

Snorkel Park Beach is seeking a highly motivated individual to join our busy team for the 2017 tourist season.

Snorkel Park Beach is destination complex offering restaurants, bars, nightlife, entertainment, special events, catering activities and water sports for tourists, locals and corporate groups.

We are Seeking a Full Time "Seasonal":

### **VIP Host**

The ideal candidate for this position will possess inherent customer service skills, a passion for customer care, and a commitment to proactive service. They must have exceptional sales skills and strong relationships with the local exempt companies. He/She will be comfortable interacting with and have experience servicing high net worth individuals.

### **ESSENTIAL JOB FUNCTIONS:**

- Marketing and promoting venue specific events
- Sell VIP events, tables, bottles and make other accommodations for high end customers
- Consistently deliver exceptional service to every guest while interacting and entertaining in a professional manner
- Ability to initiate and maintain an upbeat and relaxed environment on a consistent basis
- Handle difficult guests and situations in a calm, professional and prudent manner
- Anticipate, respond to and consistently meet or exceed the needs of guests
- Clearly communicates programs/services to necessary people, seek their support and keep them informed of changes that may impact the business
- Must be knowledgeable of all happenings on property and in market
- Give consistent, polite, timely, and accurate information and service to all guests

### **QUALIFICATIONS:**

- Ten years' experience in high end customer service, host or other account management experience (Luxury service, VIP or C-Suite experience preferred).
- Must possess strong relationships with local exempt companies and have experience interacting with C-Suite types and high net worth individuals
- Be an independent thinker and be able to make decisions to maximize customer service experience and profitability
- Ability to effectively manage time and perform multiple tasks simultaneously
- Excellent interpersonal, communication, problem solving and analytical skills required
- Must have a systematic and process oriented mindset to ensure seamless end-to-end customer experiences
- Strong attention to detail
- Excellent customer service skills
- Must present well-groomed professional appearance
- Flexibility for varied shifts, weekends, evenings and holidays as needed
- Ability to speak distinctly and persuasively

### **PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:**

- Must be able to move quickly around property
- Must have the ability to withstand high temperatures, heat and sun exposure
- Must be able to bend, crouch, kneel, twist and work long hours
- Must be able to work independently and proven to be self-motivated
- Must be able to speak, read, write and understand English
- Must be able to respond calmly and make rational decisions when handling guest's needs
- Must be able to tolerate areas containing second hand smoke

All applicants must be available to work split shifts, evenings, late nights, weekends and public holidays. For complete information on these job postings, please see the Bermuda Job Board Listings online. If you are interested in any of these great opportunities please send resume and references to [hr@snorkelparkbeach.com](mailto:hr@snorkelparkbeach.com) or mail to: **Snorkel Park Beach, 7 Maritime Lane, Royal Naval Dockyard, Sandy's MA01.**

**Closing Date: May 15th, 2017**