**Job Details 工作内容**

|  |  |
| --- | --- |
| Company Name : 公司名字 |  |
| Company’s website: 网址 |  |
| Working location: 工作地点 | Macau |
| Job title: 职位 | Customer Service Host |
| Basic salary per month: 底薪 | 16000~18000 MOP |
| Estimated Monthly Salary:  每月平均收入 （**仅作为参考，加班还是由公司情况决定**） |  |
| Commission per month: 抽成 | Nope |
| Other allowance:其他津贴 | Nope |
| Working hours per week:工作小时 | 8 hours/day  48 hours/week (No overtime) |
| Special Requirement (Eg.Attire…)  其他服装要求 | Uniform provided |
| Accommodation or Housing Allowance: 住宿津贴 | Free Accommodation provided |
| Free Meal Duty or Allowance:  膳食津贴 | Free Cafeteria provided |
| Courses (if Any) :课程 | Yes |
| Job Responsibilities:  工作内容 | • Deliver Wynn Palace’s high standards of quality, service and guest satisfaction in every aspect of the VIP guest experience, adhering to established policies and procedures  • Prepare VIP Services areas and suites for guests’ arrival by creating a luxurious atmosphere and setting up amenities  • Check stations and pantries for stock needs, neatness and cleanliness  • Monitor operating supplies and reduce spoilage and wastage  • “Punch” all VIP suites to ensure everything is working. Inform Guest Services Centre when further action is needed  • Know and understand the resort’s facilities and services and all F&B items on the menu  • Maintain guests’ preference profiles and track their likes and dislikes  • Ensure the accuracy of guests’ accounts and arrange and deliver payments (cash, credit card, house account, room charges, etc.)  • Ensure the accuracy of payments against sales records  • Complete shift checklist, follow through on responsibilities, and report to the Lead Butler at end of shift  • Maintain a high standard of personal presentation, grooming and hygiene at all times  • Continuously improve health and safety standards  • Assist and perform duties assigned by the Lead Butler |
| Additional Remarks:  注明 | air ticket provided. |

**Recruitment Needs 招聘数量**

|  |  |
| --- | --- |
| No. of vacancy available:职缺 |  |
| Gender: 性别 | Male/Female |
| Marital status: 婚姻情况 | No preference |
| Age requirement: 年龄要求 | Preferably below 35 years old |
| Nationality:国籍 | Taiwan, China, Korea, Malaysia |
| Education Level: 学历水平 | Nope |
| Language proficiency:语言要求 | Chinese: fluent  Englisg: fluent |
| Other Skills Required:  其他技术要求 | Experience: Previous hospitality or related guest service experience in a 5-star hotel an advantage  Education: Bachelor degree or above  Language Ability: Fluent spoken and written English, Cantonese and Mandarin  Computer Skills: Basic MS Office and Outlook |