



## Cardo Hotels – Front Office Agent Cardo Brussels

### **About Cardo**

### **About Cardo Brussels Hotel**

Located within the heart of Europe and one of the Brussel's most vibrant areas, Cardo Brussels Hotel is the new and trendy landmark in the neighborhood and the most distinctive luxury lifestyle hotel in the city, catering to both selective leisure guests and business travelers. The hotel will offer contemporary wellness and dining experiences, 532 stylish rooms & suites, as well as 1500m2 of MICE facilities and amenities.

### **About Cardo Brand**

Cardo is a brand built on a culture of emotional intelligence and sublime hospitality, designing experiential places for individual wellbeing and corporate culture optimization. Our purpose is to make city breaks and workcations less apologetic, more purposeful and tuned to the self

### **About the job**

Are you ready to ensure all our guests will have an exceptional experience? Your duties will include:

- Welcoming guest and instantly make them feel at ease
- Responds to guest requests and handles guest problems and complaints.
- Assist team in daily activities: check-in/out, make recommendations, guest communication etc
- Ensuring rooms blocking is correct & all special requests are attended to
- Ensuring good communication with all other departments
- Ensure correct invoicing and guest payments
- Fulfill administrative tasks, responding to calls & emails
- Assist guest with luggage and packages
- Hosting guest for Food & Beverage outlets, Wellness, meetings and (social) events
- Monitor people entering the building, and report any suspicious activity

We also are about your growth and development. You will work side by side the senior leadership to create your personal development plan to help you achieve your career goals. There will also be opportunities to assist in special projects which will provide stretch opportunities for you.

### **About You**

## **Competencies**

- Excellent Communication Skills
- Initiative and the Anticipation of needs
- Customer service-oriented
- Attention to detail
- Problem solver
- Positive approach

## **Qualifications, Skills & Experience**

- Fluent in both English and French or Dutch. Knowledge of additional languages is a plus
- Strong understanding of front desk, guest services
- Internationally experienced
- Affinity with a more refined lifestyle

<http://cardohotels.com/>