



香港航空地面服務有限公司

Customer Services Officer – Passenger Services (HAGSL/OP/CSO/XX)

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 to Superior for flight editing and monitor to seating control;
- 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;
- Possess 1 year relevant working experience in airport operations and customer service 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;
- Immediate available is preferred.

We will offer an attractive employment package such as:

- **4-weeks comprehensive and structured training**
- **Paid Annual Leave**
- **Overtime Allowance**
- **Transportation Allowance**
- **Shift Allowance**
- **Referral Bonus**
- **Medical & Dental Insurance**
- **Travel Ticket Benefit**

HONG KONG AVIATION GROUD SERVICES LIMITED

Room 5N024, Passenger Terminal 1, Hong Kong International Airport, Lantau, Hong Kong
Fax : (852) 2271 0828 www.hagsl.com



香港航空地面服務有限公司

兼職顧客服務主任

(Part-time Customer Services Officer)

主要職責:

- 於登記櫃台、登機閘口及抵港閘口提供地勤服務;
- 協助客戶服務主管處理航班取消 / 延誤情況及提交相關報告;
- 於登機 / 抵港閘口迎接及協助貴賓旅客;
- 為有需要的乘客協助及提供輪椅服務;
- 處理及完成主管所指派的工作;

****公司提供相關專業在職培訓 (約 5 天) ****

入職要求:

- 需年滿 18 歲和擁有香港居留權;
- 中五或以上學歷;
- 良好廣東話, 英語及普通話;
- 具客戶服務技巧, 可輪班工作;
- 可即時上班者會優先考慮。

工作地點: 香港國際機場

工作時間: 每月工作不少於 50 小時 (每更 5 小時, 會按實際需要超時工作)

每更時間 (按需要或有更改)

1. 05:45am – 10:45am
2. 05:00pm – 10:00pm
3. 08:00pm – 01:00am

薪酬及福利:

- 時薪 **\$62**
- 特別津貼
- 機票員工福利

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