



THE
DOMINICAN
BRUSSEL

The Dominican is hiring

Fonction: Assistant Front Office Manager
Département : Front Office
Responsible direct: Front Office Manager
Contract: Full time

Organization: Report to the Front Office Manager

Objectives and 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

Qualifications & requirements

- Diplomatic
- Analytical
- Structured
- Multilingual (bilingual NL/FR, NL/ENG or FR/ENG is a must)
- Having perfect writing and speaking skills
- Having an eye for detail

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 Hotel™ in Belgium. The Dominican distinguishes itself by offering a unique product and indulgent hospitality.

The hotel offers 150 rooms, 3 Meeting Salons, Gym with sauna and Hamam, Courtyard, Lounge Bar and bustling Grand Lounge.

What we offer:

Joining The Dominican Family is also:

- 100 % Reimbursement of Public Transport
- Eco-cheque
- 1 free night per year & Staff discount in the hotels of the Carlton Group, including Design Hotel worldwide
- Fantastic and healthy meals
- Uniform
- Free online language classes

And having the great opportunity to...

- Live The Dominican experience
- Have the possibility to work for an international company
- Make 46 other amazing colleagues as your friend
- Develop your career
- Be part of a growing Company's Culture

Hungry for more details

Do you think we have a match?

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

The Dominican
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www.thedominican.be