

EVENTS & GUEST EXPERIENCE COORDINATOR



Helenekilde Badehotel – Part of Kolpin Hotels Group

Do you love creating memorable guest experiences, building lasting relationships, and working in one of Denmark's most beautiful seaside settings? Helenekilde Badehotel is looking for an organized and service-minded Events & Guest Experience Coordinator to join our growing Sales & Reservations team at Kolpin Hotels.

ABOUT THE ROLE

As our Events & Guest Experience Coordinator, you will be based at Helenekilde Badehotel in Tisvildeleje – our iconic seaside retreat – and act as the primary point of contact for all inbound group and event guests. From corporate clients and conferences to smaller in-house gatherings, you will ensure every detail is taken care of and every guest feels at home. You'll work closely with the **Sales & Reservations team at Kolpin Hotels' head office** while staying deeply connected to the daily guest experience at Helenekilde.

YOUR KEY RESPONSIBILITIES

- Deliver an exceptional level of service throughout the guest journey
- Manage and monitor group, conference, and individual reservations to uphold our service standards
- Assist and advise guests with tailored recommendations
- Plan and execute meetings, events, and conferences seamlessly
- Use consultative sales techniques to convert inquiries into bookings



YOUR KEY RESPONSIBILITIES

- Identify and pursue new business opportunities to expand our guest base
- Build and maintain strong relationships with guests, corporate clients, and travel agents
- Collaborate with the Sales team on shared sales efforts and lead generation
- Representing the hotel at industry events, site inspections, and trade fairs
- Coordinate with internal departments to ensure smooth operations and exceptional service

ABOUT THE TEAM

You will be part of the Management team at Helenekilde Badehotel, working alongside four passionate hospitality professionals dedicated to building a culture of teamwork, commitment, and ambition. At the same time, you will be an integral part of our Sales & Reservations team at Kolpin Hotels, which includes six fantastic colleagues reporting directly to our Reservations & Events Manager. This team is an essential part of our Commercial Department, made up of 14 talented individuals working in sales, marketing, revenue, and guest relations.

We're ambitious and hard-working — but also informal, collaborative, and fun. We take pride in striving to be the best place to work in hospitality.

WHAT YOU BRING

- Excellent communication skills in both Danish and English (written and spoken)
- A customer-focused mindset with a flair for sales and negotiation
- A structured and detail-oriented approach
- Experience in hospitality, reservations, or event planning is a plus
- Confidence in using CRM systems, Microsoft Office, and ideally hotel systems
- A positive, humble, and proactive attitude
- A strong sense of accountability and the ability to work independently
- A true team player who thrives in a fast-paced, ever-changing environment



WHAT WE OFFER

- A unique and versatile role combining guest contact and commercial coordination
- A passionate team with a balance of professionalism and personality
- A scenic and inspiring workplace by the sea at Helenekilde Badehotel
- Delicious staff meals, personal development opportunities, and a strong team culture across the Kolpin Hotels group

ABOUT KOLPIN HOTELS

Kolpin Hotels is driven by a passion for art, architecture, design, and delivering personalized high-quality guest experiences — all in a **high-end, low-key** manner. Our headquarters are located next to Hotel Sanders in Tordenskjoldsgade in the heart of Copenhagen. We are a diverse, international team servicing four beautiful properties: **Sanders, Helenekilde Badehotel**, Tisvildeleje Strandhotel, and our newest addition, **Roberta's Society** in Aarhus.

INTERESTED?

We'd love to hear from you!

Please send your CV and a short application to job@helenekilde.com, marked Events & Guest Experience Coordinator. If you have any questions about the position, feel free to contact **Nina Hynne Sørensen** at ns@helenekilde.com

