

DADES OFERTA

- **LLOC A COBRIR:**
- **DATA:** OCTUBRE
- **NOMBRE DE VACANTS:** Bellperson
- **FUNCIONS I TASQUES A DESENVOLUPAR:**

Greet all guests upon arrival.
Escort guests to their rooms and assist with luggage promptly when checking in and upon checking out.
Inform incoming guests on the following while assisting them to their room: storage area, restaurant hours, the events happening in the hotel, health club information, emergency procedures equipment and exit paths, etc.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**

Possess knowledge of the community and area in which the hotel is located to assist guests with information and accurate directions.
Maintain presence in the lobby as an ambassador of the property and brand, offering exceptional service to the guests.
Possess knowledge of resort activities to ensure timeliness of customer needs.
Ensure that all areas are kept neat and clean for our guests and colleagues.
- **FORMACIÓ REGLADA:**
- **ALTRA FORMACIÓ:**
- **PERMÍS DE CONDUIR:**

Driving license B.
- **CARNETS PROFESSIONALS:**

DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:**

Excellent verbal and written communication skills. Fluent in Spanish and English.

▪ ALTRES REQUISITS:

Once in guest room, provide the guest with the following information: basic telephone instructions, procedures for charging items to one's rooms, heating and air conditioning, laundry procedures, door lock and key use, room directory, etc.

All Valet Parking needs.

Assist guest with general information when Front Office is not available.

Consistently offer professional, friendly and engaging service.

Promote all hotel functions and facilities.

▪ EXPERIÈNCIA REQUERIDA:

Previous experience in an upscale or lifestyle brand hotel is a big plus.

Prior experience in customer service.

Someone who understands, celebrates and embraces the SLS brand values.

Ability to multitask and work in a fast-paced environment.

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DADES OFERTA

- **LLOC A COBRIR:**
- **DATA:** OCTUBRE
- **NOMBRE DE VACANTS:** Call Center Agent
- **FUNCIONS I TASQUES A DESENVOLUPAR:**

Responsible for ensuring that all guests receive a seamless and expedited experience. Assist Front Desk and Accounting department in locating and verifying phone charges for guests.
Keep updated contact information on employees in other departments.
Refer guests complaints to appropriate departments.
Know the responsibilities of other departments to be able to determine the appropriate department to forward all calls.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**

Provide information and demonstrate knowledge of all hotel facilities and services.
Accept and deliver all messages promptly and accurately.
Provide a personal service to all the guests, fully aware and following the hotel standards and procedures.
Ensure that the privacy of the guests and the confidentiality of the information is respected.
- **FORMACIÓ REGLADA:**
- **ALTRA FORMACIÓ:**
- **PERMÍS DE CONDUIR:**
- **CARNETS PROFESSIONALS:**

DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:**

Excellent verbal and written communication skills. Fluent in Spanish and English. Additional languages will be highly valuable.

▪ ALTRES REQUISITS:

Ensure all guest concerns are addressed promptly, exceeding the guest ' s expectations, conducting follow up, and properly documenting concerns to ensure proactive and long-term solutions.
Consistently offering friendly, professional, and proactive guest service over the phone and through text messaging
Take ownership of each call, respond to requests and answer questions while providing exceptional service

▪ EXPERIÈNCIA REQUERIDA:

+1 years experience in hospitality within hotels with a similar position.
Proven team leader with a high level of energy and motivation with a proven track record of living the company's values

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- **LLOC A COBRIR:**
- **DATA:** OCTUBRE
- **NOMBRE DE VACANTS:** Baker Chef
- **FUNCIONS I TASQUES A DESENVOLUPAR:**

Preparar productos de panadería de la más alta calidad y estándar, utilizando métodos y técnicas adecuadas, amasando a mano y siempre un paso por delante de las tendencias de la industria; Serás una parte clave de un equipo ganador que crea experiencias gastronómicas verdaderamente excepcionales.

Realizar una gran variedad de panes, bollos, baguettes, masa para panecillos, bollos, masa laminada, pasteles con creatividad y estilo, desarrollando deliciosas combinaciones.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**

Desarrollará e innovará continuamente la gama de productos; trabajará con nuestro jefe de panaderos en ideas y técnicas que hacen de nuestra cocina un entorno creativo y en constante cambio.

