

e2i x Accor Singapore Career Fair

7th June 2024

JOB LISTING BOOKLET



About e2i (Employment and Employability Institute)

e2i is the empowering network for workers and employers seeking employment and employability solutions. e2i serves as a bridge between workers and employers, connecting with workers to offer job security through job-matching, career guidance and skills upgrading services, and partnering employers to address their manpower needs through recruitment, training and job redesign solutions. e2i is a tripartite initiative of the National Trades Union Congress set up to support nation-wide manpower and skills upgrading initiatives. For more information, please visit www.e2i.com.sg.

Participating Companies

| | |
|--|-----------|
| Fairmont Singapore / Hotel Swissôtel The Stamford | 6 |
| • Food & Beverage Guest Services Officer/Executive..... | 6 |
| • Bartender | 8 |
| • Reservation Co-ordinator/Executive..... | 10 |
| • RCCC Guest Services Officer/Executive, Banquet | 11 |
| • Commis Cook | 13 |
| • Chef De Partie | 14 |
| • Doorman | 14 |
| • Guest Relations Officer | 16 |
| • Laundry Co-ordinator | 17 |
| • Bellman | 19 |
| • Housekeeping Co-ordinator | 21 |
| • Food & Beverage Assistant Manager | 23 |
| • Laundry Operator | 26 |
| • Security Executive | 28 |
| • Security Supervisor | 33 |
| • Assistant Security Manager..... | 36 |
| • Florist | 38 |
| • IT System Administrator..... | 39 |
| • Restaurant Host/Hostess | 40 |
| Grand Mercure Singapore Roxy | 41 |
| • Reservation Officer | 41 |
| • Laundry Assistant | 42 |
| • Handyman | 42 |
| • Food & Beverage Assistant | 43 |
| • Cook | 43 |
| • Chef De Partie | 43 |
| • Housekeeping Assistant | 44 |
| • Technician | 44 |
| • Front Office Executive | 45 |

| | |
|--|-----------|
| • Food & Beverage Executive..... | 45 |
| ibis Singapore on Bencoolen..... | 46 |
| • Senior/Sales Manager | 46 |
| • Senior Security Officer | 46 |
| • Security Officer..... | 47 |
| • Duty Manager | 47 |
| • Cook | 47 |
| • Management Trainee..... | 47 |
| • Technician | 47 |
| Mondrian Singapore Duxton | 48 |
| • Servers..... | 48 |
| • Hostess..... | 48 |
| • Public Area Attendant | 49 |
| • Room Attendant..... | 49 |
| • Bellboy | 50 |
| • Service Operator | 50 |
| • Laundry Attendant | 51 |
| • Bartender | 51 |
| • Front Desk Agent..... | 52 |
| Novotel Singapore on Kitchener / Mercure ICON Singapore City Centre | 53 |
| • Duty Manager | 53 |
| • Front Office Supervisor | 54 |
| • Front Office Executive | 54 |
| • Guest Relation Executive | 55 |
| • Guest Service Officer (Bellman) | 55 |
| • Housekeeping Supervisor..... | 56 |
| • Room Attendant / Public Area Attendant..... | 56 |
| • Housekeeping Coordinator | 57 |
| • Maintenance Supervisor | 57 |
| • Maintenance Technician | 58 |
| Novotel Singapore on Stevens / Mercure Singapore on Stevens | 58 |
| • Duty Manager | 58 |

| | |
|---|-----------|
| • Assistant/Guest Experience Manager | 59 |
| • Guest Services Executive | 63 |
| • Senior Guest Services Agent | 65 |
| • Guest Services Agent/Bellman | 66 |
| • Food & Beverage Executive | 67 |
| • Food & Beverage Supervisor | 68 |
| • Food & Beverage Captain | 69 |
| • Food & Beverage Waiter | 70 |
| • Food & Beverage Coordinator | 71 |
| • Housekeeping Executive | 73 |
| • Housekeeping Supervisor | 75 |
| • Junior Housekeeping Supervisor | 75 |
| • Room Attendant | 76 |
| • Linen Attendant | 77 |
| • Housekeeping Coordinator | 77 |
| • Safety & Security Supervisor | 78 |
| • Senior/Safety & Security Officer | 79 |
| • Assistant Accountant | 80 |
| • Finance Executive | 81 |
| • Finance Officer | 81 |
| • Receiving Officer | 82 |
| Pullman Singapore Hill Street | 83 |
| • Reservations Officer / Executive | 83 |
| • Security Officer | 84 |
| • Bellman | 84 |
| • Commis / Demi / Chef de Partie | 84 |
| • Housekeeping Attendant | 84 |
| • Food & Beverage Attendant / Captain | 85 |
| • Food & Beverage Supervisor | 85 |
| • Food & Beverage Hostess | 85 |
| • Pool Attendant | 86 |
| • Bartender | 86 |
| • Houseman / Runner | 86 |

| | |
|---|------------|
| • Linen / Uniform Attendant..... | 87 |
| Raffles Hotel Singapore | 87 |
| • Raffles Butler | 87 |
| • Lobby Manager (Duty Manager) | 88 |
| • Lobby Ambassador..... | 88 |
| • Senior Housekeeping Manager | 89 |
| • Senior / Housekeeping Attendant (Rooms) | 89 |
| • Junior Sous Chef (yi by Jereme Leung/Chinese Banquet) | 89 |
| • Chef de Partie, yi by Jereme Leung | 90 |
| • Resident Bartender | 90 |
| • Food and Beverage Service Executive | 91 |
| • Food and Beverage Service Associate | 92 |
| • Food and Beverage Casual Labour (Part Time) | 92 |
| • Senior / Facilities Technician | 93 |
| • Facilities Technician - Carpenter | 93 |
| • Raffles Service Casual Labour (Part Time) | 94 |
| • Accounts Assistant | 94 |
| • Purchasing Executive / Assistant Purchasing Executive | 95 |
| • Retail Merchandising Associate | 95 |
| • Retail Operation Executive..... | 96 |
| • Admin Executive (Culinary) | 96 |
| Sofitel Singapore City Centre | 96 |
| • Guest Services Executive..... | 97 |
| • Barista | 97 |
| • F&B Ambassador | 98 |
| e2i Services: Meet an e2i Career Coach | 100 |

Fairmont Singapore / Hotel Swissôtel The Stamford

Embark on a vibrant career with two of the finest luxury hotel brands in the hospitality industry as we offer rewarding opportunities to learn from the best. We are constantly on the lookout for passionate individuals to be a part of our expanding team. Submit your resumé if you'd like to be a part of our family!

