



Island Host Responsibilities:

Arrival

- Each guest will have his/ her personal island host assigned for the duration of the stay
- Greets and receives the guests on arrival from the seaplane platform and accompanies guests to the island
- Once welcome drinks are done, Island hosts will escort the guests to the villa
- On the way to the villa, he will introduce several restaurants, bars and other facilities such as Ocean Stories and Serenity Spa to familiarize guests with the island
- Once at the villa, he will introduce all the facilities, amenities and instructions of the villa
- He will leave his business card and mobile number so that guests can call him whenever they will require his assistance during their stay

During the stay

- Island host will be the main point of contact via whom guests can request things they would like to organize in order to enhance their stay.
- Island host is the friend and personal assistant during a guest's story of a small island - they do not need to call in villa dining service or reception or housekeeping.
- In villa dining orders, Yoga reservations, restaurant reservations, excursions reservations, destination dining reservations, water sports or marine activities or dining reservations can all be organized with help of the island host.
- And he will be your personal host to do the last farewell with in villa Check out as well as taking care of luggage and escort to the platform for a smooth departure experience.

Departure

- Being the main contact or the guest's best friend on the Island, Island host will take constant feedback from the guests and will record the details for further improvements and if required, will also communicate with management without further delay.
- Island host will maintain very strong relationship with other departments and colleagues to enhance service delivery and most importantly to manage last minute requests from the guests.