



THE V GROUP

MANAGEMENT TRAINEE PROGRAMME

2-YEAR TERM

The V Group is one of Hong Kong's largest owner-developer-operators of *luxury real estate*. Our portfolio spans serviced apartments, residences, and semi-detached houses, located in the best locations in Hong Kong. We seek talented and driven young professionals with a high benchmark for quality to join us for our summer intake of management trainee programme:

MANAGEMENT & OPERATIONS STREAM

- Contribute to the residential portfolio through our departments in Leasing, Sales, Marketing, Customer Service, Procurement & Finance
- Learn the keys to running a successful luxury real estate portfolio from check-in to check-out

ACQUISITIONS & DEVELOPMENT STREAM

- Contribute to upcoming projects under development by the V Group, with an opportunity to work with leading architects and designers in their respective fields of expertise
- Learn the inner workings of construction, financing, and development

REQUIREMENTS

- an undergraduate or post-graduate degree in relevant disciplines
- excellent english and chinese skills (both spoken and written)
- attractive remuneration package including medical insurance coverage, performance bonus, educational sponsorship scheme

interested parties please send us your resume in ms word/pdf format to recruitment@thev.hk (when applying, please state the programme which you would like to be considered). for further information about the opening, please contact 2533 2145.

deadline for application: april 30, 2018

please visit www.thev.hk for more information

Customer Service Officer – Serviced Apartments

Responsibilities:

- Act as front line main contact for long term residents
- Lead viewings for prospective clients with additional incentives on success of deal closing
- Act as a Brand Ambassador for V – review and cooperate with site Housekeeping and Repairs & Maintenance teams to review room standard
- Conduct check in and check out for monthly residents and handle relevant paperwork such as Booking Form, License Agreement, Inventory Check Form
- Handle guest concerns as needed, and participate in guest experience improvement actions
- Attend morning briefing call and provide report to management on day end

Requirements

- Form 7 or above
- Past experience in hotel or other serviced apartments strongly preferred
- Customer-focused, well-groomed and pleasant personality
- Good command of Chinese and English

Leasing Administrator

Reporting to the Assistant Leasing Manager, the Leasing Administrator provides close support for our leasing team members in order to achieve company targets and objectives.

Job Description:

- Create leases and extensions by inputting information supplied by Guests; verify them for accuracy;
- Prepare Leasing related reports for weekly meeting with Management;
- Handle guest enquiries from email and phone if other Leasing team members are unavailable;
- Progression to more front-line roles is available based on performance and interest.

Requirements:

- Bachelor's degree required;
- Detail-oriented with good time management skills;
- Good command of both written and spoken English and Chinese (Cantonese & Putonghua);
- Interest in the Serviced Apartment industry preferred;
- Customer Service Mentality: Ability to provide guests with good customer experience;
- Tech-friendly: Ability to adapt to new technology such as Salesforce. A competence on Microsoft Excel preferred.

Leasing Associate (Serviced Apartments)

Job Description:

- Responsible for the Portfolio Leasing of Serviced Apartments across five locations
- Handle daily enquiries from website, email, and phone, and booking engine
- Coordinate with Accounts and On-site teams to ensure company policy and procedure is followed

Requirements:

- Bachelor's degree required
- Good command of both written and spoken English and Chinese (Cantonese & Putonghua)
- Demonstrated interest in the Serviced Apartment industry
- Communication: Strong language skills to be able to close deals and handle guest questions
- Customer Service Mentality: Ability to provide guests with good customer experience
- Tech-friendly: Ability to adapt to new technology such as Salesforce. A competence on Microsoft Excel preferred