



Job Description Receptionist

About Star Surf Camps

Star Surf Camps started with one small surf camp in the summer of 2010 in Moliets in the Southwest of France. Over the last 10 years, we have opened more surf, Yoga and SUP camps in Spain and the Canary Islands.

For this summer, we are recruiting staff for two camp locations; Moliets, France and Oyambre, Spain. In both camps, guests experience the surf and yoga lifestyle whilst camping in our beloved tipi tents. Both locations accommodate guests in our standard shared tipis, as well as our upgraded tipis that provide that little extra comfort (e.g. electricity, light, bed frames). Moliets is our largest camp location, with the main camp (~150 guests) and the surf & yoga (deluxe) camps (~70 guests) located on separate plots on a camping site in the pine forest approx. 20 mins walk from the beach. Oyambre is our slightly smaller camp (~120 guests at peak) where our regular and deluxe guests come together in a shared social space. This camp is located on a camp site, 10 mins walking from the beach. Both camps offer lively entertainment throughout the week, incl. wine & cheese nights, day trips to other towns, and sporty activities.

About the Receptionist Role

- Dates: **Moliets:** Mid May - End of September; **Oyambre:** Early June - late September (must be available for entire period)
- Minimum age: 20 years
- Languages: English + at least 1 other language
- EU drivers license essential: No

Your Tasks & Responsibilities

You are the friendly, smiley face at the camp that helps our guests with all their queries, from the very start to the very end. You make the first impression of the camp by welcoming guests during check-ins and the last impression when you check them out. Throughout the week you'll be helping with their queries, responding to issues or initial complaints, upgrading packages, selling merchandise and little refreshments.

Among your responsibilities are:

- Helping guests with all their queries, about packages, lessons, local facilities, etc.;
- Running a smooth check-in and check-out on Saturdays and for midweek arrivals;
- Communicating any key camp changes or general key information to the guests – this could be in person, or it could be through creating and printing posters;
- Collect cash from guests (e.g. for outstanding payments, tourist tax, deposits, add-on services)
- Displaying and selling the Star Surf merchandise and refreshments; ensuring the stock room remains tidy and organised, and all stock levels are maintained and recounted weekly;
- Writing up weekly feedback forms;
- Preparing and printing all feedback forms and other administrative print-outs for the week to come;
- Liaise with all relevant departments about changes to bookings, e.g. added surf or yoga lessons.
- Liaise with our office team about changes to bookings, availability for last-minute bookings, guest queries;
- Support the Head of Reception in administrative aspects of organising the transfers (e.g. texting the guests)
- Attend weekly team meetings;

Your weekly schedule:

- Your schedule starts on Saturdays, which is your busiest and most important day of the week. The morning starts early with checking guests out and returning their deposits. They may buy some last-minute



merchandise, and will leave the camp at any time during the day. At the same time, from early morning guests are arriving at the camp. Their check-in will open from 3pm, and you and the Head of Reception will be busy checking people in till midnight.

- The rest of the week you'll be helping guests during your morning and evening reception shifts, which are approximately from 9.30 to 12.00 and 18.00 to 20.30 (exact hours may change). The workload shifts throughout the week, with most queries coming in during the weekend, and the midweek typically being a bit quieter.

As receptionist you are a fundamental part of the organisation of the camp. It's crucial that you help collect all outstanding payments from guests and record data with precision on our spreadsheets. It's important that you liaise with the head of reception and relevant departments on changes to bookings to ensure camp operations can be adjusted accordingly, e.g. Upon check-in, you confirm any dietary requirements and allergies with the guest, if this has changed, you need to communicate this in time to the kitchen to ensure they can prepare the right food for this guest.

Key characteristics we are looking for:

Hard-working, Good communicator, Sociable, Friendly, Hospitable, Organised, Responsible, Fun, Eye for detail, Good people skills, Good computer skills (incl. Google Drive, PowerPoint, Excel)

Two Receptionists Roles

- **Receptionist Oyambre camp** - You are the receptionist at our beautiful Spanish camp, located near the beach and surrounded by beautiful nature.
- **Receptionist Moliets** - You are the receptionist at our camp in France, who serves the guests of both the main and deluxe camp in France. This camp typically receives multiple larger groups as well as individual travellers and small groups.

Among your benefits:

- √ Reception training upon arrival to familiarise you with the systems
- √ Joining the surf camp activities (mostly for free); including our weekly wine & cheese nights, free use of the surf and yoga equipment, and joining the surf & yoga lessons when available
- √ Private tent with mattress at the camp
- √ 5 dinners, 7 breakfasts, 7 picnic lunches per week
- √ 1 set day a week off



YOUR APPLICATION

Receptionist

Does this job have your name written all over it? Then apply by emailing the following to jobs@starsurfcamps.com

1. A letter or video stating

- 1 Who are you & what role are you applying for?**
- 2 What makes you the right candidate for the role?**
- 3 Why should we pick you over anyone else?**

2. Your CV

3. This application form filled in & saved under an easily identifiable file name.

Name:	Nationality:
Age:	Languages spoken:
Telephone:	Email:

Please [X] where appropriate.

- [] I have a drivers licence that enables me to drive a car in Europe.
- [] I am fluent in at least 2 languages (one of which is English).

I'd like to apply for (you can tick multiple options):

- [] Receptionist Oyambre
- [] Receptionist Moliets

Do you have a smartphone with mobile data to enable you to communicate in France/Spain? YES / NO

Please note; this is essential for the job, since high levels of communication with the team happen over WhatsApp.

Do you have a valid European driving license? YES / NO

- How many years have you been driving for? _____ years
- Do you have previous experience with transfers? YES / NO
- Do you have previous experience of driving in Europe? YES / NO

Do you use Social Media Channels to communicate with others? YES / NO

If YES, please specify:

- Facebook name: _____
- Instagram handle: _____
- Others (blogs, twitter, etc.) _____

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info@starsurfcamps.com 
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In accordance with the job description, please give relevant experiences below that support your application as **Receptionist**.

Due to the amount of applications we receive, please understand that we are unable to respond to each applicant individually. Successful applicants will be contacted by one of our team. **We will likely start our recruitment from mid-January through to Mid March.**

Thank you & best of luck!
Your Star Surf Camps Team