

## Front Office Manager - Grand Hotel Downtown



Locatie **Noord-Holland, Amsterdam**  
<https://www.advertentieX.nl/x-954176-z>

Beautifully located, surprisingly personal and undoubtedly unique. The Grand Downtown Hotel offers business and leisure travellers all over the world the ultimate Amsterdam experience!

From our admirable establishment in the heart of the Oud-West district, almost all of the iconic city attractions like the Leidseplein, the Vondelpark and the museumplein are reachable within 10 minutes walking distance. In addition, public transportation is just around the corner.

Our 46 well appointed rooms and suites are designed to truly exceed your expectations. Free Wi-Fi, laundry- and concierge services in addition to many more convenient facilities will make your stay truly pleasureable.

We are especially proud of our magnificent penthouse suites, all complimented with rooftop terraces, that have breathtaking views over the adventurous city of Amsterdam.

Allow us to make you feel extraordinary..

### Job Description

With this position you are an important player in the managementteam of an attractive four-star hotel near the centre of Amsterdam (close to Museumplein, Leidseplein).

You are (through short lines and clear communication) in close contact with the front office, back office

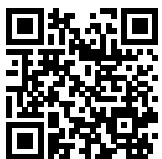
and the coordinator of the housekeeping and you can count on support of the senior Front Office Manager or the Back Office Manager. Your knowledge and experience will be put to good use, giving you the freedom to develop your own ideas in close cooperation with the management team.

### Function / Tasks

Perform and coordinate all daily activities  
 Hands-on mentality, responsible, social and communication skills  
 Responsible for personnel planning and vacation planning  
 Manage shift changes and shift closing



FOTO WORDT VERWERKT



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Organize the workflow and ensure that colleagues perform their tasks with understanding  
Performing assessments and providing constructive feedback  
Contact person for business and group bookings  
Set up periodic reports  
Managing supplier conditions  
Ensure sufficient F&B and office supplies stock and let check the delivery  
Initiate and develop promotional activities  
Evaluate and improve work processes and procedures  
Responding guest reviews on social media  
Coordinate maintenance issues with the technical department.

#### What we offer

An informal work environment within a young team of highly enthusiastic co-workers  
A good salary  
Performance bonuses  
Growth possibilities  
8% holiday allowance  
25 vacation days based on a 38 hour workweek  
A healthy and growing organisation  
A variety in tasks  
The opportunity to learn something new every day

#### Job Requirements

##### What we ask

Perform and coordinate all daily activities  
Hands-on mentality  
HBO Hotel training is an advantage;  
Minimum 3 years of relevant work experience within the hotel industry  
Fluent in English  
Dutch and German is an advantage  
Extensive knowledge of the departments; front office, back office, reservations & guest service  
Skilled in setting up, implementing and optimizing SOPs and other work processes  
Hands-on mentality with a great sense of responsibility

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Strong social and communication skill  
Living in the Amsterdam area;  
Interested ?

Please apply directly.