

Job Opportunity:

GROOM (BELLBOY/PORTER)

Location:

Hersonissos, Heraklion, Crete

Company:

Belvedere Royal Imperial Resort

Employment Type:

Full-time/Part-time

Job Category:

Permanent/Seasonal Staff

Position Overview

Belvedere Royal Imperial Resort is seeking a reliable and courteous **Groom (Bellboy)** to join the Front Office team. The successful candidate will be responsible for welcoming and assisting guests upon arrival, during their stay, and at departure. Duties include handling luggage, maintaining the cleanliness of common outdoor areas, and providing support for guest requests, contributing to a memorable hospitality experience.

Key Responsibilities

- Greeting and assist guests at check-in, throughout their stay, and at check-out
- Transport and delivery luggage to and from guest rooms
- Escort guests and provide directions within the hotel premises
- Maintain cleanliness and tidiness in public and outdoor areas
- Assist with guest requests (e.g. calling taxis, delivering items) in coordination with the front office team
- Provide guests with information about hotel services, facilities, and local attractions
- Communicate daily with other departments to ensure smooth operations and guest satisfaction
- Follow the hotel's operational procedures and hospitality standards
- Respond promptly to safety, maintenance, or emergency situations

Required Qualifications

- Minimum 2 years of experience in a similar role at a 4* or 5* hotel
- Good knowledge of English; knowledge of German or French is a plus
- Valid driver's license (Category B)
- Excellent Communication and organizational skills
- Professional appearance, responsibility, courtesy, and a team-oriented mindset
- Ability to work under pressure and handle multiple tasks
- High attention to detail to ensure quality service and guest satisfaction
- Pleasant and polite personality with a customer-centric attitude

What We Offer

- Competitive salary package
- Complimentary meals during shifts
- Staff transportation to/from Heraklion
- Training and ongoing professional development
- Career growth opportunities
- A positive and supportive work environment with a strong company culture

Apply now by sending your CV to: hr@belvedereresort.com