

THE DOMINICAN IS HIRING

Function: Assistant Front Office Manager
Department: Front Office
Direct responsible: Front Office Manager
Contract: Full time training – 38 h

Do you want to welcome our guests with a big smile? Do you love working with people from all over the world? Are you the person who can leave an unforgettable impression on our guests?

You can be our new Assistant Front Office Manager

The perfect match

You have a genuine interest for hospitality and assisting guests. You preferably have previous Shift leader / Assistant Front Office Manager experience(s) in a 4 & 5* hotel. An excellent knowledge of English and French and/or Dutch language is a must. Another language is a plus.

You possess excellent grooming standards, excellent communication skills, flexibility and persuasive power. You are self-confident and open minded. You live with a true hospitality DNA and a fun person to work with.

Objectives & Tasks:

Supporting Management of Front Desk Team:

- Supervises and manages employees. Managing all day-to-day operations. Understanding employee positions well enough to perform duties in employees' absence
- Establish and maintain good communications and teamwork with fellow colleagues and other departments within the hotel
- Ensures employee recognition is taking place on all shifts
- Establishes and maintains open, collaborative relationships with employees

Operation & Daily tasks:

- Ensuring proper billing and charging of all accounts
- Handling and follow up on all guests' requests
- Answering the telephone
- Learn to work at all the different shifts, morning, afternoon and night
- Support the Front Office Manager in the day-to-day operations of the Front Office department

Exceptional Customer Service:

- Greet and welcome all guests approaching the Front Desk in accordance with the hotel standards
- Sets a positive example for guest relations
- Handles guest problems and complaints effectively
- Check-in and check-out of our international guests and groups according to The Dominican hotel standards
- Interacts with guests to obtain feedback on product quality and service levels
- Displays outstanding hospitality skills

Qualification & requirements:

- Upselling skills
- Knowledges for Opera / IMS / MGs / Empower
- Eye for detail and understanding
- Efficacy and stress-resistant during rush time
- Diplomatic
- Analytical
- Multilingual (bilingual NL/FR, NL/ENG or FR/ENG is a must)

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

You receive a competitive salary, a meal on duty, The Dominican Experience, a yearly complimentary stay @ Carlton Hotel Collection and staff rates @ Design Hotels.

Do you think we have a match?

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

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