



SCHLOSSHOTEL FISS

# MOMENTS

## LEADERSHIP, DECISION-MAKING & DEVELOPMENT

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Simone Domenig on her management style and her love of being a mother

## EXCLUSIVE SERVICE FOR HOTEL GUESTS

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## WHERE UNIQUE IDEAS FIND EXPRESSION

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WINTER MAGAZINE 2022/23



SCHLOSSHOTEL  
FISS



EDITORIAL



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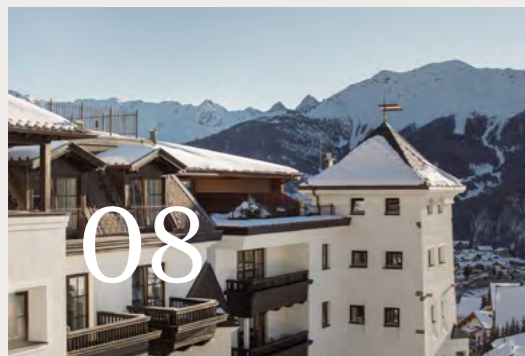
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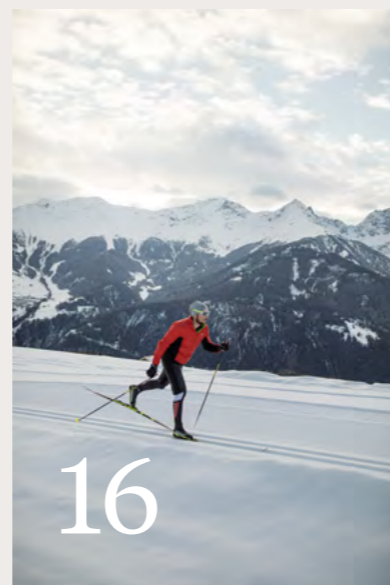
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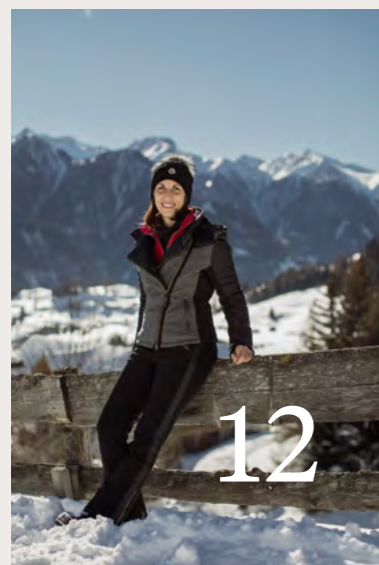
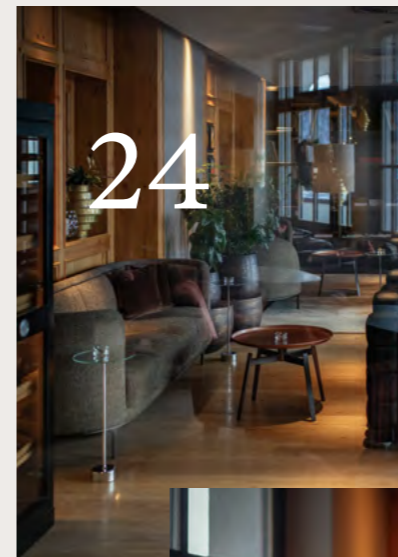


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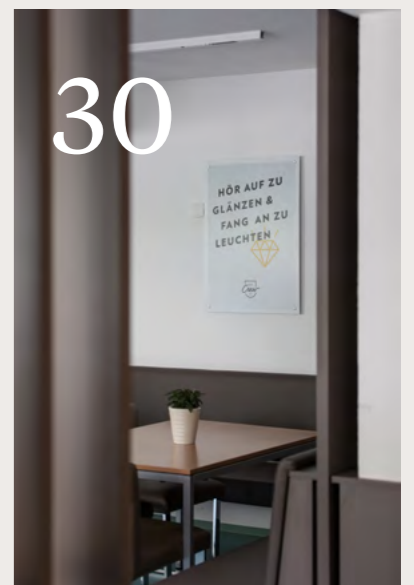


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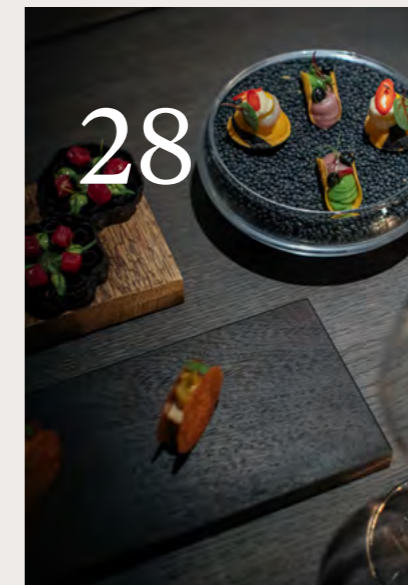
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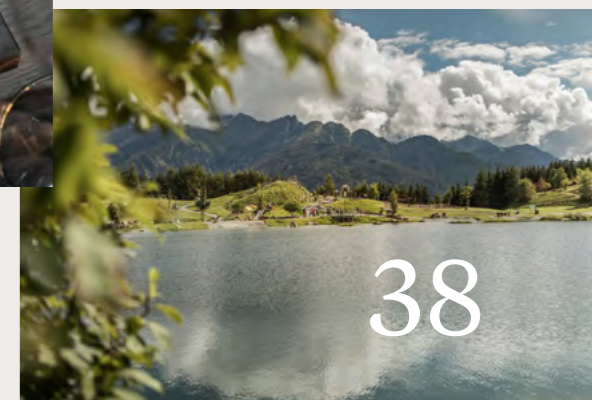
SHF CREW



CHEF'S TABLE



SHF SUMMER EXPERIENCE







Bigger than us  
Meaning to enrich us

What are we searching for? For the things that connect us. For the things that strengthen us and make us feel seen and special. Like we're a part of something bigger – something we can create and contribute towards.

More importantly: we're searching for the meaning that lends our experiences and actions their significance.

The fact that you are holding this very edition of our Moments Magazine in your hands means you're a part of the extraordinary Schlosshotel story. You inspire our 150-man-and-woman SHF crew to go above and beyond, create unexpected surprises, and excel with warm, consistent service – every day.

Your Schlosshotel winter experience offers so much more than amazing skiing at an excellent ski-in & ski-out location. It extends far beyond delicious gourmet delights, personal spa journeys, and quality family time.

It is a coming home. Where you can luxuriate in a world of warmth and wonder. And appreciate both the small and the great moments that when combined produce connection and create something bigger than us all. Something that enriches our hearts.



We are delighted that you are a part of us. With warmest wishes, the Domenig family & SHF crew



Appreciation is one  
of the greatest gifts  
we can give each other.  
Through it, we acknowledge  
the journey we've all  
mastered to get to  
where we are today.

SIMONE DOMENIG



WINTER



For people  
eager for moments and memories  
to tend their soul  
and to touch their heart.

WINTER

# Sparkling like a diamond

Many treasures, promises, and precious moments  
lie hidden in this white world of wonder,  
sparkling like a diamond.



In a place where  
harmony, joy, and appreciation emanate.  
In a prime panorama location where  
the slopes of Tyrol's multi-award winning ski resort begin.







# Brilliant beauty

For guests who intentionally choose to seek out the extraordinary and take delight in the exceptional. For guests who recognise special beauty and value continuity. For those who have seen the world yet found their very own personal haven here in the Tyrolean Alps, which is worth a trip time and time again.



What is harmony? If we allow this question space and time to contemplate, something valuable emerges:

because harmony is not only the ideal interplay of tranquillity and adventure, change and continuity. It's finding the perfect balance between caring and receiving appreciation, seeing and feeling seen among like-minded individuals.

Harmony is the invisible force that arises from attention to detail and attention to what people really need. We don't use the word 'harmony' lightly when describing Schlosshotel Fiss. It cuts to the core of our hotel's unique character.

