Customer Services Officer

Job Responsibilities:

- Assist Supervisor, Customer Services immediately once major flight disruption / creeping delay develops and submit handling reports;
- Perform ground handling services, including check-in, boarding gate and arrival duties;
- Attend monthly meetings with supervisor for operational briefing and review the handling procedures;
- Meet and assist VIPs on departure and arrival;
- Assist desk duty for telex reading and phone enquiry.

Requirement:

- Form 5 graduate or above with at least 5 subjects passed in HKCEE or minimum Level 2 in 5 HKDSE New Senior Secondary Subject (including English and Chinese language) or equivalent;
- Passion on customer services field
- No relevant experiences will also be considered;
- Good command of spoken English and Cantonese, and Mandarin;
- Proficiency in PC operations, e.g. MS Excel and MS Word;
- Willing to take shift duties.
**Customer Services Ambassador (Part-time)**

**Job Responsibilities:**

- Assist to passenger to use self-check-in machine (CUSS) and self-bag drop system (SBD)
- Monitoring the passenger flow control and help in the queuing areas
- Page to passenger when the flight is final-call in check-in service counter
- Escort the passenger to boarding gate on time when the flight start boarding
- Answer to passenger’s enquiries
- Assist passenger to take the shuttle bus in ramp area
- Ad-hoc duties will be assigned by Superior.

**Requirement:**

- No relevant experiences will also be considered
- Communicate in English and Cantonese, and Mandarin
- Customer Service oriented
- Willing to take shift duties
- Immediate available is preferred.