



THE
DOMINICAN
BRUSSEL

The Dominican is hiring

Fonction: Shift leader front office
Département : Front Office
Responsible direct: Front Office Manager
Contract: Full time – 38h

Organization: Report to the Front Office Manager

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 Front Office Shift Leader

The perfect match

You have a genuine interest for hospitality and assisting guests. You preferably have previous Shift leader / Front Office 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.

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Objectives and tasks:

- Control and supervise the smooth running of the tasks given to the receptionists (Check-in, Check-out, various invoices)
- Ensure the good behavior and the good conduct of the reception staff
- Control of the arrivals of the day and the next day and management of the traces with seizure of the VIP receptions
- Knowledge and allocation of rooms on the Opera software
- Controlling the management of the day's cash register (Cash, credit cards, Disbursements, Paid-Out) and its closing.
- Punctual seizure of reservations according to The Dominican standards
- 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 when needed
- Eye for detail and understanding
- Realization of room move and sent out by respecting The Dominican SOP

- Management and follow-up of customer complaints/comments (communication to the relevant departments/suppliers, written or oral proposal of a solution to customers) and maintenance of media responses
- Contribute to the hosting turnover through the implementation of upsells
- Assisting in the control of stocks dedicated to the Reception (white paper, office equipment, magnetic keys..) and communicating needs to the Ass. / Front Office Manager
- Co-guardian of the security within the establishment (training of the fire procedure)
- Maintain cleanliness and tidiness in the Front and Back Office

As part of his duties, the Shift Leader must also:

- Demonstrate discretion and adopt a respectful attitude towards the clientele, his colleagues and his hierarchy
- Have an irreproachable presentation, mindful of the standards of the 4/5* hotel industry
- Respect and ensure the respect of the hotel's procedures

Exceptional Customer Service:

- Greet and Welcome all guests approaching the Front Desk in accordance with the hotel standards
- Sets a positive example for guest / staff 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
- Flexibility to work per shift (AM , PM & night)

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:

Compensation and Benefits:

- **Competitive Salary:** Based on industry standards and experience.
- **Regular Shifts:** Consistent and predictable work schedule.
- **Public Transport Reimbursement:** Full reimbursement of public transportation costs.
- **Exclusive Perks:** two free nights per year and staff discounts at Carlton Group hotels, including Design Hotels worldwide.
- **Nutritious Meals:** Access to fantastic and healthy meals during shifts.
- **Uniform:** Provided by the company.
- **hospitalization insurance**
- **Sports membership:** through an internal app that works with several gyms in Brussels

Additional Opportunities:

- **Cultural Experience:** Immerse yourself in The Dominican experience.
- **International Exposure:** Work for a globally recognized company.
- **Team Environment:** Join a supportive team of 47 amazing colleagues.
- **Career Development:** Opportunities for professional growth and advancement
- **Company Culture:** Be part of a dynamic and expanding corporate 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
Leopold street 9–15
1000 Brussels+32 (0)2 203 08 08
www.thedominican.be