

we are  
**Hiring!**

W15 comprises of a suite of villas located in Weligama, Ahangama, Colombo and Hantana. Each location has been carefully selected and each property was painstakingly developed to appease a niche clientele who visit our properties all year round. We will leave no stone unturned in our quest to identify an exceptional individual who will bring on board a degree of refinement and finesse that could be translated into creating precision communication and to welcome more visitors to our properties.

## GUEST RELATION OFFICER

### SUMMARY OF RESPONSIBILITIES & REQUIREMENTS:

We are looking for a Guest Relations Officer to provide high-quality service to our hotel customers. You will address complaints and go the extra mile to make sure our guests are satisfied.

- In this role, you should be an excellent communicator who can stay positive when facing difficult situations.
- Welcoming guests in a friendly and professional way
- Addressing and escalating customer complaints
- Providing information about facilities, programs and other services
- Proven experience as a Guest Relations Officer
- Excellent communication skills both verbal and written

## FRONT OFFICE EXECUTIVE

### SUMMARY OF RESPONSIBILITIES & REQUIREMENTS:

We are looking for a pleasant Front Office Executive to undertake all receptionist duties at the desk of our main entrance. The ideal candidate will have a friendly and easy-going personality while also being very perceptive and disciplined.

- In this role, you should be an excellent communicator who can stay positive when facing difficult situations.
- Welcoming guests in a professional way Providing information about facilities, programs and other services
- Addressing and escalating customer complaints
- Proven experience as a Guest Relations Officer
- Excellent communication skills both verbal and written

## RECEPTIONIST / RESERVATIONS AGENT

### SUMMARY OF RESPONSIBILITIES & REQUIREMENTS:

As the Receptionist/Reservations Agent you must report to the Head of Front Office. To be the Receptionist/Reservations Agent in charge of reception and the switchboard and all forms of reservations including Travel Agents & OTAs. Must also be responsible for welcoming guests and handling any complaints.

- From A-levels to 2 years' further education to HND standard or similar in hotel industry
- 6 Months experience of reception
- Fluency in written and spoken English