



GCH HOTEL
GROUP

You want to break new ground, face new challenges and show yourself what unexpected talents are hidden in you? You are open to new situations and even most difficult tasks appear to be feasible? Then let your charm lead you to the suitable job offer!

GCH Hotel Group ranks as one of the leading hotel management companies in Europe. The company has more than 15,500 hotel rooms at its disposal and welcomes more than 3 million guests annually. Most of the hotels within the company marketed under prestigious renowned brands such as Wyndham, TRYP by Wyndham, Days Inn, Radisson Blu, Best Western, Mercure, Ibis, Park Inn, Crowne Plaza and Holiday Inn.

After more than 16 months of renovation and refurbishment our house shines in new splendor. Join our team and help shape the success of a unique hotel product on the island of Usedom as:

Guest relation coordinator

For our Pre-Opening Team we are looking for you as soon as possible or by appointment.

You can expect that from us:

- You have the opportunity to help shape the reopening of our house
- You can bring in your ideas and creativity
- Discounted hotel accommodation in all hotels we manage
- Discounted meals at the workplace
- Regular training
- Various employee programs
- Flexible working hours

That's why the job is fun:

- Direct contact for all regulars and VIP guests
- Welcome and care of the guests in the house
- Carrying out pre-arrival and post-departure calls
- Expansion and maintenance of a guest preference card
- Communication of guest preferences to all affected departments
- Support of the online evaluation portals
- complaint handling
- Evaluation and communication of feedback from the online review portals
- Accompanying and conducting sales talks on site
- Participation in trade fairs and internal meetings
- Support in the creation and implementation of sales activities
- Planning and implementation of sales promotion measures
- Personal and telephone new customer acquisition

You are unique to us because:

- You have completed vocational training in the hotel sector or have first professional experience in the upscale hotel industry at the front office or in guest relation
- You are an organizational talent, flexible and able to work in a team
- You have fluent German and good command of spoken and written English
- You have very good knowledge of MS Office programs
- Professional manners & neat appearance are natural for you
- Safe, warm and competent appearance is in your nature

If we have aroused your interest, send us your CV by e-mail or by phone.

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E: jobs@GCHhotelGroup.com

W: www.GCHhotelGroup.com/en/careers



We make everything possible!

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