ROOMS OPERATIONS MANAGER

(f/m/d)

WHEN COMING TO BIKINI MAKE SURE TO WEAR SUNFLOWERS IN YOUR HAIR

Set in charming Colònia de Sant Jordi, on Mallorca's south coast, Bikini Hotel Es Trenc is the ultimate beach destination where relaxed coastal vibes meet the energy of our vibrant lifestyle hotel. We offer more than just a hotel stay – it's a unique journey driven by tasteful NENI food, hippie design, rich music, mindful movement and heartfelt service. Our team of hospitality enthusiasts ensures attention to detail, unwavering reliability and deep expertise, while encouring creativity, ease, and joy. Ready to join us as **Rooms Operations Manager** and be part of something extraordinary?

WHAT'S WAITING FOR YOU?

- By the founders of 25Hours hotels: creating exceptional and fun experiences, by blending professionalism and pushing beyond limits
- Designhotel in a vibrant & dynamic atmosphere
- Everyone is welcome, embracing individuality, unique personalities, and creativity
- 5 working days/week with digital reporting of working hours
- 10 month contract - Long season duration of up to 7 months with high occupancies.
- ...yet time to relax. Depending on capacity you are advised to take vacation days also during the summer season.
- Want to explore the world? Benefit from friends' rates in partner hotels and discounts in many NENI restaurants
- Welcome to our Bikini world: opportunities for professional growth and development

WHAT`S IN YOUR LUGGAGE? YOU HAVE/YOU ARE....

- Experienced & inspiring team leader
- Strong background in Rooms Division (Front Office, Housekeeping, Guest Experience, Reservations)
- Skilled in Opera Cloud, Lighthouse, and familiar with Duve, HotelNetSolutions, and Billbox
- Thrive in multicultural & energetic teams with smooth two-way communication
- Hands-on, creative mindset to handle daily challenges
- Experience in pre-openings / construction phases is a plus
- Talent for building relationships and engaging with people
- Co-responsible for room inventories, room investments, and OSE purchasing with the GM
- Knowledge in quality management
- Passionate, authentic host with empowering leadership
- Fluently speaking English & Spanish – the more languages the better
- Honest communicator, detail-oriented, with design affinity

WHAT'S YOUR JOB ABOUT?

- Represent the General Manager in his absence towards the guest (MoD)
- Strategic & operational management of the rooms departments
- Know your KPIs and prepare reports as decision base for GM & HQ
- In charge of smooth daily operations, able to identify & solve issues while improving our high-quality standards
- Support your team hands-on & exceed guest expectations
- Develop, implement, optimize & train Bikini Guest Promises, SOPs & Bikini Experiences
- Be the interface between all hotel (rooms) departments & guarantee a seamless information flow
- Sparrings partner to GM & collaborating closely with Bikini HQ
- Be up to date with current industry topics & innovations
- Participate in and lead internal project management e.g. sustainability, guest experiences
- Own the guest vibe – keep reviews sparkling, respond with heart, turn every comment into a Bikini moment, and wrap it up with a monthly vibe report that shows we're shining
- Be the interface between all hotel departments & guarantee a seamless information flow

Do you want to become a Bikini ambassador? Apply with your CV including a letter or even better video of motivation and your salary expectations. We are looking forward to all applications and remain for all questions that may arise: work.estrenc@bikini-hotels.com