The brilliant beauty and light luxury reverberating throughout the hotel give rise to a feeling of safety, warmth, and value, which can otherwise only be found within our most precious memories. This is the harmony of Schlosshotel Fiss. This is the harmony we create for you.



Surrounded by a world of wonder – white, bathed in sunlight, and amidst mountains as magnificent as your day here at Schlosshotel Fiss.

# Light luxury



# Like Christmas in heaven

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This is how we describe the aroma of Schlosshotel Fiss during this special time of year. When the first snowflakes of the season begin their dance, the SHF patissiers fetch the finest flour, sweet vanilla, and sugar from the hotel pantry and get busy baking traditional crescent cookies. Meanwhile, our barkeepers conjure up seasonal refreshments and drinks adorned with orange zest, cinnamon, and luscious berries. At the SHF kitchen, Mathias Seidel and his crew cook up a feast for the palate – and the fragrant green branches of our Christmas tree and crackling fire in our lounge contribute to the magic.

## The SHF fragrance

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‘Happiness & Harmony’ by Valentina & Philippa is also available for your own home or as a gift at the SHF shop.

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Throughout the hotel, we carefully diffuse the SHF signature scent, specifically designed to complete the hotel’s unmistakable atmosphere of ‘Happiness & Harmony’. Locally foraged herbs and Alpine blossoms, perfectly matching the Schlosshotel’s light-footed elegance, are combined in our own personalised scent to caress the soul. Step through the hotel’s doors, take a deep breath, and immerse yourself in the romance, beauty, joy, and generosity of Christmas season at Schlosshotel Fiss. From early December to the new year, there is nothing quite like it.

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Crescent cookies and the crackling of an open fire. Marvellous Christmas tree decorations and the magic in our children’s eyes. Delicious hot mulled wine and the delight of getting together. Christmas touches our hearts and enchants us with its very special fragrance.



Ms Domenig, you took over management at Schlosshotel Fiss in 2016. Since then, you've achieved great successes both behind and in front of the scenes. What are your most significant achievements?

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The generational shift and my taking over hotel management have brought about some fundamental changes on many different levels. I consider myself fortunate to have received the freedom to develop my own leadership style, take my own decisions, and develop and drive the hotel forward according to my own vision. My mother, Bernadette Domenig, remains at my side and provides me with valuable advice while at the same time giving me space to find my own path. The task of managing a hotel is very different than it used to be: I spend a lot of time behind a desk, working behind the scenes to ensure an excellent experience for our guests.

Schlosshotel Fiss is a leader in the Alpine luxury hotel industry. Where do you see the potential for development, and what's your vision?

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It's my vision to continue enhancing the hotel's service quality and create an even more exclusive and even more valuable overall experience for our guests.

What are your priorities in achieving these goals?

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I want the Schlosshotel to remain authentic and a place where I would love to spend a holiday myself. It's important to me that we provide exceptional service. Obviously, I hope we will continue working with such a great crew to continuously improve the unique Schlosshotel experience.

The last few years have been very special for you personally; you've celebrated your wedding at the hotel and given birth to your two wonderful children, Charlotte and Valentin. How do you balance management and motherhood?

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My family completes me. I feel like I'm exactly where I need to be, which makes me happy. My husband, Oliver, is a paediatrician and has his own practice. We enjoy having separate jobs and each being able to achieve our own professional goals while being together as a family. At the same time, it's beautiful to see that we're all a part of the hotel. This is where we have our lunch together, celebrate our family parties, and develop essential routines and rhythms for our children. Of course, all this requires a lot of planning and a great deal of flexibility. My roles fulfil me – I enjoy being a host as much as I enjoy being a mother. I wouldn't be me if I was only one of these things.

What does your day look like?

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After getting up, we enjoy one hour just to ourselves. We use this time to slowly tune into the day. Then, I accompany Charlotte to kindergarten and make my way to the hotel, where we all get together again for lunch. Our afternoon activities depend on the weather and current projects. In the evening, I'm exclusively at home. Our little ones need me, and I want to be there for them. I feel fortunate knowing that Mr Buchhammer, the department heads, and the SHF crew do a fantastic job of representing me at the hotel during my absence. However, I also look forward to one day being back to enjoy the evenings at the hotel – it's such a special time, perfect to revive and regenerate.

What do you specifically value in your SHF crew?

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Their sincere dedication to the SHF brand, the hotel, and our shared values. There's not room enough to name all the individual employees who are so committed to Schlosshotel Fiss as if it were their own hotel. This is very fulfilling and shows that we're on the right path. Many of our SHF crew members have found their way to the hotel via recommendations. They were actively looking for this kind of ambience, the benefits and accommodations we offer, along with the appreciation we have for each other. This encourages me to continue on this trajectory.

Schlosshotel Fiss and the SHF crew represent strong and deeply entrenched values. What do you think is the key to success in the future?

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I think the key is to be found in the joy we take in our work and the fact that we can draw energy from our daily tasks.

Which kind of guests particularly enjoy their stay at Schlosshotel Fiss?

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Families and couples who value down-to-earth luxury and traditions, such as a beautifully set table, precious natural materials, sophisticated service, and genuine warmth.

# 10 questions

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What's your wish for the next few years, personally and professionally?

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I wish to continue being able to live up to my professional and personal expectations and that both areas develop positively. I wish that the hotel can continuously move forward into a bright future and that my children can grow up to become happy, healthy adults. Isn't this really what we all wish for our careers and families?

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for Simone Domenig,  
owner and manager of Schlosshotel Fiss



# The details make the big picture

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SHF Front Office Manager Victor Daus pulls many invisible and visible threads together to transform our guests' individual wishes into a wonderful Schlosshotel experience.

## Is it in your nature to be diplomatic?

I'm an insightful and honest person. At the same time, I'm able to set clear boundaries. Fairness and good cooperation are important to me, and I think that's precisely what makes my role at the hotel so appropriate. During my eight years as a duty manager for complaints at Hotel Bayerischer Hof in Munich, I developed a passion for solving problems and fulfilling individual guest wishes.

## What do you most appreciate at Schlosshotel Fiss?

In addition to the hotel's excellent hardware and infrastructure, above all, it's the SHF crew that makes Schlosshotel Fiss such a unique place. The key roles are filled by people who love their job, team, and guests. The individual departments cooperate with one another in an exemplary manner, and together we are able to create something extraordinary for our guests. What I love most about our work is that our guests see what we do and appreciate our work. Most of the Schlosshotel guests are families and couples who value quality and personal service. They are discerning but not unrealistic in their expectations and enjoy the down-to-earth luxury we offer.

## It's the details that make up the big picture. What makes a holiday perfect?

When the guests arrive, they switch off their phones, and feel welcome and fully at home – because they know that the SHF crew will take care of everything for them.

## The guests' wishes and your services are very individual. What specific services do you offer?

Our services comprise everything that you can see and those things that you can't see which happen behind the scenes for our guests. This may begin by booking their flight, arranging a pick-up service in their hometown, organising their transfer and potential lay-overs; and it continues with all the little extras that make their rooms so inviting and goes as far as booking tickets and lessons, as well as fulfilling any special wishes. Together with our amazing SHF crew, we do everything we can to make our guests' stay memorable.

## What if something does not live up to the expectations?

I love to be at the front line and see whether everything in our guests' holiday is as they desire or not. If something goes wrong or is not according to their wishes, I want to be the first to know and the one who can immediately resolve any problem. I take time to listen to our guests' valued feedback. During a one-to-one chat, I can talk to the guests to resolve any discrepancies and ensure the guests can enjoy a fully relaxing and rewarding experience with us.

## You not only work in Fiss but also live in the SHF Home, basically next to the hotel.

Yes, the SHF Home provided me with the opportunity to fully commit myself to my position at Schlosshotel Fiss. It allowed me to build a home in this truly special place. The appreciation I receive as a part of the SHF crew is also visible at the SHF Home. The apartment is just as stunning as any hotel room. Every day, when I get back home from work, I enjoy my very own personal retreat. For me, working and living at the Schlosshotel represents the full package, creating a warm feeling of being home. And this is exactly the feeling we also want to give to our guests – by offering services that are just as superior, individual, and special as the hotel itself.





