

Job Description – Resort Rep

Duration Approx 12 May to 16 October 2024

Reports to Resort Manager

Location Samos, Greece

Hours Varied hours, 5.5 days a week

Job Description

To support and encourage guests ensuring they have an exceptional holiday experience from their arrival at the airport to their departure including transfers, rooming, entertainments and activities, childcare, ministry, excursions, activities, troubleshooting and any specific needs guests may have. The guests must feel they have been given a high level of care as well as a professionally delivered excellent holiday and it must appear to them as if nothing is too much trouble for you and your team.

To have a guest focussed approach and be willing to undertake any requests from guests at any time, remembering that even on your time off you are on duty and representing Richmond.

Essential Duties

- Ensuring excellent communication is maintained between guests, hotel staff and Richmond team
- To deliver the Richmond holiday experience in line with all operating procedures and policies
- Welcoming guests, getting to know every guest, ensuring they have an excellent holiday and their expectations are met or exceeded.
- Completing all key resort administration, including allocating room, taking stock of dietary requirements, bringing together weekly guest itineraries, booking airport transfers, weekly courtesy calls overseeing petty cash, planning excursions and evening entertainment, supporting in the delivery of ministry, booking car hire, planning and executing all logistics for external excursions, ensuring all paid for activities in resort run at a small profit, working with the Resort Manager to run activities and entertainment where needed.
- Delivering a programme of activities during the day and evening appropriate to the guests demographic of the week which may include; walks, games, creative activities, trips to beauty spots, fitness and aquafit workshops, tennis or other sport sessions, dancing, quizzes, facilitating community and fellowship amongst the guests
- Promoting rebooking for future holidays and facilitating quotes for guests and encouraging reviews
- Promote Richmond via social media, capturing and posting photos and videos, encouraging guests to tag Richmond and organically promote Richmond on their social media
- Ensuring the reps desk is tidy and guests have all the information at hand they might need.
- Representing Richmond well in all our dealings with partners and suppliers, ensuring we maintain excellent relationships
- Deputise for the Resort Manager on their time off or if needed when they are off site.
- To liaise with the hotel staff to ensure that the guests experience all of the facilities of the hotel to the best possible standard – rooms, meals, swimming pool, bars, public areas and to arrange the repair and maintenance if necessary or deal with guest complaints about the hotel.
- Commit to taking regular times of prayer and bible study in order to maintain a living and active relationship with God. To be looking to advance your journey as a Christian, wherever you feel you are at the start of your role.