



# RECRUITMENT INFORMATION

**LUNE PRODUCTION** is looking for candidates with proactive working attitude, an open mind, passion to work in art & culture industry and fluent English skills for following position:

**Position** : RESERVATION EXECUTIVE  
**Report to** : RESERVATION SUPERVISOR  
**Working location** : HO CHI MINH

## **I/ RESPONSIBILITIES:**

1. Manage and feedback all emails which sent to Reservation email:
  - Provide and answer all information in scope of responsibilities or transfer to PIC;
  - Handle and update all bookings from Reservation email: websites, TAs, from beginning until ending process;
  - Coordinate with related Depts. for problem solving (if need);
  - Maintain customer service according to company's standard.
  - Working time for Reservation Dept.:
    - ❖ 9AM – 6PM → All emails must be handled & answered within this period;
    - ❖ 6PM – 11PM → All emails must be handled & answered max within 2 hours from receiving emails;
    - ❖ 11PM – 8AM → All emails must be handled & answered before 11AM next day
2. Manage and answer public call center
  - Provide accurate information and helpful recommendations for customers through call center with standardized customer service;
  - Answer all calls from 8AM – 8PM.
3. Reports and other tasks:
  - Daily submit report about received comments/ complaints/ problems/ situations or upon requested;
  - Support Front Office Dept. in weekend shows if need;
  - Other tasks according to Line Manager's request.

## **II/ REQUIREMENTS:**

- University in related majors: Business Administration/ Hospitality Management/ Tourism/ Language...
- Having more than a year of experience in same/ related position is preferable
- Excellent communication skills
- Excellent in speaking and writing in English
- Excellent interpersonal skills
- Experience on problems solving skills
- Good & wide general knowledge
- Ability to work effectively within a team
- Ability to use a computerized ticketing system
- Accuracy and attention to detail
- Having friendly and professional attitude

Please kindly send your CV via [humancapital@squaregroup.com.vn](mailto:humancapital@squaregroup.com.vn)