



Team Leader – Head Concierge Internship

Yays Concierged Boutique Apartments – Amsterdam

We are looking for friendly, caring and hospitable new colleagues. People who are enthusiastic about sharing information on the Yays' neighbourhoods, Amsterdam and the special events happening in the city. Do you want to work in a unique and fun environment where guests want to experience Amsterdam like a local resident? Look no further, welcome to Yays Concierged Boutique Apartments!

This is what you should know:

Our mission is to give our guests a unique personal experience and to ensure that they feel at home in our serviced apartments. The Yays team focuses on this mission on a daily basis and prides itself in its success in delivering this to our guests. You are the main point of contact for our guests: you guide them through the neighbourhood, answer their questions and take care of operational aspects. It is all about exceeding expectations!

This is what you'll be doing:

- Exceeding guest expectations and meeting their wishes
- Acting as the main point of contact for neighbours, suppliers, guests and other visitors
- Check-in and check-out
- Providing information on attractions and activities in Amsterdam as well as recommending restaurants, museums and entertainment
- Handling and solving guest complaints
- Handling and solving minor technical issues and supervising housekeeping staff
- Respond to e-mails and take incoming phone calls
- Train staff as well as lead the team per YAYS' code of conduct
- Updating our inventory, making orders and create a relationship with the suppliers.
- Responsible for all financial transactions
- Being pro-active and coming up with ideas on how to improve or change our work procedure to ensure we are working as effectively as possible
- Set up and optimise work and quality procedures
- Ensuring our properties always look its best and have the wow factor
- And most excitingly you are involved in the opening of Yays Entrepotaven in Amsterdam!

This is who you are:

- Empathic, caring, pro-active and curious
- Energetic, charismatic and good fun
- Extremely hospitable and you love to talk
- Have a hands-on mentality and show initiative
- Excellent people & team leading skills





This is what we're looking for:

- Full-time available for at least 6 months & flexibility (morning- and evening shifts 7 days a week)
- In the 3rd or 4th year of a bachelor studies related to hospitality/marketing/communication
- Fluent English (written and verbal)
- Living in Amsterdam

Yays Concierged Boutique Apartments

Yays is a 'travel and stay concept founded by Short Stay Group that stands out in its hospitality for leisure travellers and business people. Yays offers its guests the opportunity to discover hidden neighbourhood treasures and experience what it's like to live like a local.

Yays currently manages 130+ serviced apartments amongst 3 locations in Amsterdam and one in Barcelona. Three more sites in Amsterdam, Paris and Antwerp will be opened in 2019. Yays plans to expand nationally and internationally in the upcoming years.

Your cup of tea?

Interested? Join us and help us to fulfil our mission! Send your CV and motivation letter to Cindy Kokkelkoren – Human Resources via solliciteren@yays.com. You can contact Cindy as well in case you have any questions via +31 20 344 90 05.

