



## Guest Service Agent (Mandarin Speaking)

### Job Description

To serve the needs of the business, our guests and our colleagues by ensuring that all guests are enjoying a positive and memorable Anantara experience.

The Guest Service Agent is a key representative of our hotel and the Anantara brand. He or she creates one of the most powerful first impressions to our guests. Anantara Guest Service Ambassadors all have a friendly and outgoing personality, and are genuinely interested in meeting and serving new guests from all over the world. The position necessitates being an information provider, receiver, diplomat, problem solver, salesperson, hotel representative, public relations agent, coordinator of activities and accountant, all performed with the utmost politeness, efficiency and friendliness.

At Anantara, we are proud to represent our hotel and our country to guests from all over the world. We treat our guests and our colleagues with respect, and work hard together to deliver the highest quality of service to all.

### Qualifications

- Level of spoken English and Mandarin, and other targeted languages as required
- Demonstrating confidence and personality to repeatedly open new conversations with potential customers from all over the world
- Self-motivation and focus on meeting targets
- Ability to work well in a 5 star environment
- Displaying personal motivation and effort to assist in the smooth operations and profitable performance of all promotional events
- Demonstrating willingness to seek new knowledge

### Benefits

- Attractive salary and service charge
- Three meals
- Accommodation
- Uniform
- Social security and provident fund
- Health insurance
- Yearly salary increment
- Public holidays and vacations etc.

**For more information, please contact HR Department 053-784-084 or send resume to [chantima\\_li@anantara.com](mailto:chantima_li@anantara.com)**

