



**The Phoenicia Malta**  
**Front Office Clerk**  
**Basis: Full-Time**  
**Job Ref:**

After significant investment in the complete restoration and upgrading of The Phoenicia, we are now looking at recruiting and training the right staff. Staff with can-do, will-do attitude.

The Phoenicia forms part of Campbell GRAY Hotel and a member of 'The Leading Hotels of the World'.

**Job Description**

An excellent opportunity exists for an ambitious and committed professional to join The Phoenicia Front Office team.

The selected person will be responsible to ensure that all our guests receive the best hotel experience from the moment they arrive till their departure.

**Duties and Responsibilities:**

- Provides courteous service to customers by adhering to the hotel standards and by assisting the hotel guests as required
- Demonstrates sound knowledge of all services and facilities provided by the Hotel
- Processes guest check-in and check-out accordingly as per departmental standard
- Ensure policy and procedure standards are adhered to when registering guests, escorting guests to their room, dealing with reservations and walk ins and any special requests
- Ensures guest's satisfaction by anticipating their needs and attending to their requests and enquiries, courteously and efficiently.
- Cover night audit shifts as required and perform any related duties as described in the policy

**Requirements:**

- Relevant experience in a luxury hotel environment
- Good Knowledge of Maltese History and Culture
- Good command of English (both oral and written) and at least two other languages preferably French and German
- Computer literate and good working knowledge of Opera (PMS)
- Has excellent communication skills and pleasant telephone manners
- Team player and able to work in shifts

**How To Apply**

Send your application letter and CV to:

Email: [Kevin.camilleri@phoeniciamalta.com](mailto:Kevin.camilleri@phoeniciamalta.com)

Address: The Human Resources Manager

The Phoenicia

The Mall

Floriana FRN 1478 Malta