

SunChateaux

Villa concierge

We have a number of villa concierge roles available for this summer based in our luxury villas in Gozo, Malta. As a villa concierge you will be working as part of a small team alongside a villa chef running one of our luxury villas in Gozo,

Our villa concierge are an important part of the service that SunChateaux offer and you will be the main point of contact for our guests dealing with all their requests and requirements therefore hospitality experience is essential in this job.

The summer programme requires a well-motivated team who are able to work independently and take overall responsibility of their villa and guest experience. Our team in resort are flexible and always willing to go the extra mile with a smile on their faces ensuring that our guests have a wonderful experience and use us again in the future. The villas we have in Malta are beautiful but it's our team in resort that makes the difference to the guests stay.

During your free time you will be able to spend your time relaxing or exploring the local area. This really is the best time for you to experience all that Gozo and neighbouring Malta have to offer from its plentiful beaches, local culture, watersports and the local cuisine.

If you are looking for a new challenge that drives you to be your very best, enables you to develop and wow your guests with your outstanding cooking skills in a private dining environment whilst working alongside a fantastic team then this is the position for you.

Villa concierge responsibilities

- Ensure that all of our guests receive the highest possible level of SunChateaux service
- Develop and maintain a good relationship with all guests each week, ensuring that the guests are informed of local events and updated on any relevant information that may enhance their stay
- Ensure that the villa is continually kept to a high level of cleanliness
- Create a warm and friendly environment within the villa
- Full concierge and hosting service
- Help and advise guests with reservations for activities, attractions and restaurants
- Independently gain local knowledge and continue to research this information on a regular basis
- Assist in preparing continental breakfast along with a daily cooked option, lunch and four/five course evening meals 6 days a week
- Ensure that tables are suitably laid at breakfast lunch and dinner
- Serve and clear breakfast, lunch and dinner
- Manage every aspect of the property, eg. air conditioning, shade by the pool, access to the property
- Work alongside the villa maid to ensure the villa is kept clean and tidy at all times

- Purchase and manage all villa beverage stock such as wine, beer and mixers
- Exceed guest expectations on special occasions such as birthdays, anniversaries etc
- Alongside the rest of the resort team take responsibility for the villa, this includes cleanliness, maintenance, communication and the overall guest service and experience
- Work closely with the other villa chefs and villa manager and be a proactive member of the SunChateaux team.

Abilities and Expectations

- Ability to work independently as well as in a team
- Organised, pro-active and flexible
- Excellent time keeping skills and reliability
- Good self motivation
- Excellent guest relations and interpersonal skills
- Forward thinking
- Ability to remain calm, diplomatic and tactful under pressure
- Ability to plan, cook and produce meals to a very good standard
- Excellent telephone manner
- Impeccable personal presentation

Essential requirements

- Previous hospitality experience
- Relevant customer service experience
- Experience in housekeeping or waitressing
- Available for the whole season – Middle of May until early November
- Valid UK/EU passport
- National insurance number
- UK bank account

Desirable attributes

- Work experience in Michelin starred establishments, functions, corporate hospitality, yachts, previous ski seasons and luxury travel companies is desirable
- Full UK/EU driving license

Package and benefits

- A competitive salary
- Live out accommodation with access to own pool
- Full insurance (covering you in and out of work)
- Return travel to and from the UK at the start and end of season
- Uniform
- All food on working days
- Comprehensive training course
- Access to water sports
- Access to local Kempinski hotel facilities
- Use of a resort vehicle on day off
- Career progression within our winter programme