

Hotel Manager - The Student Hotel Amsterdam City



Locatie

Noord-Holland, Amsterdam

<https://www.advertentieX.nl/x-1241045-z>



The Student Hotel is where people come to have the time of their lives. We're rethinking what it means to be a design hotel for a new generation, creating boundary-blurring spaces for creatives, entrepreneurs and anyone in between. We move fast, but we put our heart into it every step of the way. TSH is a lot of things, but mostly it's a bunch of incredibly fun, quirky and ambitious people with a whole lot of fresh ideas — and we think you'll fit right in. Let's see what TSH can mean for you.

You'll find a special kind of vibe at TSH. We're game changers on a mission — to create incredible spaces that inspire people physically and mentally, so they can discover their purpose and go change the world.

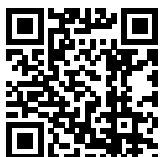
Working at The Student Hotel means getting an amazing chance to discover your purpose and change the world. We care about our people, and constantly give them chances to grow. As our heroes' stories show, there are loads of opportunities to move up — especially because we're growing so fast.

We also care a lot about our planet, we have strived to make 10% of our business socially relevant in everything we do. To inspire ourselves and our partners we have introduced the 10% ambition; a clear goal to do things better and generate more positive impact. . Of course we're also hard at work reducing our impact on climate change by designing all of our buildings to be energy efficient and sustainable, but also by making small changes — for example, we recently removed all plastic straws from our locations.

Yes, we've got huge ambitions, but we believe in them like nothing else. Are you ready to be part of our connected community?

As a Hotel Manager, you should not only be able to achieve the highest quality and great financial results, but also be able to lead your team towards these goals. You are an enthusiastic leader, who helps out and direct the teams to build, maintain and develop a vibrant community. To do so, you are commercially driven and able to implement new ideas.

At the same time down to earth managing a PoL and ensuring processes and efficiency are part of the daily routine. You are driven to support and challenge the brand propositions through sharing best



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practice revenue generation, profit conversion, guest satisfaction and team member retention.

In case you don't know who we are:

Our unique model offers long stay (student and co-living) and short stay (hotel) options for our guests, together with market leading co-working spaces and epic facilities. We believe in creating a fun, creative and inspiring environment where everyone can live, work, play and grow. We activate this community to encourage connections and help each other grow. We achieve this by offering award winning communal spaces with a wow-factor combined with our exceptional international team of lively, smart and motivated people that embrace the student spirit and bring it to life every day.

Job Requirements

What You'll Do

You'll be responsible for these 5 different - but equally important - corner stones of the hotel:

Operations

Running a complex hotel smoothly by guiding and shaping standard operating procedures

Checking and monitoring hotel security, follow up on our house rules and policies

Making sure all spaces in the hotel look neat and tidy at all times

Managing high volume operations including F&B, M&E and Co-working facilities in quality, service and results

Carry out a CSR strategy in alignment with company strategy

Community

Connecting with the TSH community and serve as an internal and external networker

Identifying opportunities to create memorable guest experiences and involve the right teams

Managing local partnership and our TSH Connector in our Amsterdam location

Financial

Identify and act upon opportunities to achieve maximum revenue in collaboration with the local revenue and sales team

Managing forecast and cost actively and deliver positive results on P&L

Weekly sales and monthly profit monitoring to identify and manage areas of opportunity and risk

People Management

Leading by example: we love our team members, make them feel special and engaged!

Responsible for active talent search, interviewing, hiring, training and coaching TSH assistant manager

and team members
Preparing work schedules and manage FTE level according to annual budget
Quality & Improvement

Handling, reporting and redirecting all kinds of guest or team member questions, remarks and complaints as well as technical issues to maintain / increase quality
Analyzing quality check results and identify opportunities to improve guest satisfaction
Ensuring security and emergency procedures are in place as required by company policy and/or federal and state regulations

Who You Are

You have a Bachelor or Master Degree (Hospitality and/or Management studies)
You have at least 4 years of management experience (preferably some years in a hotel environment)
You are all about solutions and connecting the right people
You are courteous, professional and ready with a smile for team members, guests and random strangers alike.
You deal with stressful situations in a stress-free manor and bring calm and a sense of 'I've got this' to every situation.
You're a team player and work hard to inspire and guide your team members to excellence.
You have exceptional English and Dutch communication skills, all other languages very welcome!
A Dutch work permit is required

What We Offer

The opportunity to work at a dynamic, multi-national company. Not just another hotel, we're a game changing innovator, challenging every convention and defining the future.
The chance to learn and grow in your role, with the potential for future growth
Awesome discounts in all our properties in Europe, for you and your friends and family!
A wonderful workplace to call home, events, fun colleagues, and all the amazing salary/benefits stuff
We want you to be you. No uniform, tattoos are cool, your hairstyle is yours, not ours. Basically, we don't want to change who you are because we think the best hospitality comes from people who can be themselves and show customers their personality. Our team is diverse, representing more than one nationality, gender, age, sexual orientation, religion, culture and personality type. That's what makes our team so.