

Guest relations Manager

Our business

The Steigenberger Airport Hotel Amsterdam is looking for a new colleague full of enthusiasm and passion. We offer diversity, and a varied workplace in a dynamic surrounding with a 'Schiphol-vibe'. Would you love to work on the success of the Steigenberger Airport Hotel Amsterdam? Please continue reading below.

The position

For our Front Office, we are looking for a guest-related and proactive colleague with excellent skills in problem solving. During your shift you are the centralized point of attention for guests and employees and act as Duty Manager. You take care of complaint handling and guaranteeing safety within the hotel. You will also support the Front Office with the checking in and out procedure of guests as well as supporting the Front of House Manager. The Guest Relations team exists out of three Guest Relations Managers. The shifts take place from 06.45 to 15.30 hours and from 14.45 to 23.30 hours.

Who are we looking for?

YOU! You have passion for the job, are enthusiastic and studious. Next to that, you have excellent communicative and social skills, no 9 to 5 mentality and eye for detail.

Who are you?

- Minimum HBO level of working and thinking;
- Finished your degree at the Hotel school;
- You are service oriented and enthusiastic about your profession;
- Experienced and creative in complaint handling;
- Excellent communicative and social skills;
- Knowledge of the Dutch and English both in word and writing (German language is a pré);
- Knowledge of Opera is a pré;
- Valid Emergency Response service certificate is a pré;
- You are available on fulltime basis;

What do we offer?

Within Steigenberger Airport Hotel Amsterdam, our employees are our number one. This is the reason why we implement an introduction week for every employee before you start working at your own department. This gives us the possibility to introduce all our new employees to the current employees. Next to this, we offer a varied and dynamic working environment with many (international) contacts, and the possibility to grow within your position.

- A fulltime position as Guest Relations Manager;
- A competitive salary;
- An international stage where you can develop yourself;
- A professional working environment with many possibilities to process your creative ideas;
- Growth opportunities within the Deutsche Hospitality Hotel chain;
- Employee discount with all Deutsche Hospitality hotels within the Netherlands and abroad, which also can be used by friends and family;
- Secondary working conditions like collective discount with health insurances, discount with our Lifestyle Club & Active Spa, and possible travel allowance.

Are you interested?

Do you feel attracted to this position and would you like to work on the success of the Steigenberger Airport Hotel Amsterdam?

Apply now, and send your resume including motivational letter to:

Steigenberger Airport Hotel Amsterdam

To: Astrid Braun

Stationsplein ZW 951

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Telephone: 020-5400871

For more information, check our website

Website: <http://en.steigenberger.com>