

MANAGEMENT INTERNSHIP - COMMUNICATION, RELATIONS & RESERVATIONS

HELLO
TALENT

Opportunity Name

Management Internship - Communication, Relations en Reservations

Department | Communication, Guest Relations, Reservations

During this management internship (min. 5 months), you will be working in our first and newly opened Zoku hotel in Amsterdam, alongside the Reservations & Communication coordinator, Commercial lead, Operations and Systems lead and Operational team.

Amongst the responsibilities below, the main goal of this internship will be turning Zoku's communication, guest relations en reservations department into the most efficient and best guest experience possible. As we have just opened our doors in Amsterdam, the position comes with great responsibility and the freedom to contribute to the success of the operation.

Zoku's residents will be empowered with a range of booking and communication channels. They will be able to communicate, submit inquiries and complete bookings seamlessly via Zoku's app and website, while the traditional offline channels will also be available for those times when guests just want to talk to a real human. The priority is offering guests a range of vehicles to sort out their booking or get a question answered - whether they prefer to do so independently and digitally or hop on the phone and liaise with a warm and genuine person on the other end of the line.

As Zoku is a startup, it works as one: the whole Zoku tribe, from top to bottom, is working together to make the first Zoku legendary. Together with the Reservations & Communications coordinator and the Commercial Lead you will create the best workflows, come up with innovative ideas and solutions to make the Sales, Reservation and Communication department the most efficient en awesome in the hospitality industry.

Who can apply

The ones who love to work with and for people, are curious and neighborly. Genuine people looking to gain valuable experience as an intern in the wonderful world of hospitality and communication, as part of their HBO(college) or Master degree or for those who wish to gain hands on experience after graduation. Especially students/graduates in the fields of hospitality, communication or tourism management might love to take on this challenge. Students and graduates outside these fields are also more than welcome to apply. Possibility to have time for assignments/projects when desired as part of a curriculum prior or after the internship.

Location, City | Amsterdam, The Netherlands

Placement Type | Management placement, Communications, Guest Relations & Communication

Zoku

Zoku Facilitating global living and working, Zoku is a new category in the hotel industry: A home-office hybrid, also suitable for long stays, with the services of a hotel and the social buzz of a thriving neighborhood. It's a place to call your second home from your first visit. Zoku is optimally suited for people living and working in a city for between five days and three months. Zoku offers the traveling professional - the global nomad - a home base with both a smart Zoku Loft (private areas) and social spaces (communal areas) to work, sleep, play and live in. The first Zoku opened in May 2016 in Amsterdam.

The Team

You will work with a team of entrepreneurial and friendly spirits who love to create one big family and providing the best possible service in the broadest sense: from welcoming guests to Zoku, making the best coffee to connecting them to the city, facilities and services. There are no separate teams, we all work together creating the best Zoku experience for all visitors. We have a variety of complimenting backgrounds and strong business knowledge and private equity experience. We created or worked for innovative concepts like citizenM, Spaces and Creative Valley as well as high-level service organizations like Ritz-Carlton. We speak a mix of languages Dutch, German, English, Swedish, French and a bunch of local dialects. For more on Zoku, please visit our website: www.livezoku.com.

Main responsibilities would include

- Assisting the Reservations and Communications coordinator and Commercial Lead in creating the best Guest Experience possible pre-arrival and post departure;
- Implementation and execution of communication and reservation flows for hotel, creating the best individual booker experience and best communication & information experience for external and internal guests;
- Reviewing and constantly looking for new ways to improve the concept and services/packages offered with a focus on increase of efficiency of service and keeping an eye on new trends emerging in the market.
- Assisting Reservations and Communications coordinator in follow up on group leads, setting up offers and coordination of corporate reservations;
- Being the first and very best contact by phone, e-mail, social media communication for the hotel for both internal and external guests;
- Assisting in offering tailor-made solutions to client's needs.

We are looking for a star player with the following profile

- Friendly, Enthusiastic and humoristic;
- Highly organized and detail oriented, a lover of multitasking;
- Entrepreneurial spirit, likes to discover new things, self-starter;
- Reliable, keeper of high standards and stress-proof;
- Excellent communication skills, professional and representative;
- Experienced and happy to work with multiple computer programs at same time;
- Experience in working in an hotel or other communication/reservation environment; preferably in a front office, call center/helpdesk, sales and/or reservations role;
- Fluent in English (verbal and written) is a must, Dutch language is a plus;
- Interest in distribution management, reputation management, content management or revenue management is a plus;
- Experience in distribution systems, PMS/PBX/CRM or related systems is a plus.

What's in it for you?

You will get the opportunity to participate in improving and fine-tuning an entirely new hotel concept within the Amsterdam market in an exciting start-up setting. We are a very non-traditional company within a traditional industry, so if you like to go further where others stop, we're sure you will be a great fit. In addition, the project has got an international outlook with plans to rollout in multiple major cities in Europe.

How to Apply

You can send your resume and motivation to us at talent@livezoku.com.