



CONSERVATORIUM
AMSTERDAM

Conservatorium Hotel Amsterdam – Reservations Agent

Reservations Agent

As our Reservations Agent, you will be the first point of contact for our guests, processing bookings, giving advice and upselling our beautiful rooms and suites. As we transition to Mandarin Oriental, you have the unique opportunity to join a new team and help shape the future of our guest experience. If you're passionate about luxury service and have a background in hospitality, this could be the next exciting step in your career!

What are you going to do?

As a Reservations Agent you will be responsible for handling a range of individual booking enquiries by phone and email, representing the hotel to our guests. As a first point of contact, your goal is to provide an exceptional first impression through your inviting and personalised approach. Anticipating and understanding guests' requests, providing accurate information on hotel services, selling and upselling hotel rooms and identifying future selling opportunities are the key responsibilities of the role. You will be processing online bookings, deal with various partners on a daily basis, as well as undertake various administrative tasks within the department. Through your communication skills you will be able to sell and recommend the perfect rooms creating the best possible journey for our guests.

What do we offer you?

- A salary in scale V of the
- 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 kilometre for distances of 5 kilometres or more;
- Complimentary stays and discounts at different hotel;
- 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 Conservatorium hotel is a 5-star luxury hotel in Amsterdam and has been selected as one of the best 25 luxury hotels of Europe over the past five years. As a member of our dedicated team, you will work directly within the heart of the Conservatorium Hotel, where attention to detail and exceptional service are at the core of everything we do. In a small team, you will focus on delivering the highest quality experience for our guests. We pride ourselves on a hands-on approach, with a strong commitment to luxury, precision, and impeccable timing.

Who are we looking for?

Our new Reservations Agent is an enthusiastic, self-disciplined and structured, always aiming to deliver the best possible service to our guests, whether it is by phone or email. Furthermore, you have:

- A proactive attitude, elegance and passion for providing a luxurious level of personalized service;
- Minimum of 1 year work experience in a similar role (preferably within high end services or luxury 5 star hotel);
- Proven selling skills and attention to detail in product knowledge;
- Excellent knowledge of the English language (Dutch is a plus);
- Flexibility to work shifts during the week between 8am - 8pm.

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 0043.

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 hr@conservatoriumhotel.com.

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