



TEMPLATION is a 49-villa resort opened in 2016 next to Angkor Archeological Park and bearing a strong environmental consciousness. Our guests have an interest in exploring the local culture, history and are conscious about the nature and wellbeing. The brand is scheduling the opening of several new hospitality businesses, including several hotels, a residence, restaurants and a hotel school. Further developments are planned for the foreseen future, with some boasting strong wellness components. Organic products are currently being considered to sustain the brand positioning.

Templation ambitions to drive-up its services and the overall experience of its guests, while developing the competences and careers of its teams.

Templation designated properties are operated by Maads (see www.maads.asia for more details).

Job Summary

Propose and implement any initiatives to enhance all aspects of the experience of our guests, before, during and after their stay, whether on-site or outside the resort.

Detailed Responsibilities

With the Guests

- Always greet the guests with a warm smile.
- Ensure the guest feels important and welcome.
- Be fully conversant with all services and facilities offered at the hotel.
- Be attentive when guests or colleagues require assistance.
- Organize the communication with guests prior to their arrival in order to personalize their stay.
- Ensure guests' check-in and their first minutes are a seamless and unique welcoming.
- Delicately find-out what the guests' preferences and plans are, provide them with suggestions.
- From time to time, accompany the guests during their tours.

In the Back

- Explore and identify unique activities, locations, itineraries, treks to propose to our guests.
- Regularly come-up with suggestions in order to enhance every aspect of our guests' stays.
- Along with the Chef/F&B team, ensure the culinary experience is spread throughout the resort.
- Establish a harmonious and excellent collaboration spirit with every resort team member.
- At all times, deploy strategies to optimize the contributions of every team member.
- Monitor on internet ideas put in place in other destinations throughout the world.
- Develop privileged relationships with local people at activities sites.
- Help create Standard Operating Procedures for check-ins and check-outs, food upselling.
- Prepare, with communication team, factsheets/contracts for travel agencies/corporate clients.
- Follow-up the inclusion of proposed experiences in our websites, OTAs, social media accounts...



General

- Have complete knowledge of the Hotel's policies (fire, security, handbook, etc.).
- Have complete knowledge of the Hotel's quality/service standards, departmental procedures.
- Attend all training sessions scheduled by the management.
- Always keep a very good and professional attitude towards all colleagues.
- Maintain excellent grooming standard at all times.
- Report accidents, injuries and unsafe work conditions to supervisors.
- Occasionally perform other duties and assist with special projects as assigned.

Report

- To the resort General Manager.

Profile / Competences

- Aged 25 to 55, extremely motivated and available,
- Degree in archeology, sports, history, or any relevant field,
- Passionate about Angkor, Khmer history and culture, nature, trekking,
- Previous successful leading position in similar field,
- Outstanding interpersonal and communication skills,
- Ability to collaborate with a team of both locals and foreigners,
- Passionate about customer service and high-end hospitality,
- Fluent in English. French, Khmer or Chinese being a plus.

Schedule

- Full time, at the resort, six days a week and as required by the guests.
- Be reachable 24/7.

Application

- Closing date: XXXXXXXX
- Only shortlisted candidates will be contacted.
- Only locally present candidates will be considered.
- Please send CV (2 pages max), cover letter to lorenzo@templation.asia and hr@maads.asia