Asegurándose de que el trabajo se desarrolle sin problemas, que la preparación de nuestro servicio sea fluida y que nuestros estándares de higiene de los alimentos sean altísimos.
- **FORMACIÓ REGLADA:**
- **ALTRA FORMACIÓ:**
- **PERMÍS DE CONDUIR:**
- **CARNETS PROFESSIONALS:**

DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:****▪ ALTRES REQUISITS:**

Tener un enfoque metódico basado en procesos para realizar las tareas, pero también capaz de trabajar de manera flexible y tranquila para cumplir con los plazos.

▪ EXPERIÈNCIA REQUERIDA:

Experiencia previa trabajando como parte de un equipo de cocina de tamaño similar.

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- **LLOC A COBRIR:**
- **DATA:** OCTUBRE
- **NOMBRE DE VACANTS:** Concierge
- **FUNCIONS I TASQUES A DESENVOLUPAR:**

Greet and assist guests in a warm, courteous, and professional manner.
Act as the point of reference for guests who need assistance or information and attend to their wishes and requirements.
Inform guests of the facilities and all the things to do in the hotel, including providing information on our restaurants and bars.
Always know what events and activities are on schedule and maintain a deep understanding of the local area to provide guests with information and recommendations for attractions, restaurants, and services.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**

Understand customers needs and provide them with personalized solutions by suggesting activities and facilities provided by the hotel?
Arrange events, excursions, transportation etc. upon request from hotel residents
Handle guest complaints and inquiries promptly in a professional and empathetic manner, aiming for swift and satisfactory resolution, and striving to resolve issues to ensure guest satisfaction.
- **FORMACIÓ REGLADA:**
- **ALTRA FORMACIÓ:**
- **PERMÍS DE CONDUIR:**
- **CARNETS PROFESSIONALS:**

DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:**

Excellent verbal and written communication skills. Fluent in Spanish and English.

▪ ALTRES REQUISITS:**▪ EXPERIÈNCIA REQUERIDA:**

Minimum of 2 years of Front Office/Guest Relations experience, preferably in an upscale or lifestyle brand hotel.

Previous experience with pre-opening of a hotel is a big plus.

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- **LLOC A COBRIR:**
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- **NOMBRE DE VACANTS:** Doorperson
- **FUNCIONS I TASQUES A DESENVOLUPAR:**

To ensure that all guests or visitors receive a warm welcome, cordially greeting them, helping them out from their car/taxi, opening the hotel doors for them as well as escorting them to the lobby and wishing them a nice stay.

To ensure that all guests / visitors receive a fond farewell, cordially greeting them, opening the hotel doors and helping them into their vehicles, as well as bidding them farewell.

Assist with luggage for arriving and departing guests as needed.

All Valet Parking needs.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**

Ability to multitask and work in a fast-paced environment.

Proactive, positive, energetic, dynamic, emphatic, team-worker, with a high-level attention to detail and passion for hospitality.
- **FORMACIÓ REGLADA:**
- **ALTRA FORMACIÓ:**
- **PERMÍS DE CONDUIR:**

Driving license B.
- **CARNETS PROFESSIONALS:**

DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:**

Excellent verbal and written communication skills. Fluent in Spanish and English.

▪ ALTRES REQUISITS:

Assist guest with general information when Front Office is not available.

Consistently offer professional, friendly and engaging service.

Promote all hotel functions and facilities.

Possess knowledge of the community and area in which the hotel is located to assist guests with information and accurate directions.

Possess knowledge of resort activities to ensure timeliness of customer needs.

Ensure that all areas are kept neat and clean for our guests and colleagues.

▪ EXPERIÈNCIA REQUERIDA:

Previous experience in an upscale or lifestyle brand hotel is a big plus.

Prior experience in customer service.

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- **LLOC A COBRIR:**
- **DATA:** OCTUBRE
- **NOMBRE DE VACANTS:** Front Office Agent
- **FUNCIONS I TASQUES A DESENVOLUPAR:**

Deal with the arrival and departure processes for all guests, ensuring the accuracy of data in all systems.
Greet and assist guests in a warm, courteous, and professional manner.
Handle cash and credit transactions, ensuring the accuracy of guest billing.
Handle guest complaints and inquiries promptly in a professional and empathetic manner, aiming for swift and satisfactory resolution, and striving to resolve issues to ensure guest satisfaction.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**

Always know what events and activities are on schedule and maintain a deep understanding of the local area to provide guests with information about attractions, restaurants, and services.
Stay one step ahead of guests' needs – record and act on their preferences, and handle their messages, requests, questions and concerns.
- **FORMACIÓ REGLADA:**
- **ALTRA FORMACIÓ:**
- **PERMÍS DE CONDUIR:**
- **CARNETS PROFESSIONALS:**

DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:**

Excellent verbal and written communication skills. Fluent in Spanish and English.

