



SLOW CABINS[®]

POSITION: RESERVATIONS & GUEST EXPERIENCE INTERN

Slow Cabins develops and rents self-sufficient eco-design cabins in nature in secret locations close to major cities (< 2 hours travel time). The company helps stressed city dwellers and busy millennials unwind and return to the slow rhythms of nature.

We are looking for a talented intern with experience in and a passion for managing online reservations and guest contacts in the hospitality industry. He/she will strive to continuously improve the Slow Cabins experience, community and guest satisfaction.

More information on www.slowcabins.be



1 DESCRIPTION

We are seeking an enthusiastic and motivated individual to join our team as a Reservations and Guest Experience Intern. The successful candidate will assist our team in providing exceptional customer service by ensuring guest reservations are handled efficiently and effectively, while also contributing to the overall guest experience.

Key Responsibilities:

- Assist in managing reservations and bookings for guests, including communicating with guests through various channels (phone, email, online platforms) and maintaining accurate reservation records
- Provide exceptional customer service by answering guest inquiries and providing recommendations for local attractions, restaurants, and other activities
- Assist in the check-in and check-out process, including managing guest requests and preferences
- Collaborate with other departments to ensure guest needs are met, including cleaning, technical maintenance, marketing and sales.
- Assist in managing guest complaints and feedback, working with management to ensure resolution and guest satisfaction
- Contribute to the overall success of the hotel by completing ad hoc tasks as needed

2 PROFILE

- Currently pursuing or recently completed a degree or diploma in Hospitality, Tourism, or a related field
- Strong communication and interpersonal skills, with a customer-service mindset
- Ability to multitask and manage multiple priorities in a fast-paced environment
- Attention to detail and ability to maintain accurate records
- Proficient in Microsoft Office and ability to learn new software quickly
- Prior experience in the hospitality industry is an asset
- Creative individual who can provide wow-moments to guests and come up with exciting guest experience projects
- Stress prone and able to multitask efficiently without losing focus
- A strong affinity with the Slow Cabins concept (cabins, nature, sustainability, slow living)

You are able to communicate fluently in Dutch, English and/or French. Additional languages are a plus.

3 GENERAL WORKING CONDITIONS

The chosen candidate will be part of the Slow Cabins “Hospitality” team and will report to the Chief Hospitality Officer.

The Slow Cabins HQ is located in Brecht, Antwerp. Hybrid working conditions are possible as you shall work from HQ and from home. You are also able to work from one of our cabins.

4 INTERESTED?

Send your CV and motivation letter to Alexander Gysbrechts via alexander@slowcabins.com. For more information, you may always contact us on +32 302 42 30.