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|---|---|--|
| Food & Beverage Guest Services Officer/ Executive | <ul style="list-style-type: none"> • 1 year F&B management experience • Experience in similar size/style of 5* hotel • Diploma in Hospitality Management • Evidence of Leadership / People management • Good interpersonal and communication skills • Able to work under pressure and independently • Good interpersonal skills with ability to communicate with guests and all levels of colleagues and management. • Service oriented with an eye for details • Good computer skills and proficient in Microsoft Office-Words & Excel • Good problem solving and decision making skills • Effective conflict management skills, respecting a diverse, multi-cultural environment • Use sensitivity and discretion in supporting guest needs • Lead to constantly improve the guest | <ul style="list-style-type: none"> • Assist the outlet manager on daily Front of the House and Heart of the House operations • Monitor the reservation status and communicate with culinary team • Plan and arrange manning to meet business needs • Check the appearance, orderliness, cleanliness and set-up of the outlet and its related areas, and be ready before 10 minutes of the commence of each meal period • Maintain service, standards and procedures for the outlet and to ensure that they are achieved and followed by • Ensure hygiene and food safety compliance in the outlet and related areas • Lead the F&B service team to personalize the guest dining experience and ensure the compliance of LQA standards and delivery of Service Promise • Lead a Heartist® approach to guest experience/service with the F&B team • Provide immediate attention to guest | <ul style="list-style-type: none"> • 5 Days • 178882 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|---|--|--------------------------|
| | service experience and team performance | <p>complaints and provide appropriate service recovery. To follow up on correct procedures implemented by outlet manager as to prevent future recurrence</p> <ul style="list-style-type: none"> • Focus on the dining experience for LCAH members • Induct and train F&B service team on technical skills and process as outlined in the LQA standards and departmental SOP • Coach F&B service team to constantly improve or maintain performance, give guidance where performance is below expectations • Manage team within guidelines provided in the Colleague Handbook • Counsel/discipline any F&B service team when performance fall below expectation, and to re-train when needed • Conduct spot-checks that all food and beverage sold is properly accounted for at established prices. Be alert for irregularities in the handling of cash or any misconduct • Ensure that safe working practices are followed including emergency procedures • Assist Outlet Manager to organize and implement F&B promotions and special functions periodically • Assist in control | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|------------------|--|--|--|
| | | <p>measures on food costs, beverage costs, labour costs and operating supply costs for the outlet and to be in line of budget</p> <ul style="list-style-type: none"> • Oversee the stock requisition and usage of operation equipment/supplies • Maintain and check the outlet's/heart of the house's cleanliness and comply with the F&B sanitation and hygiene rules and regulations • Participate in departmental leadership activities as a member of the team • Maintain levels of confidentiality and discretion for guests • Develop own knowledge and skills as a contributing member of the F&B team | |
| Bartender | <ul style="list-style-type: none"> • No F&B service experience is required • Completion of formal Secondary/O level education • Technical service skills • Interpersonal skills – communicates easily/openly • Communication skills in English spoken/written • Reliable and consistent • Personal presentation & grooming, clean/tidy • Comes across as enthusiastic, energetic • Can work as part of a team | <ul style="list-style-type: none"> • Setup bar counter and prepare mise-en-plus as per work station assigned prior to start of operation hour • Handle stock requisition, collection, replenishment and disposal of used stock • Handle all beverage production in accordance with the outlet standards and recipes, with highest quality and freshness • Operate and use POS • Conduct stock inventory on daily basis • Handle with the general cleaning of the outlet bar equipments and furniture • Greet and farewell guests in a friendly, courteous manner | <ul style="list-style-type: none"> • 5 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | <ul style="list-style-type: none"> • Use guest names wherever possible • Adjust service to suit guests' requests, personalise to meet needs • Use a Heartist® approach – make the guests Feel Welcome, Feel Heart-warmed, Feel Incredible, and Belong with the aim to achieve VOG target • Look for ways to upsell and add value • Respond positively, politely, and efficiently to all extraordinary requests from guests. • Act professionally when dealing with guest complaints or problems, and keep manager or immediate superior informed on all matters • Efficiency of work in bar counter, pantry, and service preparations • Cleanliness and work safety in food preparation and service areas • Perform or assist in the Hosting and Floor Service duties whenever is required • Perform opening shift and closing shift duties as assigned • Take part in daily line-ups and participate in training activities to improve knowledge & skills • Perform other business-related duties as assigned by his/her superior • Assist colleagues in any of the restaurants or | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|--|--|--|
| | | <p>bars whenever required to do so by outlet manager, or senior management</p> <ul style="list-style-type: none"> • Follow guidelines provided in colleague handbook • Understand emergency procedures, health, hygiene & food safety requirements and ensure compliance • Maintain collaborative working relationships with colleagues & supervisors/ managers | |
| Reservation Co-ordinator/ Executive | <ul style="list-style-type: none"> • Minimum of 3 years of relevant experience in the reservations sales • Strong working knowledge of CRS, PMS, RESAWeb or distribution systems • Details Orientated • External and internal environment understanding • Ability to work effectively and contribute in a team • Great communication, presentation and influencing skills • Customer/Commercial focus • Multicultural awareness and able to work with people from diverse cultures • Flexible and able to embrace and respond to change effectively • Self-motivated and energetic | <ul style="list-style-type: none"> • Support the reservations sales team and operations teams to ensure all key KPIs are met and maintained including conversion, abandoned call rate and quality assurance. • Ensure travel agency commissions, reservations sales conditions, profile tracking and guest recognition is checked, completed and updated accordingly. • Maintain accuracy of arrivals including billing, VIP status and other guest preferences. • Maintain high level of performance within the reservations guest experience, including the support for the reservations and operations team. • Ensure that a “RevPRO culture” is spread in the hotel, through regular liaison with operational and call centre teams. • Manage rooming lists, corporate bookings, | <ul style="list-style-type: none"> • 5 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|--|--|--|
| | | and crew blocks as required. | |
| RCCC Guest Services Officer/ Executive, Banquet | <ul style="list-style-type: none"> • O-Level and above, or same level of education • Minimum 2 years banquet experience in 5 star Hotel • Friendly personality with positive attitude • Good communication skills and guest relations. • Fluent spoken English and basic written English • The ability to work well with a large group of people in a team environment • Must be able to work well in stressful, high-pressure situations • Ability to work a flexible schedule including nights, days, weekends and Public holidays | <ul style="list-style-type: none"> • Perform the tasks of function room setup, dining table setting, buffet counter and refreshment setting based on each BEO's requirement, instruction and departmental standards • Prepare, maintain or check the preparation of service mise-en-place according to each event and are ready/sufficient for operation needs • Check the appearance, orderliness, cleanliness and proper set-up of the function room/refreshment area and all its related areas with the function checklist, and be ready before 30 minutes of the commence of each event/coffee break • Maintain and ensure all function rooms appearance, orderliness and cleanliness are at satisfied condition after the end of each event • Handle event billing accordingly to BEO's instruction and complete post function report when event ended • Assist the management to supervise junior team members and casual labour under his/her leadership/section and to ensure all tasks assigned/required by the event/operation | <ul style="list-style-type: none"> • 5 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|---|--------------------------|
| | | <p>are carried out on time and according to instruction and departmental standards as well as at the satisfied level</p> <ul style="list-style-type: none"> • To monitor/supervise the use of equipment by casual labour and to ensure it is used in the correct manner under the relevant standard of operations and work safety guideline • Use guest names wherever possible • Greet and farewell guests in a friendly, courteous manner • Adjust service to suit guests' requests, personalise to meet needs • Use a Heartist® approach – make the guests Feel Welcome, Feel Heart-warmed, Feel Incredible, and Belong with the aim to achieve VOG target • Respond positively, politely, and efficiently to all extraordinary requests from guests, and act accordingly when dealing with complaints or problems reported to him/her • Perform or assist in the Hosting, Cashiering and Bartending duties whenever is required or when is assigned • Maintain and check the supply of equipment/stock level and ensure no shortage of items which have impact on the operation and guests • Take part in daily line-ups and participate all | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------|--|---|--|
| | | assigned training program <ul style="list-style-type: none"> • Handle all the administration works pertaining to cashier/bar operation requirement and company's policies, and in good order when required • Act as a runner between each meeting rooms, delivering or collecting various items which are required by guests • Follow guidelines provided in colleague handbook • Understand emergency procedures, health, hygiene & food safety requirements and ensure compliance • Maintain collaborative working relationships with colleagues & supervisors/ managers | |
| Commis Cook | <ul style="list-style-type: none"> • Minimum of 1 year in basic culinary position • Knowledge of different culinary techniques • Certificate in Culinary, preferred | <ul style="list-style-type: none"> • Maintain daily mis-en-place and prepare ingredients • Inspect and clean food preparation areas, to ensure safe and sanitary food-handling practices • Ensure the highest standards and consistent quality in the daily preparation • Keep up to date with the new products, recipes and preparation techniques • Have full knowledge of all menu items, daily highlights and promotions • Adhere to recipes and stock management • Adjust cooking based on guest preferences | <ul style="list-style-type: none"> • 5 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-----------------------|--|---|--|
| Chef De Partie | <ul style="list-style-type: none"> • Minimum of 4 years in basic culinary position • Knowledge of different culinary techniques • Certificate in Culinary, preferred | <ul style="list-style-type: none"> • Maintain daily mis-en-place and prepare ingredients • Inspect and clean food preparation areas, to ensure safe and sanitary food-handling practices • Ensure the highest standards and consistent quality in the daily preparation • Keep up to date with the new products, recipes and preparation techniques • Have full knowledge of all menu items, daily highlights and promotions • Adhere to recipes and stock management • Adjust cooking based on guest preferences | <ul style="list-style-type: none"> • 5 Days |
| Doorman | <ul style="list-style-type: none"> • Minimum Secondary education • Able to read and write English. A second language is preferred • Some working experience preferred • A valid class 2/3 motor licence is preferred • Must be physically able to carry out duties of Bell Person • Guest focused with good communications skill • Guest oriented individual with pleasant and courteous disposition • A team player and efficient worker • Flexible and adaptable • Possess good attitude and initiative • Possess integrity and | <ul style="list-style-type: none"> • To assist guests with taxi requests and assist them with their belongings into the taxi • Co-ordinate with arriving coaches/passengers vans/Taxi & Uber/Grab to their waiting area • To assist arriving and departing guests and ensure that all belongings are being retrieved or placed in taxi upon arrival or departure respectively • To co-ordinate on parking lots for VIP guests and ensure they are duly received • Co-ordinate parking for drivers for pick-up guests • Ensure LQA service standards are in practice as set by the hotel at all times • Assist in loading and | <ul style="list-style-type: none"> • 5 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | honesty | <ul style="list-style-type: none"> unloading and tagging of luggage for arrival and departure from taxi or luggage van • Promptly greet and welcome all guests on arrival • Able to provide information and assistance to guests as and when required • To be well versed with all shuttle and taxi booking charges to provide accurate information to guests. • Provide direction, information and/or assistance to guests as and when required • To report on incidents/accidents at driveway and redirect traffic flow when required • Ensure smooth flow of traffic at the driveway • To ensure general cleanliness at the front driveway • May be required to assist Bellman in luggage duties when required • Work hand in hand with car Valets to ensure smooth traffic flow at all times • Buddy new colleagues as required and provide on job training • Attend department briefings and meetings • Ensure grooming standard set by the hotel at all times • Any other duties as assigned from time to time • Listen actively and is able to display self-control and empathy in | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------------|---|--|--|
| | | challenging interactions and offer suitable alternative | |
| Guest Relations Officer | <ul style="list-style-type: none"> • Minimum O level education • Minimum 2 years hotel front office experience • Computer Knowledge, i.e. well versed with windows, internet explorer and word, either POS or PMS system • Knowledge of Opera will be an advantage • Read, write, speak English fluently • Well-groomed with leadership quality • Interpersonal skills to deal with guests and colleagues issues • Able to work in a team, i.e. caring about other team members and open towards other nationalities • Adaptable to multicultural guest needs, works with diverse cultures • Able to work under pressure and independently • Good interpersonal and communication skills | <ul style="list-style-type: none"> • Assist guests with check in and checkout, and other cashiering duties • Efficient in assisting guests throughout their stay with any requirements, handling guest feedback, provide direction and give suggestions • Handle guests' mails, messages, and answering phone calls • Maximizing room revenue by up-selling to a higher rate category and selling the highest possible rates for walk-in guests • Provide guidance and assistance to Guest Relations Assistant • Supervise the Front Office team to personalize the guest arrival/departure experience • Provide On-The-Job training for new colleagues • Meet, greet and provide rooming for VIP guests • Analyze room inventory and monitor rooms count situation • Attend daily briefings and relevant departmental and interdepartmental meetings • Ensure the safety, security and loss control policies and procedures are compiled with at the front desk and back office area | <ul style="list-style-type: none"> • 5 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-----------------------------|---|--|--|
| | | <ul style="list-style-type: none"> • Perform any related duties and special projects as requested by the Front Office Manager/Assistant Front Office Manager/Reception and Duty Manager • Comply with hotel and department policies and procedures at all times • Maintain the privacy of all guests by ensuring that no details of the guests are disclosed to anybody • Ensure cleanliness and appearance of Front Desk and related areas • Establish awareness of the Hotels fire and emergency procedure • Ensure vigilance in regard to in-house credit matters and act upon any discrepancies • Provide assistance and supervision of the Front Office areas such as Front Desk, Airline Desk, Groups, Rooms Controlling and Lobby Greeters • Ensure strict compliance of the Credit Card Privacy – PCI and Cash Float SOP | |
| Laundry Co-ordinator | <ul style="list-style-type: none"> • Fluent in spoken and written English • Minimum O level education or equivalent • Relevant Housekeeping/Laundry experience preferred • Good interpersonal and communication skills to deal with guests and colleagues • Able to work in a team | <ul style="list-style-type: none"> • Print laundry log sheet from Knowcross system and monitor that Housekeeping Runner brings down all recorded room number parcel to laundry department. • Notify housekeeping for recorded parcels not brought down to ensure timely collection of laundry parcels from guest | <ul style="list-style-type: none"> • 5 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|--|---|--------------------------|
| | <ul style="list-style-type: none"> • Service oriented, courteous and honest • Good initiative • Effective communication and good inter-personal relations • Basic PC knowledge – familiar with computer applications like word processing and spreadsheet • Able to exercise sound judgement in unforeseen situations | <p>rooms.</p> <ul style="list-style-type: none"> • Communicate with guests to highlight discrepancies and minor defects by leaving voicemail to seek verification. If a guest is not in to verify, item with major defect is to be return undone with a letter of explanation and consent for cleaning. • Billing and proper keeping of daily bills. • Administer on hold parcel record, stain letter, rejected item, daily guest works assembly report, buddy parcel and others. • Ensure items found from garments or from the processing centre are returned to the rightful owner and re-directed to the Lost and Found Department for further follow up. • Prepare daily sales summary, function report, cashier report and casting of charges. • Conduct monthly inventory of laundry supplies to prepare for next orders. • Follow up on every written order to ensure that all cleaning request forms (laundry or dry-cleaning lists) are received by the required time. • Verified goods delivered to the department and ensure that vendor placed goods at the assigned storage areas. • Maintain adequate stock of forms relevant | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|----------------|---|--|--|
| | | <p>to the Valet Operations.</p> <ul style="list-style-type: none"> • Attend to guest complaints or clarifications in the absence of the superiors. • Maintain cleanliness of all office equipment in the general office and proper housekeeping of laundry supplies storage room. • Provide On-The-Job training for new colleagues • Attend Department briefings, meetings, trainings and workshops • Be familiar with the locations of guestrooms, storage place of guestroom amenities and guests' items, processes and procedures for placement, laundry collection and delivery, and basic checking of guestroom amenities • Maintain good housekeeping standards and adhere to all safety and loss control procedures | |
| Bellman | <ul style="list-style-type: none"> • Minimum Secondary education • Able to read and write English. A second language is preferred • Experience not required as training will be provided • Must be physically able to carry out duties of Bell Person • Guest focused with good communications skill | <ul style="list-style-type: none"> • Ensure timely delivery of guest luggage and guest items in a friendly and approachable manner to meet and exceed guest expectations. • Orient guests on the room facilities to facilitate guest use and comfort. • Attend to all other guest requests as directed by Leaders, Captains and Communications | <ul style="list-style-type: none"> • 5 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|--|--|--------------------------|
| | <ul style="list-style-type: none"> • Guest oriented individual with pleasant and courteous disposition • A team player and efficient worker • Flexible and adaptable • Possess good attitude and initiative • Possess integrity and honesty | <p>Agents</p> <ul style="list-style-type: none"> • Acknowledge and communicate with Bell Captains via Mobitalk upon completion of assignments • Respond to all other requests in a timely manner • Ensure all job assignments are properly logged in respective logbooks • Ensure LQA service standards are in practice as set by the hotel at all times • Provide organized and seamless luggage service and assist with any group luggage logistics • Able to provide information and assistance to guests as and when required • Listen actively and is able to display self-control and empathy in challenging interactions and offer suitable alternative • Presence at the lobby area to provide guest assistance • Work closely with the Doorman for arrival and departure luggage assistance • May require to perform Doorman duties as and when required • Ensure smooth flow of traffic at the driveway • Buddy new colleagues as required and provide on job training • Perform manual wake-up calls for guests during night shift when required • Ensure timely deliveries | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|----------------------------------|--|---|--|
| | | <p>of amenities to guests especially during the night shift</p> <ul style="list-style-type: none"> • Attend department briefings and meetings • Ensure grooming standard set by the hotel at all times • Report and replenish stocks to ensure availability • Maintain good housekeeping of work areas | |
| Housekeeping Co-ordinator | <ul style="list-style-type: none"> • Minimum GCE 'O' level Education • Able to read, write, and communicate in English, other languages is an added advantage • Computer skills including Microsoft Office will be an advantage • Use/knowledge of PMS e.g. OPERA • Technical skills for Housekeeping including use of the iPhone for e-Housekeeping • Supervisory and leadership skills – collaborative, enabling, and entrepreneurial • Interpersonal skills well developed with guests, employees, management • Able to solve problem/make decision independently within scope • Attention to detail guest requests and preferences • Able to work independently, reliable, self-directed | <ul style="list-style-type: none"> • Ensure efficient and effective clear communication within the Housekeeping Department, Front Office, Engineering, Royal Service and all other departments • Answer all telephone calls and do all necessary follow up, with usage of correct telephone verbiage as set by the Hotel • Record all telephone calls and its details in the housekeeping coordinator's log book or input into Royal Service to ensure proper follow up • Be familiar with the computer systems such as OPERA and Swiss/Royal Service • Keep proper records of guest loan items (eg. Extra chairs, foam pillows), and update traces in OPERA to track items movement and usage • Communicate blocked and VIP rooms with their preferences and requests to Team Leaders in a timely manner | <ul style="list-style-type: none"> • 6 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|---|--------------------------|
| | | <ul style="list-style-type: none"> • Supervise and ensure that house and room attendants are carrying out all guest requests in a timely manner • Monitor room statuses to ensure clean rooms are available for arrival guests • Be responsible for the safety and security of all the departmental keys, mobi-talks, and iPhones. • Take proper inventory of keys, mobi-talk, and iPhones for the department and highlight loss to Assistant Manager immediately. Assist in preparing keys, mobiles or papers to colleagues if need arise. • Answers all lost & found queries promptly and follow up accordingly • Record all Lost and Found articles correctly and to place items in correctly labeled serial boxes for easy search should guests claim the item • Inform Security Department and Duty Manager of any complaints by guests of losses that may require compensation • Ensure the security and maintenance of the lost & found room by not allowing unauthorised entries, with regular clean up and disposal of items after its validity periods • Ensure that safe working practices are followed including | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|---|--|--|
