

Duty Manager Intern - Zoku Amsterdam



Locatie

Noord-Holland, Amsterdam

<https://www.advertentieX.nl/x-1278367-z>



Zoku, which is Japanese for family, tribe or clan, facilitates global living and working for the traveling professional. Zoku is a new category in the hotel industry: a flexible home/office hybrid, also suitable for long stays, with the services of a hotel and the social buzz of a thriving neighbourhood. You can live, work, relax and socialize with like-minded people – while getting wired into the city. Zoku still feels very much like the high-energy and ambitious entrepreneurial start-up from its early beginnings; yet, it also benefits from strong financial backing and a professional set-up to “make it big”. Zoku is created by a small team of highly enthusiastic and engaged individuals who bring on board bags of enthusiasm and gumption. It describes itself as “a sprawling family thanks to an amazing group of people who have supported the company over the last few years”.

After opening the first Zoku in Amsterdam in 2016, the team started the European expansion and has now several deals in the pipeline to open in 2021 and beyond.

Further information on Zoku can be found at www.livezoku.com, as well as by browsing its various social media platforms (e.g. Facebook, Instagram, Twitter and Youtube).

It is also noteworthy to mention that Zoku became B-corp certified in August 2018. On its website, under the ‘Green Zoku’ page you can find an overview of Zoku's social and sustainable responsibilities as well as its impact vision, i.e. the ‘why’ as it pertains to how we believe we can make a difference

Job Description

A Zoku [Zo-qoo] ~ noun: a person working at Zoku, who loves his/her job with a passion, wants to make a difference in this world, doesn't take him/herself too seriously and loves people plus making happy

WHAT IS A DUTY MANAGER INTERN?

As a Zoku (or Japanese) you are a person who connects people and makes them out of space (tricky) operational puzzles? Then keep reading! As a Duty Manager Intern you act as the spider in the web, ensuring Zoku operations are as smooth as possible. You coach, train and set the team of Sidekicks (the operational team) up for success. The job of Duty Manager Interns is very versatile, and high paced. You support the operational team when and where needed, empowering them to be at their best to provide excellent service and a true Zoku-like experience all whilst keeping the service standards and facilities on par.

You will work in a team of highly motivated Duty Managers in which each individual has their own



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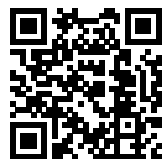
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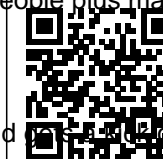
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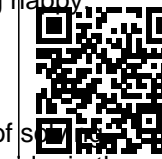
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specialty. You are the Rooms specialist. You enjoy diving into Rooms division and you will learn to structuring all administrative rooms processes. You report to the Operations Lead.

WHAT WILL YOU DO?

No day looks the same as a Duty Manager intern, but here is a glimpse of what you can expect:

Smooth operations You are very hands on and actively support the Sidekicks on the floor to ensure every resident receives a true Zoku-like experience. You are jumping in when and where needed and are the contact person for (bigger) resident complaints.

Trouble shooter You act as the trouble-shooter in case of issues arising during your shift, coordinate maintenance tasks and help in case no one is available. Finally, you are end responsible for proper handling of safety and security procedures.

Coach You coach, guide and train the operational team. You ensure Zoku's values are lived by on the working floor, you have fun, all whilst ensuring excellent service. Together with your colleague Duty Managers you create, update, and communicate the working schedules of the team.

Rooms Specialist As part of the Duty Managers team, you are specialized in the Rooms Division part of Zoku's operations. You are the main contact person with our outsourced housekeeping party, you enjoy structuring all Rooms related procedures and the PMS has no secrets for you.

A DAY IN THE LIFE

Duty Manager

Being on the floor 40%

Ad-hoc problem solving 30%

Administrative rooms division tasks 15%

Guest relations 15%

Working at a 'good company' company

If you haven't met us before, we're Zoku. A home base for holiday and business travelers who want to live and work in a city anywhere from a few days to a few months. We're a home-office hybrid with hotel services, which offer a relaxed place to live, work and socialize with like-minded people while getting wired into the city.

Some things we're proud of...

We're "one of the 25 coolest hotels in the world" as quoted by Forbes.

We have 3 locations across Europe: in Amsterdam, Copenhagen and Vienna – with more future locations to come!

Our employees come from 29 different nationalities and speak a total of 20 languages.

We believe in an equal workforce with a team of 51% women.

We're a certified BCorp and being socially responsible is at our core.

Being a part of Zoku is being a part of something bigger

We're not just another workplace, but a second home. We believe in working hard, but playing harder. We never forget a birthday, we celebrate every milestone, and we believe in putting our people first. Join an international team of driven, proactive and fun-loving Zokus who all have one thing in common: a passion for connecting people across the globe.

Job Requirements

WE LOVE PEOPLE WHO...

Can keep a cool head and warm smile even during the busy/stress times

Bring good vibes, are friendly, approachable and empathic

Are able to connect and communicate with our residents and team of international Sidekicks

Have a can do and entrepreneurial spirit that's all about discovering new ideas and solutions

Are a multi-tasking pro, handling multiple tasks, projects and responsibilities all whilst having a smile on their face

Have international experience and/or explored guest relations or hotelmanagement previously

A FEW MUST HAVES...

You are a student looking for a life altering experience as an intern. You can be studying at either MBO+,

HBO/university or master degree level in the fields of Hospitality
You are fluent in English, other languages are a plus.
You are an EU-resident or have a valid working and living permit for The Netherlands.
You are fully flexible, so no fixed working days/hours.
You love to work hard, as we need you full-time.

WHATS IN IT FOR YOU?

Internship allowance of €500 per month.
6 months internship minimum.
10 holiday days (per 6 months)
Exciting on-the-job training opportunities.
A cool & comfy uniform - no more looking like a log!
A fun, young, multi-national company with colleagues from across the globe to meet, learn, and grow from.
A friends and family rate at all of our locations in Amsterdam, Copenhagen & Vienna.
Fun events throughout the year to celebrate achievements and milestones.
Websitebanners.recruitmenttechnologies.com/adnetwork/servlet/advertbeans.trackingServlet?seid=91154527&t=101&cid=hopr-nl&vid