



## **THE DOMINICAN IS HIRING**

**Function:** Duty Manager  
**Department:** All  
**Direct responsible:** General Manager  
**Contract:**

### **Description of the position:**

- Will represent the Hotel Manager/operations Manager during his/her absence.
- Will adhere to the standards of service, the 'One team Hotel' concept as required by the hotel in compliance with the Company and Hotel policies, procedures and objectives.
- Must be able to make sound decisions and create distinctive experiences in order to make differences for guests when needed
- Reports directly to the Operations Manager with a dotted line to the General Manager
- Ensure the well-being of all guests and associates
- Will take full responsibility for the health and safety of all guests and associates by leading evacuations, applying first aid, assessing and acting on critical situations, consulting and enabling help forces (security, police, ambulance)
- Will play a pro-active role in the Operations ensuring a high level of Guest Experience.
- Will ensure a smooth and efficient operation and co-ordination of the various departments within the Hotel when the HOD's (or person in charge of the department) are not in the property
- Will deal with guest issues as well as resolving IT and electrical problems.
- Plays a pro-active role as host/hostess
- During his her "duty", will report all positive and negative deviations from the normal execution of tasks (and attitudes) of the associates.

### **Main duties and Responsibilities:**

- Full awareness of current daily status of Hotel; be aware of daily functions, VIP and group arrivals, In-House – Departures
- Communicate and record complaints
- To carry out and handle safety issues
- Be the contact person in case of emergencies (communication with and help forces (security, fire brigade, police))
- Fill out the Duty Report with a log of all issues and an overview of the operations. This report must be sent to all relevant managers
- Deal with complex guest complaints, represent the Hotel Management and take decisions.
- Overall responsibility for the hotel operation in the absence of HOD's or Executive Committee members.
- Schedule : Tuesday-Saturday from 14h -22h

### **Leadership success requirements:**

- ACT WITH INTEGRITY
  - Demonstrate honesty, reliability, ethics and professionalism
  - Demonstrate consistency between words and behavior
- COMMUNICATE EFFECTIVELY
  - Convey relevant information in a timely fashion, appropriately tailored to the intended audience
  - Effectively influence and persuade others; listen effectively and follow up to ensure understanding
- EXHIBIT SELF-CONFIDENCE
  - Handle difficult situations with poise and self-assurance
  - Demonstrate emotional stability and humility
  - Remain calm, confident, and dependable during a crisis; willing to take risks publicly
- MAKE SOUND DECISIONS
  - Gather and analyse relevant facts and data to establish core issue or root cause
  - Make timely and sound decisions with regard to appropriate course of action

### **Personal Appearance:**

All employees must ensure a neat, clean and well-groomed appearance at all times.

### **We are**

The Dominican is a 4\* deluxe design hotel, a destination for elegance in the historical centre of Brussels. The Dominican is the first member of Design Hotels™ in Belgium, distinguishing itself by offering a unique product and indulgent hospitality.

The hotel offers 150 rooms, 3 meeting salons, a gym with sauna & hammam, a restaurant, bar & terrace.

### **What we offer:**

Joining The Dominican Family is also:

### **Compensation and Benefits:**

- **Competitive Salary:** Based on industry standards and experience.
- **Regular Shifts:** Consistent and predictable work schedule.
- **Public Transport home-work travel:** public transportation costs is 100% up to the company.
- **Exclusive Perks:** One free night per year and staff discounts at Carlton Group hotels, including Design Hotels worldwide.
- **Nutritious Meals:** Access to fantastic and healthy meals during shifts.
- **Uniform:** Provided by the company.

### **Additional Opportunities:**

- **Cultural Experience:** Immerse yourself in The Dominican experience.
- **International Exposure:** Work for a globally recognized company.
- **Team Environment:** Join a supportive team of 47 amazing colleagues.

- **Career Development:** Opportunities for professional growth and advancement.
- **Company Culture:** Be part of a dynamic and expanding corporate culture.

**Hungry for more details**

Do you think we have a match?

Send your CV and motivation letter to [human.resources@thedominican.be](mailto:human.resources@thedominican.be)

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