

# VONDEL HOTELS

THE INSPIRING COLLECTION

## FRONT OFFICE SUPERVISOR

Are you the first contact point for the guests of our hotels? 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?

- Competitive salary matching with your knowledge and experience
- 40% discount on a stay at one of our hotels based on availability – Hello weekend trip to Amsterdam or Maastricht.
- 20% discount in our restaurants
- Get introduced to our hotels with free drinks
- Internal growth opportunities; this year 15 employees have grown into Vondel Hotels
- Collective health insurance and a pension scheme
- Travel expenses fee, if you live more than 10 km from work
- 3- course dinner for 2 persons with the first contract renewal
- We celebrate your birthday and employment from 2.5 years.
- Opportunities to develop yourself through internal and external training opportunities
- Every year we present an Employee of the Year award per hotel, so who knows this one will be on your closet next year.
- A workspace surrounded by art, history and travelers ;)

# VONDEL HOTELS

THE INSPIRING COLLECTION

- A uniform designed by Claes Iversen (provided you work in the hotels themselves, with the exception of kitchen and housekeeping)

## MAKE IT HAPPEN

Do you want to be part of a young and ambitious team? Then Vondel Hotels is the perfect fit **for you!** Do not hesitate and apply. Send your CV to [jobs@vondelhotels.com](mailto:jobs@vondelhotels.com).