

Receptionist at Hotel Château Gütsch

The Hotel Château Gütsch in Lucerne is looking for a qualified and experienced receptionist to support our team and contribute to customer satisfaction. In this position, you will be responsible for welcoming and assisting guests and ensuring the smooth running of the daily operations.

Your duties will include:

- Receiving and checking in guests, as well as checking out and saying goodbye.
- Accepting and processing reservations by phone, email and in person
- Selling hotel rooms and additional services, such as restaurant bookings
- Ensuring a high standard of customer service and guest experience
- Processing payments and cash settlements
- Handling complaints and enquiries from guests
- Liaising with other departments in the hotel, such as housekeeping and the kitchen, to ensure smooth operations

Requirements:

- Completed training in the hotel or tourism sector, ideally with a focus on front office or reception.
- Several years of professional experience in a similar position, preferably in a 4- or 5-star hotel
- Excellent communication skills in German and English, other languages an advantage
- Well groomed appearance and friendly demeanor
- Strong service orientation and ability to respond to guests' needs
- Experience in the use of hotel software and cash register systems
- Flexibility in terms of working hours and willingness to work weekends and holidays
- Ability to work and make decisions under pressure
- Ability to work in a team and with positive work attitude

We offer you an exciting and varied job in a renowned hotel with a friendly and motivated team. If you meet the above requirements and would like to work in an international environment, we look forward to receiving your application.

For applications, please use the following e-mail address info@chateau-guetsch.ch