

**Job Opportunity:**

# **GUEST RELATIONS OFFICER**

**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 dedicated and service-oriented Guest Relations Officer to join our team. The ideal candidate will be responsible for providing personalized service to guests, ensuring exceptional stay experience, and enhancing guest satisfaction and loyalty. This role acts as the main point of contact for guest requests, feedback, and complaints, ensuring all needs are addressed efficiently and professionally.

## **Key Responsibilities**

- Welcome and assist VIP and returning guests during check-in, throughout their stay, and at check-out
- Provide information about hotel services, facilities, and local attractions
- Monitor guest satisfaction and record relevant feedback
- Participate in loyalty and guest experience programs
- Maintain daily communication with other hotel departments to ensure smooth service and guest satisfaction
- Manage guest complaints, requests, and special preferences professionally
- Always adhere to hotel procedures and hospitality standards

## **Required Qualifications**

- Minimum 2 years of experience in a similar position in 4\* or 5\* hotels
- Degree in Tourism, Hospitality, or related field
- Excellent verbal and written command of English; knowledge of German or French is a strong asset
- Knowledge of MS Office and hotel management systems
- Strong problem-solving and complaint-handling skills
- Guest-centric attitude with attention to detail
- Excellent Communication and organizational abilities
- Professional appearance, courteous demeanor, and team spirit
- Ability to promote and support hotel services effectively

- Capable of multitasking and working under pressure in a fast-paced environment

## What We Offer

- Competitive salary package
- Complimentary meals during working hours
- Staff transportation to/from Heraklion
- Continuous training and professional development
- Career advancement opportunities
- A supportive work environment and strong team culture

Apply now by sending your CV to: [hr@belvedereresort.com](mailto:hr@belvedereresort.com)