

RESIDENZ

HOTEL



Your smile is our signature – become a Front Office Agent at Hotel Residenz Pforzheim!

Are you a passionate host who values making a lasting first impression on our guests? At Hotel Residenz Pforzheim, we offer you the opportunity to take on responsibility in a dynamic environment and shape your career path successfully at the Front Office. We look forward to receiving your application as:

Front Office Agent (m/w/d)

Your Profile:

- Completed training in the hotel industry or as a career changer
- At least one year of experience in the hotel industry – preferably at the front office
- Positive demeanor & passion for the hotel industry
- You are reliable, take on responsibilities & possess organizational skills
- Proficient in using MS Office applications
- Goal-oriented and structured work approach
- Fluent in both German and English

Your Responsibilities:

- Warm welcome of our hotel guests
- Working in early and late shifts
- Check-in and check-out procedures along with all preparatory tasks
- Responding to all guest inquiries in person, via email, and over the phone
- Handling cash and settlements
- Processing individual reservations
- Performing general administrative tasks
- Complaints management

What we offer:

- We are one TEAM
- Exciting and diverse projects
- Room for creativity
- Appreciative interaction
- Familial atmosphere
- Benefits with partner companies
- Discounts on cultural offerings
- Employee events and advantages
- Permanent employment contract
- Christmas and vacation bonuses
- Bonus systems, rewards, ...

Your contact for Application:

- Helena Fritz
- HR Manager
- h.fritz@muze-hotels.com

