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Guest Experience Agent

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Company: Belmond

Location: Santa Barbara, California

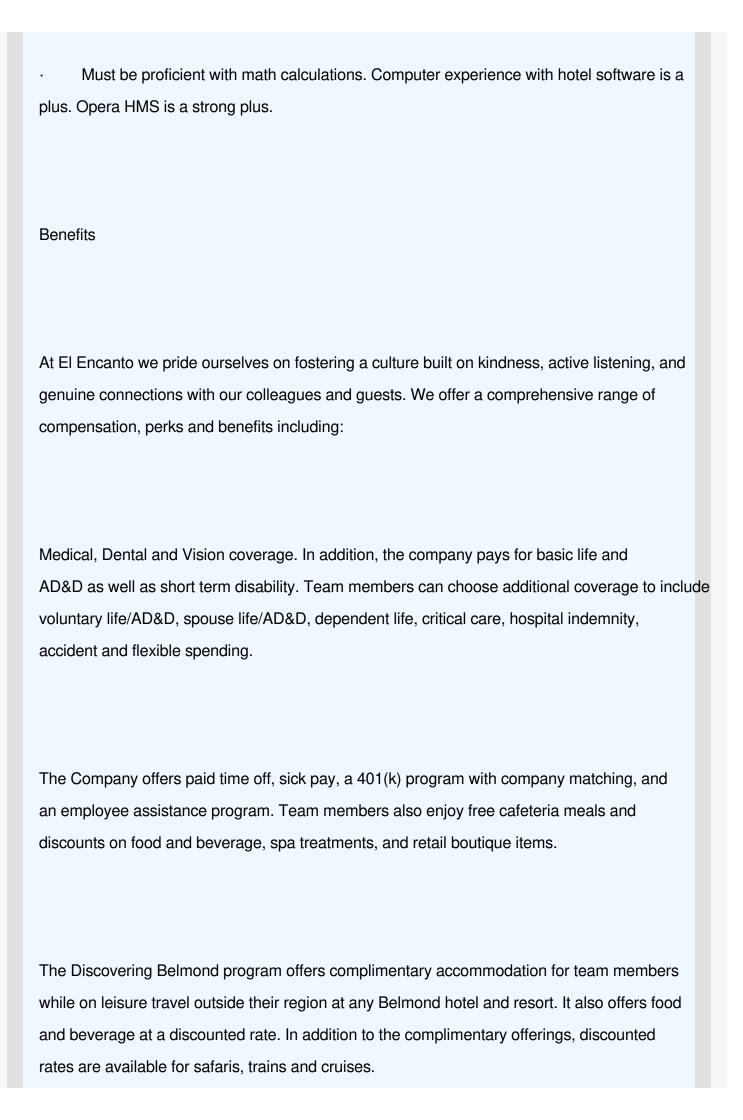
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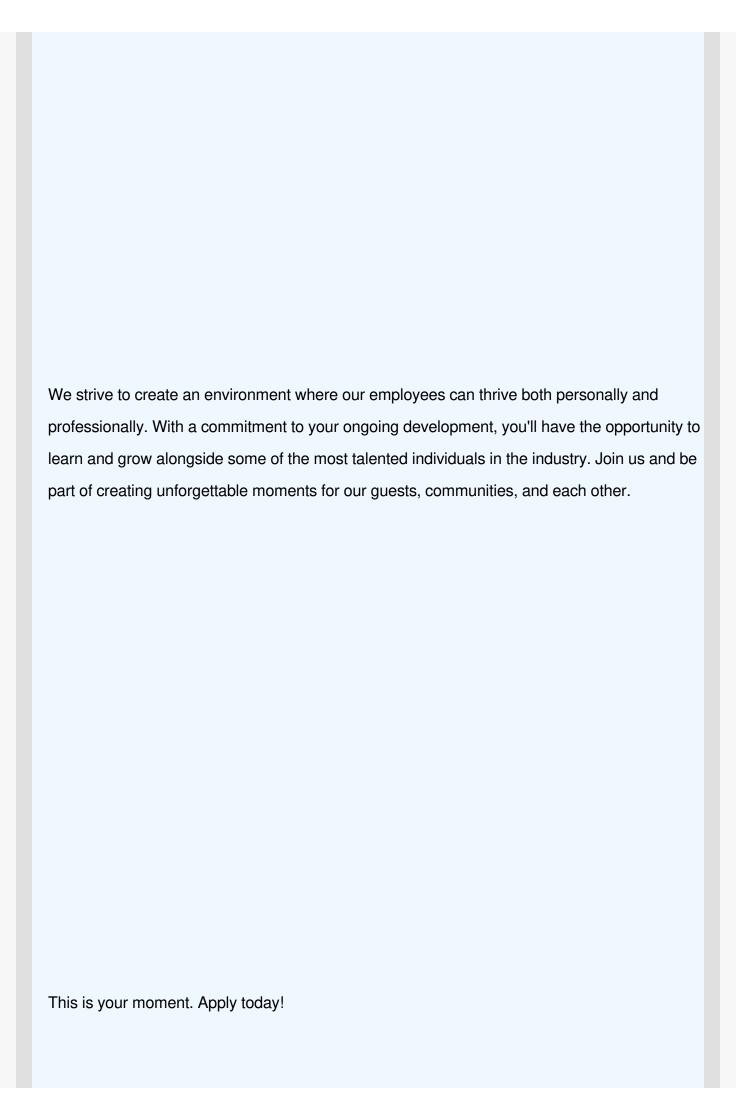
El Encanto, A Belmond Hotel, has been meticulously restored to capture all the romance and glamour that endeared it to both the local Santa Barbara community and visitors alike. Ninety-two quintessential, California-styled suites and bungalows, terraced grounds featuring seven-acres of gloriously landscaped gardens with sweeping views of Santa Barbara and the Pacific Ocean. Original architectural features have been lovingly restored, including the historic, trellis-lined Arbor and Lily Pond. Modern additions to the expansive outdoor zero-edge pool and a new beautifully appointed boutique spa enhance the journey for today's luxury-seeking guest. With our vast offerings, the opportunities to craft a unique career here are endless. Join us and achieve the truly exceptional.

