



GUEST EXPERIENCE MANAGER

The Luxury Villa Collection is a boutique luxury travel agent offering hand-picked villas, haciendas, and private estates for self-catering rentals in Spain. We are now seeking to fill the role of Guest Experience Manager, based in Malaga.

The role is pivotal in ensuring our HNW guests have an incredible stay. Using your inside expertise on the best that Spain has to offer, you will help create memorable travel itineraries with impeccable attention to detail.

You will oversee the Resort Concierge provision, and work closely with villa managers and UK colleagues to ensure our clients' arrangements run smoothly from the moment of booking, through to the last day of their stay.

KEY GUEST EXPERIENCE MANAGER DUTIES

DURING MAIN SEASON:

- Plan client itineraries and make Experience bookings pre-arrival
- Manage resort operations, ensuring client arrangements are in place for arrival and villas meet agreed standards
- Supervise & support Resort Concierge in delivering service excellence
- Invoicing clients and paying suppliers, keep accurate financial records of experience sales
- Offer personalised support to *Platinum* clients
- Build good rapport with villa managers and colleagues to resolve any complaints, pre-empt and resolve issues before they arise

PRE/POST-SEASON:

- Attend pre-season quality-assurance visits to review website accuracy and find solutions to any issues reported during the season
- Help to onboard new Experiences – research, vetting, creating sales materials & coaching UK teams on how to promote them
- Training and developing Resort Concierges
- Ensure the website and client communications are up to date with respect to your department
- Review and update company handbook covering the department's key tasks.
- Share timely information about any local disruption/construction work that may affect our clients stay
- Assist in the audit of guest information for core villas

WWW.THELUXURYVILLACOLLECTION.COM

Speciality Stays LTD, Becket House, 36 Old Jewry, London, EC2R 8DD,
Company 07937358



REQUIRED SKILLS:

This role would suit a candidate with a background in high-end concierge, private tour guide or travel agency/planning at a luxury level

- Naturally passionate about Spain through regular travels or having lived there, with a deep understanding of high-end food, wine and cultural experiences
- Supervisory-level experience in travel/hospitality with strong customer service and complaints-handling skills
- Self-motivated, highly organised and able to manage own time efficiently
- Impeccable attention to detail and naturally inquisitive to pre-empt issues and take ownership of their resolution
- Excellent communicator with a strong command of written and spoken English
- Spanish to an intermediate – advanced level
- Experienced in working with HNW clients and clients from different cultural backgrounds, requiring 100% discretion
- Using social media to keep your finger on the pulse of hottest new openings
- Experienced Gmail user, competent with Microsoft Word and Excel
- Experience with CRM or booking systems and using cloud software for team collaboration
- Good at troubleshooting and reacting calmly to unforeseen events, especially on the busiest of days
- Experience working with Mac and iPhone would be beneficial

THE CANDIDATE WILL NEED:

- Based in the Malaga region for all or part of the year
- Registered self-employed in Spain, or has right to work & address in UK
- Clean driving license and own vehicle (mileage paid)
- Quiet space to work from home to take calls, attend to admin and emails

REMUNERATION

Generous salary depending on experience, with a flexible timetable based on a 40-hour working week, 28 days annual leave, a company lifestyle package and annual bonus scheme.

Travel may be required throughout Spain for up to 7 days at a time with accommodation and expenses covered, along with other opportunities to travel to international events and conferences.

WWW.THELUXURYVILLACOLLECTION.COM

Speciality Stays LTD, Becket House, 36 Old Jewry, London, EC2R 8DD,
Company 07937358



Some flexibility in high season may be required around working patterns to meet business needs.

To apply, please send CV and cover letter to admin@theluxuryvillacollection.com outlining relevant experienced and salary expectations.

WWW.THELUXURYVILLACOLLECTION.COM

Speciality Stays LTD, Becket House, 36 Old Jewry, London, EC2R 8DD,
Company 07937358