

HOTEL MONASTÈRE

FRONT OFFICE SUPERVISOR | FULLTIME

Are you a champion in hospitality? Do you want to take the extra step to create a perfect stay for every guest? Are you a "people person" and would you like to be an addition to a great team and company? Then the position of **Front Office Supervisor** is suitable for you!

As Front Office Supervisor you are responsible for the entire Front Office department and you give guidance to all employees working in this department together with the Hotel Operations Manager. Supervising, training and coaching of the employees is one of your passions. You can make growth and development possible. In this position you report directly to the Hotel Operations Manager. Among other things, you take care of supervising employees who work during day and night shifts, guest service, supervision on safety, key management and night audit. In addition, you will also execute duties such as handling room reservations, check-in and check-out guests, giving information and picking up the phone. Solving problems, special requests and handling complaints are also one of your responsibilities. You will ensure that the employees work according to the SOP's of Hotel Monastère Maastricht and you will execute random checks. You are taking care of providing guidance, giving instructions and motivating the (new) employees during the shift. In addition, it is possible that you have to work a night shift if the night auditor is not present.

WHO ARE WE LOOKING FOR?

You are curious, assertive and creative. Creating loyalty and ensuring that our guests perceive the best experience are one of your attention points. You have gained several years of work experience in the Front Office (preferably managerial experience) in a similar hotel and you are looking for a new challenge. Our new colleague has at least a MBO diploma in the field of Hospitality and/or Front Office Management. You also have excellent verbal and written skills of the Dutch and English language.

WHAT DO WE OFFER?

In addition to an amazing workplace and market-based salary, **we offer**

- Discount in all hotels and restaurants of Vondel Hotels
- **Many nice extras: introduction with the hotels (free drinks), 3-course dinner with the first contract renewal**
- Collective health insurance and a pension scheme
- Travel expenses fee (>10 km)
- Internal growth opportunities

HOTEL MONASTÈRE

- Internal and external training opportunities
- An awesome workplace surrounded by art
- A uniform designed by Claes Iversen

Moreover, we celebrate

- Your birthday!
- Employment from 2,5 years
- Every year an employee award per hotel

MORE INFORMATION ABOUT YOUR WORKPLACE

Classic, stylish and trendy, that's what four-star boutique hotel Monastère Maastricht stands for. Housed in a monumental monastery with classic 14th-century elements, the hotel simply exudes Parisian chic. This four-star boutique hotel in the Boschstraat is situated in the very heart of the city. The hotel's interior design and 52 rooms feature characteristic historical elements that reflect the building's rich history. The hotel is straight-friendly, so we feel strongly about tolerance. LGBTI people, young and old, men and women, families and groups of friends. Everyone is welcome here. Hotel Monastère Maastricht inspires.

MAKE IT HAPPEN

Do you want to be part of a young and ambitious team? Then Hotel Monastère Maastricht is the perfect fit for **you!** Do not hesitate and apply. Send your CV and motivation letter to jobs@vondelhotels.com

