

# THE STUDENT HOTEL

## Hotel Manager

We are looking for a driven hotel manager to join our hotel-with-a-difference in multiple locations!

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

*Are you someone with a wicked sense of humour and passion for awesomeness? Are you someone who naturally connects with people and is not afraid to take the lead?*

### **Why TSH rules**

We live in a world where everything is changing. The way we travel, study, live and work. People from all walks of life share the same passion: they love to connect! We believe in providing a fun, creative and inspiring environment where residents of all ages can live, work, play and grow.

To achieve this, we rely on an awesomely fun, smart and motivated team to embrace the student spirit and bring it to life. We believe in world peace and we aim to play our part in creating it!

### **Biggest challenge and WHY do we need you?**

Running a hotel, it's a way of life. As our hotel manager you're at the forefront; You are the face and heart of our organization: with your team you go the extra mile to create the optimal guest experience and make sure everyone knows who we are.

You are responsible for every aspect of the hotel and the restaurant.

You lead, coach and train the different teams in our unique and fun TSH style. Together with the assistant hotel manager, you ensure the hotel's seamlessly smooth operation.

We are no ordinary hotel and therefore we need captains who know how to be disruptive, do things differently and dare to take risks in order to create the best space to live and stay for all of our guests.

### **What will you be doing to make that happen?**

As our hotel manager you're at the forefront of our business and with it our Complete Connected Community.

To do so, you'll be responsible for these 5 different - but equally important - corner stones of the hotel:

#### *Operations*

- Running the hotel smoothly by guiding and shaping standard operating procedures;
- Checking and monitoring hotel security, follow up on our house rules and policies;
- Making sure all spaces in the hotel look neat and tidy at all times;
- Managing daily operations including F&B facilities in quality, service and results.

#### *Community*

- Connecting with the TSH community and serve as an internal and external networker;
- Identifying opportunities to create memorable guest experiences and involve the right teams;
- Managing our TSH Connector Berlin & local partnerships;

#### *Financial*

- Identify and act upon opportunities to achieve maximum revenue in collaboration with the local revenue and sales team
- Managing forecast and cost actively and deliver positive results on P&L
- Weekly sales and monthly profit monitoring to identify and manage areas of opportunity and risk.

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## *People Management*

- Leading by example: we love our team members, make them feel special and engaged!
- Responsible for active talent search, interviewing, hiring, training and coaching TSH assistant manager and team members
- Preparing work schedules and manage FTE level according to annual budget

## *Quality & Improvement*

- Handling, reporting and redirecting all kinds of guest or team member questions, remarks and complaints as well as technical issues to maintain / increase quality
- Analysing quality check results and identify opportunities to improve guest satisfaction
- Ensuring security and emergency procedures are in place as required by company policy and/or federal and state regulations

You'll report to - but moreover work closely with - our regional operations director.

## **Who are you?**

You are all about solutions and connecting the right people – but also courteous, professional and ready with a smile for team members, guests and random strangers alike.

You deal with stressful situations with aplomb and bring calm and a sense of 'I've got this' to every situation. You're a team player and work hard to inspire and guide your team members to excellence.

## *Background:*

- At least a Bachelor Degree (Hospitality and/or Management studies)
- At least 5 years of management experience (preferably some years in a hotel environment)
- Exceptional English and local language communication, all other languages very welcome!

## *Talents you have:*

- Responsible
- A born communicator and connector
- Customer-oriented
- Entrepreneurial spirit
- Hard working

## **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](mailto:jobs@thestudenthotel.com)