# Fabulous exercise

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Cross-country skiing in Serfaus-Fiss-Ladis is simultaneously a lively adventure on impressive skating tracks and a quiet encounter with nature for all those who delight in the classic style. 30 kilometres of tracks, 8.4 of which are as high as 2,000 metres above sea level, meander through the mesmerisingly beautiful mountains of the sunny plateau and take you deep into magically snowy winterscapes.



# and peaceful nature appreciation

## #1



**BEGIN YOUR CROSS-COUNTRY ADVENTURE ON THE L6 KLEINE WOLFSEELOIPE,**

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which is also lit at night. Once you've gotten into the groove of the sport, you can take on the L7 Große Wolfseeloipe and continue on to the L5 Waldloipe or the L2 Matinesloipe for intermediate skiers. Crown your cross-country experience with a run on the picturesque L10 tracks leading up to the Schöngampalm hut. This 22 kilometre long route takes you from the Fiss village centre through thick forests into the unspoilt Urgtal valley. 580 metres of elevation have to be mastered before you can enjoy the reward of panoramic nature views, personal achievement, and unforgettable new impressions.

**THE L5 WALDLOIPE IS FOR ALL CROSS-COUNTRY ENTHUSIASTS WITH A LITTLE EXPERIENCE.**

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The Hög starting point marks the beginning of a circular course with short and sweet ascents and descents. The track has it all: breathtaking panoramas, dreamy forest sections, and plenty of opportunities to relax in one of the charming huts along Lake Högsee.

## #2



**LEARN THE SPORT AND REFINE YOUR STYLE WITH OUR EXPERTS.**

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The cross-country ski experts at the Fiss-Ladis ski school are ready to help you find your cross-country ski style and perfect your technique, whether in classic or skating. We are delighted to book a cross-country ski lesson for you.

Detailed route descriptions and climbing profiles, including relevant KML and GPX data, can be found at:

<https://www.serfaus-fiss-ladis.at/en/Winter-holiday/Winter-activities/Cross-country-skiing>



## #3







## Ski touring: the Schlosshotel winter experience

Clip the skins to your skis, take the first step, and watch the vastness of the mountain unfurl in front of you. This is the beginning of one of the most impressive winter experiences you'll ever have. Ski touring blends mountain fascination with mindfulness while challenging your fitness in the quiet peace of winter.

Everything appears new as you climb the mountain via untouched powder slopes, focusing on yourself and the rhythm that will guide you up to the summit. Once you reach the top and view the world from above, you'll feel proud of your achievement. Breathe in. Rejoice. And look forward to gliding down through open terrain or along the glistening, groomed piste that takes you back to Fiss.

Ski touring is a challenge that enthralls both beginners and experienced skiers at Schlosshotel Fiss. Opt for a tour along the groomed piste if you're new to the sport and want to acquire the fundamental techniques of climbing, carving turns, and handling your safety gear. Once you've mastered the basics, we recommend venturing out into the Urgtal ski touring experience, which provides a fascinating trip through the high valley with a 1.5-hour ascent.

The Schmugglertour in Switzerland is legendary. Traverse the ski area and prepare for two quick ascents before the breathtaking deep snow slopes open up in front of you. If this 1.5-hour ascent is too easy for you, you will enjoy the 'On Top' summit trip. Here you can choose between various high alpine ski routes to the top of the Furgler, Glockspitze, Planskopf, or Hexenkopf mountains. Once you've completed the approximately 2.5 hours ascent to one of the four summits, you'll feel like the queen or king of the mountain. What a feeling!

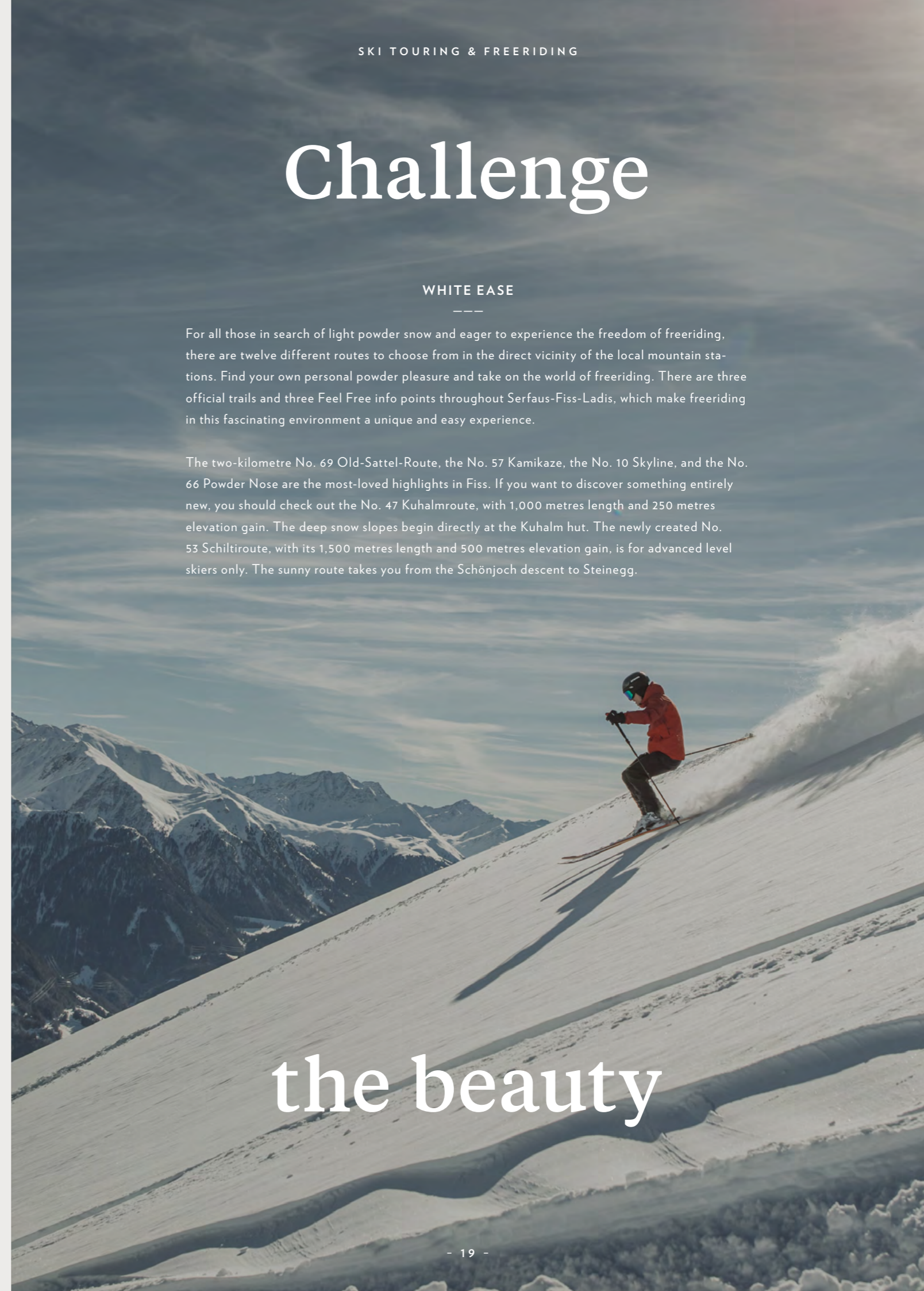


# Challenge

## WHITE EASE

For all those in search of light powder snow and eager to experience the freedom of freeriding, there are twelve different routes to choose from in the direct vicinity of the local mountain stations. Find your own personal powder pleasure and take on the world of freeriding. There are three official trails and three Feel Free info points throughout Serfaus-Fiss-Ladis, which make freeriding in this fascinating environment a unique and easy experience.

