

Davida Getaway: Customer Service & BD Associate

Job Description

Join us as the friendly face of Davida Getaway Resort! We're looking for a dynamic go-getter to ensure our guests have unforgettable experiences while driving new business to our countryside retreat. Stationed on-site at our resort in the misty highlands of Nyandarua, you'll wear two hats – delighting guests with top-notch service and reaching out to bring in more visitors, from weekend travelers to corporate groups.

Key Responsibilities

- **Guest Experience Lead:** Welcome and look after resort guests, ensuring each visitor feels at home with exceptional service from arrival to departure. Be the go-to person for questions and handle any issues quickly and positively (with a “chap chap” attitude!).
- **Sales & Business Development:** Promote our resort's offerings and upsell on-site experiences to guests, turning casual inquiries into memorable bookings. Proactively pursue, nurture, track, and convert new sales opportunities from the leads generated by the marketing teams. with individual travelers (retail customers) and groups or organizations (institutional clients).
- **Client Relationship Building:** Build and nurture relationships with corporate and institutional clients for group bookings like team-building retreats, workshops, and events. Act as a friendly ambassador of Davida Getaway when sealing deals and partnerships.
- **Collaboration on Events & Packages:** Work closely with management to plan special packages, partnerships, and events. Help coordinate the smooth execution of group retreats or corporate events, ensuring we deliver on our promises and keep clients coming back.

Qualifications & Skills

- **Experience:** Proven background in hospitality, sales, or customer service – you know how to make guests smile and close a deal.
- **Bilingual Communication:** Fluent in English and Kiswahili, with a clear, friendly communication style that puts people at ease.

- **Quick Problem-Solver:** Able to think on your feet and resolve issues swiftly (we love a “chap chap” problem-solver!).
- **Self-Driven:** Highly motivated and proactive. You take initiative and can manage your tasks without close supervision.
- **People-Person:** Outgoing, warm personality with a genuine passion for helping others. You enjoy meeting new people and building relationships every day.

What We Offer

- **Base Pay + Commission:** A monthly base retainer plus performance-based commissions to reward you for meeting targets. *(Commission details will be discussed during the interview.)*
- **Great Work Environment:** A chance to work in a beautiful resort setting with a supportive, fun team. You’ll grow your career in hospitality while enjoying the fresh countryside vibes every day.

Ready to create amazing experiences and drive our growth? If this sounds like you, we’d love to hear from you – come be a part of the Davida family!

Call/WhatsApp: 0722 666 488, Agnes.

Website: davida.co.ke