



Cardo Hotels – Night Auditor - Brussels

About Cardo Hotel Brussels and Brand

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.

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.

overall job purpose

- Welcoming guests and instantly make them feel at ease
- Register guests according to local guidelines
- Responds to guest requests and handles guest problems and complaints.
- Ensure correct invoicing and guest payments
- Fulfill administrative tasks like reporting, responding to calls & emails
- Assist guest with luggage and packages
- Monitor people entering the building, and report any suspicious activity
- Welcome and acknowledge guests according to company standards
- Process all guest check-ins, check-outs, room assignments, and room change/late check-out requests
- Activate/reissue room keys
- Ensure rates match market codes, document exceptions
- Verify/adjust billing for guests & secure payment
- Communicate to appropriate staff when guests are waiting for an available room
- Advise guest of messages
- Clear departures in computer system
- Coordinate with Housekeeping to track room status and guest concerns
- File guest paperwork or documentation
- Prepare daily reports for hotel management

- Operate telephone switchboard station
- Run and check daily reports, contingency lists, and credit card authorization reports
- Cash-guests' checks, process all payment types, vouchers, paid-outs, charges, and provide change
- Anticipate and address guests service needs; assist individuals with disabilities; supply guests with directions and information
- Answer, record, and process all guest calls, requests, questions, or concerns; follow up to ensure each has been met to guests satisfaction
- Thank guests with genuine appreciation.
- Count and secure bank at beginning and end of shift
- Hosting guests for Food & Beverage outlets, Wellness, meetings and (social) events
- Follow company policies and procedures; report accidents, injuries, and unsafe work conditions to manager
- Ensure uniform and personal appearance are clean and professional
- Maintain confidentiality of proprietary information; protect company assets
- Speak using clear and professional language; answer telephones using appropriate etiquette
- Develop and maintain positive working relationships; support team to reach common goals; listen and respond appropriately to the concerns of employees
- Ensuring the safety and security of all hotel guests, team members and property
- Stay alert during their entire shift to screen for security. As the first point of contact with people entering the building, they look out for suspicious activity and may check for identification or ask visitors to log in.
- Notify Loss Prevention/Security of any reports of theft.
- Follow company policies and procedures; report accidents, injuries, and unsafe work conditions to manager
- Comply with quality assurance standards.
- Flexible working hours, this includes evenings, weekend days and nights.
- Provide feedback to superiors regarding staffing levels, and department specific situations to ensure that guest service, operational needs and financial objectives are met.
- Perform other reasonable job duties as requested by Supervisors

About You

- Excellent Communication Skills
- Ability to Serve Client's Needs
- Consistent display of impeccable ethics
- Customer service-oriented
- Problem solver
- Positive approach
- Have at least 1 year of relevant work experience in Front Office
- Speak fluent English and Dutch and/or French, any other language is considered an asset
- Exceptional interpersonal skills
- Team player
- Good knowledge of all MS Office applications, knowledge of Opera is a plus

- Be open minded and flexible in the duties
- Eligibility to work in the Belgium
- Internationally experienced
- Affinity with a more refined lifestyle

CDI + attractive Package

<http://cardohotels.com/>