

Reservations Agent

Our business

The Steigenberger Airport Hotel Amsterdam is looking for a new colleague full of enthusiasm and passion. We offer diversity, and a varied workplace in a dynamic surrounding with a 'Schiphol-vibe'. Would you love to work on the success of the Steigenberger Airport Hotel Amsterdam? Please continue reading below.

The position

For our Booking office, we are looking for a guest related, commercial and pro-active colleague with Oexcellent administrative skills and a pleasant telephone voice. Within this position you will be working on taking and processing room reservations according all standards. Next to this, you will supplement the booking, take care of upselling and take care of a correct down payment by the guest. Accuracy is very important in this position, also during hectic times. Guests who you speak to by phone, are mostly corporate guests, crew members of airlines and leisure guests who have booked a room during the weekend.

Most of the work will be done in Dutch, but as for the international character of this hotel, a certain level of English is preferred in both word and writing.

When necessary, you will support the events department with administrative tasks like entering name lists. You will recognize (extra) selling opportunities and will utilize this optimal. Think about the upselling of higher room categories, diners, massages etc.

The reservations team exists out of a Group Reservations Agent, two reservations Agents and one Trainee Reservations, who work in shifts and report directly to the booking office manager and Commercial Director. We are looking for an enthusiastic colleague, with excellent communicative skills, social skills and a flexible attitude.

Who are we looking for?

YOU! You have passion for the job, are enthusiastic and studious. Next to that, you have excellent communicative and social skills and no 9 to 5 mentality and eye for detail.

You also recognize yourself in the following:

- 0-2 years of relevant working experience within a hotel, preferable in a Front- or Backoffice position;
- MBO/HBO – work and level of thinking, preferable hotel school or comparable;
- Experience in taking individual reservations and/or group reservations is a must;
- Fluently in Dutch and English in both writing and speaking (Also German is a pré)
- Living nearby Schiphol area;
- Knowledge of Opera Sales & Catering a pré

What do we offer?

Within the Steigenberger Airport Hotel Amsterdam, our employees are our number one. This is the reason why we implement an introduction week for every employee before you start working at your own department. This gives us the possibility to introduce all our new employees to the current employees. Next to this, we offer a varied and dynamic working environment with many (international) contacts, a nice working environment and the possibility to grow within your position.

We offer:

- A fulltime position as Reservations Agent;
- A competitive salary;
- An international stage where you can develop yourself;
- A professional working environment with many possibilities to process your creative ideas;
- Growth opportunities within the Deutsche Hospitality Hotel chain;
- Employee discount with all Deutsche Hospitality Hotels within the Netherlands and abroad, which also can be used by friends and family;
- Secondary working conditions like collective discount with health insurances, discount with our Lifestyle Club & Active Spa, and possible travel allowance.

Are you interested?

Do you feel attracted to this position and would you like to work on the success of the Steigenberger Airport Hotel Amsterdam?

Apply now, and send your resume including motivational letter to:

Steigenberger Airport Hotel Amsterdam

To: Astrid Braun

Stationsplein ZW 951

1117 CE Schiphol Oost, Noord- Holland

E-mail: career.airporthotel-amsterdam@steigenberger.com

Telephone: 020-5400871

For more information, check our website

Website: <http://en.steigenberger.com>