



Founded in 1865, the Tanglin Club is Singapore's leading private members' club with members from more than 60 countries. The Club offers a diverse range of social and sporting amenities in the exclusive Claymore district, along with reciprocal partnerships with over 130 outstanding private members' clubs throughout the world. The Club is also listed in the Top 100 of the Platinum City Clubs of the World 2022-23, which represents the finest clubs in the world that demonstrate excellence in all aspects of their operations. We are now looking for an individual to be part of our Team:

### **Front Office Associate**

#### **Your Job Responsibilities include, but are not limited to:**

- Greet all Members and guests enthusiastically and professionally.
- Answer phone and direct calls to the appropriate person/department, relay information to the caller professionally and tactfully.
- Take messages and relays them to the respective departments.
- Handle outgoing and incoming email messages.
- Handle Churchill Room reservations for lunch and dinner when the restaurant is closed.
- Accept reservation forms from Members for Club Events and ensure timely submission to the Events department.
- Handle mail, internal and external, for Members and Committee Members as well as deliveries, including courier services.
- Take in guest parking requests and convey information to the Security department for follow-up.
- Inspect guest rooms prior to guests' arrival.
- Responsible for all reservation enquiries by email, phone or in person.
- Responsible for checking guests in, assigning rooms and checking out transactions for guests.
- Responsible for relaying Club Rules and Bye-laws to Members and guests, including upon check-ins.
- Inform the Housekeeping department of the time and date when rooms are vacated by the guest, so that housekeeping service can commence.
- Assist with wake-up calls, as well as the well-being of room guests to ensure a pleasant stay.
- Handle cashiering, payment and generating receipts for monthly statements, guest room billings, cash coupons, etc.
- Issue and check membership cards and account status.
- Issue temporary cards for Members and Reciprocal Members for registration.
- Issue Letters of Introduction for Members.
- Handle and maintain records and data for all categories of membership who are visiting the Club.
- Any other tasks as delegated by the Executives and Manager of the department.

#### **Required Qualifications & Experience:**

- Minimum GCE 'N' Level and above.

- Minimum 1 year of work experience in the similar capacity.
- Entry level may apply as training will be provided.
- Able to work rotating shifts, on weekends and public holidays.
- Respectful team player who works cordially with peers and others.
- Self-driven to manage tasks assigned.
- Work well in a fast-paced environment.

**Benefits:**

- 5 days' work week.
- Meal allowance.
- AWS, Performance Bonus, Retention Bonus, CNY Ang Pow (Terms & Conditions apply).
- Uniform provided.
- Training and career progression opportunities.

**Interested applicants, kindly submit a comprehensive resume with your notice period and expected salary to:**

**[tcrecruit@tanglin-club.org.sg](mailto:tcrecruit@tanglin-club.org.sg)**

**Employability Partner: NTUC's e2i (Employment and Employability Institute)**