



We are looking for a **Front Office Trainee!**

Company profile

The Gresham Belson Hotel is a modern hotel with 142 guestrooms, 4 fully-equipped meeting rooms, restaurant & bar and a fitness room. The hotel offers a free shuttle service to and from Brussels Airport and local Business Districts. Facilities include a 24-hour front desk, Free high-speed Wi-Fi access, car parking facilities, multi-lingual, friendly & flexible staff, etc. The Gresham Belson Hotel Brussels is located right in between the center of Brussels and Brussels airport. The NATO's headquarters are within a 10-minute drive, while the European Parliament can be reached within a 15-minute drive

Key responsibilities

- Greeting and thanking guests in a sincere, friendly manner
- Checking guests in on arrival and out on departure by following the set procedures
- Posting charges to appropriate guest accounts
- Anticipating and addressing guests' needs and requests
- Resolving guests problems and handling complaints
- Taking and handling reservation requests
- Collaborating and communicating with other internal departments to ensure guest satisfaction
- Complying with company procedures and safety policies.
- Performing duties on daily checklist
- Managing transport

As a Front Office Trainee you will working closely with and reporting to the different department and General Manager.

Intern profile

- Good communication skills (English, French, & Dutch. All other languages are a plus)
- You are good with Microsoft Office and Outlook
- Positive and guest-oriented attitude
- Excellent grooming standards
- Flexible & respond to a range of different work situations
- Be able to work in team & independent

Do you want to receive more information, or you want to apply?



Mr. Raf Willems – General Manager
r.willems@gresham-belsonhotel.com
+32 2 708 31 50

Avenue des Anciens Combattants 1 - 1140 Brussels