



SQUARE

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 : **FRONT OFFICE STAFF**
Report to : **FRONT OFFICE SUPERVISOR**
Working location : **HOI AN**

I/ RESPONSIBILITIES:

1. Ticket Box:

- Introduce, sell tickets, merchandise for walk-in guest;
- Provide accurate information and helpful recommendations for customers;
- Record customer comments, complains, general feedback... and ask line manager for the immediate solutions or feedbacks;
- Maintain customer services and sales standards in Front Office;
- Prepare, setup and ensure all the POSM are available and in correct demonstration positions;
- Clearly understand and automatically update the Front Office properties and necessary stocks;
- Ticket delivery if needed;
- Reports: Submit daily sales revenue & daily operations status with clear and clean details

2. OPD

- Maintain facilities are in clean, safe & good preparation according to Company's requirement to serve customers;
- Co-operate with members in team to provide the best services to customers
- Monitor the auditoriums for service quality, and guest behavior;
- Guide customers to their seat. Observe and assist customer's demand before, during and after the show;
- Ensure safety for customer during show time;
- Ensure guest following show's rules and regulations during show time;
- Conduct a quick report;
- Other tasks according to Supervisor/ Manager's request.

II/ REQUIREMENTS:

- Student in Hospitality, Language, BA... major
- Having working experience in hospitality industry or related majors is preferable.
- Proficiency in speaking and writing in English;
- Excellent communication and interpersonal skills;
- Ability to use computerized ticketing system;



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- Experience on problems solving skills;
- Ability to work effectively within a team;
- Accuracy and attention to detail;
- Having friendly and professional attitude;
- Abilities to perform and complete tasks under high pressure;
- Ability to work in weekend, Tet/ Public Holidays.

III/ BENEFITS

- Salary: Negotiable
- Other benefit: As policy

Please kindly send your CV via humancapital@squaregroup.com.vn

HUMAN CAPITAL DEPARTMENT



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