

To cope with our rapid growth, we are looking for high caliber individual for the following position:

Guest Relations Officer

POSITION SUMMARY:

Work closely with different departments and casino Marketing Teams to provide professional and excellent customer services to fulfill their patron/VIP's need.

RESPONSIBILITIES:

- Liaise with different departments to provide an overall comfortable customer service environment
- Respond to VIP customers / casino high tier members and answer their inquiries
- Provide exclusive premium customer services for VVIP e.g. Personal shopper and product delivery services
- Monitor team performance to ensure company goals are achieved
- Prepare reports, stock track, back-end documents and system handling
- Liaise with Marketing department of business partner to provide services to casino guest, tourist customer and free and independent traveller
- Handling coupons distribution and direct unresolved issues to the related department
- Perform other ad hoc assignments as required

REQUIREMENTS:

- Bachelor degree in Hospitality / Casino Management or related field
- Minimum 2 years relevant experiences preferably in Retail, Tourism or Hospitality industry
- Excellent interpersonal and communication skills with the ability to develop relationships
- Good command of spoken and written English, Cantonese and Mandarin
- Proficiency in MS Office and Chinese Word Processing
- Mature, proactive and self-motivated
- Shift duty is required

We offer competitive remuneration package including meal allowance, medical scheme, discretionary bonus, double pay and pension fund with excellent career exposure opportunities to the right candidate.

Interested parties, please apply with full resume in MS Word format with present and expected salary via e-mail to **hr.glp@newyaohan.com**

Company website: www.newyaohan.com

(Personal data collected will be used for recruitment purpose only)