

DHARMA

FREELANCE RETREAT LEADER

Based: Your local destination

Reporting to: Trip Operations Coordinator

Start date: Various

ABOUT DHARMA

Our mission is to bring the world together through the power of shared experience. DHARMA is a fast-growing, travel-tech startup based in London, UK and Abu Dhabi, UAE. Our innovative business model creates, builds, launches, and operates private-label travel brands for the world's most iconic people and brands. We are proud to have happy clients across a range of industries from best-in-class fitness companies to A-list celebrities. Our dynamic, enthusiastic team has a positive impact on the world and does exceptional work. Together, we are revolutionizing the way travel experiences are built, promoted, and delivered.

JOB OVERVIEW

You will share your passion for, and commitment to, wellness (meditation, fitness, yoga) with our guests on their retreats to ensure we deliver the optimal branded retreat experience. Working closely with our client, the brand owner, you will manage all logistics, guest services and ensure the smooth operation of the retreat. From start to finish you will deliver exceptional service ensuring that we exceed all expectations.

RESPONSIBILITIES

You'll be the face of the brand, meeting and greeting guests either at the retreat accommodation or the local arrival airport. You will ensure all logistics are finalised and operate seamlessly for each guest. Delivering world class service while ensuring the appropriate branded experience is paramount

Throughout the retreat you'll maintain a close working partnership with the brand owner, ensuring you are completely aligned on schedules and activities. You'll be responsible for working with the retreat centre staff and any other applicable suppliers (transport, activity

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providers, restaurant venues etc) to ensure any guest issue is attended to and resolved and all arrangements are in place for the retreat schedule. You'll work like crazy behind the scenes to ensure the next day is planned to perfection, allowing the MoC the space and freedom to deliver their services without worrying about guest services or logistics. You'll be completely present for each full day of the retreat and be available 24/7 for any support needed, building strong relationships with the guests.

You'll manage the communications during the trip via our guest app, ensuring serious issues are escalated to Dharma HQ.

SKILLS AND ATTRIBUTES

- Emotionally intelligent, engaging and empathetic
- Highly organised
- Experience in a customer facing or hospitality role
- Confident communicator who can hustle a group through a busy area, but with the interpersonal skills to connect with all guests individually
- Ability to remain calm under pressure
- Ability to work independently
- Strong leadership skills
- Ability to connect guests to each other, yourself, and the football experience
- Ability to bond a group of strangers very quickly
- Tech and app savvy - you can use the latest tech to enhance the experience of your city without losing the human aspect of connection
- Ability to build effective relationships and resolve issues
- Ability to prioritise and make decisions
- Advocate the core purpose of the retreat in your day to day lifestyle

HOW TO LEARN MORE

Thank you for your interest in DHARMA. We genuinely appreciate your enthusiasm.

To apply for this position, please send us your résumé and cover letter. Feel free to submit the form linked [here](#) or send us an email at jobs@seekdharma.com. Our hiring team will be in touch within five working days to update you on the status of your application.