



救世軍 港澳軍區
The Salvation Army
Hong Kong and Macau Command

The Salvation Army is an international Christian church and charity working in 131 countries and has been serving Hong Kong for over 85 years providing an extensive range of services which spans educational, social as well as Christian. We are called to preach the gospel of Jesus Christ. We are dedicated to supporting the people in need in Hong Kong, Macau and Mainland China without discrimination; and strive to respond to local needs, emergencies and disasters with the love of God.

Senior Guest Services Officer
Booth Lodge
(Reference No.: SGSO/BL/07-19)

Duties:

- Assist the Operations Manager and Guest Services Supervisor to manage Front Office operations to provide excellent customer services
- Manage guests' check-ins and check-outs and to ensure that it is up to standard
- Tally bills and take payments
- Handle guest enquiries and complaints, and report accordingly
- Assist in inducting new front office staff
- Perform any legitimate duties assigned by the supervisor & Head of Department

Requirements:

- Understanding of the Christian faith, values and ethos of The Salvation Army
- Diploma holder in hospitality / hotel management with minimum 3 years' working experience in front desk operations
- Good command of both written and spoken English and Chinese, including Putonghau
- Good command of PMS, Oasis is preferred
- Service-oriented with good interpersonal and communications skills
- Self-motivated, attentive to details and able to work independently
- Shift work is required
- Candidate with less experience but demonstrated ability in front desk operations will also be considered.
- Immediate availability is preferred

Application Procedure

Please apply with full resume, stating clearly current and expected salary, to the **Group Human Resources Director, The Salvation Army Hong Kong and Macau Command, 6/F Human Resources Department, 11 Wing Sing Lane, Yaumatei, Kowloon** by quoting reference number (SGSO/BL/07-19) on the envelope or email to career@HKM.salvationarmy.org

All information provided will be treated in strictest confidence & used for recruitment purpose only. All unsuccessful applications will be kept for a period of no longer than two years after completion of the recruitment exercise.