



Star Surf Camps Team 2022

— RECEPTIONIST —

About Us

Star Surf Camps started with one small surf camp in France during the summer of 2010 and has since expanded across Europe, proudly welcoming back guests and returning staff year upon year. At Star we offer a unique surf and yoga trip experience that prioritises community, inclusivity, and unlimited levels of stoke. Whether a newbie frother or an expert shredder, ocean- and nature-lovers from all around the world find themselves at Star season after season to share party waves (and parties) with fellow solo travellers, families, friends, colleagues and students alike. It's a place for everyone - no matter age, background, language or surf level.

With a choice between basic camping tents, shared bell tents with individual mattresses, private luxury tipis with electricity and brand-spanking new motorhomes, the experience can be tailored to each individual's needs and "camping trip" expectations. Whichever roof (or canvas) our guests choose to lay their salty heads and surfed-out bodies beneath, everyone – staff included – will have an invitation to join our activities and events. From volleyball tournaments to skate jams, wine and cheese nights to day trips in Biarritz, open mic performances to creative workshops, there's something for everyone.

Summer 2022

Applications have now officially opened for our 2022 Star Surf Team, with job opportunities at both our Main and Deluxe Camps in South-West France as well as our Oyambre Surf Camp in Northern Spain:

Moliets-et-Maa is home to our largest and most well-known surf camp. Situated at the heart of a vast plot surrounded by pine forest, the Main and Deluxe Camps are just a 20 minute walk (or a 3 minute cycle) from the beach.

1. **Receptionist, Moliets, France:** You are responsible for supporting the Head of Reception with the administrative services concerning 160 guests per week on average. In doing so, you will compile and assess the data and bookings information for both our Main Camp and Deluxe Camp guests.

The Oyambre Surf Camp is considered a slightly more intimate experience, where both regular and deluxe guests come together in a shared social space. The camp is located a 10 minute walk from the beach.

2. **Receptionist, Oyambre, Spain:** You are the sole responsible for reception and handle the administrative services concerning 40 (max 60) guests per week.

The Essentials

- Dates:
 - **Moliets:** Early May - late September;
 - **Oyambre:** Early June - late September
 - + Including some general build up prior to season to help set up the camp facilities.
 - + Flexibility to spend time getting in touch with team members before arrival.
- Languages: English + 1 other language (Spanish or French preferred for relative camps)
- Minimum age: 25 years
- Vaccination status: Double-vaccinated with booster preferred, but not mandatory.



Key Characteristics

Great people skills

*Excellent communication
Calm and stress resilient
Team-player*

Organised

*Time-management
Hard working and flexible
Eye for detail*

Accountable

*Responsible
Punctual
Proactive*

Solution-orientated

*Glass half-full attitude
Quick thinking
Problem-solver*

The role also requires good computer skills - experience with Google Drive, Excel/Spreadsheets/Numbers would be very beneficial. Experience with booking systems is not required. All booking information is collated in spread-sheets and updated weekly. Full training will be provided at the beginning of the season.

Overview

As the Receptionist, you not only make the first and last impression on our guests but you are also their daily go-to person for answers, advice and solutions. Throughout the week you handle our administrative services by collating and understanding the booking information, collecting outstanding payments, confirming dietary requirements, checking surf and yoga bookings, accurately recording data and helping to arrange transfers to and from the camp. You support the Head of Reception (France) and Camp Manager (Spain) in their daily operations and ensure that any changes to booking information is clearly communicated across all departments at camp. You liaise with our central booking office and a number of transfer drivers on a daily basis.

