

Guest Experience 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 4,000m² spa & thalassotherapy center, four multi-awarded, signature golf courses, over 20 fine dining venues, 5,000 m² 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 Guest Experience Trainee at Costa Navarino, you will embark on an exciting journey of hands-on training and skill development in the dynamic world of Guest Experience 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

- Welcome/farewell guests. Provide guests with all necessary information regarding the Resort and provide accurate information about local attractions and services.
- Check VIP status of each reservation. Escort guests to the rooms.
- Assisting in making the necessary arrangements for guest celebrations, creating WOW moments.

- Liaise with other departments to inform/ follow up regarding any guest problems and/or complaints.
- Preparing the welcome and departure letters for the guests.
- Prepare list of VIPs and send to main gate, also placing an alert in OPERA to greet them accordingly.
- Perform morning rounds at breakfast areas, welcome the guests and assist in case of special requests.
- Actively promote the online reputation of the hotel by encouraging guests to post reviews on social media.
- Follow all H&S rules, hotel policies, SOPs and Brand Standards at all times.
- Attend all trainings and seminars provided by the company and continuously remain updated for all trends and market news

Requirements

- Student or Graduate in Hospitality Studies
- Ability to deliver memorable services
- Work under pressure and under supervision
- Ability to learn hotel systems & other software programs (computer skills)
- Develop effective working relationships with internal and external stakeholders
- Ability to speak, write and converse fluently in English
- Great communication and customer service skills
- Ability to maintain / adhere to company Brand standards, policies and SOPs
- Flexibility / Adaptability / Email etiquette

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 by 31/01/2025