LIONSDIVE
BEACH RESORT CURAÇAO
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Vacancy

Guest Relations Agent (Full-time)

Organization

LionsDive Beach Resort Curaçao is one of the most welcoming and certainly the most sporty hotels on sunny Curaçao. It is known as the perfect place for a relaxing holiday.
LionsDive is a sustainable and socially responsible organization. We believe tourism can only thrive in a world that treats its natural, economic and social environment with care and respect.

Position

The Guest Experience Agent creates memorable guest experiences that truly make an impact.

Responsibilities:

- Answer questions from hotel guests and handle special requests.
- Manage complaints with genuine attention and care.
- Organize small guest activities; during holiday periods also children's activities.
- Work closely with the Manager on Duty and the Reservations and Front Office departments
- Perform Front Office duties, including (VIP) check-ins.

Educational level

MBO level, preferably in hospitality or tourism.

Candidate Profile

Empathetic, energetic and service-oriented, with a solution-focused mindset and strong attention to detail.
Fluent in Dutch and English. Spanish and Portuguese are a plus.

We are looking to expand our Team!