



# CORINTHIA

PALACE HOTEL & SPA  
MALTA

## GUEST CARE HOST

This stylish luxury hotel, Corinthia Palace Hotel is seeking to recruit an ambitious, determined and highly motivated individual who is seeking to embark on a career in hospitality.

This position requires an individual with a proven track record in the industry.

The candidate will be responsible for:

- Handling all formalities of checking in and out efficiently and courteously.
- Action and follow-up on all guest queries.
- Putting guest care as a priority, with every effort being made to meet guests' needs and demands.
- To assist customers with any queries, complaints received and to take corrective action if necessary.
- To ensure a high level of customer service is maintained at all times.
- When working night shifts to conduct the night auditing procedure and prepares all the necessary reports.
- Any other duties as requested by the Front Office Manager, Duty Manager and General Manager.

The ideal candidate will:

- Have a minimum of two years' experience in the Front Office Department
- Be computer literate and familiar with the Opera PMS
- Be logical, accurate and able to handle multi-tasking
- Be fluent in English and another European Language
- Be willing to work night shifts
- Have excellent verbal and written communication
- Be discrete and confidential
- Be able to work in a dynamic environment
- Be self-motivated, able to work under pressure and adhere to deadlines
- Have good organisational skills
- Portray a professional image commensurate with the values of the Company

*To be considered for above role please click 'apply' to be directed to our website to complete the online questionnaire.*