



THE EMPEROR HOTEL

英皇駿景酒店

Senior Front Office Agent

Job Description:

1. Familiarizes with the preparation of Front Desk reports and produce reports accordingly during overnight duties
2. Provides prompt and attentive services to hotel guest in a courteous manner
3. Performs all functions of cashiering such as check out, currency exchanges and bill inquiries
4. Handles registration for guest (Group, FIT, VIPs etc)
5. Co-ordinates with relevant departments on request
6. Handles minor complaints, positively and promptly

Requirement:

1. Diploma in Hospitality Management or related disciplines
2. 2 years or above solid experience in Front Office operation
3. Good communication skills
4. Positive, patient, honest and disciplined
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 *