

Reservations Management Trainee

INK Hotel Amsterdam

You are ready to be INK'ed. You have always done things a bit different and you are not afraid to make mistakes. You learn things quickly and enjoy it. Does this sound like you? What are you waiting for...? Start writing a new chapter in your career with us!

The Script

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

- Handling telephone calls, as well as emails with reference to existing individual bookings in INK both on internal as well as external booking channels
- Upselling guests to a higher room category as per their personal wishes for their stay
- Cross selling to other outlets within the hotel, such as the PRESSROOM restaurant and bar
- Checking daily arrival lists to make sure all individual reservations are in PMS
- Completing a daily checklist with several administrative duties, such as:
 - Invoicing no shows
 - Checking Travel Agency as well as OLTA commissions
 - Check all incoming reservations for validity and invoicing purposes
- Coordinate team meetings with both Reservations, as well as Rooms Division teams

Besides the tasks as explained above you will be occupied with various projects regarding new processes and innovations for the department. We are looking for an outgoing and enthusiastic Reservations Management trainee, who is able to help us in translating our INK story to our guests. Creativity, proactive behavior and accuracy are your best qualities. Your resting face includes your best Hospitality Smile, as hospitality runs through your veins, you even smile on the phone. You are the reason why guests choose to come book a story at INK.

A little bit more about is

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
- 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!
- 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. 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!