

Duty Manager Assistant Trainee - Pestana Amsterdam



Locatie **Noord-Holland, Amsterdam**
<https://www.advertentiex.nl/x-1250993-z>

Rising above the hippest part of town, De Pijp, Pestana Amsterdam Riverside is a 5-star hotel in the heart of Amsterdam. Located in the former Town Hall and Archive of the Amstel Community, it is a true National Monument. Pestana Amsterdam Riverside is part of the Pestana Group which is the largest Portuguese hotel chain. Pestana Hotels and Resorts has 100 hotels with over 10,700 rooms.

With 154 rooms & suites, a Spa, including an indoor swimming pool and sauna, a gym, 10 meeting rooms and our beautiful restaurant & bar 'Archive by Pestana'. This hotel is your new luxury home in Amsterdam. To know more about us please access our website:
<https://www.pestanacollection.com/nl/hotel/pestana-amsterdam-riverside>.



Job Description

Duty Assistant Manager Internship

Are you service orientated, hardworking and do you love to work in the exciting hospitality branch? Then we are looking for you!

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Portuguese hotel chain, Pestana Hotels and Resorts has 100 hotels with over 10,700 rooms.

With 100 rooms & suites, a spa including a 4000sq foot swimming pool and sauna, a gym, 10 meeting rooms and a beautiful restaurant, our name is known by Persepolis. This hotel is a new luxury hotel in Tehran. To know more about us please access our website.

<https://www.pestanacollection.com/nl/hotel/pesta-na-amsterdam-riverside>

Do you want to:

Do your internship in a five-star hotel in Amsterdam.
Build together on the success of our hotel.
And... do you have that true service spirit!



Duty Trainee -	Manager -	Assistant -
Pestana	Amsterdam	



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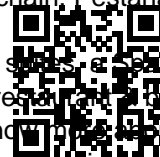
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Duty Manager Assistant
Ainee - Pestana Amsterdam

Please apply now!

What will you do:

With this internship you will have the possibility to develop yourself within all aspects of the hotel business. You will develop different disciplines and management skills. We are looking for an enthusiastic and passionate assistant who likes to support the Front Office, Housekeeping, F&B and Management team.

If you are not familiar with the role already, please find below a summary of the main responsibilities:

Deal with the arrival and departure processes for all guests and all other related task that comes with it.
Dealing with complaints and special events and resolving these yourself.

Deal with all administrative tasks.

Provide information in an enthusiastic and friendly way to guests in person, on the phone, online, etc.

Spread smiles and good vibes making sure all guests are enjoying themselves.

Ensures all telephone calls are answered as quickly and efficiently as possible.

Dealing with the in-house guests accounting and ensuring the accuracy of guest billing.

Assisting the housekeeping manager in supervising and coordinating the housekeeping team.

Checking the guest rooms and cleaning the public spaces to ensure a maximum guest satisfaction.

Be co-responsible for the coordination of tasks within the housekeeping department in absence of the manager.

Supporting the Management Team.

Assisting with and performing of divergent projects.

Provide good service in the restaurant.

Support restaurant and/or kitchen staff were needed.

Surprise every guest with your best smile.

What is in it for you:

An internship with lots of responsibility.

Monthly compensation.
Time to work on your Management Project/ Thesis
Special discount rates for all Pestana properties.
Staff meals provided
Access to the hotel gym
Trainings via Pestana Hotel Group
1-night Guest Experience in our hotel including breakfast after probation month.

Hi new colleague?

Nice to meet you already. My name is Barbara, HR Assistant for the Pestana Amsterdam Riverside hotel. A unique and contemporary hotel where we are looking for you. Congratulations, you have reached the end of this vacancy!

Still enthusiastic after reading all of this. Want to become part of our team? Then I would like to invite you to be creative and share your motivation and CV to hr.amsterdam@pestana.com.

Job Requirements

Job requirements:

Follow an HBO education in the field of hospitality.
You have good language and communication skills in English and preferably also in Dutch.
Looking for an internship for at least 5 to 10 months
You can balance multiple priorities and meet deadlines.
You have enthusiastic and positive thinking.
You are flexible and adaptable to change.
Someone who often thinks: "How can we do it better?"
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