

Guest Relations Trainee

You are THE intern with a great eye for detail, and the perfect guest experience is your number 1 priority. You make every guest feel welcome, and you are not afraid to make mistakes, you learn quickly and enjoy it. Can't you wait to start at INK Hotel... start writing your story.

The Script

As Guest Relations Trainee you are responsible for the perfect stay of the guest, and creating the perfect story at INK Hotel Amsterdam. With your hospitality talent you make every stay INKcredible.

You surprise our guests with the unexpected, and are curious about the stories of the guests. You prepare the arrivals of the VIP's, making daily reports, and you know all the ins and outs of the reservations system. As Guest Relations Trainee you have the perfect combination between administrative tasks, and guest contact.

During your internship you will get to know all the ins- and outs of our Front of House department and from pre-arrival and check in, to check out. You are the first contact person for all guests, who have questions, feedback or need recommendations for their stay in Amsterdam. You are a real upsell star, and you know how to sell different packages to different types of guest.

Your main tasks during your internship will be:

- Preparing the arrival of all VIP guests, and to do all VIP room preparations.
- To upsell and cross sell different packages.
- To welcome the VIP guests.

Additional tasks:

- Planning and ownership of our 'Guest of the Day'.
- Assisting the Front Office department.
- Project related to our Loyalty program, Le Club AccorHotels.

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 INKcredible 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 INKcredible 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 INKcredible. 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!

