

DEPARTMENTS OPEN FOR TALENTS NOW

DEPARTMENT	JOB DUTIES	LANGUAGE PREFERENCE
Beverage & Food Operation (Kitchen and WOOBAR)	<p>Buffet Runner</p> <ul style="list-style-type: none"> <li>- Overview of the restaurant operation</li> <li>- Buffet and a La carte menu</li> <li>- Table set up and standard</li> <li>- Preparation of daily operation equipment</li> <li>- Buffet set up and closing procedures</li> <li>- Introduction to the buffet items</li> <li>- Buffet items touch up</li> </ul> <p>Section in Charge</p> <ul style="list-style-type: none"> <li>- <b>Understand guest's needs and preferences</b></li> <li>- Serve guest in a professional manner and in Whatever Whenever way</li> <li>- Opening and closing duties for the section</li> <li>- Take beverage &amp; food order</li> <li>- Serve beverage &amp; food</li> <li>- Table turnover</li> <li>- Present bill</li> <li>- System training</li> </ul> <p>Bar Operation</p> <ul style="list-style-type: none"> <li>- Overview of the bar operation</li> <li>- Opening and closing duties for the bar</li> <li>- Cocktail making</li> <li>- Beverage standards</li> </ul>	-
Bliss – Spa	<ul style="list-style-type: none"> <li>- Meet and greet guests on arrival</li> <li>- Assist in creating personalized/memorable experiences for guests</li> <li>- Maintain high standard of service to assist the team in meeting mystery shopper inspection</li> <li>- Opening and closing duties of the spa counter</li> <li>- Handle guest enquiries/ needs professionally and promptly</li> <li>- Introduce spa treatments and products based on guest needs</li> <li>- Make spa reservation through the system</li> <li>- Farewell guest upon departure</li> </ul>	Fluent in English, Cantonese and Mandarin



HONG KONG

Human Resources	<ul style="list-style-type: none"><li>- Schedule auditions for candidates</li><li>- Welcome candidate and administer candidate test</li><li>- Maintain personnel records</li><li>- Assist daily administrative tasks</li><li>- Update the notice board</li><li>- Ensure Human Resources venues are well-maintained and fully stocked with essential items</li><li>- Familiarise with hotel's information and guidelines and answer general enquiries</li><li>- Keep track of all auditions &amp; regret log</li><li>- Assist in all talent activities</li><li>- Assist in ad-hoc projects and tasks</li></ul>	Cantonese speaking as an advantage
Welcome – Front Office	<ul style="list-style-type: none"><li>- <b>Assist in enhancing guest's</b> first impression of the hotel when they arrive at hotel</li><li>- Assist with luggage, parcel delivery</li><li>- Enhance the traffic on hotel lobby to ensure smooth operations</li><li>- Rooming of hotel guest rooms upon luggage delivery</li><li>- Meet and greet VIP guests on arrival</li><li>- Assist in creating personalized/memorable experiences for our guests</li><li>- In cooperation with welcome coordinator, assign and plan rooms for arrival guests</li><li>- Co-ordinate with other department to ensure smooth operations in Welcome</li><li>- Maintain high standard of service to assist the team in meeting mystery shopper inspection</li><li>- Handle guest enquiries/ needs professionally and promptly</li></ul>	Fluent in English Cantonese and Mandarin (optional)

DEPARTMENTS OPEN FOR TALENTS IN 2019

DEPARTMENT	JOB DUTIES	LANGUAGE PREFERENCE
<p>Beverage &amp; Food Operation (Kitchen and WOOBAR)</p>	<p>Buffet Runner</p> <ul style="list-style-type: none"> <li>- Overview of the restaurant operation</li> <li>- Buffet and a La carte menu</li> <li>- Table set up and standard</li> <li>- Preparation of daily operation equipment</li> <li>- Buffet set up and closing procedures</li> <li>- Introduction to the buffet items</li> <li>- Buffet items touch up</li> </ul> <p>Section in Charge</p> <ul style="list-style-type: none"> <li>- <b>Understand guest's needs and preferences</b></li> <li>- Serve guest in a professional manner and in Whatever Whenever way</li> <li>- Opening and closing duties for the section</li> <li>- Take beverage &amp; food order</li> <li>- Serve beverage &amp; food</li> <li>- Table turnover</li> <li>- Present bill</li> <li>- System training</li> </ul> <p>Bar Operation</p> <ul style="list-style-type: none"> <li>- Overview of the bar operation</li> <li>- Opening and closing duties for the bar</li> <li>- Cocktail making</li> <li>- Beverage standards</li> </ul>	<p>-</p>
<p>Bliss – Spa</p>	<ul style="list-style-type: none"> <li>- Meet and greet guests on arrival</li> <li>- Assist in creating personalized/memorable experiences for guests</li> <li>- Maintain high standard of service to assist the team in meeting mystery shopper inspection</li> <li>- Opening and closing duties of the spa counter</li> <li>- Handle guest enquiries/ needs professionally and promptly</li> <li>- Introduce spa treatments and products based on guest needs</li> <li>- Make spa reservation through the system</li> <li>- Farewell guest upon departure</li> </ul>	<p>Fluent in English, Cantonese and Mandarin</p>



