

Front Desk Social Host @ The Salty Pelican Yoga & Surf Retreats



Location: Cascais, Ericeira, Peniche (Portugal),
Hiriketiya (Sri Lanka)

Position Description

Join The Salty Pelican team and be part of a vibrant community dedicated to providing exceptional guest experiences. Our Mission is to inspire authentic and meaningful connections. As a Front Desk Social Host, you will wear many hats, taking on diverse responsibilities to ensure our guests enjoy a seamless and memorable stay.

Key Responsibilities

- **Guest Interaction:** Provide a warm welcome, handle check-ins and check-outs, and assist with any guest needs throughout their stay.
- **Customer Service:** Address guest inquiries and complaints with a positive attitude, finding effective solutions promptly.
- **Reception & Administration:** Maintain a tidy and organised reception area, manage correspondence, emails, and other office duties.
- **Daily Operations:** Assist with organising and coordinating daily activities, such as yoga sessions, surf lessons, hikes, and group dinners.
- **Housekeeping & Support:** Participate in light housekeeping tasks, manage breakfast service, and support the kitchen during meals.
- **Activity Coordination:** Promote and organise additional activities and excursions, enhancing the overall guest experience.
- **Community Engagement:** Lead and participate in beach clean-ups and community service projects, fostering a positive and inclusive atmosphere.
- **Sales & Upselling:** Offer and manage bookings for additional services such as dinners, hikes, tours, rentals and classes.

Requirements

- **Customer Service Excellence:** Strong interpersonal skills and a passion for providing exceptional guest experiences.
- **Hospitality Experience:** Previous experience in the hospitality industry is required, particularly in roles involving guest interaction and service.
- **Adaptability & Problem-Solving:** Ability to manage multiple tasks, adapt to changing situations, and solve problems effectively.
- **Communication Skills:** Fluent in English; additional languages are a plus.
- **Tech-Savvy:** Comfortable using social media and technology for communication.
- **Team Spirit:** A collaborative mindset, willing to support colleagues across various tasks.

Benefits

- **Competitive Pay:** Attractive compensation package commensurate with experience.
- **Professional Growth:** Opportunities for career advancement within The Salty Pelican and the broader Salty Pelican network.
- **Life Balance:** Enjoy a role that combines professional responsibilities with an enriching lifestyle experience.
- **Activities:** Access to yoga & wellness activities and wellness events
- **Discounts:** Discounts on food, merchandise, and retreat stays for friends and family.

How to Apply

To apply for the Front Desk Social Host position or for more information, please contact us at:

Email: work@saltypelicanretreats.com **Phone:** +351 923 083 330

Instagram: [@saltypelicanretreats](https://www.instagram.com/saltypelicanretreats)

Application Details

Please include the following in your application:

- **Name**
- **Languages Spoken**
- **Nationality**
- **Telephone**
- **Age**
- **Email**
- **Availability for training and work periods, specifying preferred locations and dates.**

Motivation Letter Brief

In your motivation letter, please tell us why you believe The Salty Pelican is the perfect place for you. Share how your experiences and personality align with our mission of crafting unforgettable guest experiences. Highlight your passion for hospitality and content creation, your adaptability, and how you can contribute to our team. We're excited to hear why you're drawn to The Salty Pelican and how you can help us create lasting memories for our guests.

We look forward to welcoming you to our dynamic and supportive team. Let's create unforgettable experiences together!

Stay Salty!

The Salty Pelican Team