

# Hotel Munich City Betriebs GmbH

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Mrs. Mona Rieger, born 7th January 1977 in Munich, has worked with us as a receptionist since 1st December 2016.

The hotel Munich City is centrally located between Theresienwiese (Oktoberfest) and within close vicinity to the Central Station. The hotel has 82 comfort rooms, a lobby, with house bar for our guests as well as a breakfast room, a spa area and a garden. The hotel is very popular with guests coming from different countries and the hotel caters for families as well as travelling businessmen/women.

The reception is the key point, where all guests arrive to check in after a long journey. Reception also offers concierge information about the amenities.

Mona, who has worked for us for about 19 days per months, has appreciated her position very much. Her duties include check-in, check-out, collecting moneys and processing reservations. She also creates the daily closing tasks. Mona also did the preparing of the arrival wallet. Her other tasks also were fulfilling guests' needs concerning the room outside of housekeeping times. Mona also had duties of answering phone calls, distribution of information about the hotel and the surroundings, serving of guests at the house bar, creating a handover log, checking of trade fair arrivals, as well as filing of personal and important documentation.

Mona is conscientious about all work. She is very reliable and will go above and beyond her duties. Mona has a very friendly and courteous nature and she gets on well with all guests and colleagues.