language
- Knowledge of any additional language will be considered as an et\_
- Experience in Hotel Program (Fidelio pms)
- Computer literacy (Outlook, Excel, Word etc.)
- Strong knowledge of general hotel industry practices and policies
- Excellent management skills, communication skills, and multitasking skills
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Teamwork spirit and customer service attitude

### Benefits

- Competitive salary remuneration
- Career development in a fast-paced growing work environment
- Daily meals and accommodation
- Training opportunities

## Advertiser details

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