

## WE ARE HIRING

### Czech Speaking Customer Service Representative

Hello Islands DMC is a well-established Mauritian DMC with very good business relationships in the Czech Republic and Slovakia.

We provide high-quality destination services for the guests of our tour operators, and we need a Czech-speaking **Customer Service Representative** to extend these services to their guests.

We will obtain the necessary permits from the Mauritian Government.

#### **Duties and Responsibilities:**

- Meet all Czech speaking guests within 24 hrs after in their respective hotels or arrange virtual meetings.
- Prepare welcome letter for their arrival at the airport.
- Be present at the airport if there are larger number of guests. arriving.
- ensure a high level of customer satisfaction concerning accommodation and ground services booked.
- Recommend and sell excursions, cruises and other tourist attractions to the guests.
- Take care and respond to all their queries, problems and complaints according to company policies.
- Keep a good record of sales and admin documents.
- To act as tour guide.

#### **Skills Required**

- In addition to Czech, a good knowledge of English/French/German/Polish is essential.
- Good communication skills with guests as well as colleagues and the local inhabitants.
- Good IT Skills and knowledge of Microsoft Office software
- Social skills to operate in international hotels and as well as adaption to local customs and habits.
- A valid international driving license

We will provide the necessary training and a very interesting package.

#### **The package will include:**

- Basic salary in EUR
- Commissions on excursion sales
- Accommodation allowance
- A car including cost such as insurance, fuel and maintenance.
- A return air ticket for 1 person to Europe every 2 years.

Send a letter of motivation with your CV to [sidonie.a@helloislands.mu](mailto:sidonie.a@helloislands.mu)

Another WhatsApp contact +23052590181 Sidonie Antoine- director, Hello Islands