



PORT DE SÓLLER
MALLORCA

GUEST EXPERIENCE AGENT

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 the 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 Agent 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
- 🕒 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 8 months with high occupancy. 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

WHAT'S IN YOUR LUGGAGE?

- 🕒 Experience in a people- & service-oriented environment
- 🕒 Excellent command of English, German and Spanish as a plus - the more languages the better
- 🕒 Open-minded, passionate about delivering outstanding guest experiences, and driven to exceed expectations
- 🕒 Committed, reliable & energetic personality
- 🕒 Communication crack online and offline
- 🕒 Ability to prioritize effectively and organize yourself as well as others
- 🕒 Flexibility and willingness to work

WHAT'S YOUR JOB ABOUT?

- 🕒 Support the Front Office Manager in overseeing all reception operations, overall in low season
- 🕒 Responding to all daily guest requests on site & guest correspondence by e-mail or phone on time
- 🕒 Birthdays, babymoon, from engagement to divorce partys - you know what's moving our guests
- 🕒 Keeping yourself up-to-date with happenings on Mallorca & creating Bikini Experiences for our guests to enjoy
- 🕒 Selling Bikini Experiences of all kinds prior to arrival and onsite and coordinating them in house or with our external partners
- 🕒 Coordinating group reservations together with the Reservations Manager from the first contact to the farewell
- 🕒 Preparing Function Sheets for in house events & act responsibly to inform and lead all team members involved
- 🕒 Setting-up event spaces, sometimes it will be flipcharts, other days it will be yoga equipment
- 🕒 Preparing guest feedback reportings for department heads, Room Operations Manager & our General Manager
- 🕒 Maintaining our guest and reservations database
- 🕒 Managing the shop inventory, including stock control, sales tracking and regular stocktaking
- 🕒 Coordinate and support yoga retreats, ensuring all yoga equipment is properly maintained and available
- 🕒 Bring our signature events to life, such as Sun Eclipse, Woodstock and more - making sure guests have an unforgettable experience
- 🕒 And of course, jumping in wherever needed - supporting the team and taking on any tasks that keep the BIKINI spirit alive and the good vibes flowing.

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.