

# IPS Hessen

ZAV- INTERNATIONAL PLACEMENT SERVICES

DEPARTMENT OF GERMAN FEDERAL EMPLOYMENT AGENCY



On behalf of **Marriott Hotel Frankfurt am Main**  
we are looking for

## **Lobby Ambassador (m/f)**

### **Your tasks:**

Engage hotel guests to enhance the service experience through activation of all outlet services within the lobby area (e.g., Restaurant & Bar, Front Desk, Business Center, Lounge, etc.). Respond to guest requests for special arrangements or services (e.g., transportation, reservations, dry cleaning) by making arrangements or identifying appropriate providers. Respond to special requests from guests with unique needs and follow up to ensure satisfaction. Gather, summarize, and provide local area knowledge to inform guests about the property and the surrounding area amenities, including special events and local activities. Contact appropriate individual or department (e.g., Bellperson, Housekeeping, Food & Beverage Server) as necessary to resolve guest call, request, or problem. Report accidents, injuries, and unsafe work conditions to manager; and complete safety training and certifications.

### **Your profile:**

- Successfully completed apprenticeship in a hotel or professional experience
- Good OPERA skills
- Very good telephone manners
- Open and friendly towards guests
- Very good German and English

You will receive a 12 months contract. A prolongation is possible.

**You are planning your future in Germany and you meet the above mentioned demands!!**

**Please send us your CV with your certificates.**

**Keyword – Lobby Ambassador Marriott Hotel Frankfurt**

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