

Information & Activities Booking Center 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 Information & Activities Booking Center Trainee at Costa Navarino, you will embark on an exciting journey of hands-on training and skill development in the dynamic world of Customer 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.

Being part of our Navarino Collections' team, you will:

- Arrange, order, inventory and sell retail merchandise – exclusive, branded memorabilia of Costa Navarino.
- Maintain shop in a proper and organized manner.
- Advise and inform guests (from all four resorts as well as externals) on all offered activities, pre-arrival as well as on the spot, via email/phone and direct

communication. Tailor-make suggestions and arrange bookings with relevant operators and departments.

- Advise and inform guests on all that the destination has to offer. Promote the company's values and brand. Act like an Ambassador of the company at all times.
- Use effectively the company's mobile application and activities' booking system in accordance with the company's headquarters.
- Prepare and send all internal email communication to inform relevant departments regarding scheduled Cultural Experiences (part of the destination's Messinian Authenticity program). Follow up on all Cultural Experiences bookings and special requests until event/request is completed.
- Make sure that all is arranged for and charge all activities which fall under the jurisdiction of the department.
- Host and assist in special projects/events. Liaise with company's headquarters on the preparation and execution of various projects throughout the season.
- Use effectively (e.g., Marriott's internal training, complaint handling & secure payment website, PMS system, cash register & management software) & update (e.g., rooms TVs & lobby screens software systems) various platforms.

Requirements

- Be registered in a school/university which allows a traineeship program in Greece, in the hospitality sector, of no less than 3 months
- Possess strong computer skills / proficiency in Microsoft Office, with a focus on Outlook & Excel and knowledge of any PMS system will be considered an asset
- Be an excellent communicator in English (both written and verbal)/mandatory
- Any extra foreign languages will be considered an asset
- Have excellent organizational and communication skills with high ability to multitask
- Be a team player, with high moral standards, integrity and positive attitude
- Ideally have a valid driver's license

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