

EST. 1908

HOLLANDESE CLUB

FRONT DESK OFFICER

The Hollandse Club

The Hollandse Club (www.hollandseclub.org.sg) is a vibrant and inclusive sports and social Club with a relaxed, family-centric environment nestled amidst lush greenery. It offers a wide range of sports, recreation and dining facilities for its members. Being part of the Hollandse Club means working in a dynamic and multi-cultural work environment with an international group of colleagues coming from a vast variety of countries.

Job description

As Front Desk Officer you represent the Hollandse Club (‘Club’) and welcome our Members, Guests and Partners.

The Front Desk officer:

- Welcomes Members, Guests and Partners to the club and ensures they receive high quality service.
- Maintains a high level of knowledge on the Hollandse Club in order to explain and sell the Club’s services.
- Maintains knowledge of programs and events at the Club in order to recognize and respond to the needs of Members and Guests.
- Re-directs calls and takes adequate messages when required.
- Implements the Club rules and informs violators of proper behaviour while in the Club
- Handles hotel check-ins and check-outs.
- Assists and directs Members and Guests to the appropriate staff member.
- Responds to enquiries from Members and Guests.
- Provides administrative support and redistributes the necessary correspondences.
- Open to new ideas and will make changes in the job and routines as required.
- Recommend improvements to increase members and guests customer service satisfaction

Requirements

- At least two years of experience in a similar field. Hotel or Club experience is a plus.
- Great interpersonal and communication skills is a must
- Responsible, resourceful, flexible and responsive in dealing with people.
- Excellent command of written and spoken English.
- Meticulous, good eye for details and a team player.
- Able to handle difficult members and maintain composure while handling complaints.
- Able to work under pressure and extra hours if needed.
- Able to work early mornings, evenings, weekends and public holidays on a rotating shift basis.

Please note that Club Members are excluded from applying for this position.

If you are keen to join our dynamic team, email your detailed CV and motivation to the Membership Relations Manager of the Hollandse Club at inigo@hollandseclub.org.sg and the Human Resource Manager at eliana_hr@hollandseclub.org.sg.