



# NIGHT RECEPTIONIST

## AT HOTEL SANDERS

### ABOUT HOTEL SANDERS

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 Kølpin Hotels, Sanders blends the elegance of classic service with a relaxed, theatrical charm, creating experiences that are high-end yet low-key.

### ABOUT THE ROLE

As a receptionist, you are a proud team member of our reception team, with attention to detail and guest services. Your main priority is to provide our guests with immaculate service and ensure that the surrounding area is up to standards. No matter what the request might be, we will do our very best to never say no and assist as best as possible.

### RESPONSIBILITIES

- **CHECK IN:** As a receptionist you will be one of the first points of contact for our guests. You are responsible of making sure that you are aware of all the guests' arrivals, their profiles and any special occasion they might have. You are responsible to give a genuine welcome and to ensure a smooth and pleasant check-in process. You are also responsible for ensuring that all guest information and details are correct and given during the check-in, pre-charge the reservations that have not pre-paid and to inform the guest of in-house information as breakfast times, opening hours or special events. Lastly you are also responsible for the guest being roomed according to Sanders standards.



- **CHECK OUT:** During a guest check-out you will ensure that the guest have had a good stay, oversee that the bill is settled and closed as well as assist if any transportation or assistance is needed.
- **OPERATIONAL TASKS:** During a guest check-out you will ensure that the guest have had a good stay, oversee that the bill is settled and closed as well as assist if any transportation or assistance is needed. At the end of each shift it is your responsibility to hand over all information, tasks and other crucial details to your team member that will be starting the following shift. Together with this it is also expected that you count the cashier and solve any errors that might occur, finalize all invoices, and leave your station tidy and clean.
- **NAVIGATING ESSENTIAL TECHNOLOGY:** As a Receptionist in the Front Office it is required to be able to use our platforms and be familiar with their different roles in the operation. This goes for Infor HMS, Digital Guest, AeroGuest, Scrive, Faundit, Sanders Webpage, OTAs, Freeda, BackStage, SameSystem, Thecuratedstay, Travelclick.
- **HANDLING GUESTS INQUIRES AND COMPLAINTS:** You will listen and respond to all the guests' expectations and requests by providing them with accurate information, and contact the right department in order to organise it. You will handle the complaints by listening to the guests, finding the best solution and contact necessary staff to solve the problems. You will be responsible of making sure all the issues and complaints are included in a daily report and the management is aware of them.
- **NIGHT AUDIT:** As the Night Receptionist, your responsibility includes conducting the Night Audit, a vital aspect of our operations that must be carried out diligently. The Night Audit will be executed using Infor HMS, and it is imperative for the Night Receptionist to address any errors in alignment with the established procedures. Additionally, the subsequent reporting after the Night audit includes FA-Overview, Cash Drop, Cash Up, and Sander Daily. These reports will be shared with the managers of the house and other relevant staff.

#### FOR MORE INFORMATION

You are welcome to reach out to our Director of Operations, Kasper at [kare@hotelsanders.com](mailto:kare@hotelsanders.com). If you have an interest in this role, please send a brief application and your CV as soon as possible. Please list **"Night Receptionist" + your full name** in the title of the e-mail. Interviews will be held on an ongoing basis.

**We look forward to hearing from you.**

