

## Guest Relations Manager

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### .Guest Relations 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

- Ensure and provide flawless, upscale, professional and high-cl guest service experiences.
- Report customer feedback and provide strategic direction to continuously improve overall rating.
- Respond to guests needs and anticipating their unstated ones.
- Promptly address guests' requests.
- Ensure special guests, like disabled people, elderly, children and VIPs, receive personalized services.
- Coordinate and manage communication between guests and staff.
- Inform clients of all our services.
- Promote all amenities and conveniences.
- Liaise with workers and Wait Staff to provide an overall comfortable guest experience.

### Skills and qualifications

- Degree in tourism, sales or marketing fields
- Must be fluent in English and knowledge of any additional language(s) (German or Italian) is a plus.
- At least 1 year of experience in a similar role is essential.
- Previous experience in the tourism industry is preferred.
- Have strong customer service skills with the ability to multitask.
- Be highly professional in appearance, character and conduct.
- Have excellent interpersonal and communicative skills.
- Be able to work under pressure both as part of a team and also working on own initiative.
- Be proactive and innovative.
- Have strong sense of teamwork.

### Benefits

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

## Advertiser details

Name

Eleftheria

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