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## Call Center Executive

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### **Responsibilities:**

- Work in Customer Service Department
- Handle enquiry, order booking and complaint through hotline or e-mail
- Coordinate with internal colleagues for ensuring smooth pick up service
- Guest registration
- Other adhoc duties as assigned

### **Requirements:**

- HKDSE or above
- Good command of spoken and written Cantonese, English and Mandarin
- Be customer-oriented with good complaint handing and interpersonal skills
- Self-motivated, independent and hardworking
- Fresh graduates are welcome

### **Working Hour:**

- Monday - Friday (09:00 – 18:00 / 10:00 – 19:00 / 11:00 – 20:00 )
- Alt. Saturday (09:00 – 18:00 / 10:00 – 19:00)
- Sunday Off
- Shift Duty is required (including Public Holiday)

The remuneration package will include birthday leave, 5 days paternity leave, compassionate leave, 12 days annual leave, and medical benefits including medical expenses and sick leave, etc.

Interested applicants, please write in with your detailed resume stating your current and expected salary to email: [jobs@royaleinternational.com](mailto:jobs@royaleinternational.com)

All information collected will be used for recruitment purposes only.