



## GUEST SERVICES COORDINATOR PROJECT - SPAIN

### OVERVIEW:

We are inviting applications from personable, organised, Spanish-speaking freelancers with bags of initiative, to take on an exciting project with a high-end travel agent.

The Guest Services Coordinator will be responsible for manning the Concierge Desk through the summer season, and will be involved in sourcing, promoting and coordinating guest services to ensure a 5-star experience for luxury villa guests in Spain.

Working as part of a small team, this will be a flexible part-time project initially running from March to October 2020, with a view to continuing in a permanent role depending on the outcome and final recommendations of the project. This is a fun and exciting opportunity where no two days will be the same. You will need to be self-motivated and organised, with a can-do attitude and a genuine love of Spain.

### FURTHER DETAILS ABOUT THE ROLE:

You will be working off your own initiative to source and add to our collection of guest services, connecting the dots between our guests, villa managers, local concierge partners and experience suppliers.

As a key point of contact for guests staying in our Spanish villas, you will have good first-hand knowledge of Spain and predominantly the Costa del Sol area. Ideally, you will have your finger on the pulse around the hottest new openings and places to see and be seen, but perhaps more importantly you will have a deep insight and love for the gastronomy and cultural side of Spain.

This is a home-based role. Preferably you will live within reach of Marbella and have your own transport, but candidates in other areas may also be considered with the right level of local knowledge. You will have your own computer and will need to be effective at managing your own workload. You will be self-motivated and an excellent communicator as our team maintains close contact throughout the day.

We often work with ultra-high net worth clients who are naturally accustomed to incredibly high levels of service. You need to be comfortable working with guests from different cultural backgrounds, and for whom expense is not a consideration in the face of excellent service. We strive to tie up all loose ends wherever possible the same day, but ultimately you will be in charge of your time and daily agenda so that you can enjoy your work as much as your home life!

As well as strong customer service skills, you will be an excellent administrator. Before the season starts this will be a methodical 'planning and research' role, while at the height of summer the job will entail troubleshooting and reacting calmly to unforeseen situations. You will always need to follow things through and finish what has been started.

[WWW.THELUXURYVILLACOLLECTION.COM](http://WWW.THELUXURYVILLACOLLECTION.COM)

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Company 07937358



Hours will be flexible to suit guest needs. Initially, the role will require around 20 hours a week, with the potential to increase to full-time in summer as guests arrive on holiday. For the right candidate, there is plenty of scope to carry on with project work or join the sales department during the winter months.

## LIKELY DUTIES

This is a new role, so it is ripe for you to shape depending on your skills and experience. Duties may include:

- Liaising with villa guests by managing the Concierge inbox and mobile phone, helping guests to organise all aspects of their trip from start to finish.
- Sourcing, reviewing and coordinating services and local places to recommend to guests.
- Negotiating pricing, exclusive offers and signing agreements with suppliers.
- Working closely with local concierge partners for a smooth service for Platinum Guests
- Helping to create promotional materials & brochures to encourage bookings from guests.
- Contacting guests during their stay and assisting with any problems or last-minute requests.
- Working with our marketing and reservations teams to find ways to promote the services.
- A times, offering on-the-ground support during guests' stay.
- Some complex itinerary-planning, requiring a good level of local knowledge.
- Using our CRM system to keep all guest travel details recorded and updated.
- Raising invoices and bills in accounts system.
- Troubleshooting any problems, in liaison with Head Office or the Villa Managers.
- Communicating closely with resort staff, head office, villa staff and owners, maintaining excellent records and an 'always follow-up' ethos.
- Creating operating guidelines, supplier dossiers and making recommendations for the role moving forwards.
- Providing up-to-date local recommendations to guests, often at short notice.

## HOW TO APPLY

Please send your CV and a covering letter, to include some examples of previous work suited to this project and salary expectations, to [lindsay@theluxuryvillacollection.com](mailto:lindsay@theluxuryvillacollection.com).

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