

THE STUDENT HOTEL

Assistant Operations Supervisor

We are looking for someone with talent, drive, a sense of humour and a sparkling personality to join our team Assistant Operations Supervisor at our amazing, hotel-with-a-difference in multiple locations:

- Amsterdam (March 2019)
- Berlin (September 2019)
- Bologna (February 2020)
- Vienna (March 2020)

About TSH

TSH is a game-changer. Our unique hotel concept offers student accommodation as well as long and short stay options for students-at-heart, together with epic facilities and exciting co-working spaces. This creates a dynamic, fun, creative environment and brings people of all backgrounds together. The Student Hotel is a hub of awesome, positive vibes – and with properties popping up all over Europe as we speak, our vibes are spreading!

Your mission

Just as important: you are co-responsible for every aspect of the hotel operation together with the Hotel Manager, the Assistant Hotel Manager and the Operations team. You operate mainly in the lounge/reception area where you are open and available with a friendly smile to meet all the needs of students and hotel guests and the questions of random strangers. This goes way beyond old school reception duties: you and your team members are the hotel's super-skilled hosts and responsible for optimal guest experience.

And this too:

- Guide, coach, and train the operations team
- Support the Assistant Hotel Manager with all tasks at hand
- Execute individually reception duties in the morning and evening
- Build relationships with residents & guests
- Maintain and control quality, cleanliness of interior and inventory. Maintain contact with the housekeeping and technical departments
- Support the operational preparation and execution of departure and arrival of new students in the new semester/year
- Take care of all common proceedings, such as; supporting sales activities and in-house events, distribution of mail
- Have fun!
- Spread smiles and good vibes knowing that employees and guests enjoying themselves and connecting with each other is what this is all about

You're gonna need this:

- Flexible and hands on mentality. You enjoy receiving and taking responsibility and you are capable of working independently
- Well-developed social and communicative skills, you are aware of international cultural differences and able to act upon these
- Strong and friendly personality, able to handle busy (peak) periods
- You love responsibility and handle stressful peak periods like a pro
- Fluent in English, good at local language
- You build and lead motivated, happy teams like a natural

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What do we offer you?

- An amazing work place to come to every day where you will experience a great team environment with a fantastic vibe and lots of positive energy.
- The opportunity to work at a dynamic, young, international organisation. We are a real **game changer** in the hospitality industry!
- **TSH cares** and gives you access to facilities including a great canteen, gym opportunities and regular cool events.
- **Ready, set, grow!** You will get the chance to learn and grow in your role (with the potential for growth within and across the company) and collaborate with other talented people who challenge you everyday.

Be part of The Student Hotel!

Excited? Great, we'd be thrilled if you would apply! You can do this by sending your email to jobs@thestudenthotel.com