



# VAN DER VALK HOTEL CHARLEROI AIRPORT

## Front Office Manager

Van der Valk is an international hotel chain from The Netherlands. We operate over 115 hotels worldwide, and 14 in Belgium.

Van der Valk Hotel Charleroi Airport is located on the crossing of the highways to Luxemburg, Paris, Brussels and Liège, just North of Charleroi.

The 4-star sup property caters 165 guest rooms and suites, a restaurant & brasserie and 14 meeting and event rooms. We host an international mix of guests.

We are looking for a new Front Office Manager.

A few rapid keywords are: Proven track record in the hospitality industry – Autonomous – Leadership – Multitasking - Dedicated – Enterprising – Reliable – Motivated – Professional

**Position:** Front Office Manager

**Department:** Front Office

**Reports to:** Hotel Manager

### Job description:

- Manages and trains Front Office (FO) staff
- Enforces and controls the application of procedures
- Ensures FO provides a professional and friendly service for guests
- Arranges the FO staff schedule
- Participates in the selection of FO staff
- Monitors stock and orders office supplies
- Resolves guest problems quickly & efficiently
- Ensures compliance with the chain's standards
- Acts as liaison between Management and FO staff
- Initiates and implements up-selling techniques
- Flexibility to step into whatever role is needed at the time in order to deliver exceptional customer service

### Work environment:

- Hotel property with 165 guest rooms
- You will be working in the guest-facing portion of hospitality
- NO nine-to-five mentality



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## **Required knowledge, skills and abilities:**

- Demonstrates strong organizational skills
- Exhibits excellent interpersonal and customer service skills
- Communicates clearly and effectively
- Is familiar with the workings of the hotel and hospitality industry (at least 2 years of on-the-job Front Office hospitality experience is required)
- Works well in team and solo
- Fluent in French
- Very good in Dutch and/or English

## **Technology and Equipment:**

- Microsoft Office suite
- Property Management System (Amadeus IDPMS is a plus)
- CMS - website
- Social Media
- Driver's license

## **What do we have to offer you?**

- Fixed salary
- Company car
- Cell phone
- The possibility to grow together with our chain (We have opened 5 new properties in Belgium in the last 4 years)

## **How to apply?**

Please send your CV and motivation letter to:

[direction@hotelcharleroiairport.be](mailto:direction@hotelcharleroiairport.be)

Please mention FO Manager in the subject of your email.