

General Manager HBH Arena - The Vincent Hotel Group



Locatie **Noord-Holland, Amsterdam**
<https://www.advertentiex.nl/x-1210021-z>

The Vincent Hotel Group's motto is "We create the experience behind our brands." This contains that we, together with our teams want to create unforgettable experiences for our guests and colleagues.

TVHG is an organisation which currently holds 11 hotels in its portfolio. The hotels all have a franchisecontract, with well-known hotelbrands; Holiday Inn, Holiday Inn Express and Hampton by Hilton. The TVHG office is located on the 8th floor of the Holiday Inn Express - Sloterdijk station.

Do you want to be part of a fresh and dynamic team, do you have the right setting, and do you want to be part of an organisation with full future perspective? Then send your motivation letter and resume to us via the application-button!

Job Description

At the Hampton by Hilton Amsterdam Arena Boulevard are we looking for a General Manager.

On 13th May 2013, the Hampton By Hilton Amsterdam Arena Boulevard opened with 254 rooms. The hotel has a gym, business centre and a meeting room. The warm Hampton breakfast buffet is always included. The hotel is very easy to reach; located opposite the train and metro station Bijlmer Arena. As a result, you are within Amsterdam central station, Schiphol Airport or Utrecht central station in just 20 minutes. In addition, the Ziggo Dome, AFAS Life and the Amsterdam Arena are within walking distance. This is how many national and international guests come. Growth is one of the possibilities; if the correct

behaviour is shown for this

By Hilton Hotels Gam Amara Boulevard belongs to our portfolio of five different Hotel Groups. This new umbrella organization that includes all of 11 hotels will lead off as Spring Office.

We currently have a position available as a General Manager. This challenging position has overall responsibility for managing the operations of the hotel to maximize profitability, ensure superior service and product quality, and drive brand and value initiatives; hotel performance, and the development of people.

Key tasks and responsibilities



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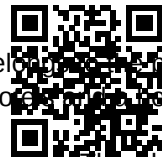
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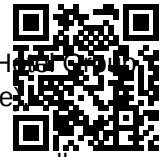
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Manages day-to-day operations and assignments of the hotel
Meets or exceeds targets/metrics such as Gross Operating Profit (GOP) and flow through, Revenue Growth Index (RGI) and Revenue Per Available Room (RevPar)
Analyses staff productivity and implements adjustments to staffing, performance targets and resources in order to maximize results
Works closely with Revenue Management and Sales & Marketing to analyze data and performance to identify key revenue drivers, anticipate opportunities/threats in the market and to effect timely changes to the business
Understands the competitive set and strengths of Hampton by Hilton Amsterdam Arena Boulevard unique selling points for a distinctive offering
Drives the performance of financial and operational plans/budgets in addition to sales and marketing plans for the hotel which support the overall objectives of the corporation;
Develops and implements mid-term and long-term plans based on insights pertaining to the competitor set and the business environment
Generates and executes the Capital Expenditure Plans (CAPEX) for capital improvements to enhance the assets of the company and brand loyalty
Engages owner and Operations leadership to ensure best decisions are made on development and implementation of CAPEX strategy
Employee-oriented responsibilities:

Attracts and hires people with the right attributes to bring the Hamptonality to life and continues to grow the team and talent pipeline for succession planning.
Inspires the team by living the brand, embracing brand standards, and encouraging them to do the same.
Develops and oversees delivery of programs that drive improvements in team member engagement and are aligned with the hotel's brand service behaviours.
Drives high team performance by establishing clear performance goals and expectations and being actively involved in direct reports' performance and development through direct feedback, coaching and training.
Ensures the team is properly trained and provided the tools and equipment needed.
Leads regular communication meetings to ensure the team is fully aware of the progress towards goals, and the latest in product, process and policies in addition to compliance requirements.
Meets regularly with owner and support team to review hotel performance, inform/influence regarding brand and IHG plans and collaborate on initiatives that drive brand performance and return investment to the owner.
Guest experiences:

Be the Brand Manager and role models the Hampton by Hilton brand behaviours.

Achieves and maintains Salt scores.
Ensures guest complaints are resolved appropriately and that appropriate service recovery/problem resolution process is in place.
Adheres to brand standards and ensures that product quality standards are met.
Interacts daily with guests to solicit feedback, builds relationships and brings the brand to life.

Job Requirements

Who are we looking for?

You ensure a safe and secure environment by manages risk exposure to guests, colleagues, assets, etc. through developing a team that is fully trained on risk procedures/policies and fully compliant.
You achieve satisfactory results on internal audits and brand compliance
You achieve established Workers Compensation and safety compliance goals.
You develop and maintains rapport with key community contacts to ensure a visible presence in the local community.
You serve as the primary public relations representative to optimize awareness of hotel and brand in local community.
Job requirements:

Bachelor's degree in Hotel Administration, Business Administration or equivalent, plus two to five years of executive committee management experience in a high-level operations role or some prior general management experience, or an equivalent combination of education and experience
Savvy in Information Technology
Experienced in labour relations
Must speak and write fluent English and Dutch, other language preferred
Other:

Communication skills are utilised a significant amount of time when interacting with others; demonstrated ability to interact with guests, employees and third parties that reflects positively on the hotel, the brand and the Company.
Reading and writing abilities are utilised often when completing paperwork and management reports, interpreting results, giving and receiving instructions, and training.
Mathematical skills, including basic maths, budgeting, profit/loss concepts, percentages, and variances are utilised frequently.
Problem solving, reasoning, motivating, organisational and training abilities are used often.

May be required to work nights, weekends, and/or holidays.
Ability to travel to attend workshops, conferences, etc.
What do we offer?

A young and dynamic working environment in the entertainment area of Amsterdam
Opportunities for advancement
Market-rated salary
The opportunity to work for two high international brands with more than 5000 hotels globally
Room for own initiatives
Employee Room Benefit Programme (Hilton)
Corporate health insurance benefits
We love to celebrate the teamwork and successes (Christmas parties, individual and other celebrations)
Room for personal growth and (cross)-