

## **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.

### **Supervisor, Guest Services (Hostel)**

#### **Responsibilities**

- Attend and manage daily briefings and follow up tasks and room situations.
- Familiar with Y Loft operation systems including but not limited to property management system, room key card system and wake-up call system.
- Collect and supervise associates to collect customer feedback on hostel facilities, services and events. Manage enquiry, complaint in a timely manner by written and verbal means.
- Assist in preparation of regular reports and conduct data analysis.
- Delegate and supervise tasks for the team and report to managers in a timely manner.
- Handle dissatisfied guests to resolve concerns and request assistance from superior whenever necessary.
- Provide training to new commers and supervise performance. Provide coaching whenever in need.
- Take charge to maintaining operational productivity and efficiency of front-of-house operations including but not limited to reservation, registration, cashiering, retailing and handling guest enquiries.
- Assist to formulate strategies to enhance including but not limited to customer service standard, sales target and systems' performance.
- Perform reception duty at lobby entrance.
- Perform shift duties including overnight shift.

#### **Requirements**

- Diploma or above in Hospitality Management or related disciplines.
- At least 3 years' relevant experiences.
- Customer-oriented, well-organized with excellent interpersonal skills.
- Knowledge of Opera is an advantage.
- 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.
- Candidate with more experience will be considered senior position.
- Immediate available is preferred.

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/6/apply](https://www.youthsquare.hk/join_us/6/apply)

For details of the company, please visit website [www.nwfm.com.hk](http://www.nwfm.com.hk)