



WE ARE
HIRING



FRONT OFFICE AGENT

*Do you have a passion for delivering exceptional guest experiences?
Join our team in a collaborative and dynamic environment!*

MAIN ROLE & RESPONSIBILITIES

- Greet guests warmly upon arrival, efficiently manage check-in and check-out with a personalized touch, accurately register guest details, and ensure they are informed about resort amenities, events, and promotions.
- Deliver exceptional service by anticipating guest needs, resolving inquiries, and personalizing their experience, while promptly addressing concerns and coordinating with other departments to ensure timely delivery of requests.
- Accurately process reservations, cancellations, and modifications, monitor room availability, prepare guest lists for arrivals and special occasions, document guest interactions, complete shift reports, and handle transactions securely following resort policies.
- Manage reservations, guest records, and financial transactions accurately while preparing daily guest lists and ensuring seamless shift handovers.

ESSENTIAL SKILLS & REQUIREMENTS

- Previous experience as a Front Office Agent
- Excellent verbal and written communication skills in English, Dutch and Spanish.
- Strong multitasking abilities with excellent attention to detail and organizational skills.
- Ability to work a flexible schedule, including weekends and holidays.

To apply, please send your resume and cover letter to hr@baoase.com.