



## ALEX – Lake Zurich

### **Guest Service Agent at ALEX, Zurich**

Campbell Gray Hotels is currently developing a very special boutique hotel on the banks of Lake Zurich in Switzerland. "ALEX", a 44-bedroom property is due to open in Q2 2019 and will include an exceptional lakeside restaurant and terrace, bar, gym and spa space.

The Guest Service Agent will possess an excellent sense of guest service, style and an understanding of the expectations of the guests at ALEX as well as the knowledge of Zurich and Switzerland. Reporting to the Rooms Division Manager, he or she will be a steward of the Company philosophy and is ultimately charged with ensuring warm, welcoming stay to all guests, checking-in and out, explaining the accommodations and establishing method of payment; preparing and explaining the bill and responds to a wide variety of guest requests by accurately assessing the guest needs and requests, then adding personal recommendations and touches to achieve maximum customer satisfaction while complying with all Campbell Gray Hotels policies. The Guest Service Agent will provide the most exquisite service standards at all times, while also embracing a sense of fun and passion within the team.

Campbell Gray Hotels Ltd is an equal opportunity employer committed to hiring a diverse workforce and sustaining a truly inclusive culture based on integrity and accountability.

#### Requirements:

- Must be able to work all shifts including, AM's, PM's, weekends, and holidays;
- Excellent interpersonal and communication skills, both in person and by telephone.
- Must be fluent in English and German;
- Ability to learn multiple computer software and accurately input information into the systems;
- Ability to work cohesively with co-workers both within and outside of your department;
- Ability to prioritize, organize and follow up, with attention to detail;
- Previous hotel front desk experience is strongly preferred.

Interested and qualified candidates should send a detailed and updated copy of their Curriculum Vitae to [oliviergerber@alexlakezurich.com](mailto:oliviergerber@alexlakezurich.com)

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