

# MERCURE

## HOTELS

HOTEL FRANKFURT  
AIRPORT LANGEN



### *Let your smile make the difference – join us as a Front Office Agent*

Do you have a passion for hospitality and enjoy creating memorable first impressions for our guests? At Mercure Hotel Frankfurt Airport Langen, we provide you with the opportunity to take on responsibility in a dynamic environment and grow your career at the Front Office. We look forward to receiving your application for the position of:

### *Front Office Agent (m/w/d)*

#### **Your Profile:**

- Completed training in the hotel industry or as a career changer
- Minimum of one year of experience in the hotel industry, preferably at the front office
- Positive demeanor and passion for the hotel industry
- Reliable, responsible, and organized
- Proficient in MS Office applications
- Goal-oriented and structured approach to work
- Fluent in both German & English languages

#### **Your Responsibilities:**

- Warmly welcoming our hotel guests
- Working in early and late shifts
- Handling check-in and check-out processes, including all necessary preparations
- Responding to guest inquiries in person, via email, and over the phone
- Managing cash registers and conducting financial settlements
- Handling individual reservations
- Performing general administrative tasks
- Managing guest complaints

#### **What we offer:**

- We are one TEAM
- Exciting and diverse projects
- Room for creativity
- Respectful interaction
- Family-like atmosphere
- Discounts at partner companies & cultural events
- Employee events and benefits
- Permanent employment
- Bonus systems, incentives, ...

#### **Your contact for Application:**

- Mercure Hotel Frankfurt Airport Langen
- Herr Marko Blaskovic
- General Manager
- [hb4g0-GM@accor.com](mailto:hb4g0-GM@accor.com)