

EST. 1908

HOLLANDSE CLUB

Member Services Supervisor

Location: Singapore

Join the Hollandse Club as our Member Services Supervisor and play a key role in shaping the daily experience of our members and guests as the **Member Services Supervisor**. This full-time role is ideal for a highly organized, energetic and people-oriented professional who enjoys leading front-of-house operations.

About Hollandse Club

Hollandse Club is one of Singapore's leading international sport and social clubs, offering a vibrant and inclusive environment for members and their families. Our philosophy is simple: to create a welcoming, well-maintained and seamlessly run Club where members and their guests can relax, connect and enjoy high-quality experiences. Facilities and service delivery sit at the heart of club life, and we are committed to ensuring our spaces are consistently inviting and efficiently managed, supporting a vibrant and inclusive experience for members of all ages.

About the Role

As the operational lead for the reception function, you will oversee the day-to-day running of the reception desk, manage and support the reception team, maintain high service standards across member-facing areas, as well as oversee the Club's boutique 7-room hotel operation. You will be a visible and approachable presence within the Club, ensuring members and guests consistently receive warm, efficient and personalized service. Embedded within the front desk team, this role works closely alongside colleagues while providing leadership in areas of training, service standards and operational compliance.

Key Responsibilities

1. Reception Operations & Member Services

- Lead and support the daily operations of the reception desk, including member and guest check-in, inquiries, telephone and email correspondence, and access management.
- Deliver a warm, professional and efficient member experience while handling feedback, complaints and escalations calmly and effectively.
- Ensure the reception area is consistently well-presented, organised and fully operational, while supporting operational coverage during peak periods and rostered shifts.
- Identify and implement areas of improvement in the member experience across the member journey, including in common areas and hotel facilities.

2. Team Leadership & Performance

- Supervise, train and support the reception team to ensure consistent service standards, operational compliance and professionalism across all shifts.
- Coordinate onboarding, coaching, SOP management and ongoing skills development for front-of-house staff.
- Manage staff scheduling, attendance, presentation and daily task allocation, while serving as the first escalation point for operational or team-related matters and reporting key issues to the AGM.

3. Common Area Oversight

- Take ownership of the daily presentation, cleanliness, and operational readiness of all member-facing common areas, including reception, gym, toilets, and changing rooms.
- Conduct regular daily and weekly walkthroughs to identify and rectify deficiencies, recording findings and actions taken.
- Liaise with cleaning contractors, facilities staff, and department heads to resolve issues promptly.
- Monitor consumable stock levels (toiletries, towels, stationery, signage) and raise purchase requests in a timely manner.
- Ensure health, safety, and hygiene compliance across all supervised areas in line with club policies and applicable regulations.
- Flag and escalate capital or structural issues to the AGM with supporting documentation.

4. Hotel Operations Oversight

- Manage end-to-end hotel room operations for the Club's 7-room accommodation facility, including reservations, check-in, check-out, billing, and room allocation.
- Coordinate with housekeeping and maintenance to ensure room readiness, cleanliness, and timely turnaround between stays.
- Serve as the primary contact for hotel guests throughout their stay, ensuring a high-quality, personalised experience consistent with the Club's standards.
- Maintain and update the property management system (currently Cloudbeds), manage availability calendars and rate parity across OTA channels (Expedia, Agoda, and Booking.com), as well as liaise with the finance team on billing and invoicing.
- Monitor room condition, flag maintenance issues, and follow up on resolution within agreed timeframes.
- Develop and maintain hotel SOPs, welcome materials, and guest communication templates.
- Report on team performance, incidents, and operational issues to the AGM on a regular basis.

5. Kids Club Programme

- Drive the planning, and execution of engaging children's club programming and activities for our Kid's Club.
- Oversee staffing requirements for children's programs.
- Collaborate across departments to deliver innovative, age-appropriate events, workshops, and recreational initiatives that strengthen member engagement and satisfaction.

Reporting & Working Conditions

- **Reports to:** Assistant General Manager
- **Direct reports:** Reception Team
- Shift-based role covering reception operating hours, including weekends and public holidays on a rostered basis.
- Physical presence across multiple areas of the Club is required; the role is not purely desk-bound.
- On-call availability may be required to support urgent hotel guest matters outside of normal shift hours.

About You

You will bring:

- Minimum 3 years of experience in a front-of-house, guest services, or hospitality supervisory role.
- Experience managing hotel or accommodation operations is strongly preferred.
- Demonstrated team leadership or supervisory experience, including training and performance management.

- Proficiency in hotel or club management systems; prior experience with Cloudbeds or a comparable property management system is strongly preferred. Hands-on experience managing OTA listings and inventory across platforms such as Expedia, Agoda, and Booking.com is an advantage.
- Strong command of written and spoken English; additional languages are an asset in a multicultural club environment.
- Familiarity with facilities or building management coordination in a hospitality context is an advantage.

Why Apply

- Competitive remuneration based on qualifications and experience.
- Generous employment benefits, including;
 - Attractive leave policy, including annual leave, wellness leave, birthday leave, marriage leave, examination leave and compassionate leave,
 - Medical insurance coverage as well as out-patient and hospitalization benefits
 - Staff meal policy
 - Free on-site parking
 - Staff discounts on club services and offerings
 - Inclusive and diverse workplace culture
 - The opportunity to be part of a vibrant, international, and growing club community.

Salary Range

Competitive salary commensurate with experience.

Our Commitment

Hollandse Club is committed to providing a safe, inclusive, and welcoming environment for all staff. We embrace diversity in gender, age, ethnicity, culture, disability, religion, and sexual orientation, and encourage all suitable applicants to apply.

We believe sport makes life better — and we are always looking for talented people to help us create meaningful, engaging experiences.

How to Apply

If you are ready to take the next step in your career, we'd love to hear from you. Please submit your resume and cover letter to David Lanckman at agm@hollandseclub.org.sg.

Please note that applicants must possess valid Singapore work authorisation, the Club is unable to sponsor or apply for work passes for this role.

Club members and their families are excluded from applying for this position.