



EVENTS & GUEST EXPERIENCE COORDINATOR

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 Events & Guest Experience Coordinator, you will be part of our Food & Beverage team, playing a key role in coordinating guest bookings, private dining, events, and other special occasions. You will work closely with the Sales & Reservations team at headquarters to ensure smooth communication and alignment between commercial efforts and on-site execution.

This is a collaborative and cross-functional role, where your contribution helps bridge front-of-house service, guest communication, and operational delivery—always with the Kolpin signature warmth and attention to detail.

ABOUT THE ROLE

We are looking for a warm, detail-oriented, and service-minded individual to join our team at Hotel Sanders. As Events & Guest Experience Coordinator, you will be responsible for managing private dining bookings, group reservations, and small events on-site. You'll be the key point of contact from the moment a request is made until the final invoice is issued—ensuring every interaction and detail is handled with care and confidence.

This role requires a proactive mindset, a flair for communication, and a genuine passion for creating meaningful guest experiences.

RESPONSIBILITIES

GUEST INTERACTION & BOOKINGS

- Handle all incoming enquiries related to group reservations, private dining, meetings, and small events
- Confirm and manage bookings in hotel systems, ensuring timely communication with all departments involved
- Build and nurture relationships with repeat guests, agents, and local partners

COORDINATION & COMMUNICATION

- Ensure accurate and timely creation of function sheets and internal communication documents
- Coordinate with the Sales & Reservations team to ensure availability, pricing, and follow-up
- Align with the Restaurant Manager and service team on flow, special requests, and operational planning
- Maintain a calm and proactive approach to last-minute changes or guest adjustments

FOLLOW-UP & SYSTEM MANAGEMENT

- Finalize and manage billing processes including postings, invoicing, credit notes, and debtor follow-up
- Ensure all relevant guest and booking information is recorded in HMS, Superb, and internal documentation systems
- Support the overall workflow of the F&B team through structured communication and clear documentation
- Participate in ongoing improvements to service flow, guest feedback processes, and internal routines

PROFESSIONAL AND PERSONAL QUALIFICATIONS

- Excellent verbal and written communication skills in both Danish and English
- Customer focused mindset with strong sales and negotiation skills
- Confident working with guests, agents, and team members in a fast-paced environment
- Proven track record in sales and service, preferably in the hospitality industry
- Proficiency in using CRM sales systems, Microsoft Office applications and ideally Hotel Systems
- Positive, curious, and passionate about providing thoughtful guest service
- TEAM player with the ability to work independently in a fast-paced environment
- Accountable and persistent

PRACTICAL INFORMATION

- Full-time position based at Kolpin HQ
- Working hours vary depending on bookings and event schedules
- Benefits include a pension scheme, health insurance, staff lunch program, and access to training and development opportunities

FOR MORE INFORMATION

You are welcome to reach out to Restaurant Manager, Simone at sira@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 "Events & Guest Experience Coordinator" + your full name in the title of the e-mail.

Interviews will be held on an ongoing basis.