The two-kilometre No. 69 Old-Sattel-Route, the No. 57 Kamikaze, the No. 10 Skyline, and the No. 66 Powder Nose are the most-loved highlights in Fiss. If you want to discover something entirely new, you should check out the No. 47 Kuhalmroute, with 1,000 metres length and 250 metres elevation gain. The deep snow slopes begin directly at the Kuhalm hut. The newly created No. 53 Schiltiroute, with its 1,500 metres length and 500 metres elevation gain, is for advanced level skiers only. The sunny route takes you from the Schönjoch descent to Steinegg.



# the beauty

## SAFETY IS A TOP PRIORITY

Get informed about the current avalanche alert level before every single trip and before venturing out into open terrain. Please observe the safety rules at all times and bring appropriate gear. Safety equipment, including probes, transceivers, shovels etc., are provided by the local ski school.

## BETTER WITH THE PROS

Experience safe freeriding and ski touring with the professional mountaineers at the Fiss-Ladis ski school. We are ready to book your course or trip and provide you with all the gear you need for your adventure at the SHF sports shop, rental & depot.

The details for all available freeride routes are available at:

<https://www.serfaus-fiss-ladis.at/feel-free/en/Freeride-Routes>





# Behind the scenes

Exclusively available for hotel guests:  
the SHF sports shop, rental & depot services

At Schlosshotel Fiss, the luxury of ski-in & ski-out entails competent experts who professionally service your skis or snowboard overnight and prepare everything you need for your ski adventure so that all you need to do is hop on the lift at the SHF sports shop and venture out on the piste.

Since 2005, this exclusive service has been a part of the Schlosshotel Fiss standard repertoire. The Schmid family enriches your Schlosshotel experience with their expertise in and passion for perfect winter sports equipment. Today, Markus Schmid represents the second generation of the family, advising our guests about their winter adventure: "With a team of four, we are exclusively available for the hotel's guests at the SHF sports shop, rental & depot facilities. We are ready seven days a week and ensure that every guest receives the gear that fits their riding level and style and helps them achieve new personal goals. We provide honest, personal advice and are happy if your equipment is 100 percent suited for what you need it - and when your ski experience is a success."

Open daily exclusively for Schlosshotel Fiss guests.

*But first, ski care*

As a special extra for our hotel guests, we provide everything they need for their ski adventure directly at the hotel - from servicing their skis to providing them with rental skis as well as helmets, goggles, boots, gloves, scarves, clothing, and accessories. "We receive many requests from outside the hotel; however, the SHF sports shop, rental & depot services are exclusively available to our guests. Our guests can rely on fully personalised advice and individual service throughout their holiday."

Every night, the sports shop team whisks your personal or rental skis and snowboards to the service station at the mountain lift and back again to the hotel. This way, guests can depend on perfectly serviced and maintained equipment every day of their holiday. For those who prefer travelling light, we provide everything they could possibly need at our rental store. We have everything ranging from fitting children's skis for their first snow adventures in Bertas Kinderland to the latest high-end equipment for adult skiers. Secure your gear of choice and reserve it in advance.

SHF SPORTS SHOP,  
RENTAL & DEPOT

Discover our in-house sports store with its lift taking you directly from the hotel to the slopes.



# “Mum, I had so much fun!”

## #1

It's not the first time that Cecilia has visited Schlosshotel Fiss with her parents and brother Laurenz. But this time, it's better than ever. Cecilia is finally old enough to go skiing with Berta. The cuddly toy she got at Schlosshotel Fiss last year has travelled back to the hotel with her to bring her luck. She stuffs it in her backpack to get ready for the big day. Her ski boots, skis, and a helmet, personalised just for her, are already waiting at the SHF sports shop, rental & depot facilities. What more could she need for her very first ski adventure? Ski instructor Annabell is also ready to pick her up at the hotel and get started.

Annabell knows how to keep things fun and the motivation high. She invited mum and dad to drop by the children's piste and cheer her on. And can you guess who else is here? Berta! Music comes on, and everyone begins to dance and sing – even Cecilia's cuddly toy wants out of the backpack to join the fun.

Annabell takes Cecilia's hand and guides her through Bertas Kinderland. It's even more fun than Cecilia thought. The 'pizza slice' move she learned this morning helps her stop whenever she wants to. She can even get to the magic carpet herself.



*Let's go!*

## #2



When the sun goes down, Annabell accompanies Cecilia, proud of her achievements, back to the hotel. Cecilia wants to paint something for Berta. She remembers all the cool things she already made at the kids' club, so she's confident the Berta painting will be a success. Her cuddly toy is always with her, and Sarah helps her with the artwork and even make a little surprise for Annabell. Maybe there's enough time for a puzzle afterwards or playing with the doll's kitchen? There are so many opportunities! But Laurenz has an even better idea:



## #3

“Let's go down the tube slide”, he shouts! Cecilia doesn't want to miss out on some fun in the Splash waterworld, and she waves at Sarah: “See you later!” Shortly afterwards, the entire family is in the water, laughing and splashing about. Dad joins the kids and zooms down the tube slide, and mum has to promise Cecilia that she can go back to the kids' club after dinner: “There'll be a dance competition, and I'm gonna win a cap. Berta and Annabell will love it!”





# “It’s beautiful to be back home”

The winds of the past years have brought about many changes – and all too often, they have separated us from the people & places we love most. The moments of meeting again have become all the more precious, along with the stories we are able to tell.

## WHAT BETTER WAY TO SHARE OUR STORIES

than by enjoying a glass of fine wine in the exquisite ambience of a place designed by people who pour their heart, their soul, and all of their creativity into developing something extraordinary for us. Sam Lutz has been the bar manager at Schlosshotel Fiss for five years and has been an essential part of the Schlosshotel experience ever since. He is happy to share how he found his way to this special place:

### “IT’S AN INTERESTING STORY:

exactly one day after I had decided to quit my position as a restaurant manager in 2018, Mr Buchhammer called me. He invited me to get to know the Schlosshotel Fiss bar. I travelled to Fiss the next day, considering it a compliment that Mr Buchhammer had envisioned me as the new manager of this sophisticated bar. The timing couldn’t have been better as I was looking for exactly such an opportunity. I didn’t hesitate and immediately accepted the challenge”, Sam Lutz recounts. His personal journey in the hotel industry began when he was only 15 years old. At age 19, he took the leap and ventured out into the world. At age 24, he returned to the Alps, and today Sam feels at home at the SHF Home in Fiss. He considers Schlosshotel Fiss “the perfect place” to develop his abilities and realise his ambitions.

### “WE HAVE FINALLY TAKEN THE SHF BAR TO WHERE WE WANTED IT TO BE.

Designing the SHF Beef Club experience and managing the SHF bar have allowed me to realise many of my professional goals. With the support of my highly skilled and qualified crew, I am able to fulfil my daily tasks at the highest level.” The characteristics of the SHF bar are outstanding:

#1

„Firstly: this bar is different from any other bar. Our service is highly personalised and can be fully adapted to our guests’ tastes. Our bar menu is merely an inspiration as we aim to get to know our guests’ wishes, interests, and preferences. This way, we can produce something special for each guest that tickles their own individual tastebuds.

#2

Secondly: we focus on specialities only available here. We have 50 different homemade products, including cocktail bitters, syrups, liqueurs, gins, and spirits. They have been integrated into our year-round bar menu while we also offer seasonal SHF signature drinks. On top of that, we concoct individual creations for our guests on a daily basis.

#3

Thirdly: we are passionate about what we do. Our assortment is unique in terms of its diversity and quality. At the same time, we are constantly learning and improving our skills. It’s great fun seeing our SHF crew grow with every new motivated member that joins us. And it’s equally fun seeing all the members grow individually, refining their skills, perfecting their tasks, reflecting on new ideas, and sharing in each other’s passion. We love working with the high-quality ingredients available in our bar and enjoy getting creative with our guests’ wishes to surprise their palate with new cocktails and spirits every day.”





Sam Lutz is talented in many areas.

