

Job Opportunity:

FRONT DESK RECEPTIONIST

Location:

Hersonissos, Heraklion, Crete

Company:

Belvedere Royal Imperial Resort

Employment Type:

Full-time

Job Category:

Permanent/Seasonal Staff

Position Overview

Belvedere Royal Imperial Resort is seeking a **Receptionist** to join our front office team. The ideal candidate will be responsible for welcoming and assisting guests during check-in, throughout their stay, and at check-out, ensuring a high level of hospitality and guest satisfaction. Responsibilities include handling front desk procedures, managing guest requests or issues with professionalism and courtesy, and promoting a positive guest experience.

Key Responsibilities

- Welcome and assist guests upon arrival, during their stay, and at departure
- Perform check-in and check-out procedures using PMS
- Provide information about hotel services, amenities, and the local area
- Maintain daily communication with other hotel departments to promptly resolve guest issues and ensure excellent service
- Manage guest requests, complaints, and special needs
- Follow standard operating procedures in line with hospitality standards
- Handle telephone and email correspondence
- Manage the front desk cash operations

Required Qualifications

- Minimum of 2 years' experience in a similar role at a 4★ or 5★ hotel
- Degree in Tourism, Hospitality Management, or a related field
- Excellent command of English (spoken & written) and one additional language (German or French)
- Excellent knowledge of hotel software (PROTEL)
- Strong computer skills (MS Office, email, etc.)
- Ability to handle guest complaints and resolve problems effectively
- Guest-oriented mindset
- Excellent communication and organizational skills

- Professional appearance and demeanor, politeness, and team spirit
- Ability to promote and support hotel services
- Ability to multitask and perform under pressure
- Attention to detail to ensure top-quality service and customer satisfaction
- Pleasant and courteous personality with a professional attitude

What We Offer

- Competitive salary package
- Dairy meals during employment
- Staff transportation via bus from and to Heraklion
- Ongoing training and development opportunities
- Career advancement prospects
- Positive work environment and corporate culture

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