

Front Office Employee

Can you make our guests shine? As a Front Office employee you are the face of our hotel and the first point of contact for our guests

Tasks and responsibilities

Your tasks are dynamic and a nice challenge. With a friendly smile, you will do the following tasks:

- Checking in and out of (international) guests and visitors;
- Taking and processing room- and restaurant reservations;
- Being the point of contact for all our guests: service, friendliness and personal attention are central.
- Managing telephone and e-mail traffic, both internally and externally.
- Doing administrative activities.
- Working in our mini market 'Moes de Pom', where you can perform all reception tasks individually.
- Informing our guests about the facilities of the hotel and the surrounding area: you will go that extra mile for them. You surprise our guests and this goes naturally for you.

Candidate Profile

You have the following profile as a Front Office employee at our hotel;

- You have completed at least a MBO study, preferable in the same direction as the job function;
- You possesses hospitality, respect and drive;
- You are flexible and do not have a 9-till-5 mentality: you are available in evenings, weekends and public holidays;
- You like to take on a challenge: it makes you more motivated;
- Your attitude is professional and focused on our guests;
- You communicate with our guests in English as easily as in Dutch: speaking a third language is an advantage;
- You have your own transport and you are not dependent on public transport (because of the flexible working hours);
- Living in or around Eindhoven is an advantage;
- Experience with IDPMS is an advantage;

About us

At Van der Valk Hotel Eindhoven, you work in an open, spontaneous atmosphere and you get the opportunity to develop yourself. We think it is important that both guests and colleagues feel at home in our hotel, because happy colleagues provide happy guests. Together we do everything in our power to offer our guests the highest possible service and we give them the real 'WOW' feeling.

The hotel and its facilities

In addition to our beautiful hotel, with 264 rooms, a beautiful conference centre and 26 multifunctional rooms, Van der Valk Hotel Eindhoven has also other facilities to offer. In our atmospheric 'Brasserie Martinus', guests are surprised with the most delicious culinary dishes. For an exciting cocktail, freshly prepared sushi or delicious hamburgers you can go to OZZO Food & Drinks. The spacious Live Cooking restaurant 'Het Buffet' is the ideal location for an delicious buffet with family and friends. Other facilities are the fitness, the swimming pool and Jack's Casino.

Terms of employment

To be honest, working at Van der Valk means working hard. Together we do everything in our power to offer our guest the best service imaginable. Your hard work will be rewarded by us with: An informal culture within a beautiful international family business with a great team - Salary according to the Horeca CAO - Free exercising at Toucan Sportsclub - Staff discount on overnight stays at Van der Valk Hotels - Staff discount in our restaurants - Possibility to participate in collective health insurance - Possibility to participate in training at Van der Valk Educations - Guidance in your development as a "Hospitality Expert"

Apply?

Are you enthusiastic, flexible, hands on and do you have a "can do" mentality? Are you interested and do you want to join our team? Send us your resume and motivation letter!

Hospitality Employee Serving

Do you want to work for an international hotel chain? Then this job is suitable for you!

Job description

For our Food & Beverage outlets (Restaurant Martinus, Live Cooking Restaurant Het Buffet, 040 Congress & Events and OZZO Food & Drinks), we are looking for enthusiastic and motivated employees with passion for hospitality for 8 to 38 hours a week and at the weekend.

As a Hospitality Employee Serving, you are responsible for taking care of our guest in the various F&B outlets. You have to enjoy providing guest-oriented service and taking care of satisfied guests. The work within our F&B outlets is very diverse and you will rotate within these outlets. Every day you have to deal with various workplaces in this hotel, so your day will never be boring and full of challenges! In short, It is a dynamic job in a pleasant team!
You get the choice to work full-time or part-time in this job.

Candidate profile

You are:

- Guest and service oriented;
- Enthusiastic and energetic;
- A pleasant and motivated colleague;
- Flexible employable;
- Honest;
- Stress resistant;
- You have a hands-on mentality;
- You master the Dutch and English language;

What are we offering?

- A flexible job with a lot of variety in different outlets;
- A varied schedule, with early and late shifts (preferences are possible);
- An incredibly fun and challenging job with great colleagues;
- The possibility to follow training and coaching on the job
- A hospitable culture
- Working at a growing organization
- Personal development with career opportunities!

Career opportunities:

Do you have the ambition to grow? Are you a top player in coordinating, motivating and coaching colleagues, while you are the one taking responsibility? Then you have come to the right place! We offer you the possibility to take on the role of 'Shiftleader' during you shift, in which you are the first point of contact for our guests and employees of various departments within Hotel Eindhoven.

About Van der Valk Hotel Eindhoven

With 264 hotel rooms, 26 multifunctional rooms and three restaurant outlets, Van der Valk Hotel Eindhoven is one of the larger and probably the most complete conference hotel in the south of the Netherlands. Van der Valk Hotel Eindhoven is a 5-hammer classified conference accommodation.

In addition, Hotel Eindhoven provides all facilities around Food & Beverage. This includes breakfast for hotel guests, lunch and dinner in the brasserie, (family) buffet, Sushi & Steaks in our hotel bar, but also banqueting and the culinary interpretation during (large) events. Do you want variety or specialism, both facets are possible!

Benefits of working at Van der Valk Hotel Eindhoven

Self-development - Extensive training and education opportunities with our Valk Academy - Growing young family business - Plenty of room for own initiative - Nice colleagues - Cosy atmosphere - Free exercising at Toucan Sport - Staff discount at our restaurants - Great employee offers within the Van der Valk Group - Salary according to the Horeca CAO - Working for an (inter)nationally known hotel chain - Guidance in your development as a 'Hospitality Expert'