

Date: September 24th 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/s 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 guests.
- 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 organisation.

Location

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

Tel: +855 (0) 70/66 286 200

Email: hr@hatienvegas.com

Term: Full-time