



## Your talent for service and leadership – shape the guest experience as our Front Office Manager at Hotel Residenz Pforzheim!

We are looking for an experienced and service-oriented individual to join us as a Front Office Manager at Hotel Residenz Pforzheim. Are you passionate about hospitality, have a knack for organization, and strong leadership skills? Then we can't wait to meet you! Take charge of our Front Office team and ensure that our guests are delighted from the very first interaction. We look forward to receiving your application as:

### Front Office Manager (m/w/d)

#### Your Profile:

- Completed training in the hotel industry or as a career changer
- Relevant experience at a reception desk or 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
- Strategic, administrative, and operational management of the Front Office
- Active support of the Front Office team in daily operations (check-in, check-out, invoicing, cash management)
- Leadership, motivation, and supervision of staff
- Complaints management

#### Your contact for Application:

- Helena Fritz
- HR Manager
- [h.fritz@muze-hotels.com](mailto:h.fritz@muze-hotels.com)

#### 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, ...

