

# EVENTS & GUEST EXPERIENCE COORDINATOR



*Helenekilde Badehotel – Part of Kolpin Hotels Group*

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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](mailto: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](mailto:ns@helenekilde.com)

