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## Specialist in the Hotel Business (Hotelfachmann/-frau)

<b>Type of profession:</b>	recognised training occupation
<b>Type of apprenticeship:</b>	dual vocational education and training regulated by the German Vocational Training Act (BBiG)
<b>Duration of apprenticeship:</b>	3 years
<b>Learning places:</b>	company and vocational school

### What do you do in this profession?

Specialists in the hotel business look after their guests right from the room booking, including dealing with potential complaints. They are committed to making their guests' stay as enjoyable as possible and their activities extend to all hotel departments. For example, they get hotel rooms ready and check them, they serve meals in the restaurant and help out in the kitchen. They organise events and allocate rooms. Specialist in the hotel business make out invoices, plan working processes and supervise, for example, kitchen support staff. Their area of responsibility also includes accounting and stock-keeping. They negotiate with tour operators and take part in developing and carrying out marketing measures in large hotels.

### Where do you work?

Specialists in the hotel business mostly work

- in hotels
- in guesthouses and boarding houses.

Usually, they work in the reception area, in hotel rooms as well as in dining areas and bars. They also carry out their tasks in kitchens, storage rooms and offices.

### What is important in this profession?

- **Communication skills** and a sense of **customer service** are important to consider any special wishes and requirements of the guests. To ensure smooth running of working processes with kitchen staff and in-house personnel you have to be able **to work in a team**. **Flexibility and resilience** are required when you work in frequently changing situations at a reception desk, in a restaurant or in the administration office. Taking orders and bookings, cleaning and checking of guest rooms, as well as laying and dressing of tables requires **attention and accuracy**.
- You should have some interest in **mathematics** and **German language**. Mathematics is needed to make out and cash invoices. Correct German is necessary to contact guests and to fulfil administrative tasks. Since this profession also includes serving foreign guests, foreign language skills, especially **English**, are very helpful.