

Kids Club Attendant

Kihavah Huravalhi Island, Baa, Maldives

Full-time

Company Location: Anantara Kihavah Maldives Villas

Company Description

Anantara. The word in Sanskrit means "the flow of water without borders" and evokes the freedom, movement and harmony that are the spirit of the Anantara Experience.

Each Anantara Resort draws its strength from the rich cultural traditions, historic heritage and natural beauty of its destination. As such, every experience is a unique voyage of discovery and inspiration that is distinctly Anantara.

Job Description

KEY DUTIES AND RESPONSIBILITIES

Please note that this is not an exhaustive list of everything that needs to be done. Anantara employees always find new ways to look after the business, their guests, and their colleagues. Within this, the key responsibilities for this position are:

Customer Loyalty & Expectation

- Ensure guest needs and expectations are met by providing an efficient and professional service.
- To ensure that a friendly, courteous, and professional service is provided at Kids Club at all times.
- Is creative and ensure that the activities at Kid's club is fun filled and educational.
- To be able to identify return children, guests, and VIPs.
- To ensure that each guest contact session is a delightful experience for guests.
- Never say "No". Always find a way to exceed the guest's needs and is consistent in-service delivery.
- Participates in training and development programs.
- Does not compromise on safety.
- Is responsible for zero accident in kids club and resort in general.
- Ensures that the child safety is a top priority by following proper safety guidelines and enforcing correct childcare standards.
- Ensures proper maintenance of all equipment in the Kids Club.
- Makes sure all the equipment is functional and complete.
- Ensures timely reporting of malfunction or maintenance deficiencies to appropriate area and follows up for completion.
- Maintains good relationships with colleagues and contributes to team spirit.
- Interacts with other departments to provide additional or specialized guest services.
- Constantly seeks ways to improve operational procedures with Kids Club Supervisor.
- Gives immediate feedback of operations and concerns to the Kids Club Supervisor.
- Keeps Kids Club Supervisor informed and updates him on guest feedback and / or concerns.
- Conceptualizes and organizes festivities and special events for children.
- Monitors operational supplies and maintains appropriate par stock in the department.
- Monitors departmental cost and is responsible for profitability of the department.
- Performs any other duties which may be assigned by Kids Club Supervisor
- Projects a positive image of department, resort, and company at all times.

Qualifications

- Excellent communication skills
- Fluency in English language
- Minimum 2 years' experience in a similar post
- A friendly and outgoing behaviour
- Proactive, resourceful and able to work independently
- Has strong decision-making abilities
- CPR and First Aid certifications is preferred

Additional Information

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