| | | emergency procedures <ul style="list-style-type: none"> • Participate in departmental leadership activities as a member of the team • Maintain levels of confidentiality and discretion for guests • Carry out any adhoc duties assigned by the Management of the Hotel and department | |
| Food & Beverage Assistant Manager | <ul style="list-style-type: none"> • Minimum 2 years in F&B restaurant management position • Experience in similar size/style of 5* hotel • Diploma in Hospitality Management • Leadership / People management • Good interpersonal and communication skills • Able to work under pressure and independently • Good interpersonal skills with ability to communicate with guests and all levels of employees • Service oriented with an eye for details • Strong computer skills and proficient in Microsoft Office-Words & Excel • Strong problem solving and decision making skills • Effective conflict management skills, respecting a diverse, multi-cultural environment • Can use sensitivity and discretion in supporting guest needs | <ul style="list-style-type: none"> • Manage and coordinate daily Front of the House and Heart of the House operations with right delegation • Monitor the reservation status and communicate with culinary team • Plan and control manning to meet business needs and according to budget • Check the appearance, orderliness, cleanliness and set-up of the outlet and its related areas, and be ready before 10 minutes of the commence of each meal period • Control outsource labour supply, casual labour and overtime • Communicate with team during daily briefings and conduct monthly department meetings • Ensure and conduct regular training and re-training when needed • Maintain service, standards and procedures for the outlet and to ensure that they are achieved and followed by • Ensure hygiene and food safety compliance | <ul style="list-style-type: none"> • 5 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|---|--|--------------------------|
| | <ul style="list-style-type: none"> • Leads to constantly improve the guest service experience and team performance • Leadership skills developed – collaborative, enabling, and entrepreneurial • Career focused, wanting to grow and develop, self-driven | <p>in the outlet and related areas</p> <ul style="list-style-type: none"> • Lead the F&B team to personalize the guest dining experience and ensure the compliance of LQA standards and delivery of Service Promise • Lead a Heartist® approach to guest experience/service with the F&B team • Provide immediate attention to guest complaints and provide appropriate service recovery. To follow up and to establish correct procedures to prevent future recurrence • Work closely with the culinary team to maintain food quality and to create attractive food products that support the image of the outlet/hotel and incremental business volume • Regular review of guest comments/VOG with the team and implement right solutions for continuous improvement • Focus on the dining experience for LCAH members • Implement, monitor, train and maintain control measures to impact food costs, beverage costs, labour costs and operating supply costs for the outlet and to be in line of budget • Plan, implement and measure profit enhancement | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | <p>programmes constantly in the areas of menu engineering, profit contribution, revenue generation, productivity, pricing and costing for products used in the outlet</p> <ul style="list-style-type: none"> • Interpret financial reports: create and implement plans or promotion to improve profits for the outlet • Compile financial data and use the data to coach the service team how to use suggestive selling to improve the overall financial performance • Provide necessary training and guidance to F&B team and to ensure that the highest possible standards and quality of products and services offering in the premise • Recruit, develop and retain F&B team who are competent and confident to exceed guest expectations and create successful business • Support the F&B team to be consistent in service, use a collaborative, enabling leadership style, have regular team meeting • Drive consistent service and process improvement, be entrepreneurial • Use the performance review process to identify and develop talent for growth management performance issues, | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-------------------------|---|--|--|
| | | using a coaching styles <ul style="list-style-type: none"> Interface the needs/requirements of other departments with the F&B Service : Laundry, Property Maintenance, Sales & Marketing, Engineering, Front Office, Security, Finance, T&C and Culinary Provide a level of Safety & Security for all colleagues Develop own knowledge and skills to grow as a business partner and leader. | |
| Laundry Operator | <ul style="list-style-type: none"> Minimum Primary 6 Education Experience preferred but not necessary Able to communicate in basic English Able to read and write and recognise numbers. Interpersonal skills; good rapport with colleagues. Able to withstand prolong standing Attention to detail especially cleanliness, packing and folding presentation Able to work independently, reliable, self-motivated | <ul style="list-style-type: none"> Daily checking of roster to ensure that sufficient manpower is available to operate the various types of pressing equipment. Coordinate the various pressing activities to meet the production requirements. Perform the role as an Acting Supervisor in the absence of the superiors. Prepares pressing machine for operation by checking that potable units of ion are in proper work condition and steam supply is adequate for all pressing machine and safety device is in work condition. Assess material types and press different categories of garments using the pressing equipment best suit to the garment categories. Examine material quality of shirts and | <ul style="list-style-type: none"> 6 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | <p>operate the Shirt Unit for ironing collar, cuff and body of shirt.</p> <ul style="list-style-type: none"> • Examine material and operate the Trousers Unit for finishing of trousers. • Operate the Steam Tunnel Unit for finishing of T-shirts and uniform. • Operate the Form Finisher for jacket, blouse, dress for which the material is suitable for steaming. • Operate the Hot Press and Steam Press according to suitability of the materials and textures. • Inspect finishing quality and sort out garments with missing accessories, torn areas or unremovable stains and submit to the appropriate section for necessary rectification. • Operate all pressing equipment according to the set procedures and strictly adhere to safety procedures applicable to each type of pressing machine. Alertness and full concentration is expected when operating pressing machine. • Daily housekeeping of workstation and pressing equipment to ensure cleanliness. • Maintain adequate stock of supplies and accessories necessary for the pressing section such as wax, starch, ironing padding, hangers, etc. | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------------|--|--|--|
| | | <ul style="list-style-type: none"> Assist in attaching identification tags to garments or assembling of garments when necessary. | |
| Security Executive | <ul style="list-style-type: none"> Minimum GCE 'O' level At least 4 years hotel's security experience in a 4/5 star hotel Former Law Enforcement Officer at Supervisory level is preferred Previous administration of persons in lifesaving or property protection situations Experienced in CPR, First aid, fire fighting and crowd control Minimum Chief Security Officer Certification required by local authorities Company Emergency Response Team (CERT) Certificate Conversant with the various systems in Hotel Security Room Report writing, communication skills, investigation and questioning aptitude Computer-literate | <ul style="list-style-type: none"> Report for duty as per schedule in roster and be in attendance for the daily 15 minutes pre and post shift briefing Don essential company issued equipment such as Mobitalk, Bluetooth device, torchlight and pocket mask during duty Be in-charge of the Hotel Security Control Room as well as for the day to day operations Ensure all official security documents are handled accurately in accordance to SOP Manage access points as assigned to ensure all entries are authorized Maintain keen vigilance at the pass counters where colleagues, part-timers, casual labors, vendors, contractors, and visitors check in Manage the Visitor Management System for visitors, contractors, and vendors Manage the Casual labor system for casual labors and part-timers Monitor CCTV coverage within the hotel property and highlight any issues observed Perform static lobby / convention Centre coverage and duty Perform roving security and safety clocking patrol within and | <ul style="list-style-type: none"> 2 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | <p>around the hotel premises</p> <ul style="list-style-type: none"> • Perform enforcement tasks as assigned and be at deployment as per deployment schedule • Ensure security system are in working order, and if not, to highlight to Assistant Security • Manager and collaborate to raise maintenance reports • Coordinate Night Transport for colleagues • Respond to all security, safety and medical emergencies as soon as possible where assistance is required • Be part of the Hotel Emergency Action Team (HEAT Team) / Company Emergency Response Team (CERT Team) to respond to emergencies • Conduct inventory checks of keys and passes • Handle Loss & Found findings, reports and inquiries • Provide lift control and VIP • Perform First Aid/CPR/AED if required • Respond to and resolve safe box issues without delay • Respond to and resolve door lock issues without delay • Conduct crowd control and ushering duties • Gather and document information and facts upon responding to security, safety and | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|---|--------------------------|
| | | <p>medical emergencies</p> <ul style="list-style-type: none"> • Perform any other tasks as assigned by the management of the hotel • Manage and address all alarms on the Fire & Life Saving System (FPLS) as per SOP • Manage and address all alarms on the duress and emergency systems • In-depth knowledge of CCTV system for preliminary investigation and training purposes • Plan and deploy security personnel within the team and shift • Plan and deploy coverage for all access points as assigned to ensure no unauthorized entry / prohibited articles • Check security personnel are at the deployment hourly for situational report • Guide Security personnel to adhere to operating procedures • Cover Security personnel duty during breaks or as and when required • Conduct preliminary investigations such as key reading, CCTV review, interview and ground surveillance • Update the Security Department of incidents within 2 hours of occurrence via official mobile application group (Synopsis) • Create Incident Report | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|---|--------------------------|
| | | <p>(HIR), Glitch Report, and record in Daily Occurrence Summary for all incidents</p> <ul style="list-style-type: none"> • Ensure all handing over and taking over security documents / equipment are in order and in accordance to SOP • Participate in all security, safety and medical training and exercises • Ensure accountability of Visitor, Contractor, Casual Labor, Part-time passes • Ensure accountability of all hotel keys (physical / electronic) in the key press and ensure records are in order • Ensure Fire & Life Saving System (FPLS) is online and address all alarms immediately • Dispatch HEAT / CERT to location of alarm as soon as alarm is activated • Check Know cross system during duty for any jobs dispatched to Security Department • Report any non-compliance / non-performance of security personnel to Assistant Security Manager • Liaise with vendors for follow-up on rectification of equipment • Address any other tasks instructed by Assistant Security Manager / Director of Security • Collate reports (HIR), record statements, | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | <p>interview eyewitnesses and perform onsite investigation and involve the Authorities, if necessary</p> <ul style="list-style-type: none"> • Assist colleague in handling of unusual guests or colleagues' problems, such as, but not limited to, disorderly conduct, thefts, suicides, bomb threats, colleague or guest accidents, fire or safety hazards, robberies, terrorist activities, civil disturbances, power or elevator failures, medical assistance and natural disasters • Familiarized and handle the Saflok system (RFID key cards) • Notify Security Managers and Hotel Duty Managers (when necessary) of any discrepancies or emergency crisis occurred within the hotel premises. Manage all emergency personnel in response to such crisis • Train and guide new security officers on security operations, equipment, SOPs and hotel policies • Continue to train, retrain and guide security officers on new security operations and hotel policies • Disseminate all information by the Management to the Security Officers • Make recommendations and/or administers | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|----------------------------|--|---|--|
| | | <p>disciplinary actions as and when required</p> <ul style="list-style-type: none"> • Encourage and motivate team members in the absence of the managers • Disciplinary action will be taken as well on continuous non performer • Select, train, schedule, discipline and direct security colleagues in all aspects of security and safety policies and procedures e.g. operations of surveillance equipment, report writing, record keeping, etc. • Keep abreast of developments within the hotel and community as they relate to security as well as act as a liaison with local law-enforcement agencies • Remain informed of current local laws and regulations as they relate to the hotel, particularly in the area of guests, patrons and colleagues' rights • Take charge of team buildings or department meetings • Collect information pertaining to internal or criminal investigations • Statement taking • Handle and cultivate informants • Integrity Operations | |
| Security Supervisor | <ul style="list-style-type: none"> • Minimum GCE 'N' level • At least 4 years relevant experience in hotels or | <ul style="list-style-type: none"> • Report for duty as per schedule in roster and be in attendance for the daily 15 minutes | <ul style="list-style-type: none"> • 2 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|--|---|--------------------------|
| | <p>private security law enforcement at a supervisory level</p> <ul style="list-style-type: none"> • Minimum Officer Certification required by local authorities for Senior / Security Supervisor • Company Emergency Response Team (CERT) Certificate • Possess occupational CPR and AED • Basic Fire Fighting • First Aid Management • Knowledge in Fire Prevention & Protection of Building • Conversant with the various systems in Hotel Security Room • Art of self-defences, report writing, verbal and written skills, investigation and interrogation aptitude | <p>pre and post shift briefing</p> <ul style="list-style-type: none"> • Don essential company issued equipment such as Mobitalk, Bluetooth device, torchlight and pocket mask during duty • Be in-charge of the Hotel Security Control Room as well as for the day to day operations • Ensure all official security documents are handled accurately in accordance to SOP • Manage access points as assigned to ensure all entries are authorized • Maintain keen vigilance at the pass counters where colleagues, part-timers, casual labors, vendors, contractors, and visitors check in • Manage the Visitor Management System for visitors, contractors, and vendors • Manage the Casual labor system for casual labors and part-timers • Monitor CCTV coverage within the hotel property and highlight any issues observed • Perform static lobby / convention Centre coverage and duty • Perform roving security and safety clocking patrol within and around the hotel premises • Perform patrol on guest floors and the heart of house • Perform enforcement tasks as assigned and be at deployment as per deployment | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|---|--------------------------|
| | | <p>schedule</p> <ul style="list-style-type: none"> • Ensure security system are in working order, and if not, to highlight to Assistant Security Manager and collaborate to raise maintenance reports • Coordinate Night Transport for colleagues • Respond to all security, safety and medical emergencies as soon as possible where assistance is required • Be part of the Hotel Emergency Action Team (HEAT Team) / Company Emergency Response Team (CERT Team) to respond to emergencies • Conduct inventory checks of keys and passes • Handle Loss & Found findings, reports and inquiries • Provide lift control and VIP • Perform First Aid/CPR/AED if required • Respond to and resolve safe box issues without delay • Respond to and resolve door lock issues without delay • Conduct crowd control and ushering duties • Gather and document information and facts upon responding to security, safety and medical emergencies • Perform any other tasks as assigned by the management of the hotel • Manage and address all | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-----------------------------------|--|--|---|
| | | alarms on the Fire & Life Saving System (FPLS) as per SOP <ul style="list-style-type: none"> • Manage and address all alarms on the duress and emergency systems • In-depth knowledge of CCTV system for preliminary investigation and training purposes | |
| Assistant Security Manager | <ul style="list-style-type: none"> • Minimum GCE 'O' level • At least 5 years of similar experience in hotels • Possess relevant security licence • Experienced in first aid, fire fighting and crowd control • Company Emergency Response Team (CERT) Certificate • Possess occupational CPR and AED • Basic Fire Fighting skills • First Aid Management • Knowledge in Fire Prevention & Protection of Building • Conversant with the various systems in Hotel Security Room • Ability to analyze situation and give clear instructions or guides • Able to work shift hours and on weekends | <ul style="list-style-type: none"> • Go through daily analyze sheet and deployment sheet • Ensure all security personnel are fully briefed on major events of the hotel and formulate the SOPs • Collate reports (HIR), record statements, interview eyewitnesses and perform onsite investigation and involve the Authorities, if necessary • Prevent situations that could jeopardize the reputation of the hotel • Oversee critical and sensitive functions until completion and give command & control the operations during an emergency • Document all incidents occurred in the hotel in connection with crime, subversions, potential liabilities and insurance requirements • Assist colleague in handling of unusual guests or colleagues' problems, such as, but not limited to, disorderly conduct, thefts, suicides, bomb threats, colleague or guest accidents, fire or safety hazards, | <ul style="list-style-type: none"> • 1 Day |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | <p>robberies, terrorist activities, civil disturbances, power or elevator failures, medical assistance and natural disasters</p> <ul style="list-style-type: none"> • With all reports and events encountered, constantly review the department's operational needs working towards efficiency • Overall in-charge of Lost & Found items and handing over to the authorities • Create a monitoring system to monitor performance • Encourage and motivate non-performers first • Disciplinary action will be taken on continuous non performer • Select, train, schedule, discipline and direct security colleagues in all aspects of security and safety policies and procedures • Keep abreast of developments within the hotel and community as they relate to security as well as act as a liaison with local law-enforcement agencies • Remain informed of current local laws and regulations as they relate to the hotel, particularly in the area of guests, patrons and colleagues' rights • Conduct orientation to new colleagues on Security & Safety • Ensure that all operating procedures | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|----------------|---|---|--|
| | | <p>are adhered to as prescribed</p> <ul style="list-style-type: none"> Organize departmental functions/retreat to foster better relationships within the department Organize Workplace Safety Committee activities of Hotel Lead the team together with Director of Security & Fire Safety when crisis arise Assist and manage crisis which is exposed to certain level of danger Makes decisions as to whether or not to arrest a person committing crimes or suspected of committing crimes Always be on-call, including off-duty hours, for any emergency that may arise | |
| Florist | <ul style="list-style-type: none"> Minimum Primary 6 Education Initiative to learn floral arrangement, training provided Able to communicate in basic English Interpersonal skills well developed with guests and colleagues Physically prepared for the physically demanding role Able to work independently, reliable, self-motivated | <ul style="list-style-type: none"> Be familiar with all outlets, public areas and guest rooms flower requirements Assist florists with arranging appropriate flowers arrangements for VIP rooms, long stay guests, outlets and both hotel lobbies Be innovative and creative in all arrangements, particularly for festive occasions like Christmas and Chinese New Year Check and inspect flowers daily to ensure their freshness Ensure that safe working practices are followed including | <ul style="list-style-type: none"> 2 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------------|--|---|--|
| | | emergency procedures <ul style="list-style-type: none"> • Comply with hotel and department policies and procedures at all times • Carry out any other duties as and when assigned by the Management of the Hotel and department | |
| IT System Administrator | <ul style="list-style-type: none"> • 2 years Computer Operations and Networking • Microsoft Operating Systems • Microsoft Application products such as Word, Excel, Access, Powerpoint, Visio, Project, etc. • Basic Networking knowledge (TCP/IP, LAN, WAN) • Knowledge of Hotel Application Systems is a plus • Must be able to work shift, including weekends and Public Holiday | <ul style="list-style-type: none"> • Review and schedule daily system operation tasks; prioritizes and ensures completion of tasks, following established procedures. • Ensure optimal availability of the computer systems, POS, Hotel Network and Guest Internet Network. • Perform/handle backup operations and tape management. • Perform/handle system failures and recovery procedures. • Maintain user accounts, user environments, directories and system security. • Provide Desktop support • Administrate Helpdesk tickets via Corporate Portal Helpdesk Support Suite • Administrate Servers and IT infrastructure appliances • Apply System patches and updates • Install and/or maintain hotel office computers, network, file servers, network cabling, printers, other related equipment, devices, and systems; adds or | <ul style="list-style-type: none"> • 2 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------------|--|--|--|
| | | upgrades <ul style="list-style-type: none"> • Monitor and administer the network. Regularly review server/event logs to detect server, network and security issues • Investigate all hardware malfunctions; notify and coordinate maintenance service with contractors • Ensure that all shift activities, unusual occurrences, and status events are properly logged, investigated, reported and resolved. • Monitor inventory of supplies needed for operational requirements and assist in keeping supplies stocked by relaying order requests to IT Manager. • Ensure timely user notification of maintenance requirements and impact on system availability. | |
| Restaurant Host/Hostess | <ul style="list-style-type: none"> • 1 year Hospitality industry experience • Completion of formal Secondary/O level education • Technical service skills • Interpersonal skills – communicates easily/openly • Excellent communication skills in spoken/written English • Reliable and consistent • Personal presentation & grooming, clean/tidy • Can work as part of a team | <ul style="list-style-type: none"> • Setup hostess station and complete mise-en-plus prior to the start of operation hour for each meal period • Operate and use POS and dining reservation system • Take and enter reservations/cancellations in reservation system in accordance with departmental standards. • Reconfirm reservation through telephone or email on daily basis for each meal period and highlight to superior on high business volume | <ul style="list-style-type: none"> • 5 Days |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | day/meal period <ul style="list-style-type: none"> • Check email in-box and reply all enquiries within 24 hours • Handle all table allocation based on reservation and guests preference for each meal period in accordance with departmental standards • Check on correctness of reserved table arrangement and preferred seating prior to the start of each meal period • Handle all guest requests such as cake ordering, dietary requirement, etc. Ensure all information are accurately recorded and communicate to service and culinary team • Handle menu update, printing and buffet tag creation, if any. Ensure all menus and reading materials are in good condition and clean • Perform or assist in the Floor Service duties whenever is required • Perform opening shift and closing shift duties as assigned | |

