



## CONCIERGE QUESTIONNAIRE JAN GARTZ

Languages:

German, English

Have worked at Hotel Bayerischer Hof since:

September 2019

Hobbies:

Football, cooking, sport, travelling

Favourite restaurants in Munich and why?

Acquarello – always fantastic food. Celebrating my 30th birthday there with my family is a very fond memory. Likewise, the wonderful dinners with my wife.

Specialities (strengths):

Restaurant recommendations, football, culinary shopping opportunities

Motto for life:

Take advantage of the opportunities that arise, who knows whether they will happen again.

Personal concierge tip:

Residence Museum, Munich Zoo Hellabrunn

Why the Hotel Bayerischer Hof?:

This is where I took my first steps in my professional life (training). Now I am part of a young, dynamic concierge team and I feel very at home!

If I were not a concierge, then I would be:

Maybe I would have gone to drama school.

What do most visitors to the hotel or city find surprising?

That Munich is actually more like a big village than a city.

Most bizarre wish:

To meet with the German Schafkopf champion.

Most touching experience:

One guest cried with joy after I'd managed to get him a ticket for the football. The most beautiful experiences are always when you have been able to create a "magic moment" for guests who did not expect it and are overwhelmed.

Experience with animals:

None that I would have remembered.

Funny mishap:

Unfortunately mishaps occur, the trick is to laugh them off and I'm still trying to learn to do that.

Unforgettable experience:

To discuss and exchange ideas with Mr Netzer about the performance of FC Bayern Munich. For me as a football fan it was unforgettable.

