



JOB DESCRIPTION

GUEST EXPERIENCE MANAGER

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

PURPOSE OF THE ROLE:

Teamer role is to support the smooth operation of the retreat and enhance the guest experience and is an opportunity for individuals to gain valuable experience in the hospitality & wellness industry and to be part of a supportive and uplifting community.

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: 18 years
- Ability to speak English fluently
- Enthusiasm for yoga, surf and wellness lifestyle
- Good communication and interpersonal skills
- Flexibility and adaptability
- Ability to work as part of a team
- Good organizational and time-management skills
- Basic knowledge of surf and/or yoga is a plus, but not mandatory
- Willingness to help with various tasks, including physical labor
- Positive attitude and a desire to learn and grow
- Must be able to commit to a set number of months to support the retreat's needs

YOUR TASKS & RESPONSIBILITIES:

Teamers at our yoga and surf retreats will be responsible for assisting guests with various tasks and activities. They will help with reception duties, setting up yoga mats, surfing equipment, and making sure the guests have a comfortable and enjoyable experience. Teamers will also assist with housekeeping, serving breakfast, assisting in the kitchen, serving food and helping with check-in and check-out processes. Additionally, they will be expected to assist with organizing activities such as surf lessons, guided meditation hikes, beach clean-up, and cultural excursions. The goal is to ensure that the guests have a memorable and stress-free vacation experience.



KEY RESPONSIBILITIES:

- Assisting with setup, breakdown and cleaning of yoga mats and surf equipment
- Supporting guests with various tasks and activities, such as surf lessons and cultural excursions
- Helping with housekeeping and cleaning duties
- Serving breakfast and assisting in the kitchen
- Assisting with check-in and check-out processes
- Maintaining a positive and welcoming atmosphere for guests
- Supporting the staff with various tasks as needed
- Serving group dinners and assisting in the kitchen
- Participating in beach clean-up and other community service projects
- Assisting with the organization and coordination of activities including help with guided meditation hikes
- Upholding the values and mission of the retreat and providing high-quality customer service
- Oversee day-to-day operations of the retreat, ensuring guest comfort and satisfaction
- Attending & contributing to team meetings

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:

Immerse oneself in a yoga & surf lifestyle culture, gaining hands-on experience in the hospitality and wellness industry. Developing transferable skills such as communication, teamwork and problem-solving.

- > Contributing to a positive and supportive community and making a difference in guests' lives
- > Exploring the local culture and natural beauty of Portugal or Sri Lanka
- > Receiving free accommodation and meals
- > Personal growth and development through new challenges and experiences.
- > Employee discounts on Salty Pelican stays and services
- > Joining our retreat activities
- > Complimentary yoga equipment available



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