

Lanson Place Causeway Bay, Hong Kong is inviting applicants for the following positions:

香港逸蘭銅鑼灣酒店誠聘以下職位：

Position 職位	Concierge / Assistant Concierge 禮賓服務員 / 禮賓部主管	Guest Experience Supervisor 賓客體驗主管
Job Descriptions 職位描述	- Assist the Chief Concierge to ensure the smooth running of the department. - Provide a welcoming atmosphere and a good first impression. - Ensure the correct and prompt delivery of all parcel items. - Interact with guests to obtain feedback and in a professional manner. - 協助首席禮賓司確保部門運作順暢。 - 營造熱情友善的氛圍，給客人留下良好的第一印象。 - 確保所有包裹物品準確及時送達。 - 以專業的態度與客人互動，收集回饋意見。	- Transform ordinary encounters into extraordinary moments by adding a touch of authentic luxury to every guests' journey - Listen attentively to our guests' feedback and act as a bridge between them and our team. - Foster a culture of proactivity, authenticity, and compassion. - Lead the Guest Experience team with empathy and guide them towards new frontiers of guest service - 將平凡的接待昇華為非凡的體驗，為每位賓客的旅程增添一份真摯的奢華。 - 認真傾聽賓客的回饋，並成為他們與團隊之間的橋樑。 - 營造積極主動、真誠待客、充滿關懷的企業文化。 - 以同理心領導賓客體驗團隊，引領他們邁向賓客服務的新境界。
Qualifications 資格	- Possess 4 - 8 years of premium hotel experience. - Excellent Command of spoken English, Cantonese, and Putonghua. - Strong communication and customer service skills - Present yourself professionally, with the ability to comfortably build rapport with a global clientele. - 擁有4-8年高端酒店工作經驗。 - 精通英語、粵語和普通話口語。 - 具備優秀的溝通能力和客戶服務技巧。 - 舉止專業得體，能夠輕鬆與來自世界各地的客戶建立良好關係。	- Possess 2-5 years of premium hotel experience. - Familiar with Infor & Macros or other hotel management systems. - Fluent in English, Cantonese, and Mandarin, with knowledge of additional languages considered a plus. - Present yourself professionally, with the ability to comfortably build rapport with a global clientele. - Demonstrate effective leadership, problem-solving, and teamwork skills, with exceptional conflict resolution, multi-tasking, and time management abilities. - Candidates with less experience will be considered as Guest Experience Ambassador. - 擁有2-5年高端酒店工作經驗。 - 熟悉Infor & Macros或其他酒店管理系統。 - 精通英語、粵語和普通話，掌握其他語言者優先考慮。 - 舉止專業得體，能夠與全球客戶輕鬆建立良好關係。 - 展現出色的領導力、解難能力和團隊合作精神，具備卓越的衝突解決、多工處理和時間管理能力。 - 經驗較少者將被考慮擔任賓客體驗大使。
Salary Range 薪資範圍	\$23,000 - \$25,500	\$21,500 - \$26,500
Benefits 福利	- 5-day working week consisting of 8 working hours per day. - 17 days of public holidays. - 12 days of annual leave. - Coverage for life, accident, outpatient, hospitalisation, and dental insurance. - 每週工作5天，每天工作8小時。 - 17天公眾假期。 - 12天年假。 - 提供人壽、意外、門診、住院和牙科保險。	- 5-day working week consisting of 8 working hours per day. - 17 days of public holidays. - 12 days of annual leave. - Coverage for life, accident, outpatient, hospitalisation, and dental insurance. - 每週工作5天，每天工作8小時。 - 17天公眾假期。 - 12天年假。 - 提供人壽、意外、門診、住院和牙科保險。
Interested applicants please send resumes to People & Culture Department of Lanson Place Causeway Bay, Hong Kong at hr.lphk@lansonplace.com or ·WhatsApp to +852 5797 0191. 有意者將履歷電郵至 hr.lphk@lansonplace.com 或 WhatsApp 至 +852 5797 0191 ·與香港逸蘭銅鑼灣酒店人力資源及企業文化部聯繫。		