In 2021, he received his distinction as a qualified sommelier: "I was working towards this qualification for many years. The travel restrictions and lockdowns over the past years have given me the time to finally complete my training." This allowed Sam Lutz to combine his different skills and talents. Management fully trusts in his approach: "Driving the SHF bar and Beef Club forward the way we have done over the past years has only been possible because Simone Domenig believes in my abilities and gives me the freedom to make my own decisions as the bar manager." Sam Lutz strives to continue creating these wow experiences for his guests, together with a strong team. "Especially at the beginning of 2022, we often heard our guests say: 'It's so beautiful to be back home.' This sentence means everything to me", Sam Lutz admits.



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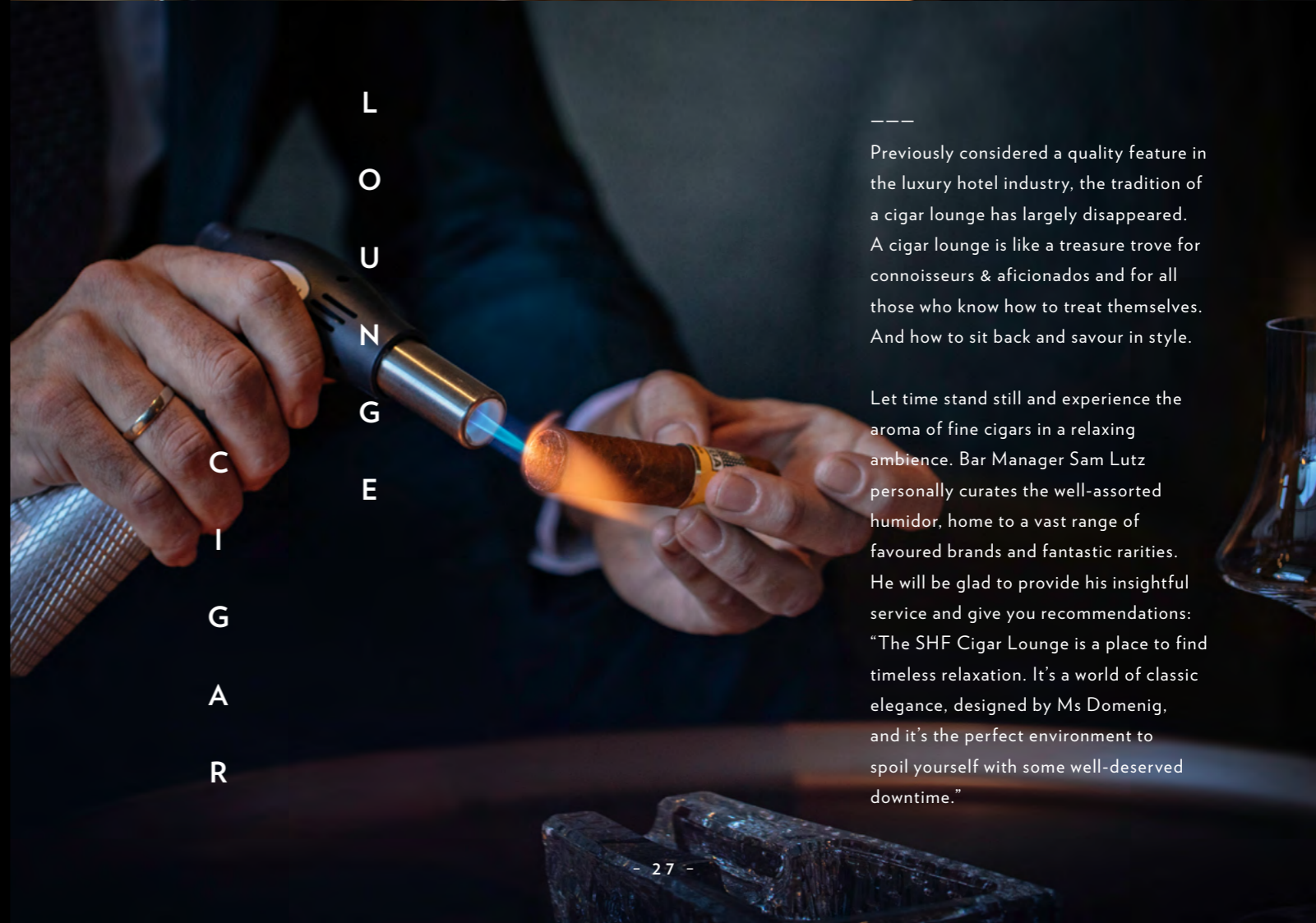


Sam Lutz also feels at home at Schlosshotel Fiss. Together with his wife and his two children, Noah and Maja, he lives at the SHF Home: "In 20 years working in the hospitality industry, I haven't felt at home once. But when I started working for Schlosshotel Fiss, my wife and I immediately decided to move to Fiss with the family. We knew we wanted to stay during the first year here. Ms Domenig encouraged our decision by welcoming us with a feeling of safety – and that's not to be taken for granted. When the SHF Home was built, and Maja was still on her way, Ms Domenig quickly arranged for a bigger apartment for us. She provided us with a strong foundation and the luxury of finding a home. I live one minute's walk away from my workplace and can join my family for lunch every day. Despite having a career, I can be there for my children. On top, Serfaus-Fiss-Ladis is a wonderful place for families. It's really the perfect location to see our children grow up."

Spend your time in style at the new SHF Cigar Lounge.



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Previously considered a quality feature in the luxury hotel industry, the tradition of a cigar lounge has largely disappeared. A cigar lounge is like a treasure trove for connoisseurs & aficionados and for all those who know how to treat themselves. And how to sit back and savour in style.

Let time stand still and experience the aroma of fine cigars in a relaxing ambience. Bar Manager Sam Lutz personally curates the well-assorted humidor, home to a vast range of favoured brands and fantastic rarities. He will be glad to provide his insightful service and give you recommendations: "The SHF Cigar Lounge is a place to find timeless relaxation. It's a world of classic elegance, designed by Ms Domenig, and it's the perfect environment to spoil yourself with some well-deserved downtime."



# Personal.

“Booking the chef’s table is like reserving an entire gourmet restaurant just for yourself”, says Mathias Seidel, the two-toque SHF chef. He continues: “At the same time, to me it feels like cooking for a party of friends who simply want to enjoy a good time together.”



The chef’s table is an experience for guests who want to get a taste of the exceptional. For those who want to venture into new culinary paths and surprise their palate.

# Exciting. Different.

**“THE CHEF’S TABLE IS WHERE UNIQUE IDEAS FIND EXPRESSION.**

It’s not about being a gourmet or living up to a stereotype. It’s about creating a platform to cherish fine dining, the entire process, and the experience. It’s about appreciating good food and the delight we take in it”, Mathias Seidel emphasises.

**PREPARE FOR AN EXCEPTIONAL EVENING FROM ITS BEGINNING TO ITS END.**

Chef Mathias Seidel personally meets his guests at the SHF bar for an aperitif designed to open your senses for what’s to come. It arrives with the first bite of the evening whetting your appetite: for discovering new flavours, for surprising creations, and for being spoilt by the award-winning chef and his crew. Every dish tells its very own story; every course is a journey. And the elegant surroundings of the SHF Beef Club provide the perfect stage for this exceptional experience of relaxing luxury and gourmet delight, infused with the ingenious talent of the hotel’s chef.

Please contact Restaurant Manager Daniela Schwebcke either to reserve a table at the Beef Club or your very own chef’s table experience. She will be happy to discuss your wishes.

**THE WORLD’S FINEST WINES UNFOLD THEIR AROMAS ON YOUR PALATE**

as Sommelier Peter Jobst and Bar Manager Sam Lutz advise you on the perfect pairings. Whether with or without alcohol, for an unforgettable night, a family celebration, or a party with friends, it’s an event to remember.

Four SHF cooks and two SHF service employees are prepared to make your chef’s table moment perfect. Mathias Seidel himself has three simple yet telling words to describe this experience:

**“PERSONAL. EXCITING. DIFFERENT.”**

The Beef Club à-la-carte menu is also different, bearing the characteristic hallmarks of Mathias Seidel and the SHF kitchen crew. Every season, the menu is reinterpreted, featuring the latest creations and culinary surprises by our chefs: “The Beef Club is like a flourishing garden from which we’re allowed to harvest with joy. The small menu with daily specials focuses on meat and fish and showcases excellent regional produce. We find inspiration from all over the world and reinterpret international influences to integrate them into the unique Schlosshotel gourmet experience. We take particular delight in recreating international dishes to turn the spotlight on our locally sourced ingredients.”





