



LANKA PRINCESS

AYURVEDA HOTEL SRI LANKA

Since 20 years, the Hotel Lanka Princess which is under German Management offers superior quality and comfort for a health conscious holiday. Guests of the hotel awaits a revitalising mixture of healthy food, soothing massages, Yoga and Meditation. Harmony of body and soul – this is the Ayurveda Hotel Lanka Princess.

We are immediately looking for a

Guest Relations Officer

Your duties

- Organise and execute looking after guests competently
- Carry out events for information and consultation
- Tour the hotel with guests and visitors
- Special attention for regular customers, VIP guests or groups
- Handle wishes of guests in a competent and efficient manner
- Prepare guest letters, presentations-and information documents
- Manage feedback for guest questionnaires
- Update guest file
- Handle direct inquiries of clients
- Assist with social media
- Correspondence and general office work

Technical skills

- Competent and extensive IT knowledge (MS-Office, Picture editing applications)
- High skills and inclination to work with Internet, and excellent knowledge of social media

Languages

- Excellent written and spoken German and English

Your profile

- Experience in the hospitality sector and tourism in the field
- Well-groomed, natural appearance
- Friendly, competent and pleasant demeanour
- Highest service- and customer focus and organisational skills
- Spontaneity and flexibility
- Discrete and trustworthy
- Independent, well-structured and trustworthy
- Self-initiative and sense of responsibility

Are you interested? We are looking forward to your comprehensive application.

Please apply electronically under application@lankaprincess.com and mention your possible start date.