Grand Mercure Singapore Roxy

Grand Mercure Singapore Roxy focus on developing and offering advancement opportunities to our employees. Join us and be part of a team that provides memorable Singapore travel experience!

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|----------------------------|--|---|--|
| Reservation Officer | <ul style="list-style-type: none"> • Team player but also able to work independently. | <ul style="list-style-type: none"> • Respond to reservation requests through various communication | <ul style="list-style-type: none"> • Working time shall be scheduled by |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------|---|--|--|
| | <ul style="list-style-type: none"> • Customer oriented with a pleasant disposition. • Able to multi-task and thrive in a fast-paced environment. • Able to work on rotating shifts, weekends and public holiday. | <p>platforms.</p> <ul style="list-style-type: none"> • Process reservations into the hotel system. • Create and maintain reservation records by date of arrival. • Ensure all reports are updated and filed correctly. • Attend to enquiries through reservations hotlines and email. • Perform other ad-hoc duties as assigned. | <p>the department accordingly.</p> <ul style="list-style-type: none"> • 428769 |
| Laundry Assistant | <ul style="list-style-type: none"> • Able to work on rotating shifts, weekends and public holiday. | <ul style="list-style-type: none"> • Collect and deliver guests laundry from the room and ensure the number of clothes sent are correct and in washable condition. • Check for torn and stains on laundry and report for any damages. • Regularly inspect quality of uniform and laundry items and ensure that they are well-maintained and in good order. • Check and follow-up on any physical defects of the uniform and all laundry items. | <ul style="list-style-type: none"> • Working time shall be scheduled by the department accordingly. • 428769 |
| Handyman | <ul style="list-style-type: none"> • Able to work on rotating shifts, weekends and public holiday. | <ul style="list-style-type: none"> • Clean guest room windows, air-con ventilation grilles, walls, cornices, ceiling boards, light fixtures and its cover. • Shampoo upholstery of chairs & beds. • Clear rubbish from floors to Bin Centre room and ensure that all rubbish are cleared from all floors on a daily basis. • Assist to hang decorations and arrange potted plants during festivity and | <ul style="list-style-type: none"> • Working time shall be scheduled by the department accordingly. • 428769 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------------------|--|--|--|
| | | food promotion. <ul style="list-style-type: none"> Assist in the movement of stock, furniture, television sets, equipment, potted plants as and when required. | |
| Food & Beverage Assistant | <ul style="list-style-type: none"> Team player but also able to work independently. Customer oriented with a pleasant disposition. Able to multi-task and thrive in a fast-paced environment. | <ul style="list-style-type: none"> Meet, greet and lead guests to their seats. Take customer orders and deliver food and beverages. Clear and remove soiled dishes. Present bills to customer and collect payment from the customer. Arrange table settings and maintain a tidy dining area. Prepare and set-up restaurant for service. Respond promptly to customer inquiries. | <ul style="list-style-type: none"> Working time shall be scheduled by the department accordingly. 428769 |
| Cook | <ul style="list-style-type: none"> Team player but also able to work independently. Customer oriented with a pleasant disposition. Able to multi-task and thrive in a fast-paced environment. | <ul style="list-style-type: none"> Assist to prepare all ingredients and mis-en-place for daily operations. Collect food items from the general store. Ensure the proper handling and storage of food. Ensure workstations are clean and sanitized according to safety and hygiene standards. | <ul style="list-style-type: none"> Working time shall be scheduled by the department accordingly. 428769 |
| Chef De Partie | <ul style="list-style-type: none"> At least 2 years relevant experience in preparation of local & western cuisine. Team player but also able to work independently. Customer oriented with a pleasant disposition. Able to multitask and thrive in a fast-paced environment. | <ul style="list-style-type: none"> Assist Chef with creation and preparation of cuisine. Ensure food portioning, serving, requisitions and receiving from stores are properly controlled in line with Standard Operating Procedures to minimise wastage. Ensure safe and proper use of equipment and provide guidance to all | <ul style="list-style-type: none"> Working time shall be scheduled by the department accordingly. 428769 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-------------------------------|--|--|--|
| | | culinary colleagues. <ul style="list-style-type: none"> • Monitor food quality and consistency to ensure food presented to our guest is of highest quality standards. | |
| Housekeeping Assistant | <ul style="list-style-type: none"> • Team player but also able to work independently. • Customer oriented with a pleasant disposition. • Able to multitask and thrive in a fast-paced environment. | <ul style="list-style-type: none"> • Maintain cleanliness of the hotel guestrooms to ensure guest satisfaction. • Make bed, dust room, vacuum the room and clean the bathroom. • Replenish the amenities according to the hotel room standards. • Inspect condition of room facilities and report any defects to Housekeeping Supervisor. • Turn over any lost and found items to Housekeeping Department. • Attend to guests requests promptly. | <ul style="list-style-type: none"> • Working time shall be scheduled by the department accordingly. • 428769 |
| Technician | <ul style="list-style-type: none"> • Team player but also able to work independently. • Customer oriented with a pleasant disposition. • Able to multi task and thrive in a fast-paced environment. | <ul style="list-style-type: none"> • Repair and maintain all aircon system, refrigeration, mechanical ventilation, boiler, plumbing and all other equipment and system. • Attend to guest room maintenance as reported by the Housekeeping Department or Front Office. • Check equipment and system for faults and carry out the necessary repair works. • Participate in all preventive maintenance and energy conservation programme. • Upkeep the interior | <ul style="list-style-type: none"> • Working time shall be scheduled by the department accordingly. • 428769 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------------------|--|--|--|
| | | furnishing of the hotel including all repair works and repainting as required. | |
| Front Office Executive | <ul style="list-style-type: none"> • At least 2 years of experience in a similar capacity. • Knowledge in Opera is preferred. • Customer oriented with a pleasant disposition. • Excellent interpersonal, communication and multi-tasking skills. • Able to work on rotating shifts, weekends and public holiday. | <ul style="list-style-type: none"> • Provide all guests with a friendly, accurate and efficient check-in / check-out process. • Ensure room assignments are done in accordance to guidelines so as to ensure that room inventory are effectively managed. • Coordinate room status with Housekeeping Department by notifying Housekeeping of all check-out, late check-out, early check in, special requests and day use rooms. • Understand room status and have knowledge of room's location, types of room availability and room rates. • Response to guests' feedback and provide necessary service recovery. • Provide courteous, prompt and tactful service to guest's complaints, inquiries and requests. • Perform any other duties as may be assigned by the Management. | <ul style="list-style-type: none"> • Working time shall be scheduled by the department accordingly. • 428769 |
| Food & Beverage Executive | <ul style="list-style-type: none"> • At least 2 years of experience in a similar capacity. • Knowledge in Opera is preferred. • Customer oriented with a pleasant disposition. • Excellent interpersonal, communication and | <ul style="list-style-type: none"> • Assist to oversee all aspects of the restaurant's operation, ensuring exceptional guest service and a thriving atmosphere. • Assist the Manager to enforce all pre-check and check control procedures. | <ul style="list-style-type: none"> • Working time shall be scheduled by the department accordingly. • 428769 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|--|---|--------------------------|
| | <ul style="list-style-type: none"> multi-tasking skills. Able to work on rotating shifts, weekends and public holiday. | <ul style="list-style-type: none"> Ensure that all areas of the restaurant are set to the standards required for operation. Monitor the quality and quantity of all food and beverage items served. Supervise and train team members to ensure high service standards are maintained. Handle phone enquiries and take guest reservations in a courteous and prompt manner. Perform cashiering duties as and when required. | |

ibis Singapore on Bencoolen

A world-leading augmented hospitality experts group places people at the heart of our work.

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------------|---|---|---|
| Senior/Sales Manager | <ul style="list-style-type: none"> Proven ability to build relationships and find the new business: prospecting, networking, site inspections, and sales calls Minimum of three years of hotel sales experience | <ul style="list-style-type: none"> The Senior Sales Manager's mission is to primarily promote the Hotel and where possible, hotels belonging to the chain in his/her area/region. To achieve optimal sales at the best possible conditions for the company. | <ul style="list-style-type: none"> 8.30am to 5.30pm 189657 |
| Senior Security Officer | <ul style="list-style-type: none"> Knowledge of legal guidelines for area security and public safety | <ul style="list-style-type: none"> Conform to and enforce policies, procedures & rules, and regulations as laid down by Accor and the Hotel to achieve the highest levels of uniformity and guest service | <ul style="list-style-type: none"> 7am to 4.30pm & 9am to 6.30pm 189657 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------------|--|---|---|
| Security Officer | <ul style="list-style-type: none"> Knowledge of legal guidelines for area security and public safety | <ul style="list-style-type: none"> Conform to and enforce policies, procedures & rules, and regulations as laid down by Accor and the Hotel to achieve the highest levels of uniformity and guest service | <ul style="list-style-type: none"> 7am to 4.30pm & 9am to 6.30pm 189657 |
| Duty Manager | <ul style="list-style-type: none"> Leadership and employee matters, including managing and motivating front office teams in order to provide high quality services for guests | <ul style="list-style-type: none"> To provide general management support throughout the hotel at all times monitoring guest satisfaction, service standards, security, employee activity, and physical defects with a main focus on front office operation | <ul style="list-style-type: none"> am/pm 189657 |
| Cook | <ul style="list-style-type: none"> • A WSQ Food Safety certificate is an asset | <ul style="list-style-type: none"> To provide food services to all guests, internal and external, in a manner that is professional, efficient yet friendly and second to none Works closely with the Chef De Partie, Junior Sous Chef, and Sous Chef. Ensures that all hygiene standards are observed when preparing the food materials. | <ul style="list-style-type: none"> am/pm 189657 |
| Management Trainee | <ul style="list-style-type: none"> At least 1 year of experience in a similar capacity in the Hospitality industry. | <ul style="list-style-type: none"> Management Trainees will embark on a 24-month training programme in preparation for assuming a leadership role within The Hotel. Throughout the 24-month rotation between the different outlets within the hotel, such as F&B service, Reservations & Front Office. | <ul style="list-style-type: none"> am/pm 189657 |
| Technician | <ul style="list-style-type: none"> Minimum 2 years of experience in a similar role. Preferably with experience in hotel, facilities, or construction | <ul style="list-style-type: none"> Assist the Assistant Chief Engineer/ Senior Duty Engineer in the operation of the department Ensures the standard maintenance for the hotel's different equipment is | <ul style="list-style-type: none"> am/pm 189657 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|---|--------------------------|
| | maintenance | attended to plumbing, electrical appliances, locks, heating, air conditioning, bathroom fixtures and that all other related equipments are in good working condition. | |

Mondrian Singapore Duxton

A breaker of boundaries, the hotel is ideally placed between the mavericks of Chinatown and the makers of the CBD. Today, Duxton Hill is Singapore's most up-and-coming neighbourhood, featuring barista cafes, world-class eateries and bars, art galleries and independent boutiques. Now Mondrian arrives at the top of that hill.

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|----------------|---|--|---|
| Servers | <ul style="list-style-type: none"> • Good guest service skills and eye for details to cleanliness and safety • Pleasant personality with good communication and interpersonal skills. The ability to work in a fast pace environment and as a team player. | <ul style="list-style-type: none"> • Under the general guidance of the Director of Food & Beverage or any other authorized by the management, assist in ensuring friendly, efficient and effective service of food and beverages to all guests in a timely fashion in accordance with standards and individual guest requirements, at all times respecting the Mondrian Singapore Duxton. | <ul style="list-style-type: none"> • 44 hours per week • 088857 |
| Hostess | <ul style="list-style-type: none"> • Preferred with at least one year experience in customer service. Good guest service skills and eye for details to cleanliness and safety • Pleasant personality with good communication and interpersonal skills. The ability to work in a fast pace | <ul style="list-style-type: none"> • Under the general guidance of the Restaurant Manager, or any other authorized by the management assist in ensuring friendly, efficient and effective service of food and beverages to all guests in a timely fashion in accordance with standards and individual guest requirements, at all times respecting the Mondrian Singapore Duxton Vision. | <ul style="list-style-type: none"> • 44 hours per week • 088857 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|------------------------------|--|--|---|
| | environment and as a team player. | | |
| Public Area Attendant | <ul style="list-style-type: none"> • Ability to follow instructions. Knowledge of and ability to comply with work place statutory requirements, including health and safety, fire prevention, hygiene, and handling of potentially harmful substances • Ability to communicate effectively with hotel guests, i.e., to announce arrival at door and to clearly understand requests from guests • Strong ability to use cleaning supplies, vacuum, safety equipment, and other equipment and materials used in carrying out housekeeping functions • Able to work in fast-paced environment | <ul style="list-style-type: none"> • Under the general guidance of the Director of Housekeeping, assist in assuring smooth and efficient running of the Public Area in accordance to the hotel standards. | <ul style="list-style-type: none"> • 44 hours per week • 088857 |
| Room Attendant | <ul style="list-style-type: none"> • Ability to follow instructions • Able to work in fast-paced environment. Ability to communicate effectively with hotel guests, i.e., to announce arrival at door and to clearly | <ul style="list-style-type: none"> • Under the general guidance of the Director of Housekeeping, assist in assuring smooth and efficient running of the Room Area in accordance to the hotel standards. | <ul style="list-style-type: none"> • 44 hours per week • 088857 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-------------------------|---|---|---|
| | understand requests from guests <ul style="list-style-type: none"> • Strong ability to use cleaning supplies, vacuum, safety equipment, and other equipment and materials used in carrying out housekeeping functions • Able to work in fast-paced environment | | |
| Bellboy | <ul style="list-style-type: none"> • High school diploma or equivalent. • Good communication and customer service skills. • Physical fitness, as the job may involve lifting and carrying luggage. • Knowledge of the local area and attractions. • Polite and professional demeanor. • Ability to work well in a team. • Willingness to work irregular hours, including weekends and holidays. • Some hotels may prefer candidates with previous experience in a similar role. | <ul style="list-style-type: none"> • Under the general guidance of the Director of Front office or any other authorized by the management, assist in ensuring delivery and retrieval of luggage. | <ul style="list-style-type: none"> • 44 hours per week • 088857 |
| Service Operator | <ul style="list-style-type: none"> • Preferred candidates with a minimum of customer service or | <ul style="list-style-type: none"> • The service operator is responsible for providing the best customer service by responding to the callers' | <ul style="list-style-type: none"> • 44 hours per week • 088857 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------|---|---|---|
| | call centre background | <p>inquiries and concerns, depending on which business they are employed.</p> <ul style="list-style-type: none"> • Service operators process callers' requests by directing them to specific resources or coordinate with the appropriate person to resolve callers' issues. | |
| Laundry Attendant | <ul style="list-style-type: none"> • Proven work experience as a Laundry Attendant or similar role • Familiarity with cleaning detergents and laundering equipment • Ability to stand for long periods • Outstanding organizational and time management skills • Excellent analytical and problem-solving skills | <ul style="list-style-type: none"> • Folding laundry • Keep an updated inventory of laundry detergents and sewing kits • Track maintenance and repairs on laundering equipment • Ensure that the facility remains clean at all times • Anticipate and respond to customers' queries, concerns and complaints | <ul style="list-style-type: none"> • 44 hours per week • 088857 |
| Bartender | <ul style="list-style-type: none"> • The Bartenders should have a good understanding of various types of alcoholic and non-alcoholic beverages, drink recipes, and mixing techniques. • Must have excellent customer service and interpersonal skills are crucial, as bartenders interact with patrons regularly. • Effective communication and listening skills for taking orders and | <ul style="list-style-type: none"> • The Bartender is the core of the Food and Beverage Department operation. He/she is responsible for offering guests of the bar and lounge an enjoyable, expertly served beverage and/or dining experience conforming to Four Seasons standards of excellence for quality, professionalism and friendliness. | <ul style="list-style-type: none"> • 44 hours per week • 088857 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-------------------------|---|---|---|
| | <p>providing a positive customer experience.</p> <ul style="list-style-type: none"> • The ability to handle multiple drink orders simultaneously, especially during busy hours, is important. • The Bartenders should be precise in measuring ingredients and handling cash transactions. Familiarity with bar tools and equipment, such as shakers, jiggers, and glassware. • Maintaining a clean and organized bar area, as well as adhering to health and safety regulations. | | |
| Front Desk Agent | <ul style="list-style-type: none"> • One year plus of front desk agent, Receptionist or similar working experience preferred • Excellent communication and organizational skills • Well-groomed, professional appearance • Available to work shifts, over weekends, and on public holidays • Hearing and visual ability to observe and detect signs of emergency | <ul style="list-style-type: none"> • Perform all check-in and check-out tasks • Manage online and phone reservations • Inform guests about payment methods and verify their credit card data • Register guests collecting necessary information (like contact details and exact dates of their stay) • Welcome guests upon their arrival and assign rooms • Provide information about our hotel, available rooms, rates and amenities • Respond to guest's complaints in a timely and professional manner • Liaise with our | <ul style="list-style-type: none"> • 44 hours per week • 088857 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|--|---|--------------------------|
| | situations <ul style="list-style-type: none"> • Knowledge and/or ability to operate a computer and reservation system | housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs <ul style="list-style-type: none"> • Confirm group reservations and arrange personalized services for VIP customers and event attendees, like event guests • Upsell additional facilities and services, when appropriate • Maintain updated records of bookings and payments | |

Novotel Singapore on Kitchener / Mercure ICON Singapore City Centre

Novotel Singapore on Kitchener: Experience urban tranquility at Novotel Singapore On Kitchener, your haven in the heritage hub of Little India. Wander along Serangoon Road, where vibrant hues and alluring aromas enchant. Dive into late-night shopping at Mustafa Centre. After indulging in Singapore's sensations, relax in lavish modernity within your contemporary furnished room. Our devoted team is poised to lead you in embracing the local essence, ensuring an unforgettable stay.

Mercure ICON Singapore City Centre: Dive into the heart of Singapore at Mercure ICON Singapore City Centre, where Chinatown's history meets the pulse of the Central Business District (CBD). Ever wondered how one place can blend two worlds? Here, sophistication, and culture merge, offering a unique blend of business and leisure. Ready for a journey? From insider tips to wellness facilities, we're more than a stay; we're your gateway to an extraordinary Singapore experience. Change your scene, come explore with us.

