

Front Office Manager - Room Mate Bruno



Locatie

Zuid-Holland, Rotterdam

<https://www.advertentieX.nl/x-1044026-z>



"ROOM MATE HOTELS (www.room-matehotels.com) is a Spanish hotel chain founded in June 2001 whose philosophy is to consider that the best way to travel is visiting friends in each city; friends whose lifestyle we share and that transmit their knowledge and experiences of the city taking us by the hand through it.

The Room Mate hotels with around 1,500 rooms available acquire the characteristics of a true host, and their customers are more than guests, roommates (Room Mate). They are seen as 'homes' that open their doors to travelers who come to the city looking for comfort, warmth and welcoming spirit offered by its great human and professional team to the guests.

Room Mate, with hotels in Madrid, Barcelona, Malaga, Milan, Florence, Granada, Salamanca, New York, Miami, Mexico City, Istanbul, Amsterdam, offers trendy design, always privileged location in the city center, breakfast until 12.00 h and always Wi-Fi. It is for those customers who care to look after their money and want an affordable luxury.

At Room Mate Hotels we value respect for ourselves and for all those around us. We practice transparency and honesty with our customers, employees, suppliers and shareholders. We promote equal opportunities, non-discrimination and diversity of people, ideas and cultures. We continually innovate our products to meet the expectations of all who visit us, but above all, we maintain a close and friendly work environment where our employees, while working, have fun and where our customers feel at

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What will you do with us?

Organize the front office operations accordingly to Room Mate policy and standards
Be part of the management team and participate in Management Team Meetings
Be Manager on duty during some weekends
Prepare the departmental budget together with Hotel director
Looks proactively for new business and way to increase the company turn over
Make and supervise schedule
Makes sure all financial transactions are processed correctly and accordingly to company procedure
Supervise and work together with the staff,
Assist in the recruitment of the front of the house staff
Welcome VIP guests
Maintain supervision and act quickly on demands of the guest
Handle guest comments and complaints
Check guest's satisfaction during the stay and upon check out
Motivate sales lead when corporate guests are checking in
Ensure a correct and fluid communication between housekeeping and front office
Develops plans in order to improve the occupancy, ADR and consequently the RevPar
Ensure a correct productivity and staffing in the front of the house based on occupancy and picks moment.
Assist the sales manager in looking for new business specifically in the British market
Responsible of data integration policy
Responsible of processing invoices of the department via SAP

Job Requirements

What am I actually looking for?

I need you to be a truly Roomie, this means to be fun and brave, to be committed with your colleagues and feel passion about your job
Bachelor's degree in Hotel Management, achieved in an international environment or equivalent
Excellent level of English. Spanish and/or Dutch is a plus
Representative
Considerable (Front Office and/or Guest relation) management experience
Knowledge of the Dutch market is a Plus
Excellent guest service & communication skills

Passionate personality

Flexible

Proactive and taking own initiative

High Knowledge of Opera a must (able to give trainings), SAP a plus

Knowledge of Microsoft office package

The Challenge

The Front Office Manager is responsible for smooth operation and excellent service in the front office in order to provide a unique experience to our guests. This will be done through analysis and appropriate action and improvement planning while co working with the team.

He/she is responsible for all front office staff including hosts and reservations department.

He/she will be the driving force of the revenue management.

What do I offer?

For me, it is important that my Roomies are comfortable and enjoy working, besides, I always bet on stability, that is why I promise:

Discount in all Room Mate hotels around the world (so you can plan your next holiday to maybe Miami?)

A free gym (which means you can use ours)

Monthly staff activities

A fun and young team

Your just one click away from applying! Please apply with your cv and photograph and your motivation and who knows we will meet!