

## **art'otel – Front Office Host**

At art'otel amsterdam of PPHE Hotel Group we're looking to recruit a Front Office Host to take responsibility for carrying out assigned work by the Rooms Operating Manager and Front Office supervisors.

### **Key tasks & responsibilities**

- carry out assigned work by the rooms operating manager and front office supervisors
- be fully conversant with and able to sell all services and facilities available to guests and visitors
- strive to anticipate client's needs wherever possible and react to these to enhance guest satisfaction
- act as first point of mutual interest of the front office department towards guests, visitors and colleagues alike
- ensure guest privacy & security and make sure that confidential information is not disclosed
- liaise closely with food and beverage hosts to make the check in/out procedure a high service, creative and natural flow
- assist the front office supervisor and rooms operating manager with any other relevant and necessary tasks as required
- actively engage in your own personal development to benefit the business and improve your personal skills
- actively participate to ensure that staff handbook is adhered to at all times
- take care of a informal, creative and neat check-in/check-out procedure, via interactive approach of guests and with the use of tablets
- assist other departments within the entire hotel if necessary

### **Primary duties**

- arrange special services requested by the customer
- arrange fulfillment of customer services by working with hosts, housekeeping, reservations and food & beverage hosts
- monitor customer accounts and verifies accuracy of registration information
- follow all art'otel procedures to deliver outstanding service to our guests
- oversee that guest service is according to the art'otel context by creating an environment where everyone in the team is focused on 'connecting' with our guests
- ensure a high level of general knowledge of front office services, all items and speciality items offered at the front office
- to develop a solid knowledge of the hotel and local nightlife by being aware of local events, the competition and market trends

### **Guest service**

- to consistently offer professional, attentive and friendly service to our guests and colleagues alike
- to anticipate on guests' needs wherever possible, and to take action to enhance guest satisfaction
- proactively interact with our guests

### **Health and safety**

- to have extensive knowledge of the hotel and the company's security and health & safety procedures
- to exercise care, attention and caution in dealing with guests, colleagues and hotel property
- to have full knowledge of your department's risk assessments, ensuring that all team members are fully aware of these risks

**We are looking for:**

- energy, enthusiasm and creativity
- the ability to excel in creating the ultimate guest experience
- experience in the hotel industry
- a passion for art, culture and lifestyle
- a background in the front office department

**About art'otel and PPHE Hotel Group**

Art'otel is a contemporary collection of hotels located in cosmopolitan centres across Europe that fuse exceptional architectural style with art-inspired interiors. Our teams create an atmosphere that is relaxed and informal, but always professional.

An innovative hotel brand, art'otel is part of PPHE Hotel Group Limited, which owns, leases, develops, operates and franchises full-service upscale and lifestyle hotels, predominantly in Europe.

Discover art'otel at [www.artotels.com](http://www.artotels.com) and learn more about PPHE Group at [www.pphe.com](http://www.pphe.com).

**We offer**

Our people mean the world to us, and we only recruit the best. For the talents in our business, we offer great benefits and opportunities to develop with us. Find out more about our benefits and development programmes in our business on our company page. Up for leaving a lasting impression on your guests?

Think you have what we're looking for?

If you think you have the skills we need, and the creativity to match, we'd like to catch up with you.

Please visit our career website: <http://jobs.pphe.com>