

## **THE DOMINICAN IS HIRING**

<b>Function:</b>	Receptionist Day
<b>Department:</b>	Front Office
<b>Direct responsible:</b>	Front Office Manager/Assistant Front Office Manager
<b>Contract:</b>	Full time

### **Objectives and tasks**

- Welcoming guests upon their arrival at The Dominican. As a member of our dynamic and friendly Front Desk team you are the first point of contact, and the one to leave a good first impression
- Performing check-ins and check-outs, according to the systems put in place
- Helping guests with their luggage, escorting them to their rooms and assisting with directions to your favourite things to see in Brussels
- Preparing the arrivals, ensuring that all special requests have been noted and the information has been communicated to the correct departments
- Preparing group arrivals, when needed, to make the check-in process as fluid and coordinated as possible
- Answering calls, and transferring to the relevant department (Sales, Reservations, etc...)
- Follow-up on reservation requests, when the reservation agents are not present on site
- Assisting guests post-stay with requests such as invoices, lost & found or loyalty program rewards
- Maintaining tidiness in the Lobby and Front Office
- Have a keen problem-solving mind in order to efficiently remedy any problems you may encounter, and inform relevant departments if needed.
- Utilize Opera and GoTickin in order to communicate with the Technical and Housekeeping departments if needed
- Answering queries and requests received via email
- Handling complaints, if they arise, in a professional way, with the help of the Front Office manager if needed
- Keep up to date with events in the city in order to ensure that our guests see the most out of Brussels during their stay
- Be familiar with emergency protocols if needed
- Ensure that the company philosophy and procedures are followed.

### **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.

## **What we offer:**

Joining The Dominican Family is also:

- 100 % Reimbursement of Public Transport
- Eco-cheques
- 1 free night per year along with Staff discount in the hotels of the Carlton Group & Design Hotels worldwide
- Fantastic and healthy meals
- Uniform
- Free online language classes

And having the great opportunity to...

- Live The Dominican experience
- Have the possibility to work for an international company
- Make 46 other amazing colleagues as your friend
- Develop your career
- Be part of a growing Company's Culture

## **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](mailto:human.resources@thedominican.be)

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