

Front of House Manager – Boutique Hotel

Full-Time – Voorburg

Salary indication: €3,000 - €3,500 gross per month (excluding tips and 8% holiday pay)

Are you a seasoned professional with a passion for hospitality and leadership? Central Park is looking for an experienced Front of House Manager to lead our boutique hotel and Michelin-starred restaurant. If you have 3 to 5 years of experience in a similar role and thrive in a dynamic environment, we want to hear from you!

About Central Park

Central Park is a boutique hotel and restaurant located in the historic national monument 'Vreugd & Rust,' surrounded by a beautiful park. With 14 luxurious rooms and suites, we are proud to offer exceptional service to a diverse range of guests.

Our restaurant, awarded a Michelin star, is a key draw for guests seeking a culinary and luxurious experience. Additionally, we host private dining, meetings, and special events, including weddings, as an official wedding venue.

We are a young, ambitious team committed to excellence in all aspects of guest service.

Your Role

As Front of House Manager, you will be the heart of the guest experience at Central Park. You'll lead the Front Office team, ensuring smooth daily operations while fostering an atmosphere of warmth and professionalism. You will also play an active role in supporting sales, driving revenue, and contributing to the strategic direction of our boutique hotel.

Key Responsibilities:

- Oversee all Front of House operations, ensuring seamless service and a high level of guest satisfaction.
 - Manage and train the Front Office team, setting clear goals and maintaining high standards.
 - Handle guest inquiries, complaints, and feedback, resolving issues effectively and professionally.
 - Monitor and optimize booking systems and processes for the hotel and restaurant.
 - Collaborate with the housekeeping and food & beverage teams to ensure an exceptional guest experience.
 - Support sales efforts by building relationships with clients, identifying opportunities, and driving revenue.
 - Analyze guest feedback and operational data to continuously improve the guest experience.
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What We're Looking For

Do you have:

- 3 to 5 years of experience in a similar role, preferably in the boutique hotel or luxury hospitality industry?
- Strong leadership and organizational skills?
- A passion for hospitality and a guest-first mindset?
- Excellent communication skills in Dutch and English (additional languages are a plus)?
- Familiarity with systems like Mews and Formitable (preferred but not required)?
- The flexibility and energy to thrive in a fast-paced environment?

And do you recognize yourself in the following?

- You are proactive, solution-oriented, and enjoy taking the initiative.
- You inspire your team to deliver excellence and build strong guest relationships.
- You are commercially savvy and have a keen eye for opportunities to enhance revenue.

What We Offer

- A competitive salary between €3,000 and €3,500 gross per month, based on experience.
- Exclusive benefits through Relais & Châteaux, including discounted stays at partner hotels.
- Membership perks with Alliance Gastronomique (as of January 1, 2025), offering discounted dining, accommodation, and access to training opportunities.
- A dynamic, supportive, and ambitious team environment.
- The opportunity to make a real impact in a growing and innovative boutique hotel.

Interested?

If you're ready to take on this exciting challenge, we'd love to hear from you! Send your CV and a short motivation letter to:

 joey@centralparkvoorburg.com

We look forward to welcoming you to the team and working together to create exceptional guest experiences at Central Park!