

# Hotel Reception Agent

For our luxury Hotel, InterContinental Sofia we are looking for a talent to join our team of passionate hoteliers at the Front Desk.

Join us and you'll become part of the global IHG family – and like all families:

We **genuinely care** for our entire IHG Hotels & Resorts family.

We **seek out** opportunities to support growth and **raise the bar** on performance on **every step** of your journey.

We know there's **more to life** than work.

## Key Responsibilities:

- Provides true hospitality to hotel guests during their stay /conducts check-in and check-out, handles guests enquiries, handles cash and credit transactions, ensures professional telephone service, takes room service orders, ensures loyalty members recognition/
- Works with all hotel departments to ensure effective team work and guest satisfaction.
- Understands the various offerings within the hotel and is able to upsell different services according to guest requests.

## Skills:

- Previous experience in a hotel environment, preferably within the Front Office service.
- Passion for the hospitality industry and service-oriented
- Speaks and writes fluently in Bulgarian and English, any additional languages are beneficial
- Good communication skills
- Understanding of Opera or another Property Management System is an advantage
- Willingness to work in different shift patterns, including night shifts

In return to your contribution, you can look forward to a great working environment and tailored support, as unique as you are, to ensure that you have a great start, be involved and grow. Because you'll have ambition, talent and key skills to succeed in this role and contribute to our True Hospitality.

The InterContinental Hotels & Resorts brand belongs to the IHG® family of brands - a global hospitality company with over 5600 hotels in over 100 countries around the world.

Hotel InterContinental Sofia was opened in March 2018 with a landmark location at the heart of the capital - sure to provide you a truly authentic sense of the destination. The hotel's 194 rooms and suites deliver elegant décor with contemporary flair and full range of modern facilities. The conference center has 5 multifunctional meeting rooms with daylight and high-class presentation equipment. In addition, the hotel offers a superb gastronomic experience, around-the-clock fitness center and a dedicated Concierge team.

Our recent awards that the InterContinental Sofia team is proud of:

World Luxury Awards - Luxury Business Hotel - Eastern Europe for 2021, 2020 and 2019

World Travel Awards - Bulgaria's Leading Hotel for 2020

IHG Hotel Star Awards 2020 - Hotel of the Year Award; HeartBeat Torchbearer Award; Trailblazer Award



Your application is welcome @ [Nedyalka.peneva@ihg.com](mailto:Nedyalka.peneva@ihg.com)

For any questions, please call to 0879612866