Responsibilities

- Providing excellent customer service by being the friendly face at reception, helping people with their queries, handling complaints and being one of several brains behind the booking system;
- Running 5 x 6 hour reception shifts per week, as well as the full check-out and check-in shift every Saturday;
- Greeting the early bus arrivals on a Saturday morning and leading them to the campsite, offering a brief tour of the facilities and showing where to store luggage until check-in opens;
- From 9am you will begin checking out the previous week's guests, taking outstanding payments and returning deposits;
- From 3pm check-in will open and you will welcome guests until latest 11pm;
- You are responsible for flagging midweek arrivals and available to welcome them out of hours if need be;
- Reviewing, querying and understanding weekly guest arrival information such as transfer details, type of package, dietary requirements, outstanding payments, yoga and surf bookings etc;
- Liaising daily with our central booking office regarding queries and last-minute bookings;
- Communicating clearly and promptly with relevant departments when bookings change midweek to ensure the camp is prepared, e.g. Head Surf coach knows a guest has added lessons; Head of Kitchen receives updated guest numbers and dietary requirements; Head of Team prepares an extra tent;
- Managing weekly arrivals and departures by gathering information from guests, creating efficient transfer schedules and communicating transfer times and locations to guests;
- Scheduling a small team of transfer drivers and managing the use, cleanliness and quality of our transfer vehicles, ensuring the fuel tank is full upon return;
- Maximising camp occupancy by allocating guests to tents as efficiently as possible whilst keeping customer experience at the forefront of your decision making (Spain only);
- Counting tills at the beginning and end of each day, accounting for all incoming cash through reception and ensuring guests pay all outstanding payments;
- Weekly financial reporting of purchases made within the department by scanning and uploading receipts;
- Printing feedback forms for the Friday Farewell speech as well as collecting and typing up completed forms;
- Keeping the office tidy and decluttered by departmentalizing the shelves;
- Helping the Head of Reception with additional tasks when support is needed, sometimes outside of the allocated reception hours (France only);
- Upholding campsite rules and ensuring both guests and staff respect the noise curfew;
- Attending the weekly team feedback dinner.



Summary

- You report directly to the Head of Reception who will support you throughout the season (France).
- You report directly to the Camp Manager who will support you throughout the season (Spain).
- You play a key part in the structure of the team and are expected to show responsibility and accountability at all times.
- Together with the Head of Reception (France), you liaise with the Heads of Team, Head Surf Coach, Yoga Instructors, Head of Kitchen and Good Vibes Manager on a daily basis. You understand that a successful season is dependent on clear communication, collaboration and support across all departments.
- You understand that the camp life journey comes with many unexpected bumps in the road. Your workload includes but is not limited to the tasks above and will therefore fluctuate from week to week.
- You recognise that absence or illness within your team will require you to step up and cover if necessary;
- You lead by example, remaining calm and demonstrating stress-resilience at all times.
- You monitor and uphold campsite rules and ensure both guests and staff respect the noise curfew.
- You are a true team player and strive to achieve 5* feedback week after week.
- You promise to have an absolute blast, surf your heart out, spread the stoke and never forget your season with the Star Surf family!

The Benefits

- Training prior to camp opening and support from management throughout the season;
- A French working contract and monthly salary;
- 1 day off per week;
- 7 breakfasts, 7 picnic lunches and 5 dinners per week;
- Private Bell Tent with mattress;
- Invitation to the surf camp activities, including our weekly wine & cheese night;
- Staff discount on day trips, bar and merchandise;
- Free use of the surf and yoga equipment and possibility to join the lessons (subject to availability).



Star Surf Team 2022 Application Form

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Please email the following information to jobs@starsurfcamps.com :

1. **A 2 minute video (attached via Google Drive with free access) describing:**
 1. Who you are and which role you are applying for;
 2. What makes you the perfect candidate;
 3. And why you wish to work for Star Surf Camps.
2. **Your CV in English**
3. **This application form (saved as: Name Surname | Receptionist 2022 France/Spain)**

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

Please mark [X] where appropriate:

- I am fluent in at least 2 languages (one of which is English).
- I am double vaccinated and have received a booster jab (preferable)
- I am double vaccinated only (acceptable)
- I am not vaccinated (may present as problematic considering France's current hard line against the unvaccinated).

I'd like to apply for:

- Receptionist, Moliets, France**
- Receptionist, Oyambre, Spain**

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 all communication with the team happens via WhatsApp.

- Do you have a valid European driving licence? 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? 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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@starsurfcamps 

In accordance with the job description above, please write a letter of motivation below detailing relevant experience that supports 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 members.

We will likely start our recruitment from the end of January through to mid March.

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