



MARRIOTT
BONVOY™

**Be inspired.
Be empowered.
Be you.**

You deserve a career that fulfills your purpose. You deserve to dream without limits. Be a part of something bigger than yourself. Be inspired by what's possible and discover your own future. Begin your purpose, belong to a community, and become the best version of you.

The Halcyon Private Isles, Maldives

AT YOUR SERVICE AGENT

Your Experience and Skills Include:

- Previous experience in a similar role within a luxury hotel environment preferred.
- Strong knowledge of Marriott service culture and guest engagement standards.
- Excellent verbal communication and active listening skills.
- Professional telephone etiquette with a warm and confident tone.
- Strong organizational and multitasking abilities.
- Proficient in PMS and communication systems.
- Fluent in English. Additional languages will be an advantage.
- Calm, courteous, and solution-oriented under pressure.

What you will be doing:

- Act as the main point of contact for all guest requests via Marriott At Your Service.
- Answer calls promptly and professionally, following Marriott standards.
- Coordinate guest requests with relevant departments for timely execution.
- Track, monitor, and follow up on all requests to ensure guest satisfaction.
- Maintain accurate records and update guest preferences in the system.
- Handle guest concerns with professionalism and escalate when required.
- Ensure smooth communication between guests and operational teams.

The applicants may send the resume by email to Careers@thehalcyonmaldives.com

This hotel is owned and operated by an independent franchisee. The franchisee controls all aspects of the hotel's employment policies, practices, and decisions.