

## VACANCY: Receptionist

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Lion Global, member of Imperio Group, is broad-spectrum property management service provider that is committed to providing exceptional services to their customers.

Currently, Lion Global is looking to hire **Receptionists** to join our team rapidly expanding team in our latest residential projects in Limassol.

The Receptionists will be responsible to welcome guests, perform check in and check out with guests, deal with guests' queries, provide prompt and professional customer service to guests and ensure customer experience satisfaction.

### **Main Duties & Responsibilities:**

- Welcome and greet guests/tenants.
- Answer the phone and make reservations, take and distribute messages or mail and redirect calls.
- Inform guests of apartment rates and services.
- Register and check in guests and allocate their apartments.
- Deliver apartment keys and direct guests to their apartment.
- Receive and transmit messages for guests and owners.
- Retrieve mail and packages for tenants and owners.
- Liaise with necessary staff including housekeeping and maintenance team to address any problems or complaints made by tenants or owners.
- Inform housekeeping when rooms have been vacated and are ready for cleaning.
- Act as the point of reference for tenants or owners who need assistance or information and attend to their wishes and requirements.
- Respond to complaints and find the appropriate solution.

### **Knowledge and Experience:**

- High School Diploma or Qualification in Office Administration/Hospitality Management.
- Experience in customer relationship and/or hospitality management up to 2 years.
- Strong working knowledge of relevant computer software including MS Office and booking and payment systems (visa).
- Previous experience in front office management will be considered as an advantage.
- Outstanding customer services skills, professional verbal & written communication skills in Greek and English.
- Knowledge of additional languages will be considered an advantage.
- Strong interpersonal and problem-solving abilities.
- Highly responsible and reliable.
- Ability to work well under pressure in a fast-paced environment.

### **We offer:**

- Attractive remuneration package + 13<sup>th</sup> salary.
- 21 Paid Annual holiday leaves.
- 2 days off per week.
- Be a part of a pleasant and friendly working environment.

### **How to Apply:**

If you are interested to become a part of our team, please submit your CV at:

<https://www.imperioproperties.com/careers/>