



STAY SALTY

work@saltypelicanretreats.com

+351 932 560 967

@saltypelicanretreats

JOB DESCRIPTION

GUEST EXPERIENCE MANAGER

LOCATION: Surf and Yoga Retreats in Cascais, Ericeira & Peniche – Portugal & Hiriketiya – Sri Lanka

PURPOSE OF THE ROLE:

To create memorable and seamless guest experiences that exceed expectations, while maintaining high standards of service and operation at the Surf and Yoga Retreat.

ABOUT THE SALTY PELICAN LOCATIONS: Cascais just 600m walk from the beautiful bay with its historic town centre, the surf beach is a 12 minute drive away and our proximity to Lisbon, Portugal's enchanting capital city, is just an easy 35 minute train ride away. Ericeira is our only retreat that is an all-women's retreat which is located further north, renowned for its extensive beaches and surprisingly good night life. Both locations are between 25-35 minutes from the Lisbon international airport, whereas Peniche is approximately 1 hour north from the airport and directly located opposite the main surfing beach, a true surfers paradise with great surf, a few cosy restaurants and bars nestled among the sand dunes. Hiriketiya is on Sri Lankas southern coast is a tropical beach paradise with incredible scenery and magical vibes. All retreats offer lively entertainment throughout the week, including tapas & wine nights, BBQ dinners, day trips to other towns, guided meditation hikes and other activities like rock climbing and more.

ABOUT THE MANAGEMENT ROLE:

Start & end dates will be slightly different due to retreat location, training, availability and permanent roles will be considered

- Cascais Yoga & Surf Retreat: MARCH - OCTOBER
- Ericeira Yoga & Surf Retreat: MARCH - OCTOBER
- Peniche Yoga & Surf Retreat: MARCH - OCTOBER
- Hiriketiya Yoga & Surf Retreat: JANUARY- DECEMBER

REQUIREMENTS:

- Minimum age: 20 years
- Languages: English + 1 other language
- Proven experience in a similar role, with a strong focus on customer service.
- Excellent leadership, interpersonal and communication skills.
- Strong organizational and problem-solving skills.
- Ability to work well under pressure and handle multiple tasks simultaneously.
- Passion for creating unique and memorable guest experiences.

YOUR TASKS & RESPONSIBILITIES:

As a Guest Experience Manager at the Yoga and Surf Retreat Hotel in Portugal, you will be responsible for ensuring a memorable and seamless guest experience. Your tasks will include overseeing day-to-day operations, training and motivating staff, responding to guest inquiries and concerns, creating a welcoming atmosphere, managing room allocation and maintenance, recording guest feedback, collaborating with other departments, making sure team morale is always high and implementing our standard operation procedures. You will be required to have excellent leadership and communication skills, the ability to work well under pressure, and a passion for creating unique and memorable guest experiences.



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KEY RESPONSIBILITIES:

- Oversee day-to-day operations of the retreat, ensuring guest comfort and satisfaction.
- Train, supervise and motivate staff to provide top-notch service to guests.
- Respond to guests' inquiries and concerns, ensuring timely and efficient resolution.
- Create and maintain a welcoming atmosphere for guests, including organizing events and activities.
- Manage room allocation and maintenance, ensuring all rooms are clean, comfortable, and well-stocked.
- Maintain accurate records of guest feedback and use this information to continuously improve guest experiences.
- Work closely with the marketing team to ensure all guest experiences are effectively communicated and promoted.
- Collaborate with other departments to ensure the smooth operation of the retreat's activities and transport.
- Develop and implement SOPs, policies and procedures to improve the overall guest experience.
- Preparing monthly accounting reports and reporting on all outgoing payments, following budgets where necessary.

THIS JOB IS FOR ME BECAUSE I CAN DEMONSTRATE THE FOLLOWING SKILLS

Organised Leader, Problem Solver, Responsible, Flexible, Hard Working, Sociable, Friendly, Hospitable, Punctual, Fun, Team Player, Good Initiative, Perfect Computer Skills and a Good Communicator.

SOME OF YOUR BENEFITS:

We offer a competitive salary and benefits package, as well as opportunities for growth and advancement within the company.

- > Competitive salary
- > Employee discounts on Salty Pelican stays and services
- > Opportunity for career advancement within the company
- > Joining our retreat activities
- > Complimentary yoga equipment available
- > 40+ hours per week



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YOUR APPLICATION

DOES THIS JOB SOUND EXACTLY LIKE YOU.... ?

Apply for this job by sending us:

- A motivation letter stating why you'd like to work for The Salty Pelican & why you are the most suitable candidate for this job (Bonus points given to added video applications !)
- Your CV
- This application form filled out and email it to work@saltypelicanretreats.com

NAME:	LANGUAGES SPOKEN:
NATIONALITY:	TELEPHONE:
AGE:	EMAIL:

Please [X] where appropriate (you can tick multiple options).

[] Available for training, team building & to start working in Portugal or Sri Lanka for the full period of:

[] Cascais Yoga & Surf Retreat:

[] March – October

[] Other _____

[] Ericeira Yoga & Surf Retreat:

[] March – October

[] Other _____

[] Peniche Yoga & Surf Retreat:

[] March – October

[] Other _____

[] Sri Lanka Yoga & Surf Retreat:

[] January – December

[] Other _____

Do you have a smartphone with mobile data to enable you to communicate in Portugal/Sri Lanka? YES / NO

Please note; this is essential for the job, since high levels of communication with the team happen over WhatsApp.

Do you use Social Media Channels to communicate with others? YES / If YES, please specify:

- Facebook URL: _____

- Instagram URL: _____

Due to the amount of applications we receive, please understand that we are unable to respond to each applicant individually. Successful applicants will be contacted by one of our team. We will likely start the recruitment in January each year.

THANK YOU... SALTY PELICAN TEAM