# New values

We change as the world changes. Not because we have to, but because we know it's time to rethink our values, gain new perspectives, and implement new structures.

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Freedom, autonomy, and independence characterise our SHF crew like never before. They are a team of powerful individuals, of unique characters who have chosen Schlosshotel Fiss as their workplace to realise their full potential, both personally and professionally. #workhappy #playhappy is our shared credo, and it represents a new form of working and building a tight-knit community.

## #workhappy

## #playhappy

# New work

## #1

FROM RIGID ROUTINES TO FLEXIBLE COMMITMENT:

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We offer different working models from part-time to four- and six-day weeks.

## #2

FROM ONE SIZE FITS ALL TO INDIVIDUAL ORGANISATION:

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We do our best to accommodate special holiday wishes and personal plans.

## #3

FROM ATTENDANCE TO REMOTE:

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Wherever it makes sense and creates value, our employees can work from home.

## #4

FROM STRICT STRUCTURES TO FLAT HIERARCHIES:

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We consider respect and appreciation essential and rely on each other. The heads of departments work independently and constitute a superb core team.



## #5

FROM COMMUTING TO FINDING A HOME:

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The SHF Home not only provides comfortable living for singles and couples but also a safe & secure home for entire families.

## #6

FROM ADMINISTRATIVE BARRIERS TO WARM SUPPORT:

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The members of the SHF human resources team take care of all the administrative details and assist employees in overcoming any bureaucratic barriers.

## #7

FROM #WORKHARD #PLAYHARD TO THE SHF CREW COMMUNITY:

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Over the years, we've established a community that has so much to offer, from shared experiences to joint events, from education to training opportunities, from social media networks to many different SHF crew benefits – and above all, the unparalleled SHF crew spirit.



# Meaning in a fast-moving world



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"I love to capture the Schlosshotel's magic, recreate it in different forms of media, and communicate it out to the world – whether it's via images, stories, photos, videos, or personal conversations. I find it fulfilling when others recognise the beauty and harmony of this hotel and fall in love with the place themselves. Even if I can't produce all the content myself, I consider myself as working in a key position to spread the Schlosshotel experience with the world and establish its positive vibe."

**Katharina Bugarschitz**  
SHF marketing

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"It's very special to work in this stunning place amid the Alps. Every day, I'm grateful for the breathtaking mountain scenery surrounding us. It's also not to be taken for granted to be able to work in such a luxurious hotel. We have a great work environment, and having such a qualified team of experts is astonishing in times of skill shortages. Moreover, our manager and the hotel director are great people. Management trusts in our abilities and allows us to work with the most exquisite ingredients to create exceptional dishes for our guests. This also allows us to professionally grow and enjoy our daily work."

**Eric Lenke**  
SHF kitchen

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"At our bar, we keep 500 different items. It's our daily mission to surprise our guests. The joy in our guests' eyes when they taste something new is priceless. And the enthusiasm our barkeepers visibly pass on to our guests provides me with daily motivation and energy. What tops it all off is that I can continuously learn something new in this beautiful hotel. I'm thankful to have the opportunity to develop my abilities and grow in this wonderful place."

**Christian Chodakowsky**  
SHF barkeeping

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"For me, it's essential to work at a place where I feel welcome and appreciated. Only when I feel at home can I fully unfold my potential and give it my all. Schlosshotel Fiss offers the full package. I simply enjoy being here. I value my colleagues and I love working with our guests. What's more: I have a beautiful employee's apartment, where I enjoy living with my husband. All this creates a harmonious overall picture, and that just makes me happy."

**Ljiljana Kovjanic**  
SHF housekeeping

A sense of belonging. The feeling of being acknowledged & appreciated. These are the values we can't just 'make'. We can only create the proper framework for them to unfold.

Schlosshotel Fiss is so much more for our SHF crew than their workplace; it's a place where they can fully be themselves, discover and develop their strengths, and find meaning in what they do. It's enriching for all of us when we succeed in this regard:

## #crewlifeistruelife

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# Silent serenity



Embark on your personal spa journey for two at the SHF private spa suite.



Relaxed. Renewed. Regenerated. This is what your time spent at the SHF private spa suite will feel like. Treat yourself and your partner to a special time-out together and savour each other's company while letting our spa therapists spoil you at our exclusive spa lounge for couple treatments. Indulgent fragrances and engulfing warmth bring about precious moments of romance and leave you with the gift of lasting memories.

## ALPINE ESSENCE

This journey is just as relaxing, mystical, and mesmerising as a walk through a thick, lush mountain forest. Indulge your senses with a steam bath, fragrant with the aroma of Alpine herbs. A relaxing body scrub prepares your skin for the subsequent pine and honey bath. What a refreshingly exciting experience, allowing you to revel in the sweetness of the moment.

## SACRED NATURE

Spoil your body and soul with sacred natural essences. This full-body ritual begins with a herbal foot bath, followed by a steam bath infused with Alpine elements and a regenerating full-body massage. Our expert therapists use exquisite arnica, St John's wort, and traditional marmot oil to nurture your skin, and they treat you to a glass of sparkling wine afterwards.

## ESSENCE OF THE EARTH

The gentle herbal steam bath is followed by a deep-cleansing body scrub with rock salt, biopir, and St John's wort. Immerse yourself in the soothing warmth of a detoxifying salt bath before giving yourself over to the experience of a hot stone massage with lavish salt crystals.

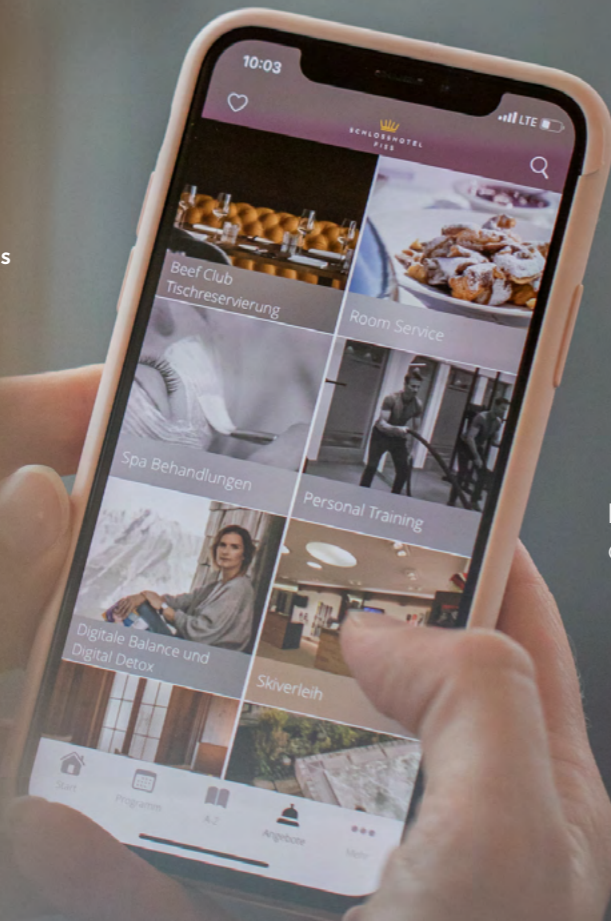
## BOTANICAL REVERIE

Revive with the soothing riches of nature and immerse yourself in the exquisite experience of a herbal steam bath, followed by a herbal stamp massage and a herbal bath. A glass of sparkling wine accompanies this romantic experience for two.



