



THE EMPEROR HOTEL

英皇駿景酒店

Assistant Manager – Front Office

Job Description:

1. Monitor overall front office operations and manage the staff performance
2. Organize and conduct training to the team in deliver high-quality customer services
3. Handle guest complaints and comments to enhance guest satisfaction
4. Well knowledge and experience in handling emergency cases
5. Build up and maintain a good relationship with guest

Requirement:

1. Diploma in Hospitality Management or related disciplines
2. 4 years or above solid experience in Front Office operation with 2 years in a supervisory position
3. Excellent interpersonal, leadership and problem solving skills
4. Self- motivated, well-organized, detailed mind and a good team player
5. Good command of spoken English, Cantonese and Putonghua
6. Able to work under pressure and on shift duty

We offer an attractive remuneration package and career opportunities to the successful candidate. Interested parties, please send your full resume to Human Resources Department, 46-48 Morrison Hill Road, Causeway Bay or e-mail to hr-hk@emperorhg.com

* Information provided will be for the purpose of recruitment only *