



Guest Experience Agent (m/f/d) - Corporate Office München

At Ruby your personality really matters, your time really matters, and we strongly believe we groove way better together. At Ruby we keep breaking new ground.

Hey Sunshine,

You're a pro when it comes to **planning and behind-the-scenes magic**? You believe that your work should be a place with **personality and soul**, where new ideas come to life? Then you are the missing olive to our Martini, the missing melody in our music and the **heartbeat of our Rubyverse**.

We are a fast-growing hospitality group with existing hotels and workspaces in some of **Europe's most exciting locations** and many more projects under construction. We **break new ground** with our **Lean Luxury philosophy**, creating a contemporary and affordable form of luxury. Our Corporate Office on the beautiful island of Malta, bundles together with the teams in Munich, all front office, marketing and revenue activities outsourced from the hotels.

Our stylish Corporate Office in Munich bundles all construction, design, administrative and marketing functions as well as many front office activities outsourced from the hotel. The group's central marketing department is responsible for all tasks in the areas of communication, digital marketing, e-commerce, print and advertising media as well as brand development.

Join us and make it your own story.

Apply now

Trust us, you won't get bored, as you:

- respond to international online reviews and actively participate in the strategic development of guest feedback

- act as interface to the Operations Department and support with the continuous quality optimisation in the hotels
- set up new guest surveys to determine guest satisfaction and manage existing ones
- support our hotel managers in responding to guest feedback
- take care of the administration of our reputation management system ReviewPro
- support with the performance management of OTA's and third-party distribution

We've been waiting for you, since you have/are:

- a successfully completed training or a degree in the field of business administration, marketing, communications, hotel management or similar
- a sense for lifestyle brands and a basic understanding of the hotel industry
- a warm and friendly personality and passion for the brand which you can pass on to others
- creative, constantly question processes and are always interested in the latest trends
- good MS Office skills and a high level of commitment & dedication as well as a hands-on mentality
- an excellent command of written and spoken German and English

What's in for you? That's how we groove:

Ruby, Ruby, Ruby

- your style, your smile, your ideas – bring your personality to work
- better together – at work, during team events or just because it's Monday 😊

'Cause I'm having a good time

- LEGEN... wait for it... DARY staff rates – for you, your travel buddy and your family & friends
- even work is better at the beach – 10 days workation per year
- no more excuses – we support your sports program

Ain't no mountain high enough

- level up your game – trainings, coaching, mentoring and your personal development budget take you to the top
- innovation is part of our DNA – Lean Luxury, paperless, cashless, ... you name it

Money, Money, Money

- sharing is caring – thanks to our opening and profit-sharing bonus your account will grow when Ruby grows
- no matter how you get to work – a mobility allowance comes on top
- take it to the next level – secure yourself some extra cash through talent scouting, semi-annual special payments and an individual bonus agreement

Where have you been so long?

Daily business? That's not the case with us. Whether you have an eye for detail or want to break new ground with your creative and innovative nature, whether you're tech-savvy or more passionate about numbers - there's a place for you at Ruby. We're always looking for **friendly faces and passionate team players**.

Not perfect CVs, but **great personalities**, who'll help us create hotels and workspaces with **character and soul**. So, whatever makes you tick, join us and start your Ruby story.

Diversity, Equity & Inclusion

We believe that...

...you can love whoever you want to

...you should decide for yourself whether and with which pronouns you would like to be addressed

...you can be proud of your heritage and culture

...you don't have to justify your religion or world view

...you are good, just as you are and make our team and Ruby's diversity unique

We can't deal with: isms

Racism, sexism, heterosexism, antisemitism and all other isms are not tolerated here.

Apply now

Get to know our People & Culture Team

Any questions about our pitch? Then contact us at jobs@ruby-hotels.com or +49 89 125 095 220.

Your Ruby People & Culture Team



If you want to know what to expect, listen to **Jorge's story from our architecture team in Munich**. You can find even more **Ruby Stories** here:

www.lean-luxury.com/stories

Ruby Stories: Jorge, Director Architecture at Corporate Office Munich

