

Job Opportunity

Silver Sands is the leading company that provides dive, water sports and excursions in the Maldives, offering its services to 18 luxury resorts in the Maldives. We are seeking a highly motivated, self-disciplined team member with a positive attitude to join our Team.

GUEST RELATIONS OFFICER – MANDARIN SPEAKING (FEMALE)

We are looking for a vibrant, people-oriented individual to represent one of Silver Sands' dive, excursions, and water sports centers, located at various luxury resorts across the Maldives. From addressing guest requests with a smile and anticipating their needs to sharing insider tips on local gems, you will play a key role in enhancing our guests' experiences.

MAIN RESPONSIBILITIES

- Effectively communicating information to guests about dive and watersports facilities and services
- Organizing and participating in guest activities and excursions
- Addressing and fulfilling special guest requests
- Managing and resolving guest issues or complaints
- Proactively gathering guest feedback and anticipating their needs
- Supporting the Director of Dive Operations / Base Leader in planning and coordinating excursions and boat operations
- Offering sales assistance for dive and watersports equipment

REQUIREMENT / QUALIFICATION

- Previous experience in a similar role within a resort or other customer service-oriented position
- Proficient in written and spoken English and Mandarin, an additional language will be an added advantage.
- Graduates of hotel schools and/or experience in a similar role
- Energetic and personable, with a focus on building strong customer relationships
- Computer literate
- Experience working in a multicultural team environment
- Flexible with working hours, proactive, patient, punctual, and dedicated to delivering excellent service
- Outgoing and friendly personality
- Strong passion for creating memorable guest experiences by exceeding their expectations

WHAT WE OFFER

- A 12-month contract with an industry-leading company in the Maldives
- Competitive salary package
- Ticket allowance upon completion of 12 months
- Annual leave with basic salary
- Accommodation, full board, work permit visas, and related expenses covered
- Medical Insurance
- Medical check-up upon arrival
- Resort Benefits & Excellent working conditions

INTERESTED CANDIDATES PLEASE SEND YOUR CV TO

jobs@silversands.com.mv

APPLICATION DEADLINE: 07th September 2026

Silver Sands pvt. ltd.
THE MALDIVES IN A DIFFERENT LIGHT