

## **Concierge Trainee**

Costa Navarino is in Messinia in the southwest Peloponnese, in one of the most unspoiled and breathtaking landscapes in the Mediterranean. It is currently home to four 5-star deluxe hotels, The Romanos, a Luxury Collection Resort and The Westin Resort at Navarino Dunes, W-Costa Navarino and Mandarin Oriental at Navarino Bay. In the coming years, more upscale branded hotels will be added to our portfolio, both in Messinia and Athens.

Navarino Dunes Costa Navarino facilities include 766 bedroom units award winning Anazoe Spa, a 4,000m<sup>2</sup> spa & thalassotherapy center, four multi-awarded, signature golf courses, over 20 fine dining venues, 5,000 m<sup>2</sup> House of Events and a wide range of sports, such as the "Mouratoglou Tennis Center", Bayern Munich football academy, Navarino Outdoor and many more.

W Costa Navarino, exclusively for adults and young adults over 12 years old, offers 226 stylish rooms, 2 bedroom suites and 3 bedroom villas with infinity private pools, staged in the Bay of Navarino with stunning Ionian Sea views, The Watersports Center, The Away Spa and gym with a heated 25m-long lap pool, including the new Navarino Agora, an open marketplace with retail, street food, open-air cinema and exciting programming throughout the day and night.

As a Concierge Trainee at Costa Navarino, you will embark on an exciting journey of hands-on training and skill development in the dynamic world of Front Office service. This traineeship period will provide you with valuable experience, mentorship, and the opportunity to ace the basics on a luxury, 5-star-branded property.

Join our Traineeship Program at Costa Navarino and kickstart your career in the world of luxury hospitality! We invite you to be part of our dynamic team, where innovation, creativity, and excellence are celebrated daily.

### **Responsibilities**

- Check in/ Check out according to Marriott Brand Standards & legal requirements
- Act as the point of reference for guests who need assistance or information and attend to their wishes and requirements. Listen and respond to guest queries
- Provide accurate information about local attractions and services

- Liaise with relevant departments, including housekeeping and maintenance to address any problems or complaints made by guests
- Complaint handling on a first contact resolution basis.
- Arrange events, excursions, transportation etc. upon request from hotel residents. Establish prearrival communication with guests in order to understand their needs and provide them with personalized solutions by suggesting activities and facilities provided by the hotel
- Actively promote the online reputation of the hotel by encouraging guests to post reviews on social media.
- Performance of supportive tasks (preparation of next shift, replenishment of stationary, tidiness of lobby, offering welcome amenities to guests, follow up calls with other departments and guests, filing)
- Follow all H&S rules, hotel policies, SOPs and Brand Standards at all times

### **Requirements**

- Excellent knowledge of Opera PMS / Microsoft Office
- Excellent knowledge of English. Additional language is considered an asset

### **Benefits**

- Competitive compensation package
- 300€ flight reimbursement
- On going training opportunities
- Accommodation in the vicinity of Navarino Dunes
- Meals within the premises
- Private Medical Plan
- Use of Navarino Dunes Facilities, according to the relevant policies

### **Internship**

(3 to 9 months (start from March 2025))

Costa Navarino | Pylos (Greece) | Tourism / Hotel Industry / Gastronomy |

CVs to be sent at [career@costanavarino.com](mailto:career@costanavarino.com) by 31/01/2025