



Conservatorium hotel - Guest Service Centre Agent

Are you the service-minded Front Office professional who always speaks with a smile in your voice? Would you like to boost or kick-off your career by contributing to the exceptional guest service of the Conservatorium hotel?

What are you going to do?

As our Guest Service Centre Agent, you will answer all incoming calls (external and internal) to the hotel. You are the first contact to our guests and responsible for forwarding calls, answering questions and providing accurate information and assistance. You will handle various requests, such as reservations in our restaurants, item requests/enquiries for in-house guests and you will take Room Service orders, using proactive upsell technics. The Guest Service Centre team is also responsible to surprise our guests by arranging thoughtful and bespoke amenities. As part of your role, you will be personalising guest rooms with a large variety of our available amenities.

What can you expect?

- A salary starting from €2234,40 (full time);
- Multiple additional benefits, such as supplemented staff meals, uniform/laundry service, ticket giveaways and a 50% contribution to your pension fund;
- Travel allowance of €0,21 per kilometer for distances of 5 kilometers or more;
- Complimentary stays and discounts at hotels of The Set Collection;
- F&B Discount Card – discounts at restaurants at high-end hotels in Amsterdam;
- Discounted collective health insurance and weekly yoga sessions with our personal trainers;
- An inspiring work environment where we focus on your work-life balance and continuous development through coaching and training. During your time with us we will support you in every new step of your career!

What will your 5 star luxury working environment look like?

The Guest Service Centre department is based behind our reception desk and is closely linked with the front of house team. With a team of experienced and passionate professionals that understand what makes luxury service outstanding, we make sure that all services are run seamlessly. This department operates 24/7 so make sure that when you apply, we would like you to be available for all day shifts. The Front Office Management team is keen on training and developing the team of receptionists, luggage porters, doormen, hosts, guest service agents

and night team.

Our teams consist of a diverse group of talented people with a wide range of backgrounds and specialties. This committed team is united by an open work culture that celebrates individuality, emphasises performance and encourages everyone to achieve their full potential. In addition to our commitment to the highest level of service we take pride in a longstanding track record of sustainable practices woven into every layer of our company.

Who are you?

Our new colleague has a strong sense of responsibility, always follows up, is accurate and knows how to deliver exceptional service. Furthermore, you have:

- Excellent knowledge of Dutch (must) and English language (written and spoken);
- The ability to work independently and coordinate well with other colleagues;
- Experience in a luxury hotel or customer service role is preferred;
- Opera system experience and third language knowledge preferable.

Are we your next destination?

Apply through this website and let us know why you are interested! We look forward to seeing your application. For any questions, reach out to us via +31 (0)20-570 0042 or recruitment@conservatoriumhotel.com.

Please ensure eligibility to work in the Netherlands and secure housing in Amsterdam prior to applying. Due to high application volume, we will respond only to candidates meeting these criteria. By applying for this vacancy, you consent to the collection, processing, and storage of your personal data for the purpose of recruitment and selection. Your information will be used solely for assessing your suitability for the position and will be kept confidential. If you wish to withdraw your consent or request the deletion of your data at any time, please contact recruitment@conservatoriumhotel.com.

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