



## ***The Dominican is hiring***

**Fonction:** Receptioniste Tournant  
**Département :** Front Office  
**Responsible direct:** Front Office Manager  
**Contract:** Full time

**Organization:** Report to the Front Office Manager

### **Objectives and tasks:**

#### **• Guest Relations:**

- Establish and maintain permanent contact with guests, providing comprehensive information in foreign languages on various topics such as general tourist information, public transport, restaurants, theaters, etc.
- Assist with wake-up calls, cab bookings, theater tickets, and promote and sell hotel services.

#### **• Communication:**

- Transmit messages and mail accurately.
- Handle and process complaints, or delegate to the appropriate manager or department.

#### **• Guest Assistance:**

- Assist guests with luggage upon arrival and escort them to their rooms.
- Perform daily front desk duties and supervise general operations, either independently or as part of a team.

#### **• Guest Check-In:**

- Prepare for the arrival of both individual guests and groups.
- Register guests, both Belgian and international, using the arrival list, hand over room keys, and provide necessary information to enhance their stay.
- Manage room sales based on the reservation system and address overbooking issues (e.g., send-offs, cancellations) as per guidelines.
- Note specific guest requests and inform relevant department heads.

#### **• Financial Transactions:**

- Close accounts and manage cash, credit card, and invoice payments.
- Record payments using the automated cash register system and bill for services ordered outside the hotel by guests.
- Verify cash and credit card receipts and count the cash register at the end of each shift.

#### **• Telephone Operations:**

- Operate the telephone system, answer, and transfer incoming calls (external and internal).
- Greet, inform, and direct visitors to hotel guests or staff members.

• **Event Awareness:**

- Stay informed about events in the city and surrounding areas of interest to our clientele.
- Ensure all front desk staff are aware of these events and maintain an adequate supply of tourist brochures.

• **Reservation Management:**

- Encode individual and group reservations, verify system-entered reservations, and use procedures to maximize profit.
- Handle reservation changes and cancellations, and confirm reservations via email, fax, etc.

• **Operational Procedures:**

- Follow procedures for lost and found items, package handling (sending and receiving), and credits.
- Maintain general order and security within the property through regular patrols, checking for anomalies, and ensuring windows and doors are secure.
- Respond appropriately to encountered problems and inform relevant departments according to established procedures.
- Accompany guests in emergencies and be familiar with fire and safety evacuation procedures.

• **Work Environment Maintenance:**

- Ensure the front and back office are clean and tidy, and all equipment is in perfect working order; contact technical or housekeeping for repairs if necessary.
- Understand and operate front office equipment, taking action in case of errors or technical faults.

• **Work Schedule and Compliance:**

- Create your work schedule with the assistance of the receptionist or assistant.
- Ensure adherence to the company's philosophy and procedures.

• **Miscellaneous Duties:**

- Write and send emails via PC, send faxes, packages, and make photocopies.
- Perform any task ordered by the receptionist or 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
- Flexibility to work per shift (AM , PM & night)

## **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 Hotel™ in Belgium. The Dominican distinguishes itself by offering a unique product and indulgent hospitality.

The hotel offers 150 rooms, 3 Meeting Salons, Gym with sauna and Hamam, Courtyard, Lounge Bar and bustling Grand Lounge.

## **What we offer:**

### **Compensation and Benefits:**

- **Competitive Salary:** Based on industry standards and experience.
- **Regular Shifts:** Consistent and predictable work schedule.
- **Public Transport Reimbursement:** Full reimbursement of public transportation costs.
- **Exclusive Perks:** One free night per year and staff discounts at Carlton Group hotels, including Design Hotels worldwide.
- **Nutritious Meals:** Access to fantastic and healthy meals during shifts.
- **Uniform:** Provided by the company.

### **Additional Opportunities:**

- **Cultural Experience:** Immerse yourself in The Dominican experience.
- **International Exposure:** Work for a globally recognized company.
- **Team Environment:** Join a supportive team of 47 amazing colleagues.
- **Career Development:** Opportunities for professional growth and advancement
- **Company Culture:** Be part of a dynamic and expanding corporate culture

## **Hungry for more details**

Do you think we have a match?

Send your CV and motivation letter to [human.resources@thedominican.be](mailto:human.resources@thedominican.be)

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