

JOB BRIEF

ORGANISATIONAL CONTEXT

Job Title	Sales and Reception Representative
Department	Operations
Location/Project	Limassol Marina – Limassol, Cyprus
Reporting to	Front of House Manager & Marina Management

SUPERVISION

Number of employees reporting to the incumbent	Direct: 0 Indirect: 0
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JOB CONTENT

1. Role Objective

To attend to all guests’ needs in an efficient and professional manner, performing all front desk duties as per standards of operation set. Handle all sales calls & provide accurate details to potential clients. Generally support the daily operation of the Marina, delivering safe and world-class services to Marine berth holders and property residents.

2. Detailed Roles and Responsibilities

- ◆ Interact in a courteous and professional manner with all guests and work colleagues.
- ◆ Ensure correct input and maintenance of database entries using the marina’s supporting software systems.
- ◆ Provide guests with refreshments when required.
- ◆ Follow and implement yacht check-in/check-out procedures in an efficient and professional manner.
- ◆ Answer phone calls promptly, clearly and professionally conveying always a smile and use the appropriate phrase as per Limassol Marinas standards.
- ◆ Communicate with guests to handle, follow-up and accurately record all enquiries, requests and complaints professionally and efficiently, reporting to colleagues and management as required.
- ◆ Ensure all duty shift checklists are continuously followed and proper guidance is given to work colleagues especially Marina Attendants.
- ◆ Process and administer berthing applications and all standard documentation, issuing service forms, berthing licenses, invoices and receipts as required.
- ◆ Strictly maintain the security of information related to customers and personnel.
- ◆ Maintain petty-cash accounts and reconcile cash and cheque/credit payments from the marina operation.
- ◆ Implement all general office procedures for the front desk such as filing, photocopying and telephone enquiries in order to support the business, maintain a clean and organized working environment.
- ◆ Solicit and encourage customer feedback, review and update accordingly to present to Marina Management for follow up.
- ◆ Comply with the marina regulations regarding dress and expected behavior, reflecting consistently Limassol Marinas brand standards whilst offering a personalized service to all internal and external customers.
- ◆ Be fully conversant with and be aware of the Marina's health and safety, security and emergency policies.
- ◆ Carry out all other duties as may reasonably be required from time to time.

KEY INTERACTIONS

Internal:	External:
Marina Management	Marina guests, tenants
Front of House Manager	Vendors and suppliers
Departmental senior management and staff	Subcontracting companies
Marina Supervisors and attendants	Government Authorities

EMPLOYEE SPECIFICATION

COMPETENCIES, CORE CRITERIA, TECHNICAL SKILLS AND WORK EXPERIENCE

1. Core Competencies:

Working with People	<ul style="list-style-type: none"> Communicates effectively Acts with professionalism and integrity Builds relationships and fosters teamwork Adapts to change and exhibits self-confidence Manages time effectively
Quality Focus	<ul style="list-style-type: none"> Strong attention to detail Demonstrates functional excellence Exceed customer/client expectations Flexible working approach around hospitality hours

2. Core Criteria:

Appearance	Smart, highly presentable and well-groomed
Bearing	Outgoing, polite and polished; able to handle sensitive and delicate people
Expression/Language Skills	Speaks and writes clearly and concisely; demonstrates self-confidence; professional fluency in English and Greek or Russian is a strong advantage.
Motivation	Passionate about meeting and dealing with people
Personality	Pleasant and professional approach, demonstrating a 'can-do' attitude

3. Technical Skills and Work Experience

- In possession of a formal tourism/hospitality-related qualification or equivalent.
- About 3 years of experience in the hospitality/hotel sector with front office experience or experience in a customer services environment.
- A good standard of computer literacy, showing confidence in working with word-processing, spreadsheets, databases, marina/hotel software packages.
- Proven written and verbal communication skills in multiple languages.
- In possession of a valid driving license.
- Boating and/or VHF radio communication experience is considered an advantage.
- Eligible to work in Cyprus.