



Our team at IHCP is looking for an Operations Manager who is excited about working on a great project; the opening of a dual branded property in The Hague! Dual branded?! How that works? Well... Two different types of hotels in one building - both part of the biggest hospitality company in the world; Marriott International!

This exciting new hotel with 311 rooms is currently built in the iconic Muzentoren in the city center of The Hague. The two brands that will be represented in this building are Moxy and Residence INN. We are opening in August of 2022 and are NOW looking for our first team members to come aboard!

Brands

Moxy is all about guests enjoying a free-spirited Instagram worthy place where our guests can have a drink in our bar or play a game in our playful environment. A great way of meeting new people and enjoying life at best! Self-service is the best service but don't worry, bar is always open and 'the crew' is always on duty to serve!

Residence INN by Marriott is an extended stay brand whereby our guests stay for longer periods of time. It is up to us to make them feel at home with our family of associates! Although their room has all the facilities they need for a longer stay, our associates are always there to help and assist guests in our Residence inn Lounge - the public living and working space. This is also where our Residence INN guests can enjoy their breakfast or a cocktail or have a chat with whoever they meet!

The job

As Operations Manager you will lead our Operational Departments (Front Office and Food & Beverage) in both hotels. You proactively develop our team and assure the Marriott brand standards are met. You are the main driver of the operations team and make sure team provides the best service possible to maximize guest satisfaction and revenue for our hotels. In this pre-opening position you will build your team from scratch, create the SOP's needed and support our GM in preparing the hotels for opening. We need to be ready for The Hague and The Hague needs to be ready for us! In short your job will mainly be evolved around:

- Leading our operational teams on a day-to-day base
- Set high service standards and guide the team towards a great guest satisfaction score
- Developing a strong team with the acknowledgement of those individuals that excel
- Motivate our team members to come up with ideas on differentiating and selling our hotel
- Monitor and assist the GM in the financial aspects that belong to the operations, e.g. P&L, ADR, Income Audit
- Making sure to grab the right opportunities to maximize business into our hotel
- Making sure that we comply with the Marriott International brand standards
- Monitor team development and acknowledge /facilitate training where needed
- Providing exceptional customer service
- Working together with the other operational departments in order to make sure our guest have all they wish for!

What can we expect from each other?

You...

- Are excited about working on a new project in the beautiful city of The Hague working with the biggest hospitality company in the world
- Can communicate in Dutch and English
- Enjoy working in a pre-opening team and work together towards our opening date
- Are a self-starter
- Are a natural team leader
- Are not afraid to represent our hotel in absence of the GM
- Have 2 years of experience in a similar role
- Are able to work independently
- Have a passion for hospitality!

We...

- Offer you a great place to work in a completely new and diverse team!
- Offer a second family with a work hard, play hard kind of mentality
- Offer a work environment where learning & development are a priority + the chance of working in a pre-opening project!
- Have a special Associate Discount Rate in all Marriott Hotels worldwide
- Competitive salary according to the Horeca CAO

Sounds interesting? Apply now! Send your resume & motivation letter to sanne.lindeman@ihcp.com !

