

Mainz – Rhineland - Palatinate (Germany)  
International Hotel is looking for a  
**Front Office Staff/Reception**

**Company description:** The Hyatt Regency Mainz Hotel is part of the international hotel group "Hyatt" and convinces with its direct location along the river Rhine and has 268 luxurious rooms and suites. In addition to the "Regency Club", an exclusive lounge on the sixth floor, the hotel also offers a spacious "Club Olympus Spa & Fitness". The event area offers more than ten meeting rooms including a large ballroom and the historic Fort Malakoff. The restaurant "Bellpepper" has a show kitchen, Rhine-view and summer terrace as well as the "M-Lounge & Bar" provides culinary highlights and special moments.

**Responsibilities:**

- ☐ Register guests into the hotel in a prompt and courteous manner using up-selling techniques to maximize room rates
- ☐ Prepare for group check-ins and check-outs
- ☐ Respond quickly to guest requests or complaints in a friendly manner and ensure appropriate action is taken
- ☐ Using creative reasoning to overcome guest objections and concerns

**Requirements:**

Education in hospitality or gained some customer service experience preferably in a hotel or related field. Good working team . To have a neat appearance and an outgoing personality. Ability to provide friendly guest service with a smile, be able to multi-task and **have good English skills.**

**German skills will be helpful, but aren't necessary.**

**Our benefits:**

In the last four years we have been honored with the "Great Place to Work" award and have always been able to achieve a great placement in the top 15. The reason why our colleagues enjoy working in our team is because we offer the following benefits:

- ☐ many opportunities for professional and personal development through different training programs
- ☐ various employee events
- ☐ a balanced work-life balance through records of work hours
- ☐ an open and honest communication in a committed team
- ☐ a first-class staff restaurant
- ☐ Providing and cleaning the uniform
- ☐ many advantages of an international hotel group

**How to apply:** Please send us Your **CV in ENGLISH** via E-Mail, using the code: **HOGA-RPS\_03\_09** at [euresto.recruiting@cittametropolitana.torino.it](mailto:euresto.recruiting@cittametropolitana.torino.it) and cc: [eures@regione.sicilia.it](mailto:eures@regione.sicilia.it)

**Deadline: 5 /10/ 2018**