

United States Jobs Expertini®

Guest Experience Agent

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Company: Belmond

Location: Santa Barbara, California

Category: other-general

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.

- Must be proficient with math calculations. Computer experience with hotel software is a plus. Opera HMS is a strong plus.

Benefits

At El Encanto we pride ourselves on fostering a culture built on kindness, active listening, and genuine connections with our colleagues and guests. We offer a comprehensive range of compensation, perks and benefits including:

Medical, Dental and Vision coverage. In addition, the company pays for basic life and AD&D as well as short term disability. Team members can choose additional coverage to include voluntary life/AD&D, spouse life/AD&D, dependent life, critical care, hospital indemnity, accident and flexible spending.

The Company offers paid time off, sick pay, a 401(k) program with company matching, and an employee assistance program. Team members also enjoy free cafeteria meals and discounts on food and beverage, spa treatments, and retail boutique items.

The Discovering Belmond program offers complimentary accommodation for team members while on leisure travel outside their region at any Belmond hotel and resort. It also offers food and beverage at a discounted rate. In addition to the complimentary offerings, discounted rates are available for safaris, trains and cruises.

We strive to create an environment where our employees can thrive both personally and professionally. With a commitment to your ongoing development, you'll have the opportunity to learn and grow alongside some of the most talented individuals in the industry. Join us and be part of creating unforgettable moments for our guests, communities, and each other.

This is your moment. Apply today!

The Belmond & LVMH Family

El Encanto is proud to be part of LVMH, and the Belmond global collection of iconic hotels, trains and river cruises, all creating exceptional experiences worldwide. When you join one of our properties, you join a global family of history-rich hotels and breathtaking destinations, where our employees are at the heart of the Belmond experience.

Salary is \$43,680

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