

MUZE

HOTELS



MUZE with us - Join the TEAM!

Do you have a passion for the hotel industry? We are looking for a Front Office Agent for our MUZE Hotel in Düsseldorf. You have the great opportunity to help us improving the guest experience. I look forward to receiving your application!

Front Office Agent (m/w/d)

Your Profile:

- Demonstrated experience as a Receptionist, in a chain hotel will be a plus
- Dynamic nature, good communication and problem solving skills in dealing with guests
- Good skills with hotel specific software (Protel, Microsoft Office)
- Good communication skills (spoken and written) in English

Your Responsibilities:

- Greeting customers, performing check-in and check-out operations
- Carrying out the Night Audit process if it is needed
- Resolve guest requests, respecting local requirements, Muze values and standards
- Promoting to guests the services and products offered by the hotel
- Solving complaints or special requests from hotel guests
- Carrying out the activity according to the working standards of Muze Hotels

What we offer:

- Permanent employment contract
- We are one TEAM
- Exciting, diverse projects
- Appreciative and respectful work environment
- Familial atmosphere
- 25 days of vacation in the first full year, increasing to 30 days thereafter
- We pay a 50% surcharge for work on Sundays and public holidays
- Christmas and holiday bonuses are provided after 11 months of employment
- Complimentary beverages are provided, along with discounted rates at our hotels for you and your family members.

Your Contact for Application:

- Muze Hotels
(by BrownHouse Management GmbH)
- Ms. Roxana Visan
- General Manager
- rvisan@muze-hotels.com

