

HOTEL MERCIER

FRONT OFFICE MANAGER | FULLTIME

Are you the first contact point for the guests of Hotel Mercier? Are you only satisfied if your guests experience the best stay? Then this is the **perfect** place to use your social skills!

You are responsible for the entire Front Office department wherein hospitality is of great importance. You are the role model for your team and supervising, training and coaching of the employees is one of your passions. You make growth and development of the employees possible. You are responsible for determining the staffing and making schedules for your team. 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 check-in and check-out guests, giving information, picking up the phone and so on. You will ensure that your team works according to the SOP's of Vondel Hotels. You are taking care of your team by providing guidance, giving instructions and motivating the (new) employees and giving directions and instructions 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, creative and you know what hospitality entails. Creating loyalty and taking care of your guests is one of your most important focus points. You have a number of years of work experience in the Front Office (preferably at least one year of managerial experience) in a similar hotel and you are looking for a new challenge. In addition, you are at least in the possession of an MBO degree in Hospitality and/or Front Office Management. You manage the Dutch and English language in word and writing. Next to this, a second foreign language is an advantage.

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
- Collective health insurance and a pension scheme
- Collective fitness for all our colleagues
- Travel expenses fee (>10 km)
- Internal growth opportunities
- Internal and external training opportunities
- An awesome workplace surrounded by art
- A uniform designed by Claes Iversen

HOTEL MERCIER

Moreover, we celebrate

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

MORE INFORMATION ABOUT YOUR WORKPLACE

Classic, retro and elegant. Step inside Hotel Mercier and feel at home. History relives at the straight friendly hotel with 48 rooms. De authentic Berlage style is showed in the interior. Think of Art deco, robust wooden furniture with a touch of velvet and rich prints. The lobby is built in style of the old library and feels like a second home. The monumental building on the Rozenstraat 12 at a unique location at the Jordaan in Amsterdam is the place to be for sleeping, dining, working or meetup with locals. The philosophy of Helena Mercier, founder of 'Ons Huis' was to bring the neighbourhood together, learn from each other and enjoy time together. Hotel Mercier will capture this in our heart.

MAKE IT HAPPEN

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

