

Job Announcement:

We are seeking talented and dedicated individuals who are driven by excellence to become part of our esteemed team.

POSITION:

Guest Service Agent

Location : Coco Bodu Hithi (Maldives)

Job Type : Full-Time

OVERVIEW:

This role is essential for creating memorable experiences for our guests by delivering personalised service and ensuring their stay is both enjoyable and smooth.

KEY RESPONSIBILITIES:

- Greet guests with a warm and friendly attitude upon arrival and departure.
- Check guests in and out efficiently, handling reservations and payments.
- Provide guests with detailed information about resort facilities, activities, and services.
- Promptly handle guest requests, special preferences, and complaints with professionalism.
- Assist in translating guest correspondence when required.
- Manage and coordinate activity bookings efficiently and accurately.
- Accompanying/meeting guests on various excursions and other activities.
- Attend incoming calls when necessary and fully support the Front Desk and back office.

QUALIFICATIONS:

- Previous experience in Front Office or Guest Services is preferred.
- Good communication and interpersonal skills.
- Proficiency in English; additional languages are an advantage.
- Knowledge of hotel property management systems is an advantage.

PERSONAL QUALITIES:

- Passion for hospitality and guest service.
- Excellent communication and problem-solving skills.
- Well-groomed with a positive and professional attitude.
- Able to work in a fast-paced environment.
- Flexible to work shifts, weekends, and public holidays

WHY JOIN US?

- Competitive Salary Package
- Leave Benefits
- Professional Development opportunities

If you possess the requisite qualifications and a commitment to excellence, please submit your CV to careers.boduhithi@cococollection.com by 05 August 2026. Please note that only shortlisted candidates will be notified.