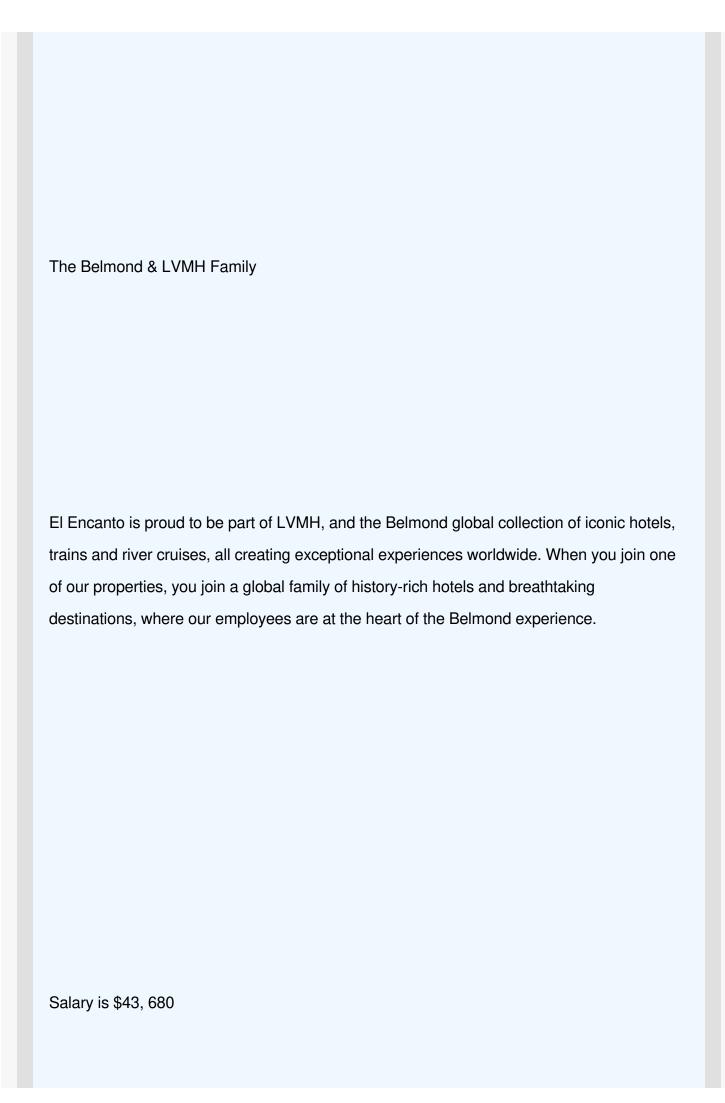
As a Reservations Agent at El Encanto, a Belmond Hotel, you are part of a team that enhances guest experiences through personalized handling of reservation requests. In this role, you will unlock the art of crafting a pre-arrival journey for each guest. If you're looking to develop your skills and be part of the future of luxury, this is your moment.

Requirements

Primary Responsibilities Include
· Processing guest bookings through various channels, including phone, email, and online platforms
· Providing exceptional, personalized service to guests during the reservation process, ensuring prompt responses to inquiries and questions
 Managing modifications and cancellations requested by guests, such as changing arrival or departure dates, room types, and other booking details
This position requires a minimum of one year of related experience, preferably in a luxury hotel setting. This polished communication and clear decision maker must possess fluency in English
Also required is the ability to provide legible communication and directions, strong attention to detail, the ability to remain stationary at assigned posts for extended periods of time, and the ability to work well under pressure for any walk-ins or departures within any given period of time.







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