



**Med
Sailors**

Role Description

Guest Experience Leader

MedSailors are a premier operator of sailing holidays in Croatia, Greece, the Caribbean, Italy and Turkey that cater to 20-35 year old clientele.

We have a passion for sailing and delivering the highest standard of sailing holidays that our guests could imagine. To meet our company aim we are looking for professional staff who share our enthusiasm and drive.

ROLE DESCRIPTION

Based on one of our Lead Yachts you will travel with the flotilla and work closely with the Lead Skipper and local management team to ensure delivery of the ultimate guest experience. Your primary role is to ensure that our guests experience the best trip possible, from check-in to departure. You will be well organised and able to think on your feet, but, most of all, enjoy working with people and be able to maintain a positive attitude at all times.

In this exciting role you will be responsible for and undertake the following:

- Coordinate guest arrivals and departures including check-in and transfers
- Monitor the guest experience and report to the Guest Manager
- Interact and socialise with guests, providing daily assistance and advice on available activities
- Organise and manage all flotilla activities, bookings and partnerships
- Weekly and daily yacht provisioning
- Route administrative duties
- Weekly flotilla finance management
- Working closely with the Lead Skipper to deliver the best guest experience possible

REQUIREMENTS

ESSENTIAL

- Previous experience in tour management or tour guiding
- Sociable, positive and enthusiastic personality; anatural people person
- First Aid Level 2
- Food Safety Level 2
- RYA Powerboat Level 2

DESIRABLE

- Sailing Experience
- Proven customer service skills
- Previous experience with cash handling
- Eligibility to work in the EU with a valid passport for the duration

VARIABLE SEASONAL CONTRACTS AVAILABLE - COMPETITIVE SEASONAL SALARIES

All seasonal staff will be required to attend pre-season training with The Yacht Academy, leading into contract work. This will prepare you for delivering the best guest experience, organisational inductions and all other aspects of your role.



THE YACHT ACADEMY