

THE DOMINICAN IS HIRING

Function:	Receptionist day & night
Department:	Front Office
Direct responsible:	Front Office Manager/Assistant Front Office Manager
Contract:	Full time

Objectives and tasks

- Establish a permanent contact with the guests, provide optimal information in a foreign language in the following areas:
 - general tourist information, public transport, restaurants, theaters, etc.
 - recording of alarm clocks, ordering cabs, theater tickets, etc...
 - promotion and sale of the various services offered by the hotel
- Transmission of messages and mail
- Handling and processing of complaints, or delegation to a manager in another department
- Helping guests upon arrival with their luggage, escorting them to their rooms, etc.
- Perform daily work at the front desk as well as supervise general operations simultaneously or as a team with other colleagues:
- Preparation of arrivals (individuals and groups)
- Registration of guests (Belgian and foreign) using the arrival list and handing over the key, providing all necessary information to optimize their 'experience' in our establishment.
- Selling the available rooms according to the reservation system.
- Problem solving in case of overbooking (send off's, cancellations, etc.) and according to instructions.
- Note specific requests and inform the relevant department heads.
- Closing notes and managing cash, credit card and invoice payments.
- Operate the telephone system:
- Answer and transfer incoming calls (outside or inside)
- Greet, inform and direct visitors to hotel guests or staff members.
- Record payments using an automatic cash register system. If necessary, bill for services ordered outside the hotel by a guest.
- At the end of the service, verify cash and credit card receipts and count the cash register.
- Keep up to date with events in the city and surrounding provinces (of interest to our clientele)
- Ensure that all other members of the front desk are aware of these events.
- Maintain an adequate supply of tourist brochures.
- Encode individual and group reservations:
- Verify reservations entered into the system automatically and utilize procedures set up to maximize profit.
- Change and cancel reservations
- Confirm reservations by e-mail, fax, etc.
- Follow procedures such as lost and found, packages (sending and receiving) and credits.
- Maintain general order and security within the property.
- Patrols, checking for anomalies, closing windows, doors, etc....
- Take appropriate action based on problems encountered. Informing the relevant departments according to the established procedures.

- Accompany guests in case of emergency.
- Be familiar with fire and safety evacuation procedures.
- Ensure that the front and back office is clean and tidy and that all necessary equipment is in perfect working order. If necessary, contact the technical or housekeeping department for possible repairs.
- Know the use and operation of the equipment in the FO. Take action in case of error or technical fault.
- Make your own work schedule with the help of the receptionist or his assistant.
- Ensure that the company philosophy and procedures are followed.
- Perform other duties such as
- Write and send e-mails via the PC
- Sending faxes, packages, making photocopies.
- Perform any task ordered by the receptionist.
- Any task requested by a supervisor

Qualifications & requirements

- Diplomatic
- Analytical
- Structured
- Multilingual (bilingual NL/FR, NL/ENG or FR/ENG is a must)
- Having perfect writing and speaking skills
- Having an eye for detail

We are

The Dominican is a 4* deluxe design hotel, a destination for elegance in the historical centre of Brussels. The Dominican is the first member of Design Hotels™ in Belgium, distinguishing itself by offering a unique product and indulgent hospitality.

The hotel offers 150 rooms, 3 meeting salons, a gym with sauna & hammam, a restaurant, bar & terrace.

Hungry for more details

You receive a competitive salary, a meal on duty, The Dominican Experience, a yearly complimentary stay @ Carlton Hotel Collection and staff rates @ Design Hotels.

Do you think we have a match?

Send your CV and motivation letter to human.resources@thedominican.be

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