

What are you going to do?

As Duty Management Trainee you will have the possibility to get to know the hotel business in the broadest sense of the word. You will work together with 24 different departments and after an extensive introduction period you will be responsible for numerous things within the hotel. You will assist several departments in busy periods, you are the contact person for guests and employees and you are responsible for taking care of and following up on complaints. After your shift you will describe all issues taken care of in the Duty Report to enhance a smooth hand over to the management team. This traineeship gives you a large amount of responsibilities and offers you the chance to further develop yourself in a dynamic environment.

Tasks & responsibilities

- Intensive cross training within several departments to get to know all ins and outs of the hotel, after that performing duties with support;
- Assisting several departments in busy periods;
- Coming up with creative solutions in (crisis) situations for the benefit of both the guest, the employee and the hotel under supervision of the Duty Manager;
- Making an inventory of how things can run more efficiently and discuss this with colleagues;
- Being the contact person for guests and employees, working times depends on the activities in the hotel;
- Taking care of and following up on complaints and sharing them with department heads to prevent recurrence;
- Creating Duty Reports
- Actively think along how we can exceed the expectations of our guests.

Working days & working hours

We provide support to work on school assignments.

Who are you?

- You are a student at one of the hotelschools in Holland (HBO) and you have experience (as a manager) in a hotel or restaurant in the luxury section;
- You have a passion for the hotel business and you perform well in a dynamic environment;
- You are representative;
- You are pro-active and you are able to work under stress;
- You are able to multitask;
- You have an eye for detail;
- You are guest oriented and social;
- You are discrete and able to handle confidential information;
- You are eager to learn and able to work independently;
- You are motivated and flexible;
- You have excellent communicative skills;
- You have excellent computer skills and experience with MS Office and Opera;
- You are fluently in Dutch and English (oral and written).

What do we offer?

Contract: Trainee contract, minimum of 5 months as per May 2020

Salary: Trainee Salary

Holidays: For an internship agreement with a minimum of 6 months, you will get 1 day off per month

CAO: The Uniform Conditions for the Hotel and Catering Industry

Training: Various possibilities

Discount: In our restaurants and overnight stays at Hotel Okura Amsterdam

Are you interested in this position?

Do you also want to be part of Okura's experienced and enthusiastic team? Apply quickly via the button below!