SURFERSCOVE ÓBIDOS PORTUGAL
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# FRONT DESK STAFF

## ROLE PURPOSE

Look after guests, handle check-in and check-out and provide administrative support at reception.

## KEY RESPONSIBILITIES

- Guest check-in and check-out
- In-person, phone and email guest service
- Managing bookings in the PMS
- Tourist information and information about the surf village
- Supporting guest requests during their stay

## REQUIREMENTS

- Front office / customer service experience is a plus
- Fluent Portuguese and English; other languages are a plus

## SKILLS AND PROFILE

Friendliness · Good presentation · Guest focus · Systems skills

## CONTEXT NOTE

*In low season, the surf reception may also cover accommodation reception, given the small volume of 19 units. Resource sharing should be reviewed as inventory grows.*

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