# Stay connected

INSTAGRAM  
@schlosshotel\_fiss

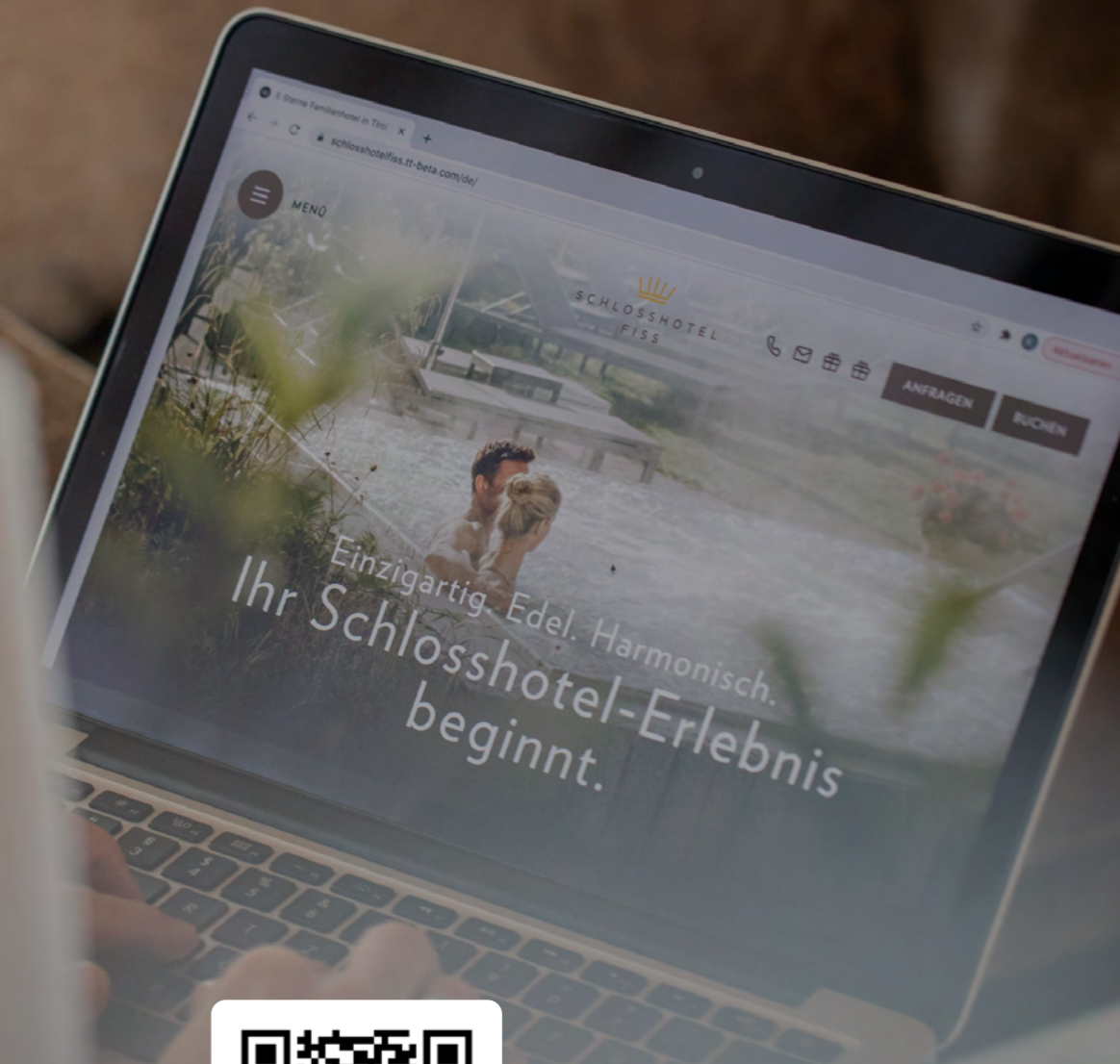


FACEBOOK  
@wellnesshotel.tirol

As the real world and the digital world begin to merge, we strive to utilise both worlds, in ideal balance, to carry the warmth and unique character of the Schlosshotel experience into the world – and inspire like-minded individuals like you to visit us and together appreciate the beautiful and the extraordinary.

For us, digital media represent more than modern technology; they represent the opportunity to connect and stay connected. After all, we want to provide each of our guests, regardless of their location, with an anchor, a safe haven, and a source of beauty and inspiration.

Consequently, we invest all our joy, our creativity, and our attention into the development & design of the websites of the hotel and the SHF crew, the SHF app, our social media channels, our newsletters, and news feeds – and we appreciate it when you use these various opportunities to stay in touch.



DISCOVER NOW  
[www.schlosshotel-fiss.com](http://www.schlosshotel-fiss.com)

