

New World Facilities Management Company Limited

Established in 2009, New World Facilities Management Company Ltd. (“NWFM”) is the management company of Youth Square. Located in the proximity of MTR Chai Wan Station, Youth Square strives to become the focal point of Hong Kong’s territory wide youth development activities.

Youth Square adopted an innovative spatial design to reflect a new generation’s identity. Youth Square comprises a wide range of facilities such as theatre, studio, multi-purpose area, hostel, retail shops and offices.

NWFM is inviting candidates with the right calibre to join our team.

Assistant, Guest Services (Hostel) (Full Time/Part Time)

Responsibilities

- Handle enquiries received from including but not limited to telephone, in-person, email and 3rd party booking platforms.
- Perform registration of arriving guests according to pre-set policies and procedures.
- Prepare cashiering for departing guests according to hostel’s policy and procedure.
- Attend all guest enquiries in a helpful and professional manner.
- Familiar with hostel room configuration, all special rates and programs
- Familiar with other hostel facilities and services, PMS regarding Front Desk operations and Vingcard system.
- Up-sell Y-Loft rooms and facilities to maximize revenue.
- Input and update guest profiles in the PMS in accordance to standard procedures
- Handle dissatisfied guests to resolve concerns and request assistance from superior whenever necessary.

- Provide administrative support for preparing purchase requisition / transfer form for operating supplies and stationery etc.
- Achieve Guest Satisfaction Index of hostel as set by the management.
- Ensure efficient day to day operations of the hostel lounge, cleanliness and safety at all times, food and beverage set up and delivery to standard
- Perform reception duty at lobby entrance
- Perform shift duties including overnight shift

Requirements

- Diploma in Hospitality Management or related disciplines
- Customer-oriented, well-organized with excellent interpersonal skills
- Knowledge of hotel property management system and room key card system
- Good command of both spoken and written English & Chinese including Putonghua, knowledge of other language is an advantage
- Proficiency in Windows applications and internet
- 44 working hours per week with shift duty
- Candidate should be flexible and adaptive to work on 24-hour shift roster, including overnight shift.
- Immediate available is preferred.
- Candidate with more experience will be considered senior position.
- Fresh Graduates are welcome.

We offer competitive salary and attractive benefits to the right candidates. Interested parties please send resume **quoting job reference number** with **expected salary** to Human Resources and Administration Department, New World Facilities Management Company Limited by clicking https://www.youthsquare.hk/join_us/753/apply

For details of the
company, please visit website <http://www.nwfm.com.hk/>