TELEPHONE AGENT

Deadline:
10-01-2027

Contact person:
Maida Perez

Location:
Kongens Nytorv 34, 1050, København K

Are you passionate about luxury hospitality and creating memorable guest experiences? Do you communicate with warmth, confidence and attention to detail, even when managing several enquiries at once?
Hotel d'Angleterre is looking for a full-time Telephone Agent with Front Office duties to join our ambitious Front Office team. As one of the first points of contact for our guests, you will be the welcoming voice of the hotel and play an important role in ensuring a seamless and personalised guest experience.

About the role

Your primary responsibility will be to manage internal and external telephone calls and coordinate guest requests across the hotel. You will also support the Front Office team with reception and concierge-related duties, including reservations, recommendations, and personalised arrangements.
Your responsibilities will include:

- Answering and transferring calls with a warm, polished and professional telephone manner
- Listening carefully to guests' needs and providing thoughtful and confident assistance
- Coordinating guest requests with the relevant departments and following through to completion
- Providing accurate information about the hotel's facilities, restaurants, services and opening hours
- Managing messages, wake-up calls, communication logs and shift handovers accurately
- Responding to reception and concierge enquiries by telephone, email and other communication channels
- Supporting restaurant reservations, transport arrangements, special occasions and personalised itineraries
- Assisting with guest check-ins, check-outs and Front Office coverage when required
- Offering recommendations for restaurants, cultural experiences and attractions in Copenhagen
- Working closely with Reception, Concierge, Housekeeping, Food & Beverage and Engineering to ensure seamless service
- Handling guest information with discretion and protecting guest privacy at all times.

About you

You are service-minded, calm and organised, with a natural ability to communicate warmly and professionally. You enjoy being the person who creates clarity, follows up and ensures that every detail has been taken care of.
We expect that you:

- Have experience from a luxury or international hotel, preferably within telephone operations, guest services, concierge or reception
- Can manage several calls and guest requests while maintaining a high level of service
- Communicate confidently in both spoken and written English
- Have good knowledge of Copenhagen and its restaurants, attractions and cultural experiences
- Handle personal and sensitive information with discretion
- Are comfortable using telephone and guest-service systems
- Are flexible and available to work daytime, afternoon and weekend shifts
- Speak Danish or another language, which will be considered an advantage.

What we offer

At Hotel d’Angleterre, you will become part of a professional and ambitious workplace where personalised, stylish and elegant service is at the heart of everything we do. We offer an international working environment with dedicated colleagues and opportunities for professional growth and development.

About Hotel d’Angleterre

Since reopening in 2013, Hotel d’Angleterre has strengthened its position as one of Denmark’s leading luxury hotels. With more than three centuries of history, we continue to set high standards for five-star hospitality while recognising that it is the people behind the service who make the real difference.

Would you like to become part of our Front Office team? We look forward to receiving your application.