



JOIN OUR TEAM!

GROOM

Responsibilities:

- Greet and assist guests upon arrival and departure.
- Transport guests' luggage to their rooms or other hotel areas.
- Provide information about hotel services and local attractions.
- Ensure smooth operations and maintain order in the reception area and common spaces.
- Coordinate with other hotel departments (e.g., housekeeping, reception) to ensure guest satisfaction.
- Safely manage guests' luggage and items stored for safekeeping.
- Maintain cleanliness and safety of work areas.
- Handle guest requests and concerns with professionalism and courtesy.
- Assist with special events, conferences, or other hotel activities as needed.
- Collaborate with hotel staff to provide a high level of guest service.

Requirements:

- Previous experience in a hospitality or customer service role is preferred.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Excellent customer service skills with a focus on guest satisfaction.
- Basic understanding of safety procedures and handling of guest items.
- Positive attitude, reliability, and attention to detail.

Benefits:

- Competitive remuneration package
- Professional working environment
- Continuous education and training
- Accommodation in long-distance hotels