

HOTEL MERCIER

FRONT OFFICE SUPERVISOR | 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** position to unleash your leadership skills!

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. 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. In this position you report directly to the Hotel Operations Manager. 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?

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 or relevant work experience. You also have excellent verbal and written skills of the Dutch and English language. Next to this, a second foreign language is an advantage, but not a must.

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 MERCIER

- 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, 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

