

Renaissance Amsterdam Hotel – Duty Manager

DISCOVER THIS WAY

Do you thrive in the heart of hotel operations and love being where the magic happens? At Renaissance Amsterdam Hotel, we are looking for a Duty Manager who enjoys leading the floor, supporting the team and creating memorable experiences for our guests every single day.

What are my responsibilities?

As a Duty Manager, you the part of the Front of House department. You are the driving force behind smooth daily operations and excellent guest experiences. You ensure that everything runs seamlessly, together with the Front of House department.

In your role, you will:

- Support the Front of House Office Manager and Front of House Assistant Manager in overseeing daily operations and supervising the Front Office team.
- Welcome guests upon arrival and ensure a smooth, personal check-in and check-out experience.
- Handle complaints, settling disputes and resolving grievances and conflicts by negotiating with relevant parties.
- Be a local discoverer, sharing insider knowledge of the hotel and neighborhood to spark curiosity and authentic connections for our guests.
- Oversee all property operations during both day and overnight shifts.
- Train, motivate and coach your team and you serve as a role model to demonstrate professional and authentic attitude.
- Provide guidance and feedback to help team members develop and strengthen skills and abilities needed to achieve their goals.
- Create an environment where both guests and talent feel valued, supported and connected.

What are we looking for?

We are looking for a Duty Manager who 'lives life to discover' and brings personal style to every experience. You are passionate about hospitality and you want to exceed quest expectations every day. You enjoy inspiring your team and you interact with others in a way that builds openness, trust and confidence in the pursuit of organizational goals and lasting relationships. You understand guest needs and set high standards of performance.

To be eligible for this position you...

- Have experience working at the Front Office department in a supervisory role. Knowledge of Opera property

management system is a welcomed plus!

- Have international working experience in hotel industry.
- Flexible to work morning, evening and night shifts.
- Are self-motivated with a “can do” attitude.
- Are fluent in English and preferably Dutch.

What do we offer?

Located just moments from Amsterdam Central Station, the Renaissance Amsterdam Hotel is a place where people, stories and cultures come together and where you are invited to bring your own. We offer:

- An inspiring and professional environment that nurtures creativity and personal development.
- Travel allowance up to € 180 to make your daily commute easier.
- Bonus for employee referral, more friends = more bonuses!
- Personal coaching to support you in your day-to-day job and lots of development and training opportunities.
- Clear and exciting career paths within our expanding hotel, providing opportunities to advance and make your mark.
- Special Associate Rate discount available for Marriott and Archer products worldwide.
- A TakeCare program: a comprehensive Marriott wellness initiative designed to support the physical, mental and emotional well-being of our ambassadors.
- As part of our culture we celebrate recognition and organize many social activities, such as our Associates Appreciation Week, yearly Staff Party and Team outings.

Curious to join a team where sustainability and hospitality go hand-in-hand? Apply now and be part of something special. We are proud to be recognised as Europe’s Leading Sustainable City Hotel 2025, and we are committed to continuous improvement: environmentally, socially and culturally.

The Renaissance Amsterdam Hotel is an equal opportunity employer, and we welcome all applicants who want to grow with us.