

Date: June 20th 2019

Position: Receptionist

Business Section: Entertainment Resort

Ha Tien Vegas Company is an exciting entertainment resort which provides a hotel, restaurants and all kinds of games to customers. We are located at Prek Chak, Kampot province.

Job Purpose

- Working under the supervision of the Manager, the receptionist carries out technical work pertaining to hotel operations.

Principal Accountabilities

- To undertake front of house duties, including meeting, greeting and attending to the needs of guests. Ensure a superb customer service experience.
- To build a good rapport with all guests and resolve any complaints/issues quickly to maintain high quality customer service.
- To deal with guest requests to ensure a comfortable and pleasant stay.
- To assist in dealing with customer complaints in an effective and courteous manner, providing or seeking solutions as quickly as possible.
- To be responsible for accurate and efficient accounts and guest billing processes.
- To keep up to date with room prices and special offers to provide accurate information to guest/s and the VIP Marketing department.
- To follow the rules of check in and check out procedures.
- To follow the rules of issuing the complimentary rooms for the Government or Management.
- To coordinate with VIP service Marketing staff for the Main Hall guest/s to extend room stays.
- To issue the language tag correctly to the guests for any guest items, maintaining their safety & security.
- Keep CCTV & Security informed on any lost and found items left at the front office counter.
- Keep CCTV & Security informed when receiving cash from the customer/s and when handling cash.
- Keep Supervisor informed of any requirements from the customer/s.

Qualifications and Experiences

- High school or Bachelor's degree in any field.
- Some experience would be an advantage.
- Honest, highly responsible and reliable.
- Ability to manage multiple tasks.
- Able to work independently or in a team.
- Good integrity, positive attitude, helpful, highly committed, competent and motivated.

Salary

Your efforts will be rewarded with a highly competitive salary. We are committed to your professional development and diverse career opportunities within our ambitious, fast growing organization.

Location

Prek Chak, Thkov Village, Kampong Trach District, Kampot Province, Kingdom of Cambodia.

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Email: hr@hatienvegas.com

Term: Full-time