

POSITION SUMMARY: Villatel, a hospitality company, is hiring a team of individuals who take pride in providing an exceptional guest experience. Our **Guest Service Agents** serve as the primary point of contact before arrival, upon check-in (as a **Welcome Ambassador**), and throughout their stay with Villatel. The team will be responsible for handling guest calls for our **Apartments by Marriott Bonvoy** as well as our **Villa guests**. In this role, you will be an integral part of ensuring that every guest across our various resort properties has an unforgettable visit that creates lifelong memories. Your role will involve engaging with guests, collaborating with different departments including operations, maintenance, dispatch, and housekeeping, and providing unparalleled service to enhance the overall guest satisfaction. If you are passionate about hospitality and connecting with guests, this role is for you so apply today!

Get Grand Opening information by copying the link below into your browser:

<https://www.prnewswire.com/news-releases/villatel-orlando-resort-announces-grand-opening-next-door-to-universal-orlando-resort-just-in-time-for-spring-break-302352023.html>

JOB RESPONSIBILITIES:

- Assist with check-in and check-out procedures and provide information about resort amenities and services.
- Act as a resource for guests by providing recommendations for dining, entertainment, local attractions and activities, and arranging reservations or transportation as requested.
- Address guest inquiries, requests, and concerns promptly and courteously, either in person, via phone, or through electronic communication channels.
- Collaborate with operations, maintenance, and dispatch teams to fulfill guest requests, resolve issues, and ensure a seamless guest experience.
- Liaise with dispatch agents to communicate guest requests, prioritize tasks, and coordinate resource allocation to meet service demands effectively and efficiently.
- Solicit feedback from guests regarding their stay, actively listen to their concerns or suggestions, and relay relevant information to management and appropriate departments for action.
- Perform various administrative duties such as handling guest paperwork, processing payments, and maintaining accurate records of guest interactions and service requests.

QUALIFICATIONS:

- High School Diploma or equivalent required. Associate or bachelor's degree in hospitality management, business administration, or related field preferred.
- A genuine passion for hospitality and a dedication to exceeding guest expectations through personalized service and attention to detail.

- Previous experience in a customer service or hospitality role, with a passion for providing exceptional service and creating memorable guest experiences.
- Excellent verbal and written communication skills, with the ability to interact professionally and effectively with guests, colleagues, and management.
- Strong problem-solving skills and the ability to think quickly to address guest inquiries or resolve issues in a timely and satisfactory manner.
- Ability to work collaboratively with colleagues and departments to achieve common goals and ensure guest satisfaction.
- Meticulous attention to detail coupled with the resourcefulness to ensure accuracy in guest service requests and resolutions.
- Willingness to work variable hours, including evenings, weekends, and holidays, to accommodate the needs of guests and the operational requirements of the resort properties.

Why work at Villatel? We love, love, love vacations. For ourselves, sure (don't get too excited). But more importantly, for the tens of thousands of guests that visit us each year looking to have the most incredible experiences of their lives. Our mission? Exceed their expectations every single time—by offering the most FUN, adventure-packed, and spacious accommodations with premium service.

What's cool about us is that we simultaneously build, design, maintain, and service all of our accommodations. So, we don't just hope our resorts and guest experiences are up to snuff. We actively make them as incredible as we can—by owning every step of the process.