



## **POSITION: FRONT DESK AGENTS**

Sofia Hotels Management is a subsidiary of the hotel owning company, responsible for the overall development of its city hotels. The combined experience of our team represents a breadth and depth of expertise in hospitality that is unmatched, and we believe our people are the cornerstone of our success. We are committed to making Grand Hotel Millennium Sofia a great place to work and provide the foundation for building successful careers. If you share our passion for delivering hospitality where details matter, apply today to join our team!

We are looking to hire upbeat **Front Desk Agents** to perform the process of checking in and out of guests in the hotel. The Front Desk Agent will assist guests with inquiries, problems and complaints. The Front Desk Agent will be responsible for receiving guests' cash or credit card payments and for balancing cashier at end of shift. He/she will be familiar with the hotel layout, be up to date with different services and amenities in the hotel and provide accurate information to guests.

A successful Front Office Agent should be professional and pleasant in challenging situations, and take responsibility for satisfaction of guests throughout their stay. Preferred candidates will be positive, pro-active and be skilled at multitasking in a fast-paced environment.

### **Responsibilities:**

- Greeting guests in a sincere, friendly manner and providing accurate hotel information.
- Checking guests in and out.
- Posting charges to appropriate guest accounts.
- Anticipating and addressing guests' needs, and assisting in professional manner.
- Assisting guests with disabilities.
- Operating switchboard and assisting with inquiries.
- Assisting with online and phone reservations.
- Collaborating and communicating with other internal departments to ensure guest satisfaction.
- Complying with company procedures and safety policies.
- Performing duties on daily checklist.

### **Requirements:**

- High school diploma or suitable equivalent.
- 1+ years Front Desk Agent experience is preferable.
- Well-groomed, professional appearance.
- Knowledge of English at a professional level
- Outstanding written and verbal communication skills.
- Team player.
- Physically agile, and able to stand for extended periods and work on shifts.
- OPERA PMS knowledge is preferable
- Knowledge of other foreign language is a plus

### **Terms of Employment:**

- Permanent contract;
- Competitive package;
- Opportunity to join a team of great professionals (like you);
- Dynamic and friendly work environment.

If you are interested in joining our team, send us your motivation letter and CV in English. Only short-listed candidates will be contacted. All applications will be treated in strict confidentiality.