

Operations Manager - Staybridge Suites The Hague-Parliament



Locatie

Zuid-Holland, The Hague

<https://www.advertentieX.nl/x-1275610-z>

Who we are

At Staybridge Suites, we're at the heart of a movement. We exist to help guests conquer the rat race and live the life they believe in, even while on the road. A traditional hotel doesn't always cut it, and we know that when traveling for days, weeks or even months at a time, it's the little (and big) things you can't fit into a suitcase that truly matter.

Since 1997, it's been our simple mission to provide guests something different. Distinct. More space and a greater sense of community that breaks down the walls of monotonous, restrictive travel...to help you feel unconfined...and experience a Break from the Travel Norm.

The Venue

Staybridge Suites The Hague – Parliament is located in the heart of The Hague and offers 101 comfortable suites with fully equipped kitchen including hot breakfast buffet and Wi-Fi throughout. The Living Room gives guests the opportunity to settle-in and unwind, the Den is available for meetings. Guest can stock up their groceries from the Pantry, which is open 24 hours. Furthermore a fitness & laundry room and onsite parking are available. From Monday until Wednesday an Evening Social is held where guests are able to relax with drinks and snacks and have the chance to meet their neighbours and the team.

Job Description

Looking for 'The Cheerful Champion'

The Staybridge and Suites brand personality is Staybridge Suites has created a unique stay for guests. The use of warm, welcoming and the opportunity to embrace the local culture of the destination and the personal touches that enhance the guest's stay and make it a truly memorable experience and interaction. We are cheerful and positive — Inspiring our guest to break from the travel norm and unlock the potential of their stay.

The Cheerful Champion is naturally and authentically caring and big hearted, always warm, welcoming and sincere but not forced — making our persona and brand voice something uniquely different.

What's the job?

 <p>Operations Manager - Staybridge Suites The Hague-Parliament</p> <p>https://www.advertentieX.nl/x-1275610-z</p>	 <p>Operations Manager - Staybridge Suites The Hague-Parliament</p> <p>https://www.advertentieX.nl/x-1275610-z</p>	 <p>Operations Manager - Staybridge Suites The Hague-Parliament</p> <p>https://www.advertentieX.nl/x-1275610-z</p>	 <p>Operations Manager - Staybridge Suites The Hague-Parliament</p> <p>https://www.advertentieX.nl/x-1275610-z</p>	 <p>Operations Manager - Staybridge Suites The Hague-Parliament</p> <p>https://www.advertentieX.nl/x-1275610-z</p>	 <p>Operations Manager - Staybridge Suites The Hague-Parliament</p> <p>https://www.advertentieX.nl/x-1275610-z</p>	 <p>Operations Manager - Staybridge Suites The Hague-Parliament</p> <p>https://www.advertentieX.nl/x-1275610-z</p>	 <p>Operations Manager - Staybridge Suites The Hague-Parliament</p> <p>https://www.advertentieX.nl/x-1275610-z</p>	 <p>Operations Manager - Staybridge Suites The Hague-Parliament</p> <p>https://www.advertentieX.nl/x-1275610-z</p>	 <p>Operations Manager - Staybridge Suites The Hague-Parliament</p> <p>https://www.advertentieX.nl/x-1275610-z</p>
--	---	---	---	--	---	---	---	---	---

The moment a guest steps into Staybridge Suites The Hague – Parliament they walk into a genuinely memorable experience. As Operations Manager you'll deliver this through managing all aspects of the day-to-day operation. You'll also create the warm atmosphere that makes our guests feel at home.

You'll keep our hotel running smoothly, make sure everything is working well and all our guests are safe and comfortable. You'll maximise financial returns, driving development of people, creating and maintaining a memorable guest experience, executing brand standards and building awareness of hotel and brand in the local community. You may act as the General Manager in her absence.

Your day-to-day

Guest Experience

Ensure the team delivers a great service, professional attention and personal recognition.

Ensure guests are greeted at any time and make time to engage with guests. Respond appropriately to guest complaints, solicit feedback and build relationships to drive continuous improvement in guest satisfaction.

Be a Brand Manager and inspire the team by living the brand.

Communicate all pertinent information, requirement and special needs for arriving VIP's, groups and other key guests.

Conduct routine inspections of front and back of house and take immediate actions to correct any deficiencies.

People

Manage day-to-day staffing needs, plan and assign work and establish performance and development goals for team members. Provide mentoring, coaching and regular feedback to improve team member performance.

Drive a great working environment for the team to thrive – connect departments to create sense of one team.

Educate and train team members in compliance with local laws and safety regulations.

Ensure the team are properly trained on systems, security, service, quality and brand standards.

Ensure staff has the tools and equipment to carry out job duties.

Financial

Help prepare annual departmental operating budget and financial plans. Monitor budget and control labour costs and expenses with a focus on rate strategy, building initiatives and inventory management.

Oversee night audit function and preparation of daily financial reports.
Manage incoming (group) reservation enquiries and secure business in line with agreed strategies, booking policies and procedures.
Responsible business

Check billing instructions and guest credit for compliance with hotel credit policy and ensure all transactions are handled in a secure manner.
May serve as a central communication point during emergency/crisis situations; develop and maintain relationships with local fire, police and emergency personnel.
May serve as Manager on Duty or assist with other duties as assigned.

Job Requirements

What we need from you

3 years' front office/guest service/hotel experience with at least two years in a supervisory capacity or an equivalent combination of education and experience
Previous extended stay experience preferred
Must speak and write fluent Dutch and English. Other languages are a plus.
Make it happen mentality, all is possible
Cheerful, pro-active and positive attitude
Socially and digitally connected
Opera experience preferred
May be required to work nights, weekends and/or holidays.
In return for your hard work, you can look forward to a competitive salary including:

Travel allowance
Employee rate including F&B discount at IHG Hotels worldwide
Learning and development opportunities
Recognition
Work in a brandnew hotel
Your career will be as unique as you are, we'll give you all the tailored support you need to make a great start, be involved and grow. And because the Staybridge Suites brand belongs to the IHG family of brands, you'll also benefit from all of the opportunities that come from being part of a successful, global hospitality company with over 5000 hotels in over 100 countries around the world. Good to know,

Staybridge Suites The Hague - Parliament is owned by Borealis Hotel Group and managed by Interstate Hotels & Resorts.

So whoever you are, whatever you love doing, bring your passion to Staybridge Suites and we'll make sure you'll have room to be yourself. Please get in touch with General Manager Floor Hilhorst via the apply button below and tell or show how you could bring your unique mix of skills to Staybridge Suites The Hague – Parliament. Websitebanners.recruitmenttechnologies.com/adnetwork/servlet/advertbeans.trackingServlet?seid=90910996&t=101&cid=hopr-nl&vid