



The Royal Bangkok Sports Club

Job Advertisement

Ref : HR/J/069/2022

12th July 2022

The Royal Bangkok Sports Club, Thailand's leading sports club, is seeking suitable candidates for the following senior position:

Assistant Customer Relations Manager

Duties and responsibilities

- Providing support to the Membership Services Manager , supervising the Membership Officers.
- Ensuring and providing flawless, upscale, professional and high class guest service experiences
- Analyzing and understanding customer feedback based on membership data system.
- Having knowledge and know how to evaluate, clean, and summarize membership data leading to better upscale service standards
- Responding to members' needs and anticipating their unstated ones
- Keeping track of any member issue or problem and design ways to keep them repeating in the future.
- Resolves visitor concerns or complaints in a manner satisfactory to all parties.
- Making sure our front-desk staff (membership officer offer stellar customer service and provide memorable hospitality experiences for our guests.
- Leadership skills along with the ability to motivate a team into high performance.

Qualifications

- Bachelors degree or higher in Hospitality or related field.
- Minimum 3 years experience in customer service or guest relations (Hotel, Retail or Sport Club).
- Ability to work with a wide variety of people
- Work well under time constraints, and in stressful conditions
- Demonstrated organizational and task management skills
- Excellent communication , verbal and written in English.
- Strong sense of responsibility and a professional presentation.
- Solid PC computer skills / MS Office, Outlook, Excel, Word

Salary will be dependent on experience and qualifications, applications including a detailed resume, references, contact phone number, present, and expected salaries should be sent via email to boonyarat.n@rbsc.org. Only shortlisted candidates will be contacted.

Boonyarat Ngampatipatpong
Human Resources Manager/Advisor

- CC. - General Manager
- Division / Department Manager RBSC & RBSC Polo Club
 - Notice Board