

NEWS

Reception Log

Five days working at the front desk of a city hotel.

12 August 2026, Tobias Engl



Monday

I know those five questions by heart. When is breakfast served, where is the spa, how do I get to the main train station, are there any taxis, and is there Wi-Fi here? I answer them politely, a hundred times, and in between, the phone rings. As of today, there's a new screen hanging in the lobby. Let's see.

Tuesday

The screen displays breakfast hours, the weather, directions to the spa, and S-Bahn departure times. A family from Milan is standing in front of it, tapping the little flag and reading everything in Italian. No one comes up to me to ask. Today, for the first time in weeks, I drank my coffee while it was still hot.

Wednesday

Conference day. Three groups, three rooms and back in the day, that meant printing signs, sticking them on the doors, and starting all over again every time we switched rooms. Today, the names of the events are displayed right on the doors themselves, on small screens, and when the “Brenner GmbH” group moved into the larger hall at the last minute, it was done in two clicks. The custodian almost gave me a hug.

Thursday

An elderly gentleman, who was hard of hearing, came to the front desk and wasn't sure where the breakfast room was. I pointed to the screen and enlarged the text; then he nodded and smiled. Moments like these stick with you. Technology makes them possible without being intrusive.

Friday

Today, a guest asked me for a recommendation for a good restaurant in the Old Town. We talked for five minutes about the city, about his concert that evening. In the past, I wouldn't have had time for that, because the next guest was already waiting behind him, asking for the Wi-Fi password. Now the password is displayed on the screen. And I have time again for the very reason I chose this profession.