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------|---|--|--|
| Duty Manager | <ul style="list-style-type: none"> • Degree or Diploma in Hospitality Management or other relevant qualification is preferred • Minimum 4 years' related experience in a full-service hotel, Commitment | <ul style="list-style-type: none"> • Direct, monitor and supervise the day-to-day activities of all sections within the Front Office and other services rendered by other operational departments of the Hotel, and to ensure smooth operations and customer service satisfaction in line | <ul style="list-style-type: none"> • 12-hours |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------------|--|---|---|
| | to work rotating shift and any day, including weekends and public holidays, <ul style="list-style-type: none"> • Great communication skills, ability to interact with guests, employees and third parties, • High attention to details • Ability to multi-task and work efficiently in a fast-paced environment. | with the established standards and policies of the Hotel. | |
| Front Office Supervisor | <ul style="list-style-type: none"> • At least 3 years of relevant work experience in a similar capacity • Well-groomed with excellent interpersonal and communication skills • Positive work attitude, able to work independently and in a team. | <ul style="list-style-type: none"> • Assist the Duty Manager in the supervision and control of the Front Desk operations and carry out all guest service duties. | <ul style="list-style-type: none"> • 12-hours |
| Front Office Executive | <ul style="list-style-type: none"> • Minimum Secondary Education • Minimum 3 years of hotel front office working experiences preferred. • Candidates with no related experience will also be considered as on-the-job training will be provided • Able to speak and understand English, • Willing to work 9-12 hours rotating | <ul style="list-style-type: none"> • Executes all duties related to the Hotel's front office operations | <ul style="list-style-type: none"> • 10-hours / 12-hours |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|---|--|---|
| | shift & assigned to our designated hotel branch, Independent and able to work under pressure <ul style="list-style-type: none"> • Comfortable to work during weekends and public holidays | | |
| Guest Relation Executive | <ul style="list-style-type: none"> • Minimum 1 year experience in a full-service hotel or mid-range hotel is an added advantage • Great communication skills, ability to interact with guests, employees and third parties that reflect highly on the hotel, the brand and the company • Oral and written fluency in English. • Fluency in another language is an advantage • Commitment to work rotating shift and any day, including weekends and public holidays, • High attention to details • Ability to multi-task and work efficiently in a fast paced environment. | <ul style="list-style-type: none"> • Executes all duties related to the Hotel's front office operations | <ul style="list-style-type: none"> • 10-hours / 12-hours |
| Guest Service Officer (Bellman) | <ul style="list-style-type: none"> • Prior experience in guest service and support operations would be an added advantage | <ul style="list-style-type: none"> • To welcome all guests and provide service duties to them, such as assisting with their luggages, transport, and all other guests' enquiries. | <ul style="list-style-type: none"> • 10-hours / 12-hours |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------------|---|---|---|
| | <ul style="list-style-type: none"> • Ability to converse in basic English for interaction with guests / understanding guests' needs & request • Able to maintain a friendly and positive demeanor, • A team player with the ability to work with minimum supervision • Able to perform 10 or 12 hours shift duties and able to work on weekend and during public holidays • Able to adhere to standard operating procedures / policies on workplace safety | | |
| Housekeeping Supervisor | <ul style="list-style-type: none"> • Minimum 4 years' related experience in a full-service hotel or mid-range hotel is preferred • A team player and takes initiative to assist other team members when required • Commitment to work rotating shift and any day, including weekends and public holidays, • Meticulous with strong attention to details with good follow-up. | <ul style="list-style-type: none"> • Responsible for the cleanliness, orderliness and general appearance of the hotel while at the same time ensuring that all hotel guests receive a high level of housekeeping services. | <ul style="list-style-type: none"> • 10-hours / 12-hours |
| Room Attendant / | <ul style="list-style-type: none"> • Meet the attendance guidelines of the | <ul style="list-style-type: none"> • Responsible for routine duties in cleaning and servicing of guest rooms | <ul style="list-style-type: none"> • 10-hours / 12-hours |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------------------|--|--|--|
| Public Area Attendant | job and adhere to departmental and company policies <ul style="list-style-type: none"> • A team player and takes initiative to assist other team members when required • Well-groomed and professional disposition • Commitment to work rotating shift and any day, including weekends and public holidays, • High attention to details. | while promoting a positive image of the property to guests. | |
| Housekeeping Coordinator | <ul style="list-style-type: none"> • Has a systematic, detailed and meticulous working attitude • A team player towards the Housekeeping Department and support the operations • Able to communicate well, positive and approachable • Demonstrate good initiative and willing to learn • A good understanding of the Housekeeping operations, • Demonstrate innovative ideas. | <ul style="list-style-type: none"> • Manages Housekeeping day-to-day operations support. • Handle department's rooms assignment/control. • Ensure a proper control and record of the master key movement. • Ensure seamless and professional communication between & with all staff of all levels. | • |
| Maintenance Supervisor | <ul style="list-style-type: none"> • 1 to 2 years of relevant working experiences in facilities & building maintenance • ITE NITEC / Higher | <ul style="list-style-type: none"> • Responsible to assist the Maintenance Manager in the operation and maintenance of the building to ensure a high standard of upkeep and maintenance to the | <ul style="list-style-type: none"> • 9am to 6pm |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-------------------------------|---|---|--|
| | NITEC / GCE 'N' / 'O' Level / Diploma, <ul style="list-style-type: none"> • Preferably to have hospitality background • A team player and the ability to work during weekends and on public holidays. | satisfaction of the building owner and guests / tenants. | |
| Maintenance Technician | <ul style="list-style-type: none"> • 1 to 2 years of relevant working experiences in facilities & building maintenance • ITE NITEC / Higher NITEC / GCE 'N' / 'O' Level / Diploma • Preferably to have hospitality background • A team player and the ability to work during weekends and on public holidays. | <ul style="list-style-type: none"> • Maintaining of the hotel's facilities to the highest standards and ensuring the safety and comfort of our guests and staff. | <ul style="list-style-type: none"> • 9am to 6pm |

Novotel Singapore on Stevens / Mercure Singapore on Stevens

Novotel Singapore on Stevens and Mercure Singapore on Stevens are committed to attracting, recruiting and retaining diverse talents from all walks of life. At Novotel Singapore on Stevens and Mercure Singapore on Stevens, we value and celebrate diversity, provide pay equity and equal opportunities for promotion, training and development programmes. We pride ourselves in creating and sustaining an inclusive and equitable working and learning environment for all.

