

GUEST SERVICE AGENT

We are currently seeking a Guest Service Agent to join our team of Corinthia Prague Hotel in Czech Republic.

Corinthia Hotel Prague beckons with unrivalled panoramic views of this magical city. Located just minutes from some of the city's main cultural and business highlights, including the Vyšehrad Park, Wenceslas Square and the Pankrac Business District, Corinthia Prague is the ideal destination for business and leisure travelers alike.

Scope and Purpose

The Corinthia Prague hotel is looking for an Guest Service Agent. Do you like telephone communication mainly in foreign languages? Do you like taking care of guest's requests, answering their questions and maintaining the high standards of a luxury 5* hotel? If yes, we are looking just for you!

Entry Requirements

The main responsibilities of Guest Service Agent will be telephone communication, receiving and answering calls, giving out information about our hotel, events, opening hours of the hotel outlets, collecting and distributing guest requests, questions, requirements and problems to relevant department, follow up of the guest requests incl. maintaining internal database and administrative tasks.

Other skills that will need to be demonstrated include:

- Advanced knowledge of English and Czech language, both written and spoken
- Additional language is an advantage
- Experience in switchboard or telephone communication is an advantage but not a must
- Excellent customer service skills
- Typing and basic computer skills

Benefits

- 20 paid holidays per annum (plus bank/public holidays)
- 5 weeks of holiday after 1 year of employment
- Complimentary dry cleaning of business attire/uniform
- Discounted Salon, Spa, Food and Beverage and accommodation rates – in London and across our the Corinthia Hotel International portfolio
- Meals on duty
- Professional learning and development programs
- Interesting career opportunity and professional growth

- Intra & intercompany transfer opportunities (subject to service & performance)
- Contributory pension scheme provided
- Multisport card
- Free use of Panorama Hotel's spa – Top Deck Spa

To be considered for the Guest Service Agent role please click 'apply' to be directed to our website to complete the online questionnaire.

APPLY