

‘WE ARE WHAT WE REPEATEDLY DO.
EXCELLENCE, THEREFORE, IS NOT
AN ACT BUT A HABIT’.

- Aristotle

At the Grand Hotel Excelsior we strive to deliver a superior service quality at all times. We aim to continuously exceed expectations, and encourage all our team members to offer an exceptional service to each of our guests. We strongly believe in the strengths of our team members, who have made the Grand Hotel Excelsior one of the leading hotels on the Island.

We are currently seeking dynamic and motivated individuals, who take pride in delivering extraordinary customer service, in the following positions:

TRANSPORT DESK ADMINISTRATOR

Part/Full-Time

Job Description

Grand Hotel Excelsior is seeking to recruit talented and service-minded individuals to enhance its Guest Transportation team. The selected candidates will be expected to fully uphold Company and the Preferred Brand standards, in order to provide an excellent service to our esteemed guests.

Duties Include

- Ensuring that company vehicles are clean at all times, internally and externally
- Ensuring that vehicle maintenance is reported and completed
- Assisting in the coordination of daily transportation routes
- Ensuring that an adequate number of drivers are available at all times
- Overseeing and scheduling the day-to-day activities and tours of the drivers
- Ensuring that all departmental SOPs are strictly adhered to
- Ensuring that the Guest Transportation Department generates as much revenue as possible by promoting and attempting to upsell the service

Requirements

- Knowledge of MS Office applications
- Good command of English, both spoken and written
- Good communication, delegation and leadership skills.
- A customer-oriented attitude
- Ability to work flexible hours and manage several tasks concurrently
- Excellent organisational skills
- Relevant certificates and licenses to drive taxis will be considered an asset

The Grand Hotel Excelsior is an equal opportunity employer and values diversity in its workplace. We encourage individuals of all backgrounds to apply and send their CV and covering letter to: hr@excelsior.com.mt by 30th May, 2024



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Preferred
HOTELS & RESORTS