

GROUP COORDINATOR

Are you passionate about hospitality and luxury service? Do you aspire to be part of a driven and ambitious Revenue & Reservations team in a truly unique setting? If this sounds like you, we would love to hear from you. At Hotel d'Angleterre, we are looking for more than just experience and education. We value dynamic, pragmatic, and flexible individuals who possess an exceptional sense of guest service and a true understanding of luxury.

WE OFFER

A unique and professional work environment where we are committed to delivering personalized, stylish, and elegant experiences that meet the highest international standards. As part of our dynamic team, you will find an atmosphere of ambition, growth, and dedication - not only to our guests but also to our colleagues and workplace. Here, you will collaborate with talented individuals from around the world while engaging with top international guests, agents, and companies. It is a culture that celebrates excellence, diversity, and opportunity.

ABOUT THE JOB

As the primary coordinator for group reservations, you will oversee the entire process—from initial negotiations to the guests' departure. Collaborating with the operational team, you will ensure every group enjoys a seamless and exceptional stay. You will also lead the weekly Groups meeting, keeping all departments informed about upcoming groups and VIPs.

In this role, you will build and maintain strong relationships with international top agents and major companies, fostering partnerships that drive repeat group bookings. Working closely with the Revenue & Reservations team, you will act as an Ambassador of d'Angleterre, creating meaningful and lasting connections with our guests.

You will deliver service that upholds the highest standards of the Leading Hotels of the World and d'Angleterre. By working closely with other departments, you will play a primary role in elevating guest experiences and ensuring all needs are met with excellence.

Your daily responsibilities will also include assisting with room bookings, responding to guest inquiries, performing quality checks, managing commissions, and updating hotel systems. You will actively seek to understand and develop the ways of distribution of our rooms.

WE EXPECT

You are a dedicated and positive professional with exceptional communication skills and a strong foundation in guest service. Your ability to foster relationships within the Reservations team will help create a thriving and collaborative environment. By contributing actively to the team, you ensure its success and smooth operation.

With experience in the hotel industry, particularly in reservations and group booking coordination, you bring valuable expertise. Your understanding of revenue management, along with proficiency in booking and revenue systems such as Synxis and Opera, enables you to excel in this role.

Detail-oriented and highly organized, you know how to prioritize tasks effectively and work independently. Your flexibility allows you to adapt to varying working hours, including weekends and holidays. Fluent in spoken and written English, you may also bring additional language skills - Danish is a plus, though not essential.