



GUEST RELATIONS MANAGER

ABOUT KOLPIN HOTELS

Tucked behind the Royal Danish Theatre in the historic centre of Copenhagen, Hotel Sanders is a refined and intimate boutique hotel shaped by a passion for understated luxury, hospitality, and a sense of place. Part of Kolpin Hotels, Sanders blends the elegance of classic service with a relaxed, theatrical charm, creating experiences that are high-end yet low-key.

OUR TEAM

As Guest Relations Manager, you will be part of our Front Office team, playing a vital role in delivering personalised, warm, and seamless experiences for our guests. You will be the first point of contact upon arrival, ensuring that every interaction is handled with the signature warmth and attention to detail that define our hospitality at Hotel Sanders. Your presence will help bridge guest communication, service delivery, and operational excellence—always ensuring our guests feel welcomed and valued throughout their stay.

ABOUT THE ROLE

We are looking for a guest-focused, detail-oriented, and service-minded individual to join our team. This role requires excellent interpersonal and communication skills, strong organisational abilities, and the confidence to resolve issues promptly. You will collaborate closely with the Front Office team to address guest concerns and maintain a consistently high standard of service.

QUALIFICATIONS

- Proven experience in a similar hospitality role, with a warm and professional manner
- Excellent interpersonal and communication skills
- Strong organisational abilities and attention to detail
- Proficiency in PMS systems
- Ability to work flexible hours, including weekends and holidays

FOR MORE INFORMATION

You are welcome to reach out to **Director of Operations** at kare@hotelsanders.com

If you have an interest in this role, please send a brief application and your CV to job@kolpinhotels.com as soon as possible.

Please list “**Guest Relations Manager + your full name**” in the title of the e-mail. Interviews will be held on an ongoing basis.