
Servicing Existing Business:

To maintain regular contact with both bookers and stayers at the hotel, by phone and appointment;
To ensure that the client database is kept up to date.

Servicing New Business:

To handle new enquiries in a professional and efficient manner, and without delay;
To provide show-rounds to potential clients, with prompt follow-up.

Communication & Team Work:

To provide a weekly activity and sales report to the General Manager;
To assist with corporate events;
To attend trade promotions;
To attend networking events;
To lead by example specifically with regard to personal presentation, punctuality, attendance, application to work, team work and customer care.

Cost Control:

To be aware of and endeavour to minimise the costs involved in promoting the company's properties;
To ensure that all expenses are signed off by the General Manager before submission for payment;
To provide a monthly attendance sheet to the Human Resources Department including holidays taken, sick days or absences for other reasons.

Health & Safety:

To be aware of company Health and Safety policies and procedures;
To promote safety at all times to colleagues and clients alike.

Job Requirements

Your profileConditions:

Diploma: professional bachelor Hotel management or bachelor Tourism;

Work experience: experience required in similar function;

Knowledge and meaningful skills:

Fluent in Dutch and English, knowledge of German; Knowledge of software packages and internal procedures; Knowledge of business-related software packages. Competencies Customer orientation
Taking action according to the needs and wishes of the guests.

Flexibility

Being able to change your behaviour under any circumstances in order to work and act in an effective

and target directed manner.

Co-operation

To deliberate, making agreements and work together when conducting assignments and projects.

Creativity and innovation

Being able to come up with alternatives.

Planning - organizing structuring

Plan and organize activities and assignments.

Performance motivation

Improve (own) performances and results spontaneously.

Communication

Communicates messages in a clear way.

Systems analysis

Being able to get a good overview of a complex matter.

Punctuality

The ability to work closely with an eye for detail.

Listening skills

Being able to identify the essence of a message and get others to promote it.

Stress resistance

Being able to act effectively and operate under time pressure, when experiencing resistance, during setbacks and in tense and uncertain circumstances.

Guidance

Give guidance to employees so that they can achieve their objectives.