



Cardo Hotels – Duty & Guest Exp. / Shift Leader

About Cardo Brussels

Cardo Hotels, the new lifestyle hotel brand, has opened the doors to its second property, located in Brussels. Cardo Brussels, a member of Marriott Bonvoy and the Autograph Collection, perfectly embodies the spirit of Belgitude, a subtle blend of charm, humor and authenticity that reflects the soul of the city and its people.

Located on Place Rogier, one of the most vibrant districts of the capital, the hotel invites guests to dive into a colorful, playful and satirical atmosphere that celebrates Belgian creativity and humor.

Every space, every room, every corner of the hotel stands out with a design where Belgian art and culture are omnipresent. Bold pops of color, decor inspired by local traditions and witty satirical touches add a quirky and fun twist, all while remaining warm and welcoming.

From its restaurants to its 1,500 m² of flexible event spaces, the hotel offers places to meet, create, laugh and enjoy, while also allowing guests to reconnect with themselves in a truly unique setting. It's a place where lifestyle meets lightness and work becomes a pleasure, all wrapped in a lively, unmistakably Belgian atmosphere.

Overall Job Purpose

As a Duty & Guest Exp. Shift Leader, you lead the Front Office team during your shift while acting as the key link between floor operations and Rooms management. Present on the floor, you ensure the smooth day-to-day running of the service, working closely with the other operational managers (F&B, Housekeeping, ...), and you safeguard the consistency of the guest experience at every moment.

Key Responsibilities

Front Office Team Leadership

- Manage the team of receptionists and ensure all guidelines are followed
- Assist the team in daily activities: check-in/out, recommendations, guest communication
- Ensure room blocking is correct and all special requests are attended to
- Process all guest check-ins, check-outs, room assignments and room change/late check-out requests
- Ensure rates match market codes and document exceptions
- Verify and adjust guest billing, secure payments
- Count and secure the bank at the beginning and end of shift
- Operate the telephone switchboard station

Cross-Departmental Operational Coordination

- Ensure the smooth flow of information between operational departments during your shift

- Act as the central point of contact for OPS Managers and facilitate the swift resolution of incidents, emergencies or guest requests
- Take part in start- and end-of-shift briefings with the departments concerned
- Check on the floor that service standards are being implemented and report any deviations
- Ensure good communication with all other departments

Guest Experience Support

- Welcome guests and instantly make them feel at ease
- Be visible and available to guests in public areas (lobby, elevators, corridors, MICE areas)
- Handle delicate situations (complaints, VIP requests, unforeseen events) with tact and efficiency
- Support the front desk at short notice during peak periods
- Ensure the application of Marriott standards and the personalisation of service
- Host guests for Food & Beverage outlets, Wellness, meetings and (social) events
- Monitor people entering the building and report any suspicious activity

Follow-up and Reporting

- Write a structured report at the end of each shift, including incidents, guest feedback and observations from the floor
- Escalate critical or recurring issues to the relevant managers
- Contribute to the implementation of practical or preventive operational solutions
- Provide feedback to superiors regarding staffing levels and department-specific situations

Candidate Profile: Key Competencies

- Previous experience as a Shift Leader, Supervisor or in an operational coordination role within a 4/5* hotel environment
- Proven ability to lead a team while working cross-departmentally with other services
- Strong sense of organisation, diplomacy and premium customer service
- Proficiency in hotel management tools (Opera is an asset) and MS Office
- Comfortable managing priorities, emergencies and details

Languages

- Fluent French and English required (Dutch or any other language is a plus)

Attitude and Soft Skills

- Reassuring and natural presence on the floor
- Professionalism, rigor and relational flexibility
- Constructive mindset, observational skills and a collaborative approach

Working Conditions

- Permanent contract — full time (Category VI, PC 302 pay scale)
- Variable shift schedule, including mornings, afternoons, evenings and weekends according to hotel needs
- Uniform provided and maintained by the hotel

- Full reimbursement of STIB/SNCB public transport pass
- Meal vouchers of €10/day worked, eco-vouchers
- Hospitalisation insurance
- Access to internal training and Marriott opportunities

<http://cardohotels.com/>