

Career Fair 2018 – Job Openings

Hong Kong Disneyland

<u>Job Title</u>	<u>Job Description</u>	<u>Full Time Benefits</u>
Attraction & Guest Services Host	Attractions & Guest Services Cast Members are responsible for greeting Guests, loading and unloading attractions, operating attraction systems, delivering narrations of varying lengths, providing audience control, greeting Guests at main entrance, selling tickets and handling resort transportation at various locations. Attractions & Guest Service Hosts may also have the opportunity to work at both indoors and out door locations.	<ul style="list-style-type: none"> • 5 day work week • Discretionary gratuity • Transportation subsidy (HK\$20 per day) • Cast exclusive MTR monthly pass (Unlimited travel between Disneyland Resort Station and other stations at HK\$560 per month) • Complimentary Disneyland Park Admission • Medical Insurance • Overtime Pay • Early Shift and late shift premium • External Education Reimbursement and Examination leave • Cast discount on hotel rooms, dining and shopping
Store Operation Host	The Store Operations Host will master the skill of "Merchantaining" combining retail and entertainment to assist our Guests in a positive, friendly and helpful attitude to uphold our high show quality standard. On top of that, you will be responsible to greet Guests, helping in store operations, handling cash, stocking and counting inventory. This position may require walking or standing in outdoor locations.	
Recreation Host	<ul style="list-style-type: none"> •Conduct daily operations of recreation facilities, including swimming pool, gym, tennis, multi court & playrooms. •Respond to Guest's inquiries and concerns & deliver quality guest service especially guest interaction. •Explore and organize new activities for playroom & festival activities. •Responsible for cash handling at playroom. •Conduct special events (e.g. birthday party) and team building activities for corporate guests. •Perform cleaning duties (e.g. pool furniture, game equipment, etc) in the hotel recreation areas. •Handle administrative tasks including preparation of hotel guest letter, daily attendance data input, activities proposal, assigned work progress report, procurement of team operations materials, etc. •Perform assigned side duties (e.g. store room operations, ensure equipment procurement, playroom operations materials procurement, etc.). 	

<p>Hotel Front Desk</p>	<ul style="list-style-type: none"> •Assist Guests during check-in and check-out, including phone interaction and face-to-face interaction •Assist Guests with questions, directions, event schedules, and other information regarding the Resort to help create a magical experience •Stationed at Front Desk to check-in guests and process all transactions regarding forms of payment (cash, credit cards, foreign currency, vouchers, etc.)
<p>Guest Relations Host</p>	<p>Guest Relations Cast Members are responsible for handling Guests' enquiries, requests and comments. They need to achieve Disney service standard which beyond Guests' expectation proactively. Guest Relations Representative may also reply Guest's feedback via emails, letters and inbound calls. Ensure all incoming cases are prioritized and managed in terms of severity and urgency for efficient and effective handling. Work with other Line Of Business to maintain a consistent Guest Service standard is required.</p>
<p>Marketing Field Researcher</p>	<ul style="list-style-type: none"> •Conduct interviews with guests and collect data for all in-park research studies at outdoor areas •Interact with guests on a daily basis and provide assistance if necessary
<p>Resort Call Center Representative</p>	<ul style="list-style-type: none"> •Handle high volume of phone calls, which may be called for different purposes, from our Guest •Provide one-stop excellent Guest services promptly •Operate Resort Call Center systems and applications in an accurate and efficient manner