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------|--|---|--|
| Duty Manager | <ul style="list-style-type: none"> • Diploma in Tourism / Hospitality Management • Minimum 2 years of relevant experience in a | <ul style="list-style-type: none"> • Manage, supervise and coordinate the daily operations of the Hotel • Ensure that all procedures are performed in | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|--|---|--|
| | <p>similar capacity</p> <ul style="list-style-type: none"> • Excellent reading, writing and oral proficiency in English language • Ability to speak other languages and basic understanding of local languages will be an advantage • Good working knowledge of MS Excel, Word, & PowerPoint • Strong leadership, interpersonal and training skills • Good communication and customer contact skills • Results and service oriented with an eye for details • Ability to multi-task, work well in stressful & high-pressure situations • A team player & builder • A motivator & self-starter • Well-presented and professionally groomed at all times | <p>accordance with established standards and procedures at all times to reach optimal guest satisfaction.</p> <ul style="list-style-type: none"> • Assist the Assistant Front Office Manager in establishing a front desk standard and procedures manual as a guideline for the front desk operations. • Assist the Assistant Front Office Manager to select, hire, and train employees to the hotel's standard and procedures. • Possess Degree/Diploma in Hospitality or relevant qualification; • Minimum 3- 5 years of related experience preferably in the Hotel industry; • Mature, energetic, assertive, independent and a team player; • Strong leadership skills with excellent interpersonal and communications skills. | |
| Assistant/ Guest Experience Manager | <ul style="list-style-type: none"> • Diploma in Tourism / Hospitality Management • Minimum 2 years of relevant experience in a similar capacity • Excellent reading, writing and oral proficiency in English language • Ability to speak other languages and basic understanding of local languages will be an advantage | <ul style="list-style-type: none"> • Engage with guests at all touch points, ensuring satisfaction and creating opportunities as well as proactively identifying and bring forth action any areas for service recovery. • Ensure that all guest requests are efficiently delegated to Housekeeping, Front Office, Concierge, Food & Beverage and other relevant hotel departments, and that follow up is completed | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|---|--------------------------|
| | | <p>to ensure guest satisfaction.</p> <ul style="list-style-type: none"> • Ensure that all requests are taken care effectively to a level that meets and exceeds guest's expectations. • Facilitate and drive continuous excellence through regular management review of key goals and strategies for hotel, departmental functions and key processes. • Facilitate timely corrective action planning and implementation to support the continuous improvement in the area of guest experience. • Conduct Guest Experience Management overview induction for newly hired department heads and supervisors. • Provide weekly and monthly updates on guest experience and satisfaction scores and identify areas of improvement. • Be an expert of product and service standards, and ensure that the process of standards and audit as well as reporting tools are well communicated to the operational teams. • Monitor and analyze guest feedbacks (complaints/congratulations/inquiry) from Social Media, Emails, Call Centre, etc. and facilitate action plans necessary for improvements. | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | <ul style="list-style-type: none"> • Effectively manage hotel's online reputation and ensure that guest feedback is responded to and followed up accordingly. • Review hotel operations and key touch points from a guest's perspective on a regular basis, ensuring that the guest experience is at the heart of all implemented services and procedures. • Develop and assist with training activities focused on guest experience and satisfaction. • Liaise regularly with Key Department Heads to coordinate the welcome/farewell of guests to/from the hotel, including VIP, return and long stay guests. • Coordination of VIP amenities (accordingly to VIP type). • Liaise regularly with Engineering, Front Office and housekeeping to ensure that engineering requests are logged, tracked and completed quickly to focus on guest needs as a priority. • Be alert to meet with all VIPs upon arrival and to escort them to reception when required. • Carry out pre arrival telephone calls to VIP guests and to gather information to assist in | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | <p>delivery of excellent guest service.</p> <ul style="list-style-type: none"> • Carry out courtesy calls to VIP guests and to contact them personally after arrival and during stay to ensure that he/she is completely satisfied as we acknowledge and show appreciation for the guest's loyalty. • Coordinate guest history updates from the other departments, to note both successful experiences and recommendations. • Work together with all departments to achieve a reputation as a market leader in individualized customer-focused service. • Build and maintain strong and productive relationships with local tour operators, restaurants and service providers to ensure that products offered to guests are of the highest quality and reputation. • Maintain control of Club guest and hotel accounts, ensuring that all charges are accurate and posted on a timely basis. • Maintain strict security procedures with credit and cash transactions, accounting procedures, issue of room keys and guest confidentiality. • Ensure that Club Millesime, pool and gym operations are smooth and efficient in all aspects, including | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------------------|--|---|--|
| | | <p>cost and stock management, staffing levels and service standards, in coordination with the F&B Manager and Executive Chef.</p> <ul style="list-style-type: none"> Adhere to Emergency Communication procedures and ensures that enquiries from the media are only responded to by the nominated spokesperson. Any other duties assigned by your manager. | |
| Guest Services Executive | <ul style="list-style-type: none"> Excellent reading, writing and oral proficiency in English language Ability to speak other languages and basic understanding of local languages will be an advantage Good communication and customer contact skills Ability to multi-task, work well in stressful & high-pressure situations A team player & builder A motivator & self-starter Well-presented and professionally groomed at all times | <ul style="list-style-type: none"> Responsible for ongoing communication of pertinence using the logbook provided to other shifts. Responsible for ensuring that clear and constant communication lines are kept with all staff, other area and Departments. To ensure that all guest enquiries and requests are attended to in a helpful, professional yet warm and friendly manner. To ensure on a daily basis that you are fully aware of all arrivals to the Hotel, and in particular, VIP's and return guests, and that you are aware of any special requests so that they may be acted accordingly. To ensure that you are completely aware of the complete range of services and facilities that the hotel provides | <ul style="list-style-type: none"> 44 Hours 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | <p>to its guests and visitors.</p> <ul style="list-style-type: none"> • To ensure you have a complete and thorough knowledge of the outlets of the hotel, their operating hours and the scope of services that they provide. • To ensure that Guest Services Desk is not left unattended at anytime whilst on duty. • To be completely aware of the Fire and Emergency Procedures of the hotel and your responsibilities in an emergency. • To acquire, through training provided, a complete knowledge of all policies and policies as set down by the hotel that relate specifically to the Guest Services. • To ensure at all times that personal presentation is immaculate and your uniform or work clothes are in line with relevant Guest Services and Hotel uniform and clothing codes. • To ensure that you as a Guest Services Executive at the hotel have a comprehensive knowledge of town and what is happening within the city at all times, and to ensure that all guest enquiries are met with prompt, informative yet friendly solution. • To maintain and be aware of the importance of guest | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|------------------------------------|--|---|--|
| | | <p>recognition.</p> <ul style="list-style-type: none"> • Responsible for adhering to the rules and regulations of the hotel as set down in the Staff Handbook. • To train and development new GSAs and interns in front office operations • Perform other reasonable duties assigned by the assigned by the Head of Department | |
| Senior Guest Services Agent | <ul style="list-style-type: none"> • Excellent reading, writing and oral proficiency in English language • Ability to speak other languages and basic understanding of local languages will be an advantage • Good communication and customer contact skills • Ability to multi-task, work well in stressful & high-pressure situations • A team player & builder • A motivator & self-starter • Well-presented and professionally groomed at all times | <ul style="list-style-type: none"> • Assist guests with check in and checkout, as well as other cashiering duties • Review arrival lists and prepare compendiums prior to guests' arrival and check-into system if necessary • Welcome guests on arrival, register and issue room keys according to departmental standards and procedures • Ensure that members consistently receive all benefits, and repeat guests and other VIP's receive special recognition and service. Prepare and send welcome cards and amenities to room prior to guest arrival • Liaise closely with other relevant departments to ensure that guests requests and needs are met • Update and maintain repeat guest history system • Promote Inter-Hotel sales and in-house facilities according to | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-------------------------------------|---|--|--|
| | | <p>departmental standards to maximize revenue</p> <ul style="list-style-type: none"> • Handle guests' complaints and comments tactfully and efficiently • Handling guests' mails, messages, and answering of phone calls • Maintain the privacy and confidentiality of all guests by ensuring that no details of the guests are disclosed • Be vigilant in regard to in-house credit matters and act upon any discrepancies • Alert Security or Duty Manager of suspicious-looking person(s) / articles • Perform other reasonable duties assigned by the Management | |
| Guest Services Agent/Bellman | <ul style="list-style-type: none"> • Ability to speak other languages and basic understanding of local languages will be an advantage • Good communication and customer contact skills • Ability to multi-task, work well in stressful & high-pressure situations • A team player & builder • A motivator & self-starter • Well-presented and professionally groomed at all times | <ul style="list-style-type: none"> • Timely delivery of guests' luggage, messages and any other items for delivery within the property • Personalize guests' orientation of their room in a professional, friendly and engaging way • Maintain a presence in the lobby as an ambassador of the property and brand, offering exceptional service to the guests • Service focused personality is essential; customer related experience is an asset • Ability to work well under pressure in a fast-paced | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------------------|---|---|--|
| | | environment <ul style="list-style-type: none"> • Excellent communication skills and a professional presentation • Ability to work cohesively with fellow colleagues as part of a team • Perform other reasonable duties assigned by the Management. | |
| Food & Beverage Executive | <ul style="list-style-type: none"> • Additional certification(s) in Food & Beverage will be an advantage | <ul style="list-style-type: none"> • Assist the Outlet Manager in supervising and overseeing the administration of the Outlet. • Evaluate the operations and procedures and suggest improvements to the Outlet Manager. • Assign responsibilities to subordinates and offer assistance during busy periods. • Hold departmental meetings and conduct daily briefings. • Adhere to all house rules, regulations and Hotel policies. • Anticipate the volume of business, taking into consideration the occupancy of the Hotel, the holidays, the weather, the activities in the Hotel, and the community in general. • Attend F&B meetings. • Assist the Outlet Manager to analyse revenue and cost reports to be used for the preparation of a realistic annual budget. • Analyse monthly Profit and Loss statements to ascertain that all costs are in line. • Assist the Outlet | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------------------------|---|---|--|
| | | Manager to enforce all pre-check and check control procedures. <ul style="list-style-type: none"> • Ensure that no reusable beverage is wasted. • Monitor the quality and quantity of all food and beverage items served. | |
| Food & Beverage Supervisor | <ul style="list-style-type: none"> • Additional certification(s) in Food & Beverage will be an advantage | <ul style="list-style-type: none"> • Coordinate and assist in opening/closing duties and ensure that all settings are completed according to standards and procedures prior to the start of operation • Assist management to supervise junior team members and casual labour under his/her leadership/section and ensure that all tasks assigned/required in the outlet are carried out on time and according to instruction and departmental standards • Take food and beverage orders according to guest's requirements and preferences • Deliver food & beverage services in accordance with departmental standards and procedures • Ensure that all food & beverage are served according to service standard • Up-sell and promote food and beverage offers at every available opportunity in order to maximize sales revenue. Cross-sell other dining venues when the outlet is full • Apply necessary precautions with | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|------------------------------------|---|--|--|
| | | <p>regards to the hotel food safety and hygiene standards (HACCP)</p> <ul style="list-style-type: none"> • Collect food and beverage supply requisition, ensure that the stock collected is as per requisition • Supervise and assist in assigned work station's activities and oversee the operation of outlet in the absence of management • Perform other reasonable duties assigned by the Management | |
| Food & Beverage Captain | <ul style="list-style-type: none"> • Additional certification(s) in Food & Beverage will be an advantage | <ul style="list-style-type: none"> • Provides functional assistance and direction to the kitchen's daily operations. • Produce high levels of food quality to satisfy the needs of guests. • Ensure that all standard recipes are followed in the preparation process. • Be ready to assist guests at the food counter whenever required. • Check that all mis en-place of all items are prepared correctly and ready. • Pays attention to portion control of the food order. • Check the food items to ensure that food served is of quality standards. • Taste all the food items before placing onto the food counter. • Ensure that the display on the food counter is correct. | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-----------------------------------|---|---|--|
| | | <ul style="list-style-type: none"> Be stationed at the food station at times of the buffet period if required. Supervises and assist in the cooking of food orders and preparation of all sauces. | |
| Food & Beverage Waiter | <ul style="list-style-type: none"> Additional certification(s) in Food & Beverage will be an advantage | <ul style="list-style-type: none"> Perform opening/closing side duties as assigned and set all tables according to standards and procedures Deliver F&B services in accordance to departmental standards and procedures Check on table setting, cleanliness and side station preparation as per work station assigned prior to the start of operation Greet all patrons warmly upon arrival at the door and escort them to the table Ensure that all food & beverage are served according to service standard Apply necessary precautions with regards to the hotel food safety and hygiene standards (HACCP) Pick up and serve food and beverage orders. Ensure that food and beverage are served promptly to the guests once they are ready, such that they arrive at the patrons' table at the correct temperature Try to remember individual patron's names and their | <ul style="list-style-type: none"> 44 Hours 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|--|---|--|
| | | <p>preferences to extend a personalized service</p> <ul style="list-style-type: none"> • Up-sell and promote food and beverage offers at every available opportunity in order to maximize sales revenue. Cross sell other dining venue when outlet is full • Thank all patrons for patronizing the outlet upon their departure • Clear and tidy up tables after the departure of the patrons as quickly as possible to the stewarding area • Collect food and beverage supply requisition, ensure that the stock collected is as per requisition • Report any complaints, incidents or other irregularities to management • Assist other Food & Beverage outlets with their operations during peak times or when required | |
| Food & Beverage Coordinator | <ul style="list-style-type: none"> • Ability to multi-task, work well in stressful & high-pressure situations • Meticulous • Good knowledge of Microsoft Office Excel and Words; able to work independently with minimum supervision and meet deadlines | <ul style="list-style-type: none"> • To assist the Director of Food & Beverage, Executive Chef and Banquet Operations on various administrative work. • To attend the daily Food & Beverage briefing and any other meetings as required. To prepare minutes of various meetings such as Food & Beverage Bi-weekly meetings, Catering Sales meetings, Christmas meetings, NovoNews meetings and Chefs Monthly meetings etc. • To follow up closely | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|--|--------------------------|
| | | <p>with our Marketing Department on pre-Marketing material.</p> <ul style="list-style-type: none"> • To assist printing of all menus and Food tags for the Square and Banquet Department. • To prepare various memorandums for the Food & Beverage Department and issue To the departments concerned. • To reply all emails on enquiries or assistances from other departments or external customers. • To assist and ensure smooth operation of the Department and To deliver a consistent quality of service according To standard set. • To be in attendance during the peak hours of service and To provide support and assistance To the Food & Beverage outlets service Team as and when needed. • To report of any malpractice, irregularity or discrepancy To the Director of Food & Beverage Manager without delay. • To have product knowledge pertaining To Food & Beverage outlets and especially Banquet Department. • To ensure good working relationship among the outlet manger within the Department. <p>To assist and handle internal function</p> | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-------------------------------|--|--|--|
| | | <p>requests made by other departments.</p> <p>To work closely and with all supporting departments and To be constantly aware of appearance, condition and working environment of all areas within the Hotel.</p> <p>Ability To work independently and efficiently with minimum supervision and have positive attitude.</p> <p>To finalize all details for the Food & Beverage Department with the Director of Food & Beverage and obtained his approval before distribution.</p> <p>Makes procedural recommendations and ensures enforcement of existing policies and procedures.</p> <p>Responsible for the atmosphere in the Food & Beverage Department and takes all necessary actions To improve it or meets the requirement of the guests.</p> <p>Makes frequent suggestions To the Management in reference To improvement of general operation, cost control and profitability.</p> <p>be flexible To other tasks and roles across the F&B division as when being assigned</p> | |
| Housekeeping Executive | <ul style="list-style-type: none"> • Ability to multi-task, work well in stressful & high-pressure situations | <ul style="list-style-type: none"> • Prepare periodical department budget & forecast, manage all | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|--|---|--------------------------|
| | <ul style="list-style-type: none"> • Meticulous • Good knowledge of Microsoft Office Excel and Words; able to work independently with minimum supervision and meet deadlines | <p>operational costs within budgets</p> <ul style="list-style-type: none"> • Monitor and control inventories for operating equipment including linen, crockery and glassware where applicable • Prepare and analyze monthly P&L and month-end reports, identify deviation from business plan goals • Participate in management meetings to review progress towards achievement of business plan goals and develop the annual business plan related for the department. • Compile and update Standard Operating Procedures for all areas of responsibility periodically • Ensure that all auditing and reporting standards are conveyed to staff and adhered to • Ensure that guests enjoy impeccable housekeeping product and that services offered by team members are offered in a timely manner • Conduct quality control inspections of all areas of the hotel and share results with the team • Work with Chief Engineer to maintain areas of the hotel to the highest standards and assist in scheduling periodic property maintenance followed by spring-cleaning • Conduct monthly Staff Meetings and daily briefings with | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------------------------|--|--|--|
| | | Operational Managers <ul style="list-style-type: none"> • Manage all outside contractors relating to his/her department ensuring that they follow all hotel policies • Oversee operations of Laundry and Linen, Flower and Decoration, and Butler Service | |
| Housekeeping Supervisor | <ul style="list-style-type: none"> • Meticulous | <ul style="list-style-type: none"> • Conduct daily briefings with staff at floor level. • Manage and supervise all tasks of his/her team. • Clean and ensure cleanliness of guest rooms, guest room balconies, guest corridors, linen rooms and housekeeping pantries according to standards and procedures set. • Ensure rooms cleaned by room cleaned are effectively inspected and ready to be sold. • Maintain a section floor report and conduct regular room checklists. • Record room status in allocated section accurately. • Perform other reasonable duties assigned by the Management | <ul style="list-style-type: none"> • 44 Hours • 257878 |
| Junior Housekeeping Supervisor | <ul style="list-style-type: none"> • Meticulous | <ul style="list-style-type: none"> • Conduct daily briefings with staff at floor level. • Manage and supervise all tasks of his/her team. • Clean and ensure cleanliness of guest rooms, guest room balconies, guest corridors, linen rooms and housekeeping pantries according to standards and | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-----------------------|--|--|--|
| | | <p>procedures set.</p> <ul style="list-style-type: none"> • Maintain a section floor report and conduct regular room checklists. • Record room status in allocated section accurately. • Perform other reasonable duties assigned by the Management | |
| Room Attendant | <ul style="list-style-type: none"> • Meticulous | <ul style="list-style-type: none"> • To provide cleaning service to guest rooms and respond to guest requests ensuring maximum guest satisfaction in accordance to Hotel established standards. • To clean guest floors and surrounding service areas in accordance to the standard required by our hotel. • To provide a courteous and professional service at all times. • To clean all assigned rooms and designated public area in accordance with the established procedures. • Ensure that all requests by guests are attended to. • Be responsible for the care and maintenance of his/her work store, trolley and all equipment and ensure that all equipment and materials are left in the same place and correct manner at the end of each shift. • Advise the office of any lost property and valuable and return these to the office as | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------------------|--|--|--|
| | | soon as possible. | |
| Linen Attendant | <ul style="list-style-type: none"> • Meticulous | <ul style="list-style-type: none"> • To keep staff uniforms and House linen in good condition. • Taking inventory of uniforms and house linen/ F&B linen. • To co-ordinate with laundry vendor to ensure a proper flow of a ready supply of Hotel linen. • Responsible for the proper storage of uniforms and linen. • Spot checking the cleanliness of linen and uniforms that come back from the laundry. • Responsible for keeping proper records of all linen and uniforms received from laundry and the issuing from the linen room to all outlets. • Only shortlisted candidates will be contacted. | <ul style="list-style-type: none"> • 44 Hours • 257878 |
| Housekeeping Coordinator | <ul style="list-style-type: none"> • Ability to multi-task, work well in stressful & high-pressure situations • Meticulous • Good knowledge of Microsoft Office Excel and Words; able to work independently with minimum supervision and meet deadlines | <ul style="list-style-type: none"> • To handle all incoming and outgoing telephone calls with courtesy and efficiency. • To report house linen stocks that are running low to the Director of Housekeeping. • To ensure stringent use of materials with cost savings in mind. • To assist Housekeeping Supervisor to prepare and issuing room status reports. • To report and record Lost and Found and Damaged items. • To log daily events in the logbook and follow up on previous information reported by other team leaders | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---|--|---|--|
| | | daily. <ul style="list-style-type: none"> To document all incidents in the logbook. To carry out any other reasonable duties and responsibilities as assigned. | |
| Safety & Security Supervisor | <ul style="list-style-type: none"> Secondary / High school education Certificates in National Skills Recognition System, CPR, First Aid Management and Basic Fire Fighting Minimum 2 years of relevant experience in a similar capacity Good reading, writing and oral proficiency in English language No criminal record Strong leadership, interpersonal and training skills Good communication skills Honest with a high level of integrity Ability to remain calm and react fast to situations Results and service oriented with an eye for details Ability to multi-task, work well in stressful & high-pressure situations A team player & builder A motivator & self-starter Well-presented and professionally groomed at all times | <ul style="list-style-type: none"> Assist with duties at the following Duty Posts: Security Control Room Duty; Lobby Duty; Loading Bay; Patrolling or Observation Duty; Back of House Or at any position where operations in the Security field will benefit Ensure that all security systems function smoothly. Initiate immediate corrective action when a fault is detected Assist Management, employees, and guests in every way that is consistent with the protection and prevention objectives Coordinate with various departments and government agencies on routine matters and during emergency Monitor Heart-of-House areas with particular attention to unauthorized entry and exit points Maintains records in respective Log Books for future reference Keep Manager or Crisis Management Team informed on the latest development of the situation in a crisis | <ul style="list-style-type: none"> 44 Hours 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---|--|--|--|
| | | <ul style="list-style-type: none"> • Conduct inventory on keys, passes, walkie-talkies, pagers, and all other accountable stock • Perform other reasonable duties assigned by the assigned by the Head of Department • Training & Development of new Safety & Security Officers | |
| Senior/Safety & Security Officer | <ul style="list-style-type: none"> • Secondary / High school education • Certificates in National Skills Recognition System, CPR, First Aid Management and Basic Fire Fighting • Good reading, writing and oral proficiency in English language • No criminal record • Strong leadership, interpersonal and training skills • Good communication skills • Honest with a high level of integrity • Ability to remain calm and react fast to situations • Results and service oriented with an eye for details • Ability to multi-task, work well in stressful & high-pressure situations • A team player & builder • A motivator & self-starter • Well-presented and professionally groomed at all times | <ul style="list-style-type: none"> • Assist with duties at the following Duty Posts: • Security Control Room Duty; • Lobby Duty; • Loading Bay; • Patrolling or Observation Duty; • Back of House • Or at any position where operations in Security field will benefit • Ensure that all security systems function smoothly. Initiate immediate corrective action when fault is detected • Assist Management, employees and guests in every way that is consistent with the protection and prevention objectives • Coordinate with various departments and government agencies on routine matters and during emergency • Monitor back of house areas with particular attention to unauthorized entry and exit points • Maintains records in respective Log Books | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-----------------------------|---|---|--|
| | | for future reference <ul style="list-style-type: none"> • Keep Manager or Crisis Management Team informed on the latest development of situation in a crisis • Conduct inventory on keys, passes, walkie-talkies, pagers and all other accountable stock • Perform other reasonable duties assigned by the Management | |
| Assistant Accountant | <ul style="list-style-type: none"> • Diploma in Accounting / Finance • Minimum 2 years of experience in a similar capacity • Good reading, writing and oral proficiency in English language • Proficient in MS Excel, Word, PowerPoint and relevant accounting systems • Strong leadership, interpersonal and negotiation skills • Excellent communication and customer contact skills • Results and service oriented with an eye for details • Ability to multi-task, work well in stressful & high-pressure situations • A team player & builder • A motivator & self-starter • Well-presented and professionally groomed at all times | <ul style="list-style-type: none"> • Assist the Director of Finance to supervise daily accounting operations. • Prepare time tables for completing monthly reports and work schedules. • Perform bank reconciliation and month-end reconciliation of all general ledger balances. • Responsible for the preparation of the various monthly reports as required by Management. • Perform a financial analysis on the monthly statements and report the results to the Director of Finance. • Ensure sub-ledgers and supporting evidence are in order and properly maintained to support the General Ledger. • To safeguard all contracts and agreements and to supervise the necessary accounting procedures and the preparation of | <ul style="list-style-type: none"> • 44 Hours • 257878 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------|---|--|--------------------------|
| | | accounting ledgers and summaries. • Lead the team to manage their duties in an effective process and procedure. | |
| Finance Executive | • GCE 'O' / 'N' Level / Diploma / ITE certificate in business / accounting is preferred • Possess basic accounting knowledge • Preferably 1 year of relevant experience in Hotel accounts • Good knowledge of Microsoft Office Excel and Words; able to work independently with minimum supervision and meet deadlines | • Perform AP functions (checking of invoices, sending invoices for approval, posting of invoices to Sun Accounting system) • Ensure timely payment of all hotel invoices and disbursements and month end journal posting • Maintain proper files for accounts payable section, and to assists in audit • Performing any other duties assigned by management | • 44 Hours • 257878 |
| Finance Officer | • GCE 'O' / 'N' Level / Diploma / ITE certificate in business / accounting is preferred • Possess basic accounting knowledge • Good knowledge of Microsoft Office Excel and Words; able to work independently with minimum supervision and meet deadlines | • To collect and review all payment-related documents and initiate creditors' payment in accordance with hotel policies and procedures. • To monitor all goods movement; including food and beverage, stationery, other operating equipment etc, in and out of the hotel and ensure that they are properly recorded. • To ensure the legitimacy and accuracy of the account payable ageing balances. • To ensure that the payment process is initiated on a timely basis. • To collect and review all documents necessary for preparation of the | • |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------|---|---|--|
| | | <p>payment run (purchase request, purchase order, receiving record, invoice, etc). Ensure the mathematical accuracy, legitimacy and completeness of the transaction before filing them by Supplier name, awaiting payment.</p> <ul style="list-style-type: none"> • To perform monthly reconciliations between AP sub ledger accounts and supplier statements. • To assist the Purchasing Manager to ensure that any goods coming into the hotel have been properly ordered and met the specification (in quantity and quality). | |
| Receiving Officer | <ul style="list-style-type: none"> • Must possess at least a Diploma • At least 1 year in a similar position in the hospitality industry would be an advantage • Knowledge of spreadsheets and software Competencies: • Able to interact with associates of all levels • Able to work under stress and independently • People and result orientated • Able to adapt to changes • Meticulous | <ul style="list-style-type: none"> • Assist the Purchaser in following up with the suppliers to gather information, e.g. price, spec, delivery lead time, etc. • Assist in daily receiving duties • Liaising with the external party • Work with accounts and operations team requirement • Minimum 1 year in purchasing & inventory management • F&B experience is preferred • Able to start immediately or within short notice • Perform other reasonable duties assigned by the Management | <ul style="list-style-type: none"> • 44 Hours • 257878 |

Pullman Singapore Hill Street

Experience the dynamic energy and cultural charm of Singapore at Pullman Singapore Hill Street, our flagship upscale hotel proudly representing the renowned Pullman brand that is designed to inspire and invigorate. Nestled in the cultural heart of Singapore, immerse yourself in the dynamic energy and allure of a cosmopolitan city while experiencing the unparalleled hospitality that defines the Pullman experience.

