

RESIDENZ

HOTEL



Looking for something new?

Are you a passionate host in search of an exciting job opportunity that offers ample room for growth? Do you thrive on bringing smiles to guests' faces? Then make an impact with us and become a part of our fantastic team at the front office of **Hotel Residenz Pforzheim**. 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:

- Hotel Residenz Pforzheim
- Frau Sybille Tödter
- General Manager
- sibylle.toedter@residenz-pforzheim.de

