

FRONT OFFICE RECEPTIONIST

Hotel Okura Amsterdam is looking for a fulltime Receptionist for the Front Office. The entire Front Office team consists of 40 employees including Guest Relations, Receptionists, Concièrges, Bagagists, Doormen and Telephone Operators. The entire Front Office team is responsible for welcoming, handling and checking in and out guests and for providing information and service. The Front Office team is also responsible for guiding guests to their rooms and handling guest payments.

As Receptionist you will be responsible for making guests feel welcome and you will familiarize them with the hotel and their room. Your tasks consist of assisting, checking in and checking out hotel guests. In Hotel Okura Amsterdam we work according to Okura Standards that are based on the standards of The Leading Hotels of the World.

TASKS AND RESPONSIBILITIES

- The welcoming of guests in a friendly and courteous manner and showing guest recognition as much as possible
- The checking in and checking out of guests in an efficient and professional manner, according to the hotel procedures and standards of The Leading Hotels of the World
- The registration of guests according to hotel procedures
- Maintain contact with the guests and handle accordingly to complaints, request and inquiries to ensure that the high standards are being delivered
- Inform Housekeeping and Roomservice with regards to early check-ins, late check-outs and room changes
- Remain informed of all (daily) activities, meetings and events within Hotel Okura Amsterdam
- Answer internal and external phone calls in an efficient and courteous manner
- Report possible unusual occurrence and requests to the Front Office Supervisor or Front Office Manager
- Attend shift briefings and monthly departmental meetings

PROFILE

- Is in possession of a (Middelbare) Hotelschool diploma
- Is motivated and flexible
- Experience within a similar position within the Front Office
- Fluent in both Dutch and English (oral and written)
- Speaking German, French and Spanish is an advantage
- Knowledge of the Opera system is an advantage

COMPETENCIES

- Anticipate
- Flexible
- Communication
- Guest orientated
- Initiative