

# Hotel Manager HLEX Utrecht - The Vincent Hotel Group



Locatie **Utrecht, Utrecht**  
<https://www.advertentieX.nl/x-1210022-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 or guests and colleagues.

TVHG is an organisation wich 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 orgasation with full future perspective? Then send your motivation letter and resume to us via the application-button!

## Job Description

At the Holiday Inn Express Utrecht - Papendorp are we looking for a Hotel or General Manager.

At Intercontinental Hotels Group, we own, operate and franchise more than 3500 hotels, offering half a million guest rooms in at least 100 countries. By bringing your expertise and passion to any one of our brands, you will help us achieve our vision: to be the most preferred, admired and successful hotel company the world over.

We currently have a position available as a Hotel or General Manager. This challenging position has

overall responsibility for managing the operations of the hotel to maximize profitability, ensure superior service, and produce high quality guest experiences. The Hotel Manager will be responsible for the day-to-day operations of the hotel, including managing the hotel's budget, ensuring the hotel's compliance with all applicable laws and regulations, and ensuring the hotel's reputation is maintained.

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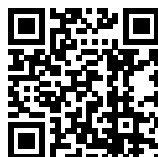
Manages day-to-day operations and assignments of the hotel  
 Meets or exceeds targets/metrics such as Gross Operating Profit (GOP) and flow through, Revenue Growth Index (RGI) and Revenue Per Available Room (RevPar)  
 Analyses staff productivity and implements adjustments to staffing, performance targets and resources in order to maximize results



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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 Holiday Inn Express Utrecht - Papendorp 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 Holiday Inn Express brand 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 Holiday Inn Express brand behaviours.

Achieves and maintains Heartbeat metrics.

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.

Demonstrates Brand hearted leadership by putting the brand at the centre of all business decisions.

Interacts daily with guests to solicit feedback, builds relationships and brings the brand to life.

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## 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 promote and drives engagement in Green Engage and IHG Academy.

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.

Who are we?

On the 4th of August 2012, the hotel Holiday Inn Express Utrecht - Papendorp opened its 118 hotel

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rooms for the world. The hotel has the Great Room, where guests can enjoy breakfast, dinner and entertainment. The business centre has all the necessities for business guests. In addition, the hotel has two modern meeting rooms, so that business guests are well catered for here. The hotel is located next to the A2 & A12 and only 10 minutes away from the Jaarbeurs, Central Station and the largest indoor shopping centre in the Netherlands, Hoog Catharijne. It's ideal that parking is free. With the right attitude, growth within our hotels is in everyone's reach.

The hotel Holiday Inn Express Utrecht - Papendorp belongs to the portfolio of The Vincent Hotel Group. This is the umbrella organisation that has a total of 11 hotels and a head office (Support Office).

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 (IHG)

Corporate health insurance benefits

We love to celebrate the teamwork and successes (Christmas parties, individual and other celebrations)

Room for personal growth and (cross)-