

Hotel Staff for Villa de Leyva, Colombia

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Company: Selina

Location: Colombia

Category: office-and-administrative-support

Description

Who we are

Our Mission is to inspire authentic and meaningful connections. Selina was born out of a desire to celebrate the nomadic lifestyle: to experience our planet's most beautiful places, to build community, to engage with locals and fellow travellers, to work and enjoy new adventures.

Responsibilities

â— Responsible for communicating the different Tours & Travel products and services during the check in process

â— Ensure all guests are aware of the different spaces in Selina (common kitchen, F&B, cinema room, library, cafe/club, Retail Shop, Tours & Travel desk, Wellness Deck, Surf Ranch - when relevant-)

â— Responsible for selling all Tours & Travel products (Retail, Tours and Transportation, Rentals, Wellness, Surf and Education) â— Responsible for recording Tours & travel sales in systems, Rezdy and Winks.

â— Responsible with supporting guests in case of any question/concern needed regarding an T&T product

â— Manage receptionists tasks on the night shift

â— Process all guest check-ins and early check outs

â— Review receptionists' reports

â— Obtain clean and organized reception

â— Accounting reports as required

â— Ensure to complete the logbook

â— Check all the Complete Registration Cards to make sure to have all the Id's and personal information of our arrival guests â— Perform adjustments and corrections and rectify all PMS problems that occur during night shift

â— Verify that all registered guests have the payment applied correctly in the PMS

â— Prepare of End of day procedure

â— Make sure that all the arrivals for the following day are already assigned

â— Prepare all the Registration Cards, Selina Bracelets and keys for the arrivals of the next day

â— Check all accounts of guests who check out the next day â— Responsible for a cash float throughout your shift and ensuring all floats balance correctly at the end of shift

â— Ensure standards of customer service

â— Ensure the good conditions of reception equipment â— Must be able to perform the full night audit if needed â— Act as manager on duty for the hostel in the absence of the Management Team dealing with complaints, problem solving, disturbances, special requests and any other issues that may happen

â— In case on Events or Parties, is mandatory of coordinate all the security team

â— Direct and oversee all hotel operations during the night shift to ensure guest satisfaction and safety

Requirements (language, years of experience, area of experience, specific knowledge)

â— 1-2 years of experience in reception

â— Team management

â— Bilingual

â— Knowledge of PMS system

â— Tourism /Hotel management background

Reception PM Leader

Job title

PM Leader

Department

Reception

Location

All locations

Type/Duration of contract

Prof. Services / Payroll

1 year

Responsibilities

You are a multi-task, resourceful, imaginative, curious citizen of the world who enjoys challenges, fast pace, and learning something new every day.

Change is your ally and creativity your best friend.

You are ready to jump in at any time and wear many hats because you value the growth you can have by learning to do it all.

Most of your responsibilities are (but not limited to):

â— Responsible for communicating the different Explore products and services during the check in process

â— Ensure all guests are aware of the different spaces in Selina (common kitchen, playground, cinema room, library, cafe/club, Retail Shop, Explore desk, Wellness Deck, Surf Ranch - when relevant-)

â— Responsible for selling all Explore products (Retail, Tours and Transportation, Rentals, Wellness, Surf and Education)

â— Responsible for recording Explore sales in systems, Rezdy and Winks.

â— Responsible with supporting guests in case of any question/concern needed regarding an Explore product

â— Process guest check-ins and requirements while ensuring high satisfaction

â— Review and create reception reports

â— Obtain clean and organized reception

â— Ensure to complete the logbook

â— Support the Operations Manager & Room Supervisor on the Rooms and Common Areas Inspection

â— Perform adjustments and corrections and rectify all PMS problems that occur during the shift

â— Verify that all registered guests have the payment applied correctly in the PMS

â— Make sure that at the end of the Housekeeping Shift all the vacancy rooms are ready and clean

â— Support the maintenance & housekeeping team in order to complete all the assigned

task

â— Ensure that all guests are guided to the room by someone from the team as part of the protocols

â— Ensuring all floats balance correctly at the end of shift â— Act as manager on duty for the hostel in the absence of the Management Team dealing with complaints, problem solving, disturbances, special requests and any other issues that may happen

Requirements (language, years of experience, area of experience, specific knowledge)

â— 1-2 years of experience in reception

â— Team management

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â— Knowledge of PMS system

â— Tourism /Hotel management background

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