

Duty Manager Intern - Zoku Amsterdam



Locatie

Noord-Holland, Amsterdam

<https://www.advertentia.nl/x-1174452-z>

Zoku, which is Japanese for family, tribe or clan, facilitates global living and working for the traveling professional. Zoku is a new category in the hotel industry: a flexible home/office hybrid, also suitable for long stays, with the services of a hotel and the social buzz of a thriving neighbourhood. You can live, work, relax and socialize with like-minded people – while getting wired into the city.

Zoku still feels very much like the high-energy and ambitious entrepreneurial start-up from its early beginnings; yet, it also benefits from strong financial backing and a professional set-up to “make it big”. Zoku is created by a small team of highly enthusiastic and engaged individuals who bring on board bags of enthusiasm and gumption. It describes itself as “a sprawling family thanks to an amazing group of people who have supported the company over the last few years”.

After opening the first Zoku in Amsterdam in 2016, the team started the European expansion and has now several deals in the pipeline to open in 2021 and beyond.

Further information on Zoku can be found at www.livezoku.com, as well as by browsing its various social media platforms (e.g. Facebook, Instagram, Twitter and Youtube).

It is also noteworthy to mention that Zoku became B-corp certified in August 2018. On its website, under the ‘Green Zoku’ page you can find an overview of Zoku’s social and sustainable responsibilities as well as its impact vision, i.e. the ‘why’ as it pertains to how we believe we can make a difference

Job Description

TELL ME MORE

The Duty Manager intern is responsible for supporting, training and leading our team of Sidekicks (our on-call staff team) and ensuring the smooth running of the hotel. The social side of the team has the fun, but the course and bar is the ground to stand up with special occasions and ensuring the good all of which are responsible for creating effective schedules and supporting customers and team. We are not just a leisure venue, we provide our residents with the best service and experience we can. There are secrets the Duty Managers don't know about, they are the Jack-of-all-trades.

WHAT WILL YOU DO?

You lead and manage the overall running of the operation at Zoku Amsterdam. Be very hands on and actively support the Sidekicks on the floor to ensure every guests receives the



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Zoku experience

Take on the position of problem solver and nerve calmer, remedying any complicated guest issues or concerns

Be the go-to troubleshooter, helping solve any problems that may arise

Coordinate maintenance workers and step in when needed

Create trainings for and support our team of Sidekicks

Be the one responsible for the handling of safety and security procedures

Draft, communicate and update scheduling for the operational team

Manage stock and ordering for all operational supplies, including food and beverage, styling, office supplies

WHAT'S IN IT FOR YOU?

Internship allowance of € 500 per month

Full time (40 hours) internship placement at one of the 25 coolest hotels in the world

6 months internship minimum

10 holiday days (per 6 months)

Exciting on the job training opportunities

Lots of cool benefits

A cool comfy uniform – no more looking like a log

Job Requirements

WE LOVE PEOPLE WHO

Can keep a cool head and warm smile even during the busy/stress times

Bring good vibes, are friendly, approachable and empathic

Are able to connect and communicate with our residents and team of international Sidekicks

Have a can do and entrepreneurial spirit that's all about discovering new ideas and solutions

Are a multi-tasking pro, handling multiple tasks, projects and responsibilities all whilst having a smile on their face

Have international experience and/or explored guest relations or hotel management previously

MUST HAVES

You are a student looking for a life altering experience as an intern. You can be studying at either MBO+,

HBO/university or master degree level in the fields of Hospitality or Event Management

You are well acquainted with PMS and POS software

You are fluent in both written and spoken English, other languages are a plus

You are an European Union resident or have a valid working and living permit for The Netherlands

You are flexible, as you'll have no fixed working days/hours

You love to work, as we will need you full time

Does this sound like you? Feel free to apply directly through our website <https://livezoku.com/join-the-team/> . We will get back to you as soon as!