



PORT DE SÓLLER
MALLORCA

GUEST EXPERIENCE COORDINATOR (f/m/d)

WHEN COMING TO BIKINI MAKE SURE TO WEAR SUNFLOWERS IN YOUR HAIR

Nestled in stunning Port de Sóller, on Mallorca's west coast, Bikini Hotel Port de Sóller offers a vibrant fusion of laid-back island vibes and adventurous spirit of the Tramuntana mountains. Here, we invite our guests to experience more than just a hotel stay – it's an exceptional journey shaped by 70s music, colorful design, NENI food, conscious movement and soulful service. As a spirited team of hospitality lovers, we strive for attention to detail, dependable reliability, and strong expertise, while fostering creativity, ease, and joy. Join us as **Guest Experience Coordinator** and be part of something extraordinary!

WHAT'S WAITING FOR YOU?

- 🌀 By the founders of 25Hours hotels: creating exceptional and fun experiences, by blending professionalism and pushing beyond limits
- 🌀 Member of Design Hotels in a vibrant & dynamic atmosphere
- 🌀 Everyone is welcome, embracing individuality, unique personalities, and creativity
- 🌀 5 working days/week with digital reporting of working hours
- 🌀 Long season duration of up to 7 months with high occupancies. Always be in action...
- 🌀 ...yet time to relax. Depending on capacity you are advised to take vacation days also during the summer season.
- 🌀 Want to explore the world? Benefit from friends' rates in partner hotels and discounts in many NENI restaurants
- 🌀 Welcome to our Bikini world: opportunities for professional growth and development

WHAT'S IN YOUR LUGGAGE?

- 🌀 ...experience in a people- & service-oriented environment
- 🌀 ...fluent in German & English. Spanish would be great, the more languages the better
- 🌀 ...open minded, creative & striving for the best guest experience
- 🌀 ...committed, reliable & energetic
- 🌀 ...communication crack on- and offline
- 🌀 ...good in setting priorities and organizing yourself & others

WHAT'S YOUR JOB ABOUT?

- 🌀 Responding to all daily guest requests on site & guest correspondence by e-mail or phone on time
- 🌀 Birthdays, Baby Moon & from engagement to divorce parties, you know what's moving our guests
- 🌀 Keeping yourself up-to-date with happenings on Mallorca & creating BIKINI Experiences for our guests to enjoy
- 🌀 Answering and following up on guest reviews on all online portals
- 🌀 Selling BIKINI Experiences of all kind prior to arrival and on site and coordinating them in house or with our external partners
- 🌀 Be creative - create and coordinate guest moments and happenings for our hotel guests that they won't forget
- 🌀 Preparing guest feedback reportings for department heads & our General Manager
- 🌀 Coordinating and welcoming our yoga retreat guests during their stay
- 🌀 Organization and implementation of our legendary Woodstock event including invitation management, act bookings, flower power decoration, you are the implementer of this annual event

Do you want to become a Bikini ambassador? Apply with your CV including a letter or even better video of motivation and your salary expectations. We are looking forward to all applications and remain for all questions that may arise:

work.portdesoller@bikini-hotels.com