



Yays Service Professional (Full-time)

Yays Concierged Boutique Apartments – Amsterdam

We are looking for friendly, caring and hospitable new colleagues. People who are enthusiastic about sharing information on the Yays' neighbourhoods, Amsterdam and the special events happening in the city. Do you want to work in a unique and fun environment where guests want to experience Amsterdam like a local resident? Look no further, welcome to Yays Concierged Boutique Apartments!

This is what you should know:

Our mission is to give our guests a unique personal experience and to ensure they feel at home in our serviced apartments. The Service Professionals team focuses on this mission on a daily basis and prides itself in its success in delivering this to our guests. You are the main point of contact for our guests: you guide them through the neighbourhood, answer all their questions and take care of all operational aspects. It is all about exceeding expectations!

This is what you will be doing:

- Exceeding guest expectations and meeting their wishes
- Acting as the main point of contact for neighbours, suppliers, guests and other visitors
- Check-in and check-out
- Providing information on touristic and non-touristic attractions and activities in Amsterdam as well as recommending restaurants, museums and entertainment
- Handling and solving guest complaints
- Handling and solving technical issues and supervising housekeeping staff
- Ensure that our properties always look awesome and have a wow factor
- Respond to e-mails and take incoming phone calls

This is who you are:

- Emphatic, caring, pro-active and curious
- Energetic, charismatic and good fun
- Extremely hospitable and you love to talk
- Have a hands-on mentality and show initiative

This is what we are looking for:

- MBO or HBO graduate, preferably in a study related to hospitality
- Representative
- Flexibility is a must (morning- and evening shifts 7 days a week)
- Fluent in English and preferably another language (written and verbal)
- Someone living in Amsterdam



Herengracht 451, 1017 BS Amsterdam

www.yays.com



This is what we offer:

- An informal working atmosphere; 'Feeling at Home'
- A creative and fun team
- A fast growing company with lots of freedom and room for development
- A competitive salary plus 8% holiday pay and 3% employer's contribution
- Attractive accommodation discounts when staying in Short Stay Group or Yays serviced apartments in Amsterdam, Barcelona an Paris
- Two large and fun employee parties a year and Friday afternoon drinks four times a year

Yays Concierged Boutique Apartments

Yays is a 'travel and stay' company that stands out in its hospitality for leisure travellers and business guests. Yays offers its guests the opportunity to discover hidden neighbourhood treasures and experience what it's like to live like a local. Yays is appealing to the conscious traveller, with its 'unlock the neighbourhood' concept, but still keeps in mind the development of the city, the residents and its surroundings.

Yays currently manages over 100 serviced apartments amongst 3 locations in Amsterdam and recently opened Yays Sagrera in Barcelona. The newest addition to the portfolio is 'The Yays – Crane Apartment', an old harbour crane located along the IJ-River. Yays will open more locations in Amsterdam in 2018, as well as Yays Paris and Yays Antwerp. The concept offers the ideal base to expand to at least 5 other major cities in the upcoming years.

Your cup of tea?

Interested? Join us and help us to fulfil our mission! Send your CV, picture and motivation letter to Cindy Kokkelkoren – Human Resources, solliciteren@yays.com. You can contact Cindy in case you have any questions as well.

