

Front Office Trainee

Ready to get INKed? We are looking for you! INK Hotel Amsterdam is looking for an outgoing and enthusiastic Front Office Trainee. Creativity, proactive behavior and flexibility are your best qualities. Your resting face includes your best Hospitality Smile, as hospitality runs through your veins. You are the reason why guests choose to come back to continue their story at INK. Are you not afraid to make the first move, always ready to lend a hand and enjoy a multi-cultural working environment? Well, what are you waiting for? Start writing a new chapter in your own story together with us.

What will you be doing as a fellow 'Director of First Impressions' at the heart of our hotel?

Guest Experience

- Executing check in and check out for our guests
- Answering the telephone with your best Hospitality Smile
- Provide guests with information on the 'places to be' in Amsterdam
- Make sure all INK storywriters (our guests) leave the hotel with a 'WOW' experience

Administrative

- Working with our PMS (Opera), Resaweb, Hotellink
- Aiding your Senior INKies with the tasks on the checklist
- Actively recruiting guests for AccorHotel's loyalty program; Le Club AccorHotels
- Projects as assigned by your internship coach

Quality and Financial

- Upselling and cross selling additional services in the hotel
- Aiding your Senior INKies with the Cashier closure at the end of each shift
- Strong focus on targets regarding guest satisfaction

A little bit more about us

INK Hotel Amsterdam MGallery by Sofitel is a luxurious lifestyle hotel and owes its name to the rich history of the building. Back in the days the Dutch newspaper 'De Tijd' was situated in this building. Every detail in our hotel brings us back to that time. Because of that INK Hotel is the place 'Where stories are yet to be written'. Our restaurant PRESSROOM is the living room for our hotel guests and locals. Here we serve delicious dishes made by our INKredible kitchen staff and our bartenders create cocktails with their own personal touch.

Still reading? Of course you would like to know how it is to work at INK Hotel Amsterdam. First and most important, you will join a very close team where initiative is encouraged all the time. We all know each other and together we run the hotel. You will get the opportunity to join several workgroups to extend your responsibilities. We have three workgroups, Be Balanced: to develop a program for your colleagues on a fit & healthy lifestyle – ThINKables: to support colleagues in joy & sorrow and at last Planet 21: If you feel responsible for the planet, sustainability and diversity in our company.

What do you get from us?

Now on to the practical part of the internship. As a trainee you will receive several benefits. Think of:

- trainee allowance of €500 euros per month
- discount on Accor hotels within the Benelux and the UK, also for your friends and family!
- career opportunities within the Accor Group
- free Bootcamp!
- and the best benefit of all, you will be part of an INKredible team 😊

Tick the box!

Does your story matches our wishes? For this internship we are looking for a person who is:

- speaking Dutch fluently and your English is INKredible. Every other language is a nice extra!
- service oriented and you like organizing;
- available for at least 20 weeks or longer.

Sounds good?

Do you see yourself working at INK Hotel Amsterdam already? We are looking forward to receive you CV and motivation letter. You can send this by e-mail to Sabine and Linel via the e-mail address h1159-hr1@accor.com. Do you have a question? Feel free to send us an e-mail or give us a call via 020 627 5900!

