We're Hiring: Front Office Assistant

Luau Beach Inn, Maldives - Vaavu Fulidhoo · Full-time

Luau Beach Inn is a 14-room beachfront guesthouse on Fulidhoo, a small island known for its sharks, rays and dive sites. Guests rate us 4.8 on Google and 9.6 on Booking.com, and we want to keep it that way.

We're looking for a warm, organised Front Office Assistant to be the first face our guests meet. You will look after guests from their first enquiry until they check out.

What You'll Do

- Welcome guests, handle check-in and check-out, and give island and property briefings.
- Answer enquiries by email, WhatsApp and phone, and on booking platforms (Booking.com, Expedia and others), quickly and professionally.
- Manage reservations, room allocation and updates in the booking system.
- Prepare guest bills, take payments and keep daily front desk records accurate.
- Book and coordinate excursions, dive trips and speedboat transfers with the boat and dive teams.
- Handle guest requests and complaints, and follow up until they are resolved.
- Coordinate with housekeeping, the kitchen and maintenance so rooms and services are ready on time.
- Encourage guests to leave reviews, and help reply to online reviews.

What We're Looking For

- Male candidates only.
- At least 1 year of front office or guest relations experience in a hotel, resort or guesthouse.
- Fluent written and spoken English. Another language (Italian, German, Russian or Chinese) is a strong plus.
- Confident with computers, email and messaging apps. Experience with a PMS, channel manager or booking engine is preferred.
- A friendly, patient and professional manner with guests from all over the world.
- Organised and accurate with bookings, payments and records.
- Willing to live and work on a local island and to work shifts, weekends and public holidays.

What We Offer

- Competitive salary, based on experience
- Accommodation and meals provided
- Service charge share
- Annual leave as per Maldives employment law
- A small, friendly team in one of the Maldives' best diving locations

How to Apply

Send your CV, a recent photo and a short cover note to **abulhi@dialtrade.com** with the subject line **"Front Office Assistant"**. You can also message us on WhatsApp at **+960 7771134**.

Only shortlisted candidates will be contacted.