

MERCURE

HOTEL

FRANKFURT AIRPORT
LANGEN



Looking for something new?

Are you a passionate host looking for an exciting workplace that offers ample room for growth? Do you love bringing a smile to guests' faces? Then make a difference with us and become part of our amazing front office team. We are looking 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
- Minimum of one year of experience in the hotel industry, preferably at the front office
- Positive demeanor and passion for the hotel industry
- Reliable, responsible, and organized
- Proficient in MS Office applications
- Goal-oriented and structured approach to work
- Fluent in both German and 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, ...

Your contact for Application:

- Mercure Hotel Frankfurt Airport Langen
- Herr Marko Blaskovic
- General Manager
- hb4g0-GM@accor.com