



Conservatorium Hotel – Guest Service Centre Agent

Join the back-of-house team at the Conservatorium Hotel as a Guest Service Centre Agent. You will manage calls, handle inquiries, and personalise guest amenities, all from behind the scenes. If you excel in supportive roles and enjoy contributing to exceptional guest service, we would be delighted to have you as part of our team!

What are you going to do?

As a Guest Service Centre Agent, you will be the primary point of contact for all incoming calls and messages, both external and internal, ensuring a warm and professional interaction with our guests. Your responsibilities include answering enquiries, forwarding calls, and providing accurate information to assist our guests effectively. In this role, you will manage various requests such as making restaurant reservations, handling item enquiries for in-house guests, and taking Room Service orders, with the opportunity to suggest enhancements and additional features to elevate the overall guest experience.

Additionally, the Guest Service Centre team delights guests by arranging thoughtful amenities, which you will help personalise, ensuring that guest rooms are customised with a variety of available options to enrich their stay. Your contributions are crucial in making the guest experience seamless and memorable from their very first contact with us.

What can you expect?

- A salary ranging from €2252 - €2418 (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 different hotels;
- 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 operates behind the reception desk, working closely with the front-of-house team to ensure seamless service delivery. Our dedicated team of experienced professionals excels in providing outstanding luxury service, contributing to the smooth operation of the hotel. Operating 24/7, this department requires team members to be available for various shifts throughout the day. Our commitment to training extends across all roles within the team, empowering each member to deliver exceptional service and grow professionally.

Who are you?

Our new colleague is characterised by a strong sense of responsibility, consistently follows through on tasks, prioritises accuracy, and excels in delivering exceptional service. Furthermore, you have:

- Excellent fluency in both Dutch (mandatory) and English;
- Preferred experience in a luxury hotel or high-end customer service environment;
- The ability to work independently while also collaborating well with colleagues;

- Experience with Opera system and a third language is beneficial.

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.

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 us.

<https://www.conservatoriumhotel.com/>