

Team Leader Front Office | INK Hotel Amsterdam – MGallery

Does your heart start racing at the idea of meeting people from all around the world and providing them with an INK.redible experience that makes them want to come back for more? Are you a multi tasker that loves solving problems and making sure everything is the way it should be. Do you love to develop, coach and motivate your team?.... then we are looking for you to be our Team Leader Front Office.

THE SCRIPT

As Team Leader Front Office you are responsible for the quality of the Front Desk and developing, motivating and coaching your Team Members. You communicate all necessary information to all relevant parties to ensure everything is running as smooth as possible. You check to make sure our regular guests are welcomed back and their favorite things are ready and waiting for them. You manage our loyalty program and work closely with our commercial team that all of our booking channels are accurate and the information is coming through correctly. You do not mind rolling up your sleeves in order to ensure that the highest standards of customer service are delivered throughout the hotel.

Your main responsibilities are:

- Coaching, motivating, training and developing your team
- Scheduling according to business needs
- Communicating necessary information to all relevant parties
- Taking care of guest issues
- Performing security checks throughout the hotel
- Managing our loyalty program

ABOUT INK HOTEL

INK Hotel Amsterdam is a luxury lifestyle hotel that owes its name to the rich history of the building in which, as former home of Dutch newspaper 'De Tijd', stories were conceived, written and brought to life in ink. This rich history comes to live in every single detail in our 149 rooms, 2 meeting rooms and restaurant & cocktail bar PRESSROOM. INK Hotel is part of the MGallery Hotel Collection, a premium brand of the Accor Group.

TICK THE BOX!

For this position, we are looking for someone with great leadership skills and eye for detail.

Besides that, you:

- Have a Hospitality degree from a reputable organization
- At least three years experience at the Front Desk in a comparable establishment
- At least two years of leadership experience
- Experience with Opera or similar Hotel Operating Systems
- Excellent communication skills in English and Dutch, other languages are preferred

WHAT DO YOU GET FROM US?

Besides a competitive salary in accordance with the guidelines of the collective labour agreement for the Horeca, INK Hotel Amsterdam finds a personal touch and growth very important. We reflect on personal events and we offer an extensive training program in which you can develop yourself even more. Besides 25 vacation days, a travel allowance and the possibility to participate in our cycling plan, we offer all our employees a bonus agreement. Besides that you will receive a discount card which you may use in other hotels of Accor.

SOUNDS GOOD?

Do you see yourself working at INK? We are looking forward to receive your CV and motivation letter. You can e-mail this to Takka Bartels in our Talent & Culture department via h1159-HR@accor.com. Do you have a question? Feel free to drop us an e-mail or give us a call on +31 20 5551 704.