



## **JOB DESCRIPTION**

### **POSITION : RESORT REPRESENTATIVE**

#### **Primary Responsibilities**

Meeting guests at the airport and escorting them to the accommodation on a transfer

Organising and hosting welcome meetings from 2 – 50 persons

Selling and organising excursions and other activities

Selling car hire and other services

Responding to clients' queries (this may involve being on duty for set times each day)

Handling client issues, such as lost luggage or passports, allegations of theft or other crimes, problems with rooms, health problems, injuries or even deaths

Dealing with unforeseen 'non-client' problems, like flight delays, transport strikes or weather conditions

Resolving any conflict with or between clients

Establishing and maintaining relationships with local hoteliers, apartment owners, excursion agents and travel companies

Maintaining an in-depth knowledge of the resort and the local area in order to answer clients' questions

Accompanying customers on excursions and acting as a guide

Organising and taking part in daytime and evening entertainment

Checking hotel standards and safety procedures



## **JOB DESCRIPTION**

### **POSITION : RESORT REPRESENTATIVE**

Completing risk assessments and health and safety checks

Keeping basic accounts and records and writing reports

Assisting in the support and training of new holiday representatives.

### **Reporting**

Head Representative or Resort Manager

### **Package**

Basic Salary

Commissions

Accommodation

Transport if deemed necessary (car or bicycle)

Flights to / from Resort

Staff Insurance