

FORMULÁRIO – OFERTAS DE EMPREGO – ESTÁGIOS

DESCRIÇÃO

Front of house

ENTIDADE

Espais Roca – Canto de Luz is a boutique luxury Maison (hotel) located in the heart of Porto, Portugal, and part of the Espais Roca hotel group family which also has properties in Malta, UK, Spain and Lisbon.

With a current offering of 12 luxurious suites and villas, the hotel is poised for growth, expanding to 30 rooms over the next 18-24 months. The hotel concept is “Chez Vous a Porto”, where guests feel as if they are staying with friends at a Luxury Maison, a far cry from the soulless chain hotels of yesteryear.

LOCALIZAÇÃO/CONTACTOS

Rua Do Almada 539
Porto, 4050-039

TAREFAS A DESEMPENHAR

Join the Espais Roca team at Canto de Luz and play a vital role in creating exceptional guest experiences. Our Front of House team represents our brand and lifestyle, ensuring every guest interaction is memorable. If you excel in teamwork, communication, and problem-solving, we'd love to welcome you on board!

Your Role

You will create a warm and welcoming environment for guests, ensuring they feel at home and their needs are anticipated, guaranteeing an extraordinary stay. Your role will involve managing key tasks such as check-ins, addressing guest inquiries, playing a crucial part in shaping their experience,

Complaint Resolution: Respond promptly to guest complaints and suggestions, logging them for follow-up until fully resolved.

Guest Preparation: Review guest profiles and histories before arrival to ensure personalised and seamless interactions.

Transfer Coordination: Organise guest transfers to and from the hotel, ensuring welcome amenities are prepared and ready.

Team Collaboration: Work closely with all departments to meet guest requirements and deliver optimal satisfaction.

Upselling Opportunities: Identify chances to upsell rooms, late checkouts, Canto Experience as Wine and cooking class experience, Tours and in-resort activities to enhance the guest experience and drive revenue etc.

Training & Meetings: Participate in training sessions and team meetings, assisting in team engagement initiatives when needed.

Additional Responsibilities: Carry out any additional tasks assigned by management or higher-level personnel.

Guest communication: In charge of providing a quick response to guests, helping them with their needs to further improve their experience with us.

Wine Machine: Assisting guests with the operation of the wine machine, control the stock and daily cleaning of the machine.

Reservations: Booking control with all the platforms we work with, guaranteeing the correct finalisation of the booking.

REQUISITOS DO(S) CANDIDATO(S)

Experience: Training in Hospitality/Tourism

Language Skills: Fluency in English is essential; Spanish is a plus.

Customer Service: Outstanding communication and interpersonal skills.

Professionalism: A polished appearance and professional attitude.

Adaptability: Flexible and able to work varying schedules.

Initiative: A proactive approach to problem-solving and guest satisfaction.

Competitive salary and other benefits commensurate with experience.

If you are an experienced, motivated, and dynamic leader with a passion for luxury hospitality, we invite you to apply to join Canto de Luz as we embark on an exciting phase of growth and transformation.

OUTRAS INFORMAÇÕES

Please send your CV to: joana@espaisroca.com

DATA DE SUBMISSÃO DA OFERTA

24/03/2025

DATA LIMITE PARA SUBMISSÃO DE CANDIDATURA

12 /04/2025