



銀河娛樂集團  
Galaxy Entertainment Group

部門單位： 酒店營運部

職位名稱： 接待員 - 前臺

職位內容：

- 負責前臺區域的運作效率，並為相關區域提供服務
- 負責辦理入住、退房和換房手續，確保將所有資料完整地輸入酒店電腦系統
- 處理客人的投訴、查詢、要求

職位要求：

- 高等教育
- 具備良好的語言及溝通技巧
- 需 24 小時輪班

申請方式：

有興趣應徵者，可透過以下方式申請：

- 電郵簡歷到 [careers@galaxyentertainment.com](mailto:careers@galaxyentertainment.com)
- 於辦公時間星期一至五上午 9 時至下午 6 時 30 分致電招聘熱線 +853 88839688

所收集之資料將絕對保密並僅用作招聘用途。



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**Department : Front Office**

**Position Title : Duty Manager**

**JOB DESCRIPTION:**

- Has full awareness, manages and supervises all tasks of his/her staff.
- Reports directly to and communicates with the on all pertinent matters affecting guest service and hotel operations.
- Provides functional assistance and direction to all departments.
- Cooperates, coordinates and communicates with other hotel departments as required.
- Reacts to situations to ensure guests receive prompt attention and personal recognition throughout the hotel
- Responds to guest needs and resolves related problems
- Supervises and directs Front Desk personnel.
- Supports and assists Front Office personnel and all departments at peak periods.
- Ensures VIPs guests receive special attention.
- Inspects front of house and back of house regularly for cleanliness.
- Maintain and ensure accurate inventory of safety deposit box at all times.
- Ensures that all equipment are accounted for and are always in good condition.
- Manage greeting, rooming, and sending off VIP guests.
- Monitors appropriate standards of conduct, uniform, hygiene, and appearance of staff.
- Provides input for Front Office meetings.
- Promotes inter-hotel sales and in-house facilities.
- Checks billing instructions and monitors guest credit
- Analyses and approves discounts and rebates.
- Analyses the rate variance report to ensure room revenue control.
- Analyses negative posting to ensure proper revenue record.
- Takes action with the Property Management Systems (PMS) in emergency situation.
- Is fully conversant with all hotel emergency procedures.
- Ensures front line staff to comply with FIT Marketing techniques and maximize sales.

Application :

Interested parties, please apply via :

- Email the detailed resume to: [careers@galaxyentertainment.com](mailto:careers@galaxyentertainment.com)
- Recruitment Hotline: +853 88839688

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- Is fully aware of the Credit Policy
- Takes full responsibility of Front Office staff in absence of Front Office Manager & Front Desk Manager
- Performs related duties and special projects assigned
- Monitor front office personnel to ensure guests receive prompt, cordial attention and personal recognition.
- Assumes other duties assigned by Management as required.

## REQUIREMENTS

- Knowledge of hotel facilities and services
- Diploma holder in hospitality management or related disciplines
- Minimum 3 years' relevant experience in managerial level of Front Office in the hotel industry
- Initiative, organized and detail-oriented
- Excellent communication, interpersonal and supervisory skills
- Good command of both written and spoken English, Cantonese and Putonghua

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