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---|--|--|---|
| Reservations Officer / Executive | <ul style="list-style-type: none"> • Minimum 1 year of experience in a similar capacity or preferably in the area of guest services/tele-marketing. • Excellent reading, writing and oral proficiency in English language. • Proficient in MS Excel, Word, & PowerPoint. • Good communication skills. • Service oriented with an eye for details. • Ability to work effectively and contribute in a team. • Self-motivated and energetic. | <ul style="list-style-type: none"> • Respond to enquiries about hotel products and services by telephone and email according to standard guidelines. • Maintain complete knowledge of all food & beverage services, outlets and hotel services/features to promote its products and services. • Understand Revenue management strategies, up-sell and promote Hotel facilities & services at every available opportunity in order to maximize sales revenue. • Determine guest needs and quote the appropriate room and rate as per requirements. • Input booking information into the Reservation System. • Process amendments to reservations such as extensions, early departures, etc. • Record special billing arrangements for groups. • Coordinate and communicate with all other departments to ensure a smooth operation. | <ul style="list-style-type: none"> • Shift • 179098 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------------------------|---|---|---|
| Security Officer | <ul style="list-style-type: none"> • Must have completed the Basic Security Course (BSC) • Able to work shifts, including weekends and public holidays • Able to work independently and in a team • Ability to remain calm and react fast to situations. • Candidates with added experience and certifications may be considered for senior role | <ul style="list-style-type: none"> • You will be responsible for ensuring the safety and security of the premises and its occupants. | <ul style="list-style-type: none"> • Shift • 179098 |
| Bellman | <ul style="list-style-type: none"> • Able to work shifts, including weekends and public holidays • Able to work independently and in a team | <ul style="list-style-type: none"> • You will be responsible for ensuring the safety and security of the premises and its occupants. • You will be required to patrol the premises, monitor CCTV cameras, perform access control duties, and respond to any security-related incidents. | <ul style="list-style-type: none"> • Shift • 179098 |
| Commis / Demi / Chef de Partie | <ul style="list-style-type: none"> • Able to work shifts, including weekends and public holidays • Able to work independently and in a team • Candidates with added experience and certifications may be considered for senior role | <ul style="list-style-type: none"> • Responsible for maintaining high standards of food preparation and service in the appointed kitchen(s), according to the standards set by the Management. | <ul style="list-style-type: none"> • Shift • 179098 |
| Housekeeping Attendant | <ul style="list-style-type: none"> • Able to work shifts, including weekends and public holidays • Able to work independently and in a team | <ul style="list-style-type: none"> • Responsible for providing consistent housekeeping service to guest rooms, bathrooms, restaurants, and public areas that meets the hotel's standards of cleanliness and | <ul style="list-style-type: none"> • Shift • 179098 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|--|--|---|
| | | presentation. | |
| Food & Beverage Attendant / Captain | <ul style="list-style-type: none"> • Able to work shifts, including weekends and public holidays • Able to work independently and in a team • Possess Food Hygiene Certificate | <ul style="list-style-type: none"> • Responsible for providing prompt and professional F&B service to hotel & dining guest. | <ul style="list-style-type: none"> • Shift • 179098 |
| Food & Beverage Supervisor | <ul style="list-style-type: none"> • Minimum 2 years of relevant experience in a similar capacity • Working knowledge of MS Excel, Word, & PowerPoint • Additional certification(s) in Food & Beverage will be an advantage • Good reading, writing and oral proficiency in English language • Ability to speak other languages and basic understanding of local languages will be an advantage • Good communication and customer contact skills | <ul style="list-style-type: none"> • Responsible for providing prompt and professional F&B service to hotel & dining guest. • Assist management to supervise junior team members and casual labour under his/her leadership/section and to ensure that all tasks assigned/required in the outlet are carried out on time and according to instruction and departmental standards. | <ul style="list-style-type: none"> • Shift • 179098 |
| Food & Beverage Hostess | <ul style="list-style-type: none"> • Min 1 year experience in admin/reception/F&B/c customer service • Excellent communication and interpersonal skills • Ability to work well under pressure and in a fast-paced environment • Proficient in Microsoft Office | <ul style="list-style-type: none"> • Greet guests as they arrive at the restaurant and show them to their table • Assist to take in and manage reservations via phone, walk-in, email and website. • Respond to guest enquiries and communications. • Manage seating arrangements • Ensure that the dining area is clean and presentable at all times • Provide guests with menu recommendations and | <ul style="list-style-type: none"> • Shift • 179098 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--------------------------|---|--|---|
| | | answer any questions they may have <ul style="list-style-type: none"> • Attend to any special requests or needs that guests may have • Upsell promotions and special events to guests | |
| Pool Attendant | <ul style="list-style-type: none"> • Able to work shifts, including weekends and public holidays • Able to work independently and in a team • Possess Food Hygiene Certificate | <ul style="list-style-type: none"> • Responsible for providing prompt and professional F&B service to hotel & dining guest. | <ul style="list-style-type: none"> • Shift • 179098 |
| Bartender | <ul style="list-style-type: none"> • Minimum 1 years experience of similar capacity. • Able to work under pressure. • Able to work in a fast paced environment, with a keen eye for quality control. | <ul style="list-style-type: none"> • Responsible for preparation and presentation of all beverages in conformance to product and performance standards, maintaining of operating equipment's, provide sound suggestions and up selling of food and beverage, and engaging guests in professional and friendly conversations. | <ul style="list-style-type: none"> • Shift • 179098 |
| Houseman / Runner | <ul style="list-style-type: none"> • Able to work shifts, including weekends and public holidays • Able to work independently and in a team | <ul style="list-style-type: none"> • In charge of delivering all Housekeeping guest requests including setting up baby cots, extra beds. • Collect and deliver guest laundries • Assist in managing stock inventory, inform superiors when stock is running low • Work closely with Supervisors / Coordinators in running of guest supplies including usage of how many extra beds and baby cots daily, keeping track of special items sent to rooms and | <ul style="list-style-type: none"> • Shift • 179098 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|----------------------------------|---|---|---|
| | | update accordingly. <ul style="list-style-type: none"> Assist in special cleaning projects or tasks other than sending guest requests. (Corridor cleaning, shampoo and spotting of carpets etc.) Assist Housekeeping Attendants when needed in topping up amenities and special room set up arrangement. | |
| Linen / Uniform Attendant | <ul style="list-style-type: none"> Able to work shifts, including weekends and public holidays Able to work independently and in a team | <ul style="list-style-type: none"> Responsible for the maintenance of all linen, laundry and uniforms according to the Hotel's standards. | <ul style="list-style-type: none"> Shift 179098 |

Raffles Hotel Singapore

Raffles Hotel Singapore is one of the few remaining great 19th century hotels in the world, perfectly preserved both inside and out, giving it an intoxicating blend of luxury, history and classic colonial design. Its distinctive architecture, legendary heritage and iconic service continue to enthrall visitors where suites, social spaces, award-winning restaurants and bars are presented for discerning travellers. No visit to Singapore is complete without a stay here, where the grand historic hotel exudes old-world grandeur infused with the unique charm of the city state.

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-----------------------|---|--|--|
| Raffles Butler | <ul style="list-style-type: none"> Diploma or Degree from School for Tourism and Hotel Management. Minimum 2 years' relevant experience. Excellent communication skills in English and ability to speak other language and / or basic understanding of | <ul style="list-style-type: none"> The Raffles Butler is at the center of the Raffles Hotel Singapore residents' service experience. This position encompasses a spectrum of responsibilities from pre-arrival, arrival, in-house and departure arrangements. The Butler will strive to listen attentively, observe the little details, and personalise interactions with the aim to anticipate and be intuitive of residents' needs and wants. | <ul style="list-style-type: none"> Rotating 189673 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-------------------------------------|---|--|--|
| | other languages an advantage. | <ul style="list-style-type: none"> An ambassador of the hotel, well-rounded in all areas of the hotel, including Rooms, Food and Beverage, Spa and other resident touched areas. | |
| Lobby Manager (Duty Manager) | <ul style="list-style-type: none"> Diploma or Degree from preferably hospitality or related field. Minimum 5 years relevant experience with at least 2 years at a management level. Excellent communication skills in English and ability to communicate in a second language. | <ul style="list-style-type: none"> Ensures guests receive a warm and personalised arrival and departure experiences based on and seamless flow of processes including supporting Lobby Ambassadors for check-in, check-out, and cashiering duties. Ensures guests receive the experience as detailed in brand Standard Operation Procedure (SOP), Raffles Hotel Singapore Local Standard Operation Procedure (LSOP) as well as Leading Quality Assurance (LQA) standards, and aim to achieve the scores and goals set by management. Ensures the smooth running of the hotel operation by performing all tasks in adherence with the code of ethics as issued by Raffles Hotel Singapore. | <ul style="list-style-type: none"> Rotating 189673 |
| Lobby Ambassador | <ul style="list-style-type: none"> Diploma and Degree from preferably hospitality or related field. Minimum 1 to 3 years relevant experience. Excellent communication skills in English and ability to communicate in a second language. | <ul style="list-style-type: none"> Delivers the Raffles Hotel Singapore guest experience through a seamless flow of processes and in close cooperation with the Raffles Butler. Provides a first-class arrival experiences for all residents including a seamless and personalised check-in experience. Closely assists the F&B team in welcoming and accommodating/seating restaurant patrons. Ensures the smooth running of the Lobby operation by performing all tasks in adherence with the code of ethics as issued by | <ul style="list-style-type: none"> Rotating 189673 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|--|--|--|
| | | Raffles Hotel Singapore. | |
| Senior Housekeeping Manager | <ul style="list-style-type: none"> • Diploma or Degree preferably in hospitality or related field. • Minimum 4 years of relevant industry experience, minimum 2 years in a management level position. • Experience in luxury hotel / resort environment. | <ul style="list-style-type: none"> • The position is responsible for managing the department in a professional, efficient and flexible manner. • He/she is also responsible for ensuring maximum guest satisfaction and high standards of cleanliness throughout the hotel, which is achieved through consistent planning, organizing, directing, and controlling the Housekeeping Department operations and administration. | <ul style="list-style-type: none"> • Rotating • 189673 |
| Senior / Housekeeping Attendant (Rooms) | <ul style="list-style-type: none"> • Good interpersonal skills with multi-cultural awareness and able to work alongside a team of colleagues from different cultures. • Service oriented with an eye for details. • Ability to work efficiently and independently under pressure in a dynamic environment. • Flexible and able to embrace and responds to change effectively. • Self-motivated and energetic. | <ul style="list-style-type: none"> • The Housekeeping Attendant (Rooms) is responsible for the immaculate upkeep and cleanliness of all the suites and work areas in their assigned sections. | <ul style="list-style-type: none"> • Rotating • 189673 |
| Junior Sous Chef (yi by Jereme Leung/Chinese Banquet) | <ul style="list-style-type: none"> • Minimum Professional Certificate in a Culinary-related field. • Minimum of 4 years of relevant experience in the Food & Beverage | <ul style="list-style-type: none"> • The Junior Sous Chef is responsible for the supervision of the overall kitchen's operation and for achieving and maintaining the highest standards of food quality and guest satisfaction. • Main responsibilities include, but not limited to, | <ul style="list-style-type: none"> • Rotating • 189673 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---|--|---|--|
| | industry (hotel and free standing restaurant) in similar position. <ul style="list-style-type: none"> • Good interpersonal skills with ability to communicate with all levels of colleagues. • Service oriented with an eye for details. • Leads to constantly improve the guest and colleague service experience. | quality, training and development of team members. | |
| Chef de Partie, yi by Jereme Leung | <ul style="list-style-type: none"> • Minimum Professional Certificate in a Culinary-related field . • Minimum of 3 years of relevant experience in the Food & Beverage industry (hotel and free standing restaurant) in similar position, preferably in a reputable establishment or celebrity chef restaurant. • Proficient in written and conversational English. | <ul style="list-style-type: none"> • The Chef de Partie is responsible for the supervision of the assigned kitchen's operation to achieve and maintain the highest standards of food quality preparation and guest satisfaction. • Main responsibilities include but not limited to quality and cost control as well as learning and development of colleagues. | <ul style="list-style-type: none"> • Rotating • 189673 |
| Resident Bartender | <ul style="list-style-type: none"> • At least 1 year of relevant bar experience with similar standing or profile. • Knowledge of classic/international cocktails, spirits and hospitality. • Proficient in | <ul style="list-style-type: none"> • The Resident Bartender prepares mixes and serves drinks and beverages correctly to all guests. • He/she engages with our guests during their visit, receives and serves orders and delivers accordance to Raffles Hotel Singapore service standards. | <ul style="list-style-type: none"> • Rotating • 189673 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|---|--|--|
| | <p>Microsoft Office and basic POS management.</p> <ul style="list-style-type: none"> • Previous relevant bar experience with similar standing or profile as bartender. • Passionate in beverage and cocktail making and knowledge of alcoholic beverages and mixing of drinks. • Ability to work with a team of diversified background and support the team accordance to Raffles Hotel Singapore policy and plan. • Certified with valid National Environment Agency (Singapore) Basic Food Hygiene Handler. • Highly organised with strong analytical and communication skills. • Resourceful team player that builds, strengthens, and maintains collaborative relationships with others inside and outside the hotel. | | |
| Food and Beverage Service Executive | <ul style="list-style-type: none"> • Certificate or diploma in hospitality or related field. | <ul style="list-style-type: none"> • The Food and Beverage Service Executive supervises the team by proactive, interactive and reactive leadership, | <ul style="list-style-type: none"> • Rotating • 189673 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|--|---|--|
| | <ul style="list-style-type: none"> • Minimum 2 years' experience in an international class restaurant. • At least 1 year relevant experience in a similar capacity an advantage. • Additional improvement programs in Food & Beverage an advantage. • Working knowledge of Microsoft Office. | allowing each member of the team to feel confident and to completely satisfy our guests during their dining experience. He/she assists the management in supervising the overall operation and service standards of the restaurant to meet and exceed guest's dining experience expectations. | |
| Food and Beverage Service Associate | <ul style="list-style-type: none"> • Certificate or diploma in hospitality or related field or minimum of 6 months hands on experience in food service position, similar operations style. • Retail or guest interaction experience. • Food and/or beverage knowledge (personal interest/professional) | <ul style="list-style-type: none"> • The Food and Beverage Service Associate is responsible for delivering friendly and efficient Food and Beverage service according to hotel Standard Operating Procedures in order to meet guest dining experience expectations. | <ul style="list-style-type: none"> • Rotating • 189673 |
| Food and Beverage Casual Labour (Part Time) | <ul style="list-style-type: none"> • Certificate or diploma in hospitality or related field or minimum of 6 months hands on experience in food service position, similar operations style. • Retail or guest interaction experience. | <ul style="list-style-type: none"> • The Food and Beverage Service Associate is responsible for delivering friendly and efficient Food and Beverage service according to hotel Standard Operating Procedures in order to meet guest dining experience expectations. | <ul style="list-style-type: none"> • Rotating • 189673 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|--|---|--|
| | <ul style="list-style-type: none"> Food and/or beverage knowledge (personal interest/professional). | | |
| Senior / Facilities Technician | <ul style="list-style-type: none"> Nitec Certificate in Building Facilities Maintenance, Electrical / Electronics, Air conditioning servicing and/or Plumbing. Minimum of 1 year of relevant experience. Good working knowledge of Microsoft Office. | <ul style="list-style-type: none"> Operates the equipment to deliver a comfortable room temperature to hotel areas. Operates the equipment to deliver clean water to the respective services in the hotel. Operates the equipment to deliver hot water to the respective services in the hotel as required. Operates the equipment to deliver clear and sharp images from the television and satellites equipment to hotel guest suites as required. Operates the equipment to deliver audio visual support to the hotel event as required. Assists and supports the emergency operations team during an emergency and a crisis in a timely and efficient manner. | <ul style="list-style-type: none"> Rotating 189673 |
| Facilities Technician - Carpenter | <ul style="list-style-type: none"> Proven experience as carpenter Hands-on experience in working with carpentry materials Excellent understanding of carpentry techniques and methods of installation and construction Proficient in using electrical and manual equipment and measurement | <ul style="list-style-type: none"> To cut, fabricate and install wooden and other structures according to specifications. Reads blueprints, drawings and sketches to fully grasp requirement. Takes measurements and calculate the size and amount of material needed. Cut, shape and smooth lumber and other materials (e.g. fiberglass) according to measurements. Builds window frames, doors, staircases and frame buildings by using raw materials or pre- | <ul style="list-style-type: none"> Rotating 189673 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|--|---|---|
| | tools (powered saws, hammers, rulers etc.) <ul style="list-style-type: none"> • Ability to read technical documents and drawings • Willingness to follow safety guidelines at all times • Good knowledge of English • Good understanding of basic math • Good physical condition and endurance • Related or relevant carpentry training/certification preferred. | constructed items. <ul style="list-style-type: none"> • Lays out floorings, roofing or drywalls ensuring they are leveled and compatible. • Carves and assembles furniture, cabinets, shelves and other items and install them where designated. • Builds scaffolding and other construction structures. • Rectifies equipment and facilities breakdown as required. • Responds to requests relating to carpentry issues from hotel patrons in a timely and efficient manner. • Replaces faulty components / parts as required. | |
| Raffles Service Casual Labour (Part Time) | <ul style="list-style-type: none"> • Minimum tertiary education or equivalent. • Knowledge of and experience of relevant software applications – spreadsheets, word processing and database management. • Minimum 1 year of relevant experience in the hotel industry. | <ul style="list-style-type: none"> • Ensures smooth operation of Raffles Service department by attending to incoming calls, fax and emails that are pertaining to room reservation. • Obtains all the necessary information to complete a room reservation in the Opera system, i.e. stay dates, flight details, rates, special requests and reservation notes. • Completes the reservation process by combining all reservation details (including any Food and Beverage or Spa arrangements) and sending a confirmation to the guest. | <ul style="list-style-type: none"> • Rotating • 189673 |
| Accounts Assistant | <ul style="list-style-type: none"> • Basic Accounting knowledge or Certificate in Accounting/LCCI/Diploma • Proficiency in | <ul style="list-style-type: none"> • The position is responsible for ensuring that accurate processing and reconciliation on the credit card payments and adjustment into Property Management System (PMS) | <ul style="list-style-type: none"> • 5-day work week • 189673 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|--|---|---|---|
| | Microsoft Excel | and to assist Credit Manager in maintaining the proper accounts receivable procedures within the hotel in accordance with local and corporate policies and procedures. | |
| Purchasing Executive / Assistant Purchasing Executive | <ul style="list-style-type: none"> • Candidate must possess at least Diploma or equivalent. • Minimum 1 year or of relevant Purchasing experience in F&B, General Supplies and Engineering in Hotel Industry. • Strong working knowledge on Negotiation and Procurement Policies. • Strong computer literacy on Microsoft Office Excel especially Pivot and V-lookup functions as well as Microsoft Word. • Sustainable sourcing knowledge in hotel environments and support the Hotel's sustainability goals. | <ul style="list-style-type: none"> • The position is responsible for ensuring the smooth operation of daily procurement of F&B as well as General Supplies across the hotel which includes sourcing of requests at the most competitive pricings and the right vendors. | <ul style="list-style-type: none"> • 5-day work week • 189673 |
| Retail Merchandising Associate | <ul style="list-style-type: none"> • Minimum Nitec in hospitality or related field. • Minimum of 1 year of relevant experience in retail industry. • Proficient in Microsoft Excel and Office • Sense of urgency flexibility ability to | <ul style="list-style-type: none"> • The position is responsible in Purchase Order creation, reports, liaising with external suppliers and internal departments to ensure seamless process of stock to store after order is placed. To assist on the retail shop floor as part of the job scope. | <ul style="list-style-type: none"> • Rotating • 189673 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|-----------------------------------|---|--|---|
| | multitask | | |
| Retail Operation Executive | <ul style="list-style-type: none"> • Minimum of 2 years of relevant experience in the retail industry. • Ability to speak Japanese will be an advantage. | <ul style="list-style-type: none"> • The position is responsible for ensuring high level of guest satisfaction and ensuring good customer feedback and response to customers' queries in a timely manner. • Reaching out and liaison with tour agencies and the increase the sales tickets and meeting the monthly sales target. | <ul style="list-style-type: none"> • Rotating • 189673 |
| Admin Executive (Culinary) | <ul style="list-style-type: none"> • Minimum Nitec education. • Additional improvement programs in Food & Beverage an advantage. • Minimum 1 year secretarial/coordinator experience. • Minimum 1 year relevant experience in a similar capacity an advantage. • Oral and written fluency in English. • Strong working knowledge of Microsoft Office. • Strong knowledge of HACCP and has to work closely with Hygiene Director. | <ul style="list-style-type: none"> • The Culinary Coordinator is responsible for assisting the Executive Chef with the administration and smooth running of the Culinary Division. • The position is primarily responsible for organising work and following up on pending projects. | <ul style="list-style-type: none"> • 5-day work week • 189673 |

