

Reservations Agent

Dreams come true

Hotel TwentySeven is not a hotel, it's a destination. Unprecedented in The Netherlands, with our dream team, we strive to create an out of this world experience for all of our guests. "The sky is our limit". Combining high end designs, sensational services, with exclusive and personalized services, TwentySeven is the most opulent sanctuary that the Netherlands has to offer, offering sixteen iconic Suites. Our team is inspiring, skilled, knowledgeable and entirely devoted to logic to create unmatched guest experiences!

Eric Toren, a visionary within the Hotel business and two times winner of the Hotelier of the Year Award, always dreamed to create an unique hotel where guests will have the ultimate (the best experience of all). Does your heart beat faster at the thought of an unique and unmatched guest experience? Than we are looking for you! Not only does Hotel TwentySeven offer unmatched service levels, our opulent and inspiring design will make your heart beat faster by the look of it.

16 iconic suites have been brought to life by carefully selecting only the best materials and fabrics. The largest suite, existing of three adjoining rooms, will take you to an entirely new dimension with its spacious and opulent design, offering 219 square meters with three bedrooms, three bathrooms and a an immense private terrace of 27 square meters.

The spirit of Hotel Twenty Seven as a destination, comes to life right in the vibrant heart of Amsterdam at the Dam Square. You will be part of Toren's finest, highly qualified and passionate team amongst others two Michelin-star Master Chef Pascal Jalhay, Worlds best wine taster and most talented Sommelier of the Year Lendl Mijnhijmer, well known architects and designers. If you are just as enthusiastic and passionate as us, we are looking for you. Do you strive for the best and do you take pride in representing the top of what hospitality has to offer? Don't hesitate any longer and apply now!

Profile for the role

- You are dedicated to exceeding the expectations and requirements of guests; get firsthand guest information or references and uses it for exceptional guest services and experiences.
- You are a team player, you demonstrate cooperation and trust with colleagues.
- You are very accurate and have the functional and technical knowledge and skills to perform the job at a high level of accomplishment.
- You demonstrate trustworthiness; consistently acts with responsibility; you work in a safe and prudent manner at all times and you are accountable for your actions
- You are calm under pressure, you do not become defensive or irritated when under pressure or when times are tough, you can be counted on to hold things together during tough times.
- Fluency in Dutch and English (both written and verbal)

Duties and Responsibilities

- Process all reservation requests, payments, follow up all guest requests and communicate to relevant departments;
- Follow sales techniques to maximize revenue;
- Address all guests comments, complaints, observations (as well as after the client left the hotel) and follow up with guests when necessary;
- Input and access data in reservation system;
- Prepare accurate arrival lists and guest requests for all departments and colleagues;
- Responsible for guests history database.

Eric Toren is, besides General Manager Hotel Twenty Seven, together with his wife Petra Toren also owner of boutique Hotel Sebastians. All staff will be trained at Hotel Sebastians. The reservations department works for both hotels.

We offer you

- The possibility to achieve your dreams
- Support through coaching and training to achieve these dreams together
- Learn from the best professionals in the Hotel business
- An inspiring work environment.

Are you the extra star in our Hotel Twenty Seven team? Realize your dream and apply now, sent your application to below email address:

With kindest regards.

Dream team Hotel Twenty Seven

Email: hr@hoteltwentyseven.com