

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
- 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, ...

I look forward to your application!

If you see yourself in this role and would like to join our team, please send us your application documents. I can't wait to meet you!

Marko Blaskovic, General Manager
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