



THE DOMINICAN IS HIRING

Function: Operations Manager
Department: Administrative & General
Direct responsible: General Manager
Contract: Full time

Responsibilities

The moment a guest steps into The Dominican Hotel Brussels they walk into a genuinely memorable experience. As Operations Manager you'll deliver this through managing all aspects of the day-to-day operation:

- You create the warm atmosphere that makes our guests feel at home.
- You'll keep the hotel running smoothly, make sure that the team of 50 members are working well and all our guests are safe and comfortable.
- You'll maximise financial returns, driving development of people, creating and maintaining a memorable guest experience, executing brand standards and building awareness of hotel and brand in the local community, this together with our motivated Head of departments.
- You may act as the General Manager in his absence.

Objectives and tasks

- **Guest experience:**
 - Ensure the team delivers a great service, professional attention and personal recognition.
 - Ensure guests are greeted at any time and make time to engage with guests. Respond appropriately to guest complaints, solicit feedback and build relationships to drive continuous improvement in guest satisfaction.
 - Be a Brand Manager and inspire the team by living the brand.
 - Communicate all pertinent information, requirement and special needs for arriving VIP's, groups and other key guests.
 - You will ensure the carrying out of an internal cleaning audit of 150 rooms and 3 meeting rooms.
 - Conduct routine inspections of front and back of house and take immediate actions to correct any deficiencies.
 - May serve as Manager on Duty or assist with other duties as assigned.

- **People:**

- Manage day-to-day staffing needs, plan and assign work and establish performance and development goals for team members. Provide mentoring, coaching and regular feedback to improve team member performance.
- Drive a great working environment for the team to thrive – connect departments to create sense of one team.
- Educate and train team members in compliance with local laws and safety regulations.
- Ensure the team are properly trained on systems, security, service, quality and brand standards.
- Ensure staff has the tools and equipment to carry out job duties.

- **Responsible Business:**

- Help prepare annual departmental operating budget and financial plans. Monitor budget and control labour costs and expenses with a focus on rate strategy, building initiatives and inventory management.
- Manage incoming (group) reservation enquiries and secure business in line with agreed strategies, booking policies and procedures.
- Check billing instructions and guest credit for compliance with hotel credit policy and ensure all transactions are handled in a secure manner.
- May serve as a central communication point during emergency/crisis situations; develop and maintain relationships with local fire, police and emergency personnel.

Qualifications and requirements

- 3 years of HOD - hotel experience with at least two years in a management capacity or an equivalent combination of education and experience
- Previous extended stay experience preferred
- Must speak and write fluent French & English. Other languages are a plus.
- Make it happen mentality, all is possible
- Cheerful, pro-active and positive attitude
- Socially and digitally connected
- Opera experience preferred
- Commercially skilled and experienced
- Persuasive
- Strategic
- Diplomatic
- Analytical
- Structured
- Decisive
- Having perfect writing and speaking skills
- Having an eye for detail
- Goal-oriented
- Creative

What we offer:

In return for your hard work, you can look forward to a competitive salary including:

- Market - Competitive Salary
- Travel allowance
- Free parking for your car
- Learning and development opportunities
- Recognition
- Eco-cheques
- 1 free night per year & Staff discount in the hotels of the Carlton Group, including Design Hotel worldwide
- Free online language classes
- Uniform

And having the great opportunity to...

- Live The Dominican experience
- Have the possibility to work for an international company
- Make +45 other amazing colleagues as your friend
- Develop your career
- Be part of a growing Company's Culture

We are

The Dominican is a 4* deluxe design hotel, a destination for elegance in the historical centre of Brussels. The Dominican is the first member of Design Hotels™ in Belgium, distinguishing itself by offering a unique product and indulgent hospitality.

The hotel offers 150 rooms, 3 meeting salons, a gym with sauna & hammam, a restaurant, bar & terrace.

Hungry for more details

Do you think we have a match?

Send your CV and motivation letter to human.resources@thedominican.be

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