

Rooms Division Manager

In charge of the Front Office, Housekeeping and Revenue Department.

Effectively coordinate the Rooms Division department on a daily basis, with a focus on reception and revenue, to ensure a smooth, successful, profitable operation including:

- Maintain a professional and high-quality service-oriented environment at all times.
- Ensure a consistent, quality customer experience via active-floor management and hands-on supervision.
- Oversee the revenue management by understanding, monitoring, predicting and reacting to consumer behaviour, in order to maximise revenue or profits, maintain budgeted gross profit and be ahead of competitors.
- Recruit, manage and train the Rooms Division staff.
- Inform staff of daily activities, group and VIP arrivals as well as special requests and repeat guests. Check accommodations, making sure any special requests are carried out accordingly, greet guests upon arrival and ensure escort to accommodations if appropriate. Develop a strong base of regular customers.
- In charge of the GRI daily (results & follow-up).
- Supervise hotel cleanliness and make the necessary follow up with housekeeping team to meet quality standards.
- Consistently meet budgeted expense stipulations through meticulous cost control.
- Act as manager on duty for the hotel, dealing with complaints, problem solving, disturbances, special requests and any other issues that may arise.
- Work closely with the other departments to improve guest services and foster cross departmental communication
- Become an active player in the social life of the hotel and the city.
- Be aware and able to enforce all fire-life-safety procedures. Remain current in all updates with regards to new procedures and training. Ensure staff is fully trained in emergency procedures.

Ideal profile

- 2- 3 years' experience in a similar role
- Communicate easily in French, English Dutch oral and written.
- Good knowledge of PMS, Outlook, Word and Excel
- Customer oriented
- Result oriented
- Can work in a fast and demanding environment in a multitasking mode
- Strong team leader with interpersonal skills
- Can manage priorities and have an eye for details
- Problem-solver, organized and rigorous