

MUZE

HOTELS



Looking for something new?

Are you a passionate host looking for an exciting workplace that offers room for growth? Do you love bringing a smile to guests' faces? For our hotel, **Haus Duden**, located amidst green surroundings in **Wesel**, we are looking for you, and we are excited to receive your application as:

Front Office Agent (m/w/d)

Your Profile:

- Completed professional training in the hotel industry
- At least one year of experience in the hotel industry, preferably at the front office
- Positive demeanor and passion for the hotel industry
- Warm, authentic, and loyal personality
- Good numerical understanding and organizational skills
- Hands-on mentality and ability to charmingly attend to guest needs
- Fluent in German and English
- High level of commitment and strong team player

Your Responsibilities:

- Processing, creating offers, monitoring, and handling individual reservations
- Receiving and processing all reservations via telephone, email, or digital platforms
- Entering reservations into the hotel booking system with associated tasks
- Providing knowledgeable advice to our international guests
- Handling options and existing reservations
- Maintaining customer databases
- Active upselling and cross-selling

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:

- Hotel Haus Duden
- Herr Michael Johnson
- General Manager
- gm@hotel-haus-duden.de