▪ ALTRES REQUISITS:

Ensure guests receive accurate and timely information about hotel amenities, services, and local attractions.

Ensure all guests are quoted the correct rate as per the selling strategy and website.

Ensure all telephone calls are answered as quickly and efficiently as possible.

Report any issues to the correct department and check to ensure the work has been completed.

Ensure that the reception and public areas are clean, tidy and presentable at all times.

▪ EXPERIÈNCIA REQUERIDA:

Minimum of 2 years of Front Office experience, preferably in an upscale or lifestyle brand hotel.

Previous experience with pre-opening of a hotel is a big plus.

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- **LLOC A COBRIR:**
- **DATA:** OCTUBRE
- **NOMBRE DE VACANTS:** Guest Experience Agent
- **FUNCIONS I TASQUES A DESENVOLUPAR:**

Greet and assist guests in a warm, courteous, and professional manner.
Accommodate general and unique requests.
Inform guests of the facilities and all the things to do in the hotel, including providing information on our restaurants and bars.
Analyze customer feedback and reviews to continuously improve overall rating, scores and metrics.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**

Handle guest complaints and inquiries promptly in a professional and empathetic manner, aiming for swift and satisfactory resolution, and striving to resolve issues to ensure guest satisfaction.
Always know what events and activities are on schedule and maintain a deep understanding of the local area to provide guests with information and recommendations for attractions, restaurants, and services.
- **FORMACIÓ REGLADA:**
- **ALTRA FORMACIÓ:**
- **PERMÍS DE CONDUIR:**
- **CARNETS PROFESSIONALS:**

DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:**

Excellent verbal and written communication skills. Fluent in Spanish and English.

▪ ALTRES REQUISITS:

Stay one step ahead of guests ' needs – record and act on their preferences, and handle their messages, requests, questions and concerns.

▪ EXPERIÈNCIA REQUERIDA:

Minimum of 2 years of Front Office experience, preferably in an upscale or lifestyle brand hotel.

Previous experience with pre-opening of a hotel is a big plus.

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- **LLOC A COBRIR:**
- **DATA:** OCTUBRE
- **NOMBRE DE VACANTS:** Host/Hostess
- **FUNCIONS I TASQUES A DESENVOLUPAR:**

Greet all guests warmly and by name, escort guests to their table, provide chair assistance for all guests, and menu presentation.
Host large parties when scheduled.
Ensure ambiance is appropriate, including music, temperature, lighting.
Maintain a clean and organized reception area.
Approach guest and collect information needed to assist with seat and bar arrangements.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**

Knowledge of hotel food & beverage operations.
Ability to multitask, work in a fast-paced environment and have a high-level attention to detail.
- **FORMACIÓ REGLADA:**

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- **ALTRA FORMACIÓ:**
- **PERMÍS DE CONDUIR:**
- **CARNETS PROFESSIONALS:**

DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:**

Excellent verbal and written communication skills.
Fluent in Spanish and English.

▪ ALTRES REQUISITS:

+2 years of experience in hospitality within hotels/bars with high volume of food & beverage in a similar administrative role.

You take ownership of important issues, solve problems, and make effective decisions.

You learn quickly and adapt to SLS ' s unique culture.

You are humble and open to ideas. We leave our ego at the door and help get things done.

You want to be part of a team that works hard, supports each other and has fun along the way.

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- **LLOC A COBRIR:**
- **DATA:** OCTUBRE
- **NOMBRE DE VACANTS:** Housekeeping Supervisor
- **FUNCIONS I TASQUES A DESENVOLUPAR:**

Ensure all departmental service standards and sequences of service are being upheld.
Work collaboratively with all housekeeping partners on a day-to-day basis.
Maintain a close relationship with the Front Office and Engineering Team.
Ensure guest satisfaction - address guest issues as they arise and provide prompt correspondence if necessary.
Maintain proper inventory levels, managing cost per room for supplies.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**

Support in managing day-to-day staffing requirements, plan, assign work and establish performance and development goals for employees. Provide mentoring, coaching and regular feedback to help manage conflict and improve employee performance.
Check public areas, guest rooms/suites, equipment, linens are clean and in good repair advise team members of areas of improvements.
Support in handling complaints and special requests and needs of the guests, VIPs and repeat visitors to achieve complete guest satisfaction.
- **FORMACIÓ REGLADA:**
- **ALTRA FORMACIÓ:**
- **PERMÍS DE CONDUIR:**
- **CARNETS PROFESSIONALS:**

DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:**

Excellent verbal and written communication skills. Fluent in Spanish and English.

