



**Med
Sailors**

Job Description

Guest Experience Leader

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

We have a passion for sailing and delivering the highest standard sailing holidays possible. To meet our company aim we are looking for professional and charismatic staff with the same enthusiasm and drive.

JOB DESCRIPTION

Based on one of our Lead Yachts, you will travel with the flotilla and work closely with the Route Manager 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:

- Co-ordinate guest arrivals and departures, including check in and transfers
- Monitoring the guest experience and reporting to the Route Manager
- Interact and socialise with guests, providing daily assistance and advice on available activities
- Organise and manage all route activities, bookings and partnerships
- Weekly and daily yacht provisioning
- Route administrative duties including merchandise sales

Requirements

- Previous experience in tour management or tour guiding
- Sociable, enthusiastic and positive personality; a natural people person
- Strong organisational and administrative skills
- RYA Powerboat Level 2 / First Aid Level 2 (or willingness to undertake)
- Eligible to work in the EU with a valid passport for the duration

IT IS DESIRABLE THAT YOU WILL ALSO HAVE THE FOLLOWING:

- RYA Day Skipper practical / Sailing Experience
- Food and Safety Level 2
- Proven customer service skills

VARIABLE CONTRACTS AVAILABLE - EXCELLENT COMPETITIVE SALARIES + UNIFORM

All seasonal staff will be required to attend pre-season training with The Yacht Academy, leading into contract work. This will prepare you for life on board and all other aspects of your role.



THE YACHT ACADEMY