

Conservatorium hotel - Assistant Guest Relations Manager

Are you passionate about delivering exceptional guest experiences in the heart of our luxurious five-star hotel? We are searching for a dynamic and dedicated individual to take the helm as our Assistant Guest Relations Manager.

What will be your role?

Primarily, you act as an assistant to our Guest Relations & Concierge Manager who oversees two dynamic teams that are crucial to the success of our five-star luxury hotel. Within this role you are part of our front office management team and you take on duty management shifts, where your decision-making and behaviour sets an example to others. Each day in this role you are given the opportunity to showcase your leadership skills and be part of a team of professionals that dedicated themselves to creating captivating experiences!

In your role you take ownership over our Guest Service Centre team. This team is the central point of contact for guest celebrations, booking packages such as birthdays or honeymoons, and all telephone correspondence in the hotel. Any internal or external request is directed towards one of Guest Service Centre Agents, who help provide both service and administrative support.

Communication and efficient administration are at the forefront in this department and you ensure that the team is properly trained to deliver on its promises. With the efforts of your team, support is provided to the Concierge and Front Office teams, who rely on the support of the Guest Service Centre to ensure the best possible service to our guests. As part of this role, you not only ensure that our standards are maintained but you also actively develop our standards to and look for exclusive amenities that delight our guests.

What do we offer you?

- A competitive salary;
- Multiple additional benefits, such as travel allowance, supplemented staff meals, departmental bonus, uniform/laundry service, ticket raffles and a 50% contribution to your pension fund;
- Travel allowance of €0,21 per kilometer for distances of 5 kilometers or more;
- Complimentary stays and discounts at hotels of The Set Collection;
- F&B Discount Card – discounts at restaurants at high-end hotels in Amsterdam;
- Discounted collective health insurance and weekly yoga sessions with our personal trainers;
- An inspiring work environment where we focus on work-life balance and

continuous development through coaching and training. During your time with us we will support you in every new step of your career!

What will your 5-star luxury working environment look like?

The Conservatorium hotel is a 5-star luxury hotel in Amsterdam and has been selected as one of the best 25 luxury hotels of Europe over the past five years. We are one of the four founding members of The Set Collection, a carefully curated luxury hotel collection, comprising of some of the world's most exceptional, likeminded, independent hotels and resorts worldwide.

Our teams consist of a diverse group of talented people with a wide range of backgrounds and specialties. This committed team is united by an open work culture that celebrates individuality, emphasises performance and encourages everyone to achieve their full potential. In addition to our commitment to the highest level of service we take pride in a longstanding track record of sustainable practices woven into every layer of our company.

What are we looking for?

For this position, we are seeking an experienced hospitality professional who understands the impact of guest relations and is able to manage and develop operational teams. You are courteous, efficient and have strong administrative capabilities. The success of this role is built upon communication and therefore you have the ability to listen and communicate effectively. Furthermore, you:

- Have 2-3 years of work experience within Front Office or Guest Relations at a luxury establishment;
- Have prior leadership experience within operational teams;
- Prior experience within a duty management role;
- Possess excellent communication skills with guests, colleagues and suppliers;
- Have the ability to achieve strict deadlines and perform well under pressure;
- Excellent knowledge of the English and Dutch language (both a must).

Are we your next destination?

Apply through this website and let us know why you are interested! We look forward to seeing your application. For any questions, reach out to us via +31 (0)20-570 0042 or recruitment@conservatoriumhotel.com.

Please ensure eligibility to work in the Netherlands and secure housing in Amsterdam prior to applying. Due to high application volume, we will respond only to candidates meeting these criteria. By applying for this vacancy, you consent to the collection, processing, and storage of your personal data for the purpose of recruitment and selection. Your information will be used solely for assessing your suitability for the position and will be kept confidential. If you wish to withdraw your consent or request the deletion of your data at any time, please contact recruitment@conservatoriumhotel.com.

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