

**VACANT POSITION:**  
**Guest Service Agent / Receptionist**  
**START DATE: October / November 2017**

**Main responsibilities:**

- Welcomes hotel guests, performs check in, check out and room change procedures
- Anticipates and acts upon guest requests during work hours
- Comprehensive knowledge of standard reservation procedures
- Is fully aware of departmental standards and procedures and follows them
- Performs currency exchange and other cash handling duties
- Makes sure that Front Desk work area is kept clean and presentable at all times
- Maximizes hotel revenue through upselling
- Makes sure that all hotel objectives are reached

**We require:**

- Proactive personality with at least some experience in customer service
- Flexibility to work both day and night shifts
- Ability to deal with stressful situations
- Excellent knowledge of English, another language is advantage
- Preferred PC skills – OPERA, MS Office Applications, Outlook

**We offer:**

- Competitive salary incl. fantastic upsell incentives
- Benefit package (13th salary, extended vacation and many more)
- Attractive workplace of a historically prestigious International hotel
- Work within a dynamic team
- Career development opportunities

Applications can be forwarded to **Jan Kadlec**, HR Manager, at [jan.kadlec@icprague.com](mailto:jan.kadlec@icprague.com)  
or **Jana Bulova**, HR & Training Coordinator, at [jana.bulova@icprague.com](mailto:jana.bulova@icprague.com)

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