



THE DOMINICAN IS HIRING

Function: Night Receptionist (W/M)
Department: Front Office
Direct responsible: Front Office Manager/Assistant Front Office Manager
Contract: Full time/ Part 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
- Performing the Night Audit:
 - Closing out the remaining invoices for the day
 - Verifying that all payments have been done correctly
 - Preparing the arrivals for the following day
 - Prepare rebate reports
 - Ensuring all information for each day is saved and readily available
- Answering calls, and assisting with the requests following procedures put in place
- Follow-up on reservation requests
- 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 GoTicking 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
- 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
- Perform Night Room Service
- Be familiar with emergency protocols, and perform security tours
- 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-cheque
- 1 free night per year & Staff discount in the hotels of the Carlton Group, including 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 48 other amazing colleagues as your friend
- Develop your career
- Be part of a growing Company's Culture

Hungry for more details

Do you think we have a match?

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

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www.thedominican.be