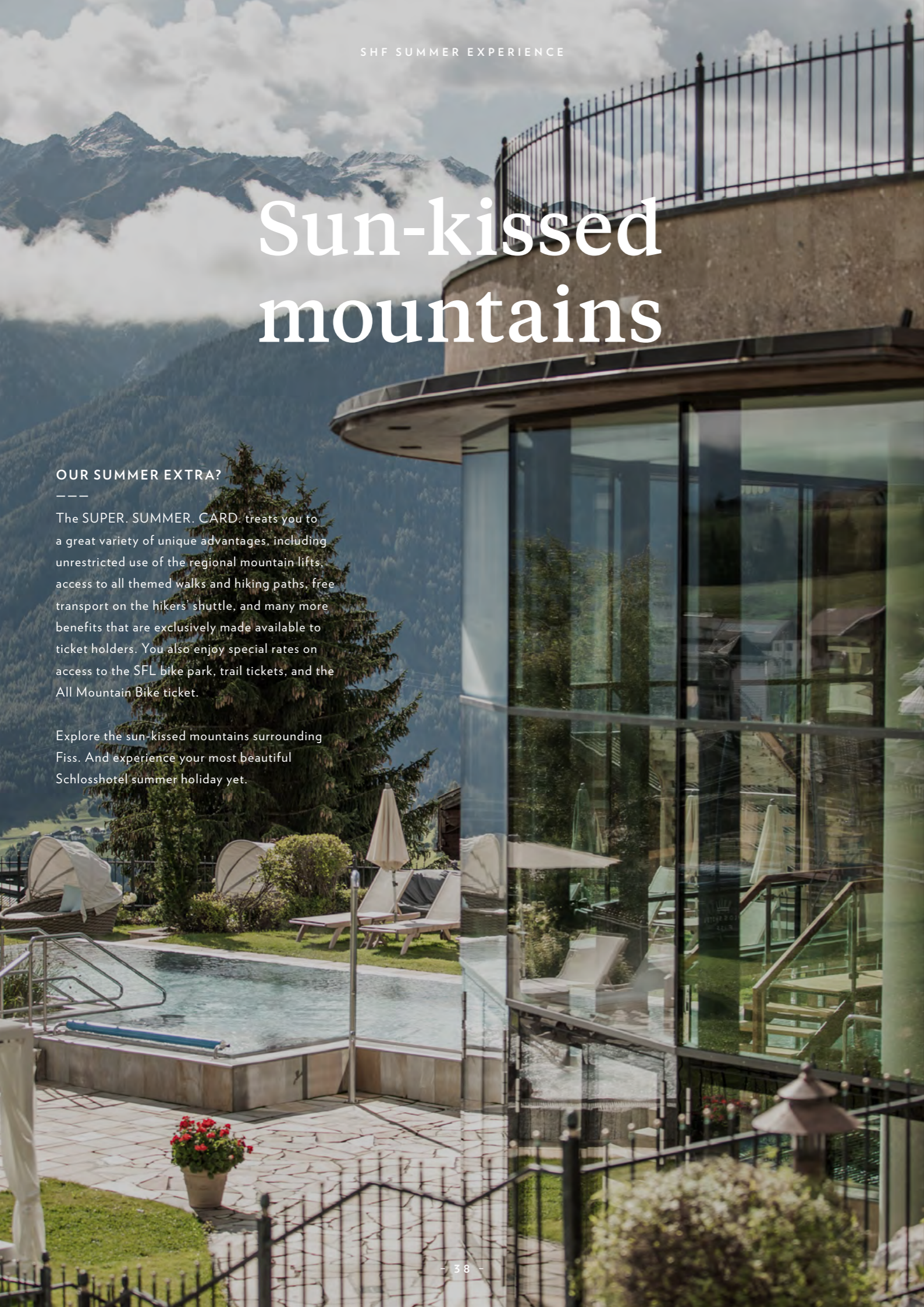


# Sun-kissed mountains

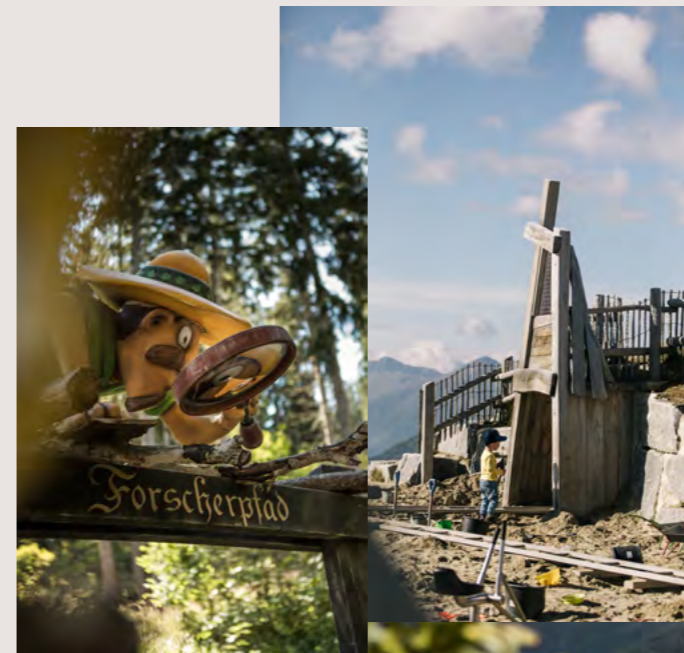
## OUR SUMMER EXTRA?

The SUPER. SUMMER. CARD. treats you to a great variety of unique advantages, including unrestricted use of the regional mountain lifts, access to all themed walks and hiking paths, free transport on the hikers' shuttle, and many more benefits that are exclusively made available to ticket holders. You also enjoy special rates on access to the SFL bike park, trail tickets, and the All Mountain Bike ticket.

Explore the sun-kissed mountains surrounding Fiss. And experience your most beautiful Schlosshotel summer holiday yet.



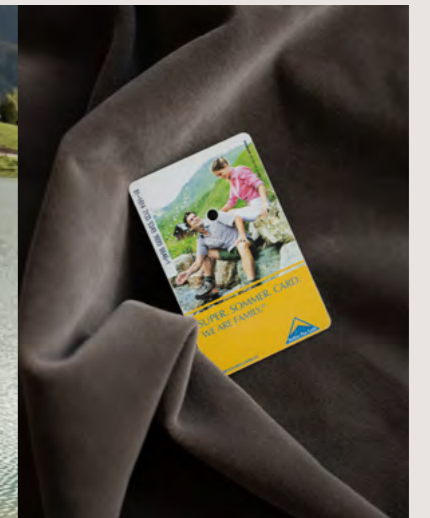
A unique experience. A paradise. However you want to describe summer at Schlosshotel Fiss and this fascinating region, one word is always fitting, and that's simply 'wonderful'.



Summer in Serfaus-Fiss-Ladis is a summer filled with wonder, exploration and experimentation, and pure joy. It's a summer made of unforgettable moments and sunny adventures. In a mountain world that is as safe as it is spectacular, countless opportunities for brave little pirates and curious explorers await. The Witch Trail, the Six Senses Experience Trail, or the Golden Man Trail are perfect to capture your children's imagination. Or, why not breathe in some fresh air and enjoy the great outdoors at Lake Högsee or Lake Wolfsee? And don't miss out on the attractions Fisser Flitzer, Fisser Flieger, Skyswing, Serfauser Sauser, and Schneisenfeger for an adrenaline rush.

## ADVENTURES & NATURE ARE EVERYWHERE.

The mascots Berta and Murmli are waiting to take you and your children on a fun journey of discovery through this exciting region and its many experiences and attractions. Fiss has the perfect scenery for a family adventure that's made to last. The memories you'll make in the mountains will become some of the most treasured in your kids' childhood and your family history.



## ADVENTURES THAT GROW UP WITH YOUR CHILDREN.

Even when the times of wild pirates and marvellous magicians have passed, there are still plenty of adventures to discover. Hit the trails at the SFL bike park and explore the thrill of downhill riding on some of the region's best manmade and natural single trails. Or, put the pedal to the metal with some electric support on our e-bike tracks or go for a hike – whatever you and your family fancy, the region offers new attractions, improvements, and highlights every year.





# We look forward

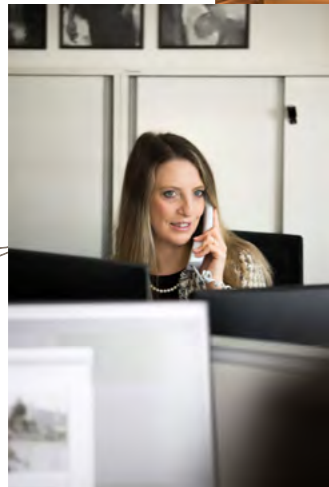
WWW.SCHLOSSHOTEL-FISS.COM / INFO@SCHLOSSHOTEL-FISS.COM

## ON THE PHONE

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We look forward to welcoming you. Give us a call and let's talk about your wishes and needs. We are also happy to return your call at your leisure.

0043 5476 6397



## ON THE GO

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There's always time and a way to gain some first impressions. Our digital offers are a perfect way to book your stay on the go.

## CONVENIENTLY FROM HOME

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Take your time to research the many possibilities of your stay with us. The more you learn in advance, the more you'll have to look forward to.



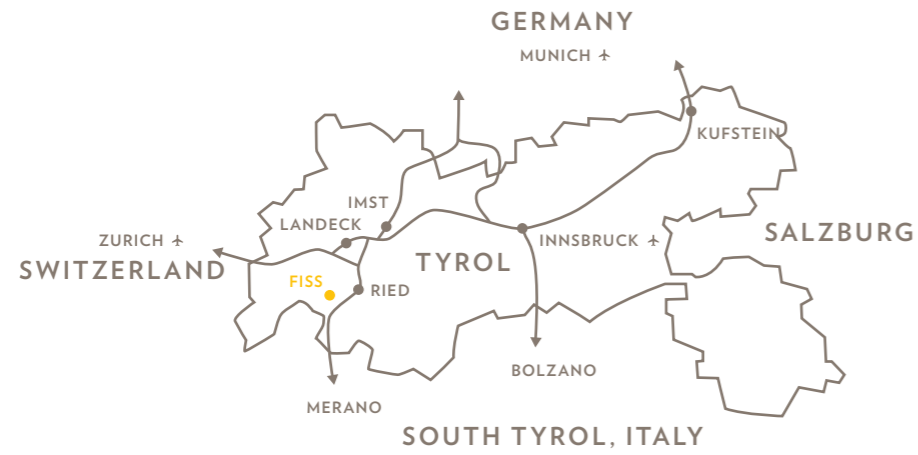
# to hearing from you

The Schlosshotel experience should be just as unique as your holiday wishes. We are delighted to provide you a fully personalised experience by finding the best room choice, booking your individual spa journeys, and arranging all the little details that will make your time with us most memorable.





@schlosshotel\_fiss



The Serfaus-Fiss-Ladis holiday destination lies at the heart of the Oberland region in the west of Tyrol, Austria. It is a 2.5-hour drive from Zurich, Ulm, Munich, Salzburg, and Bolzano.

All information has been carefully checked. Misprints, changes, and errors excepted.  
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SHF APP

Sunny days are coming – faster than you think. The new SHF app lets you easily access all the relevant information for your holiday. Get a glimpse of the SHF activities' schedule, upcoming events, and seasonal highlights, or book different hotel activities.



JUST ONE CLICK

Our reception team is delighted to take your booking for your next summer experience with us. Simply give us a call at +43 5476 6397.



