



BE PART OF OUR SUCCESS STORY

## JUNIOR HOTEL CONSULTANT

### WHO WE ARE

Combining 20 years of hospitality experience with the energy of a start-up, Serenata CRM turns big data into smart useable data. Serenata CRM is one of the leading providers of e-marketing and CRM solutions for the hospitality industry. By integrating guest information with various systems, our Serenata CRM Suite provides a comprehensive 360° view of the guest. Engage guests from the moment the booking is made, enhance their experience while on property, and inspire them to book another stay. With our Serenata CRM Suite your guest data, one of your hotel's most precious assets, is put to good use to engage guests before, during and after their stay, to fuel loyalty throughout the customer lifetime journey, and to acquire new "best" guests.

We are part of NextGuest Technologies, an integrated hospitality technology + digital marketing company comprised of HEBS Digital and Serenata CRM. Combining our cutting-edge technology with innovative strategy, design, and digital marketing expertise, we are closing the loop on the travel journey with the first fully-integrated guest engagement, acquisition, and marketing platform.

### WHAT WE OFFER

Serenata is looking for a talented, energetic, and driven **Junior Hotel Consultant (m/f)** who will join our international Customer Success team to support our customers and work on various project implementations. The ideal candidate will have a hands-on, customer-oriented mentality and has experience in the hospitality sector.

Flexible working hours, an agile work environment, quick decision making, and shared lunch breaks on our rooftop terrace are part of our unique corporate culture.

### YOUR PROFILE

- Experience in the hotel industry and ideally a degree in hospitality management, economics or business sciences
- Exceptional communication and presentation skills in English and German
- Positive attitude and resilience
- Ability to keep a cool head with multiple requests at the same time and shifting priorities
- Willingness to learn new systems and experiment with new approaches
- Detail oriented and well-structured working method
- Being a team player
- General understanding of hotel backend tools eg PMS or IBE and HTML is a plus

## YOUR JOB

- Installation and configuration of projects for new and existing customers
- Online user trainings for customers
- Ongoing consulting to ensure full potential of product is used by our customers
- Handling incoming customer inquiries via email and phone
- Supporting Account Management and Project Management to create a long-lasting relationship with our international customers

If you are looking for a new challenge in an innovative, international company, where you will have the opportunity to shape and influence the business with the results of your work, where you will be surrounded by an engaged and fun team, Serenata is your next stop! Do not hesitate to send us your application including cover letter and CV.

*Give us a call at +49 89 92 90 03-0 or send your application via email to [career@serenata.com](mailto:career@serenata.com).*

*Serenata IntraWare GmbH | Neumarkter Str. 18 | 81673 Munich | Germany*