

Guest Experience Management Trainee

You are THE intern. The Prospect. The mini-INK. You are ready to be INK'ed. You have always done things a bit different. Yes... you know how to make coffee and serve it, but also know how to surprise your mentors and prove to them that you are THE intern. You are not afraid to make mistakes, you learn quickly and enjoy it. What are you waiting for...? Start writing a new chapter in your career with us!

During your internship you will work closely together with all departments within INK Hotel Amsterdam. Your main tasks as mini-INK will be:

Guest Experience:

- Answering all incoming email with guest requests; providing information about INK;
- Distributing incoming emails to correct departments, in order to have all questions and or requests answered within 24 hours;
- Following up on guest complaints in the handover, to make sure potential issues are resolved and our INK guests leave happy;
- Maintaining guest profiles up to date, making sure all necessary information is added in order to create guest recognition.

Quality:

- Analyzing all guest reviews on a daily basis; both internal and external reviews;
- Answering all reviews, both positive as negative;
- Attending the weekly Management Team meeting presenting a detailed review analysis;
- Creating and maintaining an action plan for all improvement points;
- Sharing Performance results with the entire team on a weekly basis;
- Attending departmental meetings to present departmental findings and motivate the team to achieve our targets.

Additional tasks:

- Assisting the Guest Relations team with welcoming VIP guests;
- Planning and ownership of our 'Guest of the Day';
- Project related to our Loyalty program, Le Club AccorHotels;
- Other projects as assigned by our Guest Experience Ambassador.

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 the building. Every detail in our hotel brings us back to that time. Therefore 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. 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
- The possibility to join one of our project groups (ThINKables, Be Balanced and Planet 21)
- 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:

- Looking for a management internship;
- Speaking Dutch fluently and your English is INKredible. Every other language is a nice extra!
- Good skills in communication, you are proactive and you like working in a team.
- 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. You can send you e-mail to Sabine and Linel via the e-mail address h1159-hr1@accor.com. Do you have a question for us? Feel free to send us an e-mail or give us a call via 020 627 5900!