

MÖVENPICK ZAGREB

RECEPTIONIST

Are you the one who can make a guest feel at home? Do you like to work with a diverse set of colleagues and guests? Then this is the workplace for you!

WHAT YOU WILL BE DOING:

- Welcome all guests as soon as they arrive with care, attention and a personalized approach
- Carry out all operations concerning guest's arrival and departure and ensuring proper billing and charging of all accounts
- Inform guests about formalities and any special conditions relating to their stay and the services available
- Handle and follow up on all guest requests in an efficient and satisfying manner
- Proactively anticipate guests needs and look for suitable solutions
- Be knowledgeable of the facilities, services and events offered by the hotel and the surrounding area
- Actively contribute to the qualitative and quantitative targets of the department

YOUR EXPERIENCE AND SKILLS INCLUDE:

- Hospitable, enthusiastic, flexible, stress resistant and representative person
- Adequate educational background, preferably at a hotel school
- Sufficient knowledge of the Croatian and English language is mandatory, a third language is a preference
- 1 to 2 years work experience in a similar position is preferred

WHAT IS IN IT FOR YOU:

- Joining Accor, the world leading hospitality group
- Joining Mövenpick, one of Accor's acclaimed premium brands with more than 100 properties worldwide and 50 planned by 2025
- Employee benefit card: discounted rates in Accor hotels worldwide
- Develop your talent: learning programs by Academy Accor
- Opportunity to grow within your property and across the world!
- Ability to contribute to local community and make a difference through our ESG activities, like Planet 21

HOW TO APPLY

<https://careers.accor.com/global/en/job/P-126535/RECEPTIONIST>