▪ ALTRES REQUISITS:

Minimum of 2 years of housekeeping experience, preferably in an upscale or lifestyle brand hotel.

Previous experience with pre-opening of a hotel is a big plus.

▪ EXPERIÈNCIA REQUERIDA:

Ensure staff is properly trained and has the tools and equipment to carry out job duties.

Promote teamwork and quality service through daily communication and coordination with other department managers.

May assist with deep cleaning projects and/or assist housekeeping staff during high volume periods.

Perform housekeeping duties necessary, including making beds as well as vacuuming and cleaning guest suites to ensure guest satisfaction.

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- **LLOC A COBRIR:** ▪ **DATA:** OCTUBRE
- **NOMBRE DE VACANTS:** Reservation Agent
- **FUNCIONS I TASQUES A DESENVOLUPAR:**
 - Support the Director of Revenue Management in analyzing competitive sets, price positioning & future market need periods.
 - Support and execute market-wide strategy and promotion implementation.
 - Ensure reservation accuracy (segment, channel, routing, traces, etc.)
 - Ensure that the hotel sales strategies are effectively implemented in the systems.
 - Ongoing Revenue System health-checks and optimization.
 - Handle all requests for guest room reservations, changes and cancellations in according with the established guidelines.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**
 - Follow up on any possible fraudulent reservation that may impact the revenue performance. Ensures reservation accuracy (segment, channel, routings, traces, etc.).
 - Handle no shows and control non-guaranteed reservations. Ensure that all distribution channels effectively support the hotel and maintain rate parity. Ensure that communication with other departments, especially Credit, Sales, Concierge and Front Desk and any other concerned department is maintained. Support and execute upselling following the established guidelines.
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DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:**

Excellent verbal and written communication skills. Fluent in Spanish and English.

▪ ALTRES REQUISITS:

Proactively communicates any potential challenges related to systems or reservations to ensure we provide outstanding intuitive service at all times.

Train other team members as required.

You take ownership of important issues, solve problems, and make effective decisions.

You learn quickly and adapt to SLS's unique culture.

▪ EXPERIÈNCIA REQUERIDA:

+2 years experience in Revenue/Reservations.

Ability to multitask, work in a fast-paced environment and have a high level attention to detail

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- **LLOC A COBRIR:**
- **DATA:** OCTUBRE
- **NOMBRE DE VACANTS:** Waiter / Waitress
- **FUNCIONS I TASQUES A DESENVOLUPAR:**

You`re the face of our guests' experience and you bring your own flavour to the(ir) table, making sure that from the moment they arrive to when they leave, they're having a great time. Create a fun and relaxed atmosphere where guests come to wind down and enjoy themselves. Describe the selection of drinks and menu items to guests by offering interesting, and vivid descriptions of each item's origin, taste and preparation methods. Set up your outlet stock up on all the supplies you'll need and manage your inventory. Ensure that food and beverages are well stocked.
- **COMPETÈNCIES NECESSÀRIES/REQUERIDES:**

Work with the rest of team in keeping things running smoothly and tidily.
Support the team with the Food & Beverage operations.
Be ready to jump into other ad-hoc duties when your colleagues need your help, that might include serving other outlets like rooms service, bar or terrace.
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- **CARNETS PROFESSIONALS:**

DADES OFERTA**▪ INFORMÀTICA:****▪ IDIOMES:**

Excellent verbal and written communication skills.
Fluent in Spanish and English.

▪ ALTRES REQUISITS:

Ensure overall cleanliness and maintenance of the working area.
Work with your restaurant and kitchen colleagues to offer a seamless food service.
Comply with departmental policies, procedures, and service standards.
Anticipate the needs of our guests with an attentive and intuitive service
Assess customers' needs and preferences and make recommendations.

▪ EXPERIÈNCIA REQUERIDA:

+2 years of experience in hospitality within food & beverage.
Some college and/or advanced training in food and beverage management valuable.
Ability to multitask, work in a fast-paced environment and have a high-level attention to detail. You make people feel good - your team, guests and colleagues alike. You make a positive impact.
You learn quickly and adapt to SLS unique culture.

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