**Job Details 工作内容**

|  |  |
| --- | --- |
| Company Name: 公司名字 | P-serve (Changi Airport) Jewel |
| Company’s website: 网址 |  |
| Working location: 工作地点 | Jewel Singapore (at Changi airport) |
| Job title: 职位 | Experience Concierge |
| Monthly Basic salary: 底薪 (44hs) | 1st month classroom training  Basic 1250 + housing allowance 250 = 1500  2nd~4th month  Basic 1250 + housing 250 + Grooming 100 + transport 100 + special 100 = 1800  5th month (formal)  basic 1250 + housing 250 + grooming 100 + transport 100 + special 100 + counter 150 = 1950 |
| Transport |  |
| Other allowance: 其他津贴 |  |
| Estimated Total Salary:  每月平均总收入 （**仅作为参考，加班还是由公司情况决定**） |  |
| Working hours per week:工作小时 | Work 2 days off 2 days   * 10am to 10pm * We also mentioned that L5 attraction level; the counter operates from 8am to 2am daily. Hence, Experience Concierge may be deployed to a max 2 shifts of 8am to 8pm and/or max 2 shifts of 2pm to 2am for Level 5 (Attraction Level) duties; a total of 4 shifts such timings in a month. Other days, it will be normal 10am to 10pm. |
| Special Requirement (Eg.Attire…)  服装要求 | Uniform provided  (first month training need to prepare own formal shirt, pants and shoes) -after training uniform provided |
| Accommodation or Housing Allowance: 住宿津贴 | N/A |
| Free Meal Duty or Allowance:  膳食津贴 | N/A |
| Job Responsibilities:  工作内容 | required to manage concierge duties such as way finding, handling lost and found items, as well as assisting guests with WIFI login. Part of the concierge duties will entail processing and managing promotions, events and gift redemptions, managing ticketing services and sales transactions (for attraction levels at Level 5). Experience Concierge are also required to administer restaurant reservation for guests (they are not working in any restaurant; merely helping guests to book/reserve for restaurant). They will also be responsible for administering loan of amenities such as phone charger/power banks for rentals.    On top of all of this, they are also required to handle loyalty program queries from guests, hence all Experience Concierge will be taught the basic understanding of Changi Rewards (airport loyalty program) and Capital Star (Capital Land membership loyalty program). They will also be responsible for lounge duties at Level 1.  We also highlighted that Experience Concierge are required to perform paging and in-house announcements thus they must be able to have a pleasant voice with clear pronunciation in English. Subsequently, handling of feedbacks and complains and other administration duties and housekeeping roles as required to ensure cleanliness within and around the concierge area.  **training bond 1 year $1500** |
| Additional Remarks:  注明 | **We have 6 counters across 5 levels in Jewel.**   * **Basement 2 (B2) counter** – Kopitiam (a food court) and cinema located here. Thus, we are expecting more locals at B2 counter. B2 counter also handles lost & found, way finding & restaurant reservations * **Level 1 (L1) counter** – This is the main counter that will deal with all the job duties describe above. Experience Concierge will handle basic lounge duties. * **Level 2 (L2) counter** -  Similar to L1 counter except that it doesn’t handle SISTIC and gift redemptions. * **Level 3 (L3) counter** – There will be 2 small podiums/counters located at the linkway between T2 to Jewel and T3 to Jewel. The counter handles way finding, lost & found, restaurant reservation. Experience Concierge deployed to L3 will be required to have airport knowledge (e.g. Pax/Guest may ask about the location for GST Refund counters). * **Level 5 (L5) counter** -  This is where the attraction counters will be located at and purchases of tickets will be done via SISTIC. Experience Concierge will be required to handle/manage queue combing as well. As mentioned above, L5 counter operates from 8am to 2am daily.   **\*\*All females experience concierge are required to have full grooming (full-makeup) and hair to be tied in a French twist (natural black coloured hair only). We are still finalising on the grooming standard for Experience Concierge, however it will be as strict as CEA grooming guidelines.** |

**Recruitment Needs 招聘数量**

|  |  |
| --- | --- |
| No. of vacancy available: 职缺 | 4 |
| Gender: 性别 | Male and female |
| Marital status: 婚姻情况 |  |
| Age requirement: 年龄要求 | 21 and above |
| Nationality: 国籍 | Korean |
| Education Level: 学历水平 | Diploma and above |
| Language proficiency: 语言要求 | Very good English and Chinese |
| Other Skills Required:  其他技术要求 | **SOME QUESTIONS TO HELP CANDIDATES;**   1. How will the service in Jewel be different when compared to well-known shopping malls like Marina Bay Sands or ION in Singapore? 2. How do you think you can contribute to the service standard in Jewel? 3. What are your strengths and weaknesses that can help to enhance the role of a Jewel Changi Airport Concierge? 4. What are some of the attractions found in Jewel for shoppers/members of public/passengers to enjoy? 5. Scenario based questions    * If a shopper wants to redeem for a promotional item, however he/she is not eligible for it, how are you going to communicate to the shopper? What other alternative(s)/solution(s) do you think you can provide for the shopper? |