

RESERVATIONS SUPERVISOR, Team Lead

Join CORI Hornbæk Hotel and be part of the exceptional journey as our Reservation Supervisor

Nestled on the Copenhagen Riviera, CORI Hornbæk Hotel blends timeless design with heartfelt hospitality. We create a place to pause, play, and connect — with yourself, our guests, and each other.

At CORI, we deliver light-hearted luxury with soul, welcoming every guest with warmth, elegance, and sincerity. More than a getaway, it's an invitation to live a little more fully with each stay.

Do you thrive in a team that grows, succeeds, and supports each other, guided by integrity, respect, and a one-team mentality? Join us and help create something truly exceptional, together

About the role:

As our Reservation Supervisor, you will play a key role in leading the hotel's reservation operations for both individual and group bookings, working closely with the Events Team. You will ensure maximum occupancy, revenue growth, and exceptional guest experiences, while managing a motivated reservations team and coordinating seamlessly with all hotel departments. This role includes overseeing reservation staff, analysing booking trends, and implementing strategies to optimize revenue, efficiency, and guest loyalty.

Key duties and responsibilities will include:

- Oversee all bookings across channels, ensuring timely follow-up, accurate system entries, and high-quality guest interactions.
- Manage group reservations in collaboration with the Events department, including pricing, contracts, rooming lists, and invoicing.
- Maintain strong relationships with regular and VIP guests, delivering personalized and attentive service.
- Drive upselling and cross-selling to maximize revenue.
- Prepare reports and analyse booking trends to inform operational and revenue strategies.
- Collaborate with all hotel departments to ensure seamless guest experiences.
- Prepare reports, track trends, and lead Revenue Management in optimizing occupancy and revenue.
- Apply and uphold hotel procedures, standards, and sustainable practices.
- Stay updated on health, safety, security, hotel offerings, events, and local insights to enhance guest experiences.
- Promote the hotel's values, modern image, and reputation across all touchpoints, including social media.
- Support events planning and work closely with Revenue Management to optimize occupancy and pricing.

About you:

You are a passionate and dedicated reservations professional who takes pride in delivering seamless booking experiences while optimizing revenue and occupancy. You thrive in a collaborative environment, pay close attention to detail, and bring a proactive, guest-focused approach to every interaction. You excel at building strong relationships, managing group and individual bookings efficiently, and ensuring every reservation detail reflects CORI's signature sense of elegance and warmth.

Skills & Competencies

- Proven experience in a Reservations role with a strong focus on revenue optimization within luxury hospitality.
- Fluent in English and Danish; additional languages a plus.
- Strong analytical skills with experience in reporting and performance tracking.
- Sales-oriented with a focus on revenue optimization and guest satisfaction.
- Proficient with PMS, CRS, and other hotel systems, quick to adapt to new technologies.
- Team-oriented, with excellent communication and relationship-building skills.
- Detail-focused, organized, and flexible to manage multiple priorities.

About us

At CORI, we are creating a unique seaside destination where Scandinavian elegance meets

genuine hospitality. We believe in crafting unforgettable moments — for our guests, and for each other. Together, we make CORI a place where joy, connection, and effortless elegance come to life by the sea.

Delivering exceptional experiences begins with each of us. That is why training and development are an essential part of your journey when joining CORI. Through our internal academy, you'll take part in dedicated programs designed to support your growth, strengthen your skills, and give you the best foundation for your success.

The CORI family is really excited to hearing from you!