Sofitel Singapore City Centre

Our Hotel is a realm of unparalleled luxury in the heart of Singapore's central business district. Sofitel Singapore City Centre stands tall above Tanjong Pagar MRT station, a superb location from which to discover the city's many virtues and attractions. Our 5-star luxury hotel is perfect for meetings, conferences and weddings, with state-of-the-art technology and over 20,000 sq. ft. of flexible meeting spaces. Sofitel Singapore City Centre is a luxurious urban oasis in central Singapore. Whether it be a business trip or family holiday, our guests discover contemporary rooms and suites filled with opulent amenities and elegant furnishings, alongside first-rate facilities and renowned Sofitel hospitality at Racines, where

the finest epicurean experiences meets modern Chinese delights; and Bar 1864 where guests are drawn to perfectly poured coffee, tea and cocktails.

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------------------|--|---|---|
| Guest Services Executive | <ul style="list-style-type: none"> • Previous hotel experience, preferably within a 5 star luxury environment. • An absolute eye for detail. • Willingness to build warm relationships and gain trust at all levels. • Excellent listening and negotiation skills. • Project professional image at all times through personal presentation/ interpersonal skills. • Organise time and work efficiently. • Excellent verbal and written communication skills. • Excel in office software • Ability to work autonomously and as part of a team. • Good level of physical fitness | <ul style="list-style-type: none"> • Coordinate with Front Office and Guest Experience section heads on pre arrival arrangement for VIP/Members guest. • Coordinate the Special experience/moment for VIP arrival and Long Stay guest. • Preparation of personalise welcome card. • Consolidate and maintain stocked record for Front Office and Guest Experience Team. • Monitor and analyse the data of Hotsos/Issue/feedbacks for Quality Control and Improvement plan. | <ul style="list-style-type: none"> • 9 Hours • 078885 |
| Barista | <ul style="list-style-type: none"> • Able to converse in English. • Able to perform well during high-volume peak hours. • Agile, energetic & team player. • Charismatic and enthusiastic in meeting new people and forging client relationships. | <ul style="list-style-type: none"> • Responsible for preparing and serving all products, including espresso based and other bar drinks, giving individualized attention towards each customer. • Take on shift duties and responsibilities for the cashier. • Maintain set standard of quality, service, product and cleanliness at all times. • Support inventory | <ul style="list-style-type: none"> • 9 Hours • 078885 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------------------|---|---|---|
| | <ul style="list-style-type: none"> At least 3 years of experience in specialty coffee and the coffee industry. Infectious love of coffee and has high enthusiasm to share knowledge and skills. Be a model barista, with excellent communication skills and customer service. Excellent knowledge of FOH systems, ordering and inventory. Understand health and safety, and basic food hygiene practices. Focused perspective on what a high-functioning coffee bar looks like and how to execute. Detail oriented, punctual and well disciplined. Willingness to work weekends and public holidays as part of the job role. Has the aptitude and willingness to undertake further development with Sofitel. | <p>management, ordering and operations.</p> <ul style="list-style-type: none"> Prepare or serve hot or cold beverages, such as coffee, espresso drinks, blended coffees/teas and bar drinks such as cocktails and mocktails. Clean or sanitize work areas, utensils, or equipment. Provide customers with product details, such as coffee blend or preparation descriptions. Initiatives for continuous improvement on beverage elements. Plan continuous improvement activities within the team. Create new coffee/ tea beverage recipes based on customers' profiles and beverage preferences. Monitor the preparation of coffee-based beverages and teas. | |
| F&B Ambassador | <ul style="list-style-type: none"> Demonstrated experience in all areas of Food and Beverage service, a la carte fine dining is essential. Projects | <ul style="list-style-type: none"> Assist in greeting and seating guests. Serve food and beverage to guests in the restaurant/banquet area. Perform the task of order taking and maximize sales opportunities through | <ul style="list-style-type: none"> 9 Hours 078885 |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|--|---|--------------------------|
| | <p>professional image at all times through personal presentation/ interpersonal skills.</p> <ul style="list-style-type: none"> • Understanding of luxury guest expectations and a desire to exceed these expectations. • Initiates contacts and establishes rapport easily. • Organises time and work efficiently. • Excellent verbal and written communication skills • Has the ability and willingness to undertake further development • Willingness to work weekends and public holidays as part of the job role. • Has the aptitude and willingness to undertake further development with Sofitel. • Hold a Food Hygiene certificate. | <p>knowledge of product and suggestions. Ensure accuracy by repeating order to the guests.</p> <ul style="list-style-type: none"> • Take orders, promote the restaurant's specialties and serve in accordance to the established standards. • Ensure that orders are taken clearly and accurately so that the cashier and kitchen ambassadors can fulfil their duties effectively. • Assist with the set up • Perform duties common to all waiters and other duties as may be assigned. • Participate in the daily briefings of the department as well as monthly meetings to discuss the various aspects of service. • Ensure that the working areas are well maintained. • Be helpful towards guests that need assistance. • Clear soiled dishes from the tables to the stewarding area. • Clean and prepare tables for inflow of guests. • Pay regular attention to guests to ensure that their requests are attended to. • Assure guests that their complaints or feedback will be dealt with and report to manager with regards to any feedback given. • Maintain hygienic food service techniques during service. • Take responsibility for your designated section and station. • Perform all tasks as per Sofitel Brand standards • Any other reasonable request within your range of competence as required by your Supervisor or Hotel | |

| Job Positions | Pre-requisites | Key Responsibilities | Working Hours / Location |
|---------------|----------------|----------------------|--------------------------|
| | | Management. | |

e2i Services: Meet an e2i Career Coach

For jobseekers who need to speak to a career coach for career advisory and support, they can make an appointment online to meet up with an e2i coach for one-to-one coaching.

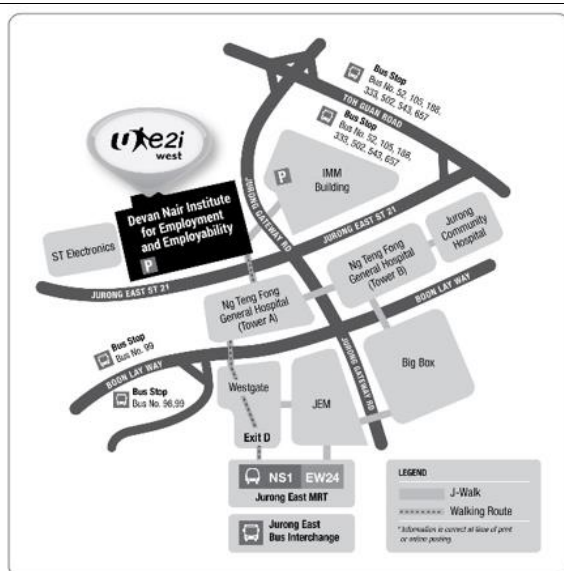
<https://e2i.com.sg/app>



You can also reach us at the following centres (By appointment only):

📍 e2i west

Devan Nair Institute of
Employment and Employability
80 Jurong East St 21 Level 2
Singapore 609607



Nearest MRT

Jurong East

Operating Hours

Monday - Friday: 9:00am - 5:00pm

Saturdays: 9:00am - 1:00pm (Only virtual
career coaching available)

Sunday & Public Holiday: Closed

General Enquiries

6474 0606

Jobs and Skills Centre

| Locations | Address | Operating Hours* (With effect from 1 September 2023) |
|-------------------------------------|--|--|
| Bishan Community Club | Level 1, Reading Room 51 Bishan Street 13, S(579799) | Mondays: Closed Tuesdays to Fridays: 10am to 5.30pm Saturdays: 10am to 2pm Sundays and Public Holidays: Closed |
| Ci Yuan Community Club | Level 4, Multi-Purpose Room 5, 51 Hougang Avenue 9, S(538776) | Mondays, Tuesdays, Thursdays & Fridays: 10am to 5.30pm Wednesdays: Closed Saturdays: 10am to 2pm Sundays and Public Holidays: Closed |
| Clementi Community Centre | Room 01-06, 220 Clementi Avenue 4, S(129880) | Mondays, Wednesdays and Fridays: 10am to 5.30pm (Virtual/Phone Coaching) Thursdays: 10am-5.30pm (Face-to-Face Coaching) Tuesdays: Closed Saturdays, Sundays and Public Holidays: Closed |
| The Frontier Community Club | Level 2 Room 205, 60 Jurong West Central 3, S(648346) | Mondays, Tuesdays, Thursdays & Fridays: 10am to 5.30pm Wednesdays: Closed Saturdays: 10am to 2pm Sundays and Public Holidays: Closed |
| Social Service Office @ Bukit Merah | 3779 Jalan Bukit Merah, #01-01, S(159462) | Mondays to Fridays: 9am to 5pm Saturdays, Sundays and Public Holidays: Closed |
| Social Service Office @ Queenstown | 40 Margaret Drive, #02-01, S(140040) | Mondays to Fridays: 9am to 5pm Saturdays, Sundays and Public Holidays: Closed |

| Locations | Address | Operating Hours* (With effect from 1 September 2023) |
|-------------------------------|---|--|
| Teck Ghee Community Club | 861 Ang Mo Kio Avenue 10, #02-03, S(569 734) | Mondays, Wednesdays to Fridays: 10am to 5.30pm Tuesdays: Closed Saturdays: 10am to 2pm Sundays and Public Holidays: Closed |
| Toa Payoh West Community Club | Level 3, Music Room 1, 200 Lorong 2 Toa Payoh, S(319642) | Mondays to Thursdays: 10am to 5.30pm Fridays: Closed Saturdays: 10am to 2pm Sundays and Public Holidays: Closed |
| Yew Tee Community Club | 20 Choa Chu Kang St 52, #03-05, S(689286) | Mondays to Wednesdays, Fridays: 10am to 5.30pm Thursdays: Closed Saturdays: 10am to 2pm Sundays and Public Holidays: Closed |

The following centres are supported by a job kiosk where you can explore career resources virtually.

| Locations | Address | Operating Hours* |
|--|---|---|
| Clementi Community Centre ^{KIOSK} | Level 1, 220 Clementi Avenue 4, S(129880) | Mondays to Fridays: 10am to 5.30pm Saturdays: 10am to 2pm Sundays and Public Holidays: Closed |
| Hong Kah North Community Club ^{KIOSK} | Level 1, 30 Bukit Batok Street 31, S(659440) | |
| Whampoa Community Club ^{KIOSK} | Level 1, 300 Whampoa Drive, S(327737) | |

| Locations | Address | Operating Hours* |
|---------------------------------------|---|------------------|
| Yuhua Community Club ^{KIOSK} | Level 1, 90 Boon Lay Way, S(609958) | |

NTUC Job Security Council's Telegram Channels

Be alerted daily on the latest job vacancies from hiring companies. Subscribe to JSC Telegram channels today! If you don't have Telegram, get more info on how to download the app at <https://telegram.org/>

Jobs Alert for PMET

e.g. Engineers, Managers,
Executives, Technicians



Join Our Telegram

<https://www.e2i.com.sg/JSCTelegram/PMET>

Jobs Alert for non-PMET

e.g. Temp jobs, operators,
packers, etc



Join Our Telegram

<https://www.e2i.com.sg/JSCTelegram/Non-PMET>