

**Hong Kong Christian Service
Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER)**

Job Vacancy Form

- Please read through the Notes to Employers and Statement of Purposes for Personal Data on page 1 and 2.

- Please fill up this form in English and send the completed form to CHEER by fax: 3106 0454 or email: cheer@hkcs.org For enquiry please contact 3106 3104.

**Delete inappropriate item*

Part I : Employer Information (Items will be showed in the post))

1. Company Name : Cathay Pacific Airways Limited		2. Trade :
3. Company Address: 8 Scenic Road		
4. Contact Person : *Ms Lexi Li		
5. Tel. No.: 2747 1824	6. Email Address: lexi_li@cathaypacific.com	7. Fax No.:

Part II : Vacancy Information

8. Job Title : Server (Lounge)	9. No. of Vacancy(ies) : 50
<p>10 Job Duties :</p> <ul style="list-style-type: none"> • Deliver excellent customer service for customers in accordance to company and legal standards relating to service, food safety, health and safety. • Be present in the lounge, and engage customers with warmth and professionalism. • Support Supervisor to ensure smooth day-to-day operations. • Deliver start of shift duties such as stocking service counters, ensuring lounge seating area cleanliness. • During the shift, responsibilities include and are not limited to: <ul style="list-style-type: none"> ○ Present menus, demonstrate a complete understanding of food and beverages items and make recommendation upon requests or needs. ○ Take orders accurately, serve food and beverages. ○ Understand customer requirements, suggest alternatives if a request is not able to be met/ delivered on time ○ Ensure customer needs are met or exceeded, check their satisfaction during their stay, and report customer feedback/ take remedial action where necessary. ○ Bid farewell to customers in a genuine and professional manner. ○ Maintain appropriate stock levels in the restaurant, ensure all food and beverages wastage are accurately recorded in systems ○ Liaise with, and assist the rest of the lounge team, as required. • Through proper coaching training, act as a coach to new joiners during their on-job-training and impart operational knowledge, customer insights and company and legal standards. • Interact with customers, anticipate their needs and work with Supervisor, Lounge Service Delivery Manager and Premium Service Team to deliver special lounge experiences to all high value customers. • Keep up to date on the latest regulatory and service requirements, ensuring alignment of policies and procedures with operational standards. 	
11. Contract of Employment: <input checked="" type="checkbox"/> Full-time	

12. Work Place (if different from item 3 –Company Address above): Hong Kong International Airport	
13. Working Hours : _____ Working days per week <input type="checkbox"/> Shift Holiday <input type="checkbox"/> Regular hours, (Schedule, e.g. Mon-Fri 9am-5pm) _____ <input checked="" type="checkbox"/> Shift work, working hours : _____ , _____ hours per day	
14. Basic Salary : HK\$ <u>13-19K</u> per *month / week / day / hour / piece <input type="checkbox"/> plus Commission around \$ _____ <input type="checkbox"/> other benefit(s) / allowance(s) _____	
15. Required Education : <input type="checkbox"/> No recruitment <input checked="" type="checkbox"/> schooling <input type="checkbox"/> Primary (Completed Primary _____) <input type="checkbox"/> Secondary (Completed Secondary _____) <input type="checkbox"/> Diploma/Certificate <input type="checkbox"/> Sub-degree <input type="checkbox"/> Degree <input type="checkbox"/> Others (please specify : _____)	
16. Working Experience : Nil	
17. Language Requirement : <u>Ability to Listen & Speak</u> <i>(please take into account the genuine job requirement)</i> Cantonese <input type="checkbox"/> Fluent <input type="checkbox"/> Fair <input checked="" type="checkbox"/> Nil English <input checked="" type="checkbox"/> Fluent <input type="checkbox"/> Fair <input type="checkbox"/> Nil Putonghua <input type="checkbox"/> Fluent <input type="checkbox"/> Fair <input checked="" type="checkbox"/> Nil Others (Please Specify: _____) <input type="checkbox"/> Fluent <input type="checkbox"/> Fair <input type="checkbox"/> Nil	<u>Ability to Read & Write</u> Chinese <input type="checkbox"/> Able to Read & Write <input type="checkbox"/> Able to Read <input checked="" type="checkbox"/> Nil English <input checked="" type="checkbox"/> Able to Read & Write <input type="checkbox"/> Able to Read <input type="checkbox"/> Nil Others (Please specify: _____) <input type="checkbox"/> Able to Read & Write <input type="checkbox"/> Able to Read <input type="checkbox"/> Nil
18. Other Entry Requirements:	

Part III: Job Application Method

Applicants can view our requirement and apply the vacancy by:

Cathay Career website: <https://careers.cathaypacific.com/jobs/server-lounge-6257191>

Part IV: Declaration

1. Our company / I authorize CHEER to post the above job vacancy(ies) for recruitment purpose.
2. Our company / I understand that the acceptance and display of this job advertisement by the CHEER should by no means be construed as the job order has fully complied with requirements of the Minimum Wage Ordinance. Our company / I shall be responsible for ensuring that the terms of the post concerned are in line with the Minimum Wage Ordinance..

Company Representative/Employer: _____ LEXI LI _____
(Full name in Block Letters):

Co. Rep. /Employer Signature or Company Chop: _____



Date: 9 Jan 2024

For Official Use Only :
Received by : _____ Date: _____(DD)_____(MM)_____(YY) Valid until (2 months): _____(DD)_____(MM)_____(YY)