HONG KONG

Culinary - Kitchen	<ul style="list-style-type: none"><li>- <b>Overview of the main kitchen's operation and sections</b></li><li>- Understand the logistics in food item ordering and food preparation</li><li>- Food hygiene</li><li>- Presentation of buffet items</li><li>- Presentation of a la carte items</li><li>- Setting up for large scale events</li><li>- Opening and closing of duties of the main kitchen</li><li>- Procedures of cooling, defrosting, reheating of food</li></ul>	-
Finance	<ul style="list-style-type: none"><li>- Conduct daily cash count with General Cashier</li><li>- Assist General Cashier for casual labor data checking</li><li>- Confirm order with suppliers</li><li>- Print and expedite purchase orders</li><li>- Update food vendor list with updated BR</li><li>- <b>Rotate in Accounting sections to get familiar with Finance's operation</b></li><li>- Responsible for general administrative duties of Finance Department</li><li>- Compliance with system, procedures, and processes</li><li>- Assist account receivable clerk for daily operation.</li><li>- Process all invoices in accordance with hotel purchasing policies and procedures</li></ul>	Cantonese speaking as an advantage
Human Resources	<ul style="list-style-type: none"><li>- Schedule auditions for candidates</li><li>- Welcome candidate and administer candidate test</li><li>- Maintain personnel records</li><li>- Assist daily administrative tasks</li><li>- Update the notice board</li><li>- Ensure Human Resources venues are well-maintained and fully stocked with essential items</li><li>- Familiarise with hotel's information and guidelines and answer general enquiries</li><li>- Keep track of all auditions &amp; regret log</li><li>- Assist in all talent activities</li><li>- Assist in ad-hoc projects and tasks</li></ul>	Cantonese speaking as an advantage



HONG KONG

Welcome – Front Office	<ul style="list-style-type: none"><li>- <b>Assist in enhancing guest’s first impression of the hotel when they arrive at hotel</b></li><li>- Assist with luggage, parcel delivery</li><li>- Enhance the traffic on hotel lobby to ensure smooth operations</li><li>- Rooming of hotel guest rooms upon luggage delivery</li><li>- Meet and greet VIP guests on arrival</li><li>- Assist in creating personalized/memorable experiences for our guests</li><li>- In cooperation with welcome coordinator, assign and plan rooms for arrival guests</li><li>- Co-ordinate with other department to ensure smooth operations in Welcome</li><li>- Maintain high standard of service to assist the team in meeting mystery shopper inspection</li><li>- Handle guest enquiries/ needs professionally and promptly</li></ul>	Fluent in English Cantonese and Mandarin (optional)
Sales & Marketing	<ul style="list-style-type: none"><li>- Overview of the Sales department</li><li>- Know the different market segment</li><li>- Handle admin work and work as supporting team to Sales talent</li><li>- Obtain well knowledge of hotel product, loyalty program and involve in projects / campaigns</li><li>- Co-ordinate with other department to ensure smooth operations of Sales team</li><li>- Handle guest enquiries / needs professionally and promptly</li><li>- Build database</li><li>- Prepare proposal and contract</li><li>- Join Corporate Events, Sales Calls, Site Inspections, W Happenings (supporting S&amp;M Team on business activities)</li></ul>	Cantonese speaking as an advantage
Whatever/ Whenever – Call Centre	<ul style="list-style-type: none"><li>- Familiarize with hotel information &amp; local area</li><li>- Update next day arrival and prepare departure call report</li><li>- Assist to update monthly target</li><li>- Maintain inventory in good condition</li><li>- Update guest book</li><li>- Manage different systems in daily operation</li><li>- Handling all phone calls including table reservations and taking in-room dining orders</li><li>- Emergency situation handling procedure</li><li>- Follow brand standard to provide quality service</li><li>- Create Sweet Simple Thing for our guests</li><li>- Complaint handling including problem solving skills and preparing Woops report</li></ul>	Fluent in English, Cantonese and Mandarin

For students who are interested in the above vacancies, please feel free to send their CVs to Mr. Jun Wong, our Learning & Development Coordinator at [Jun.Wong@whotelsworldwide.com](mailto:Jun.Wong@whotelsworldwide.com) by 5 October 2018.