



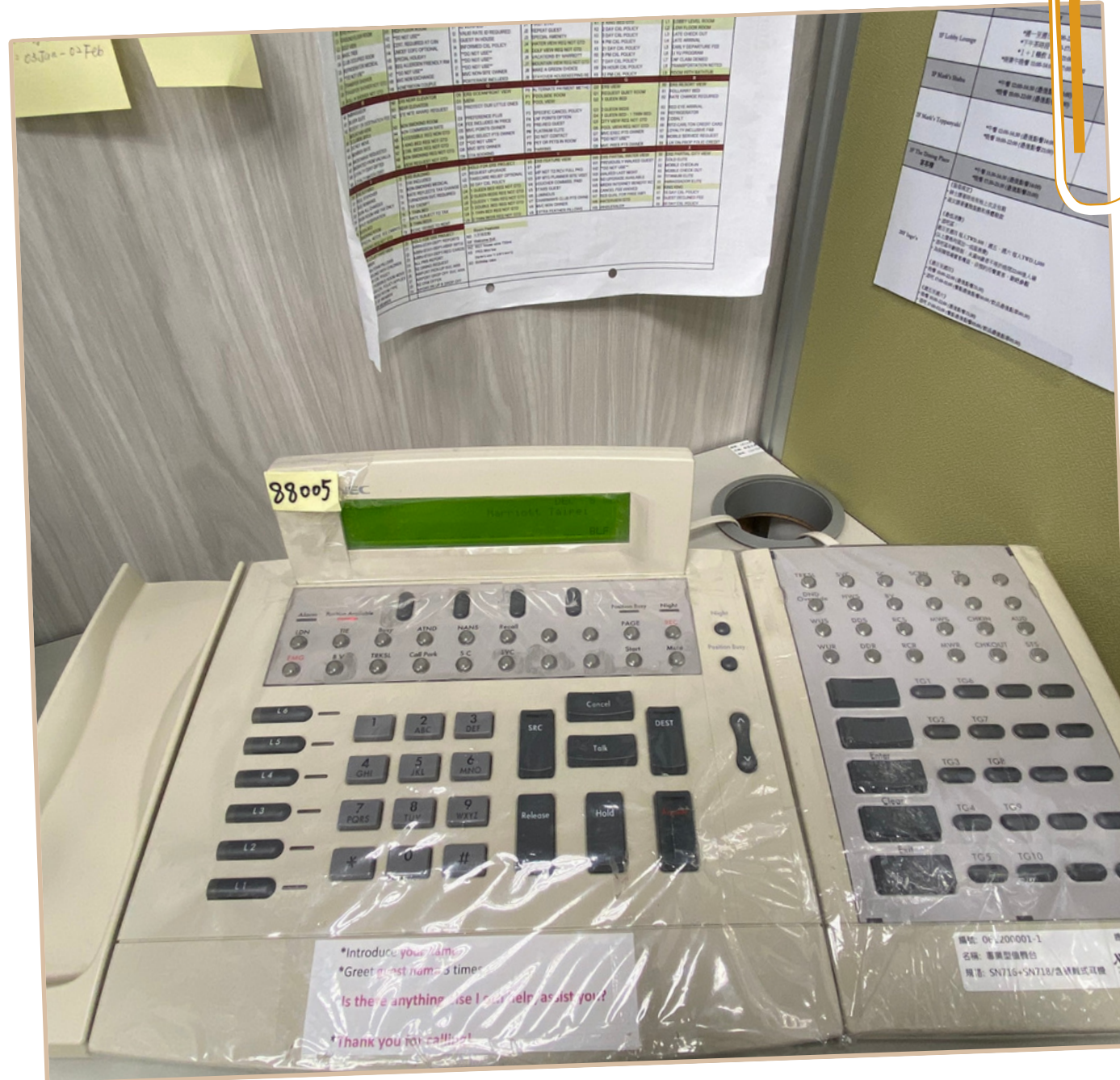
Internship life

4081A014 Joyce

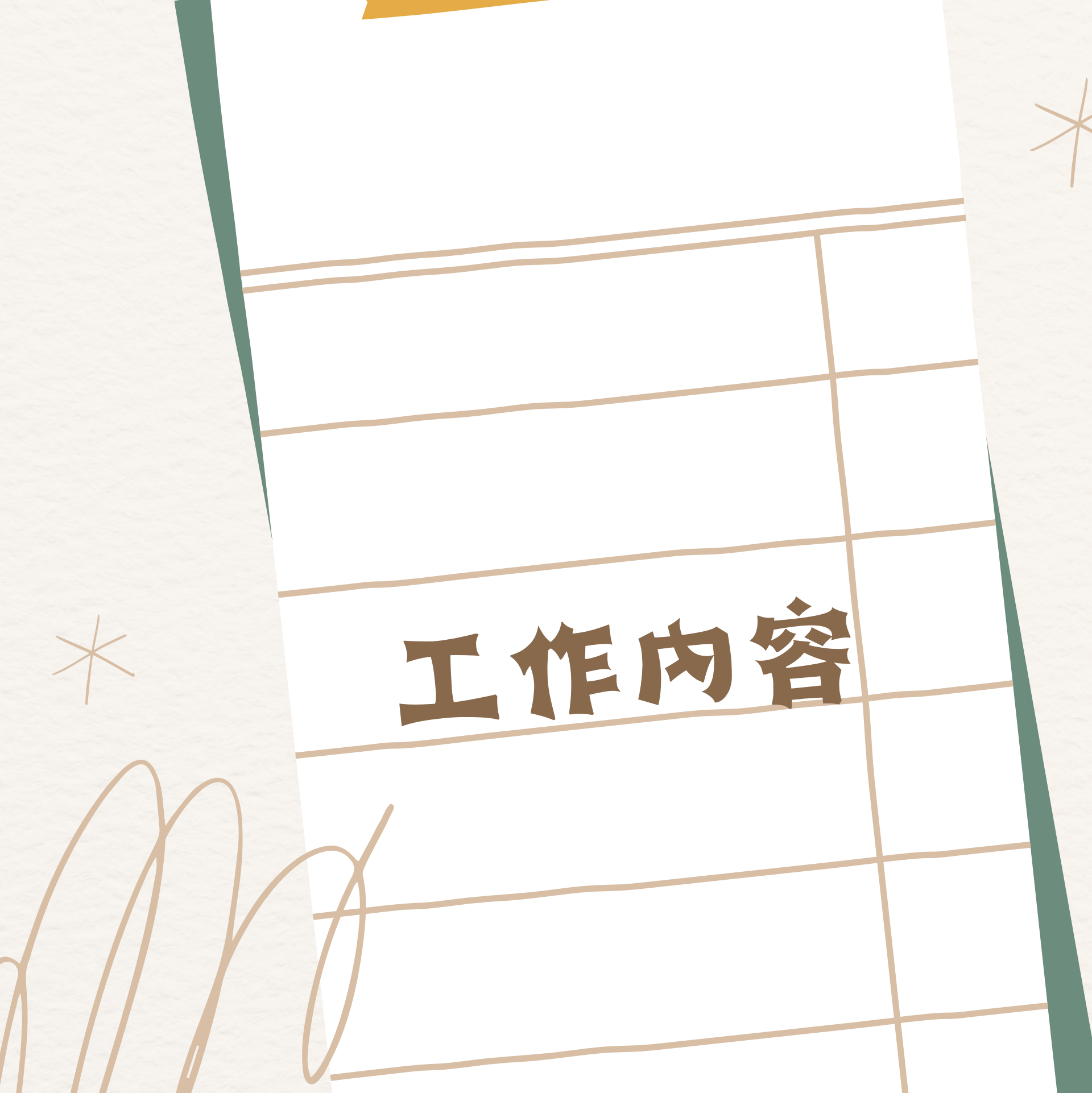




台北萬豪酒店



At Your Service Dept.



工作內容

01

接聽電話

02

回覆Email & Chat

03

發備品通知給HSK

04

協助訂房

05

製作隔天Logbook

Tip: Use links to go to a different page inside your presentation.

How: Highlight text, click on the link symbol on the toolbar, and select the page in your presentation you want to connect.

Features



◎ **上班都穿便服**

◎ **需要輪值大夜班 (23:00-07:30)**

平均2-3天/月

補助交通津貼\$150

接聽電話

- 平均100通以上
(週末或特定節日會超過200)

- 邊聽邊寫電話紀錄

Call log

Multiple call log sheets are shown, with the top sheet titled "AYS Call Log Sheet". The sheet includes fields for Date, Name, Shift, and a table for recording calls.

AYS Call Log Sheet

Date: 26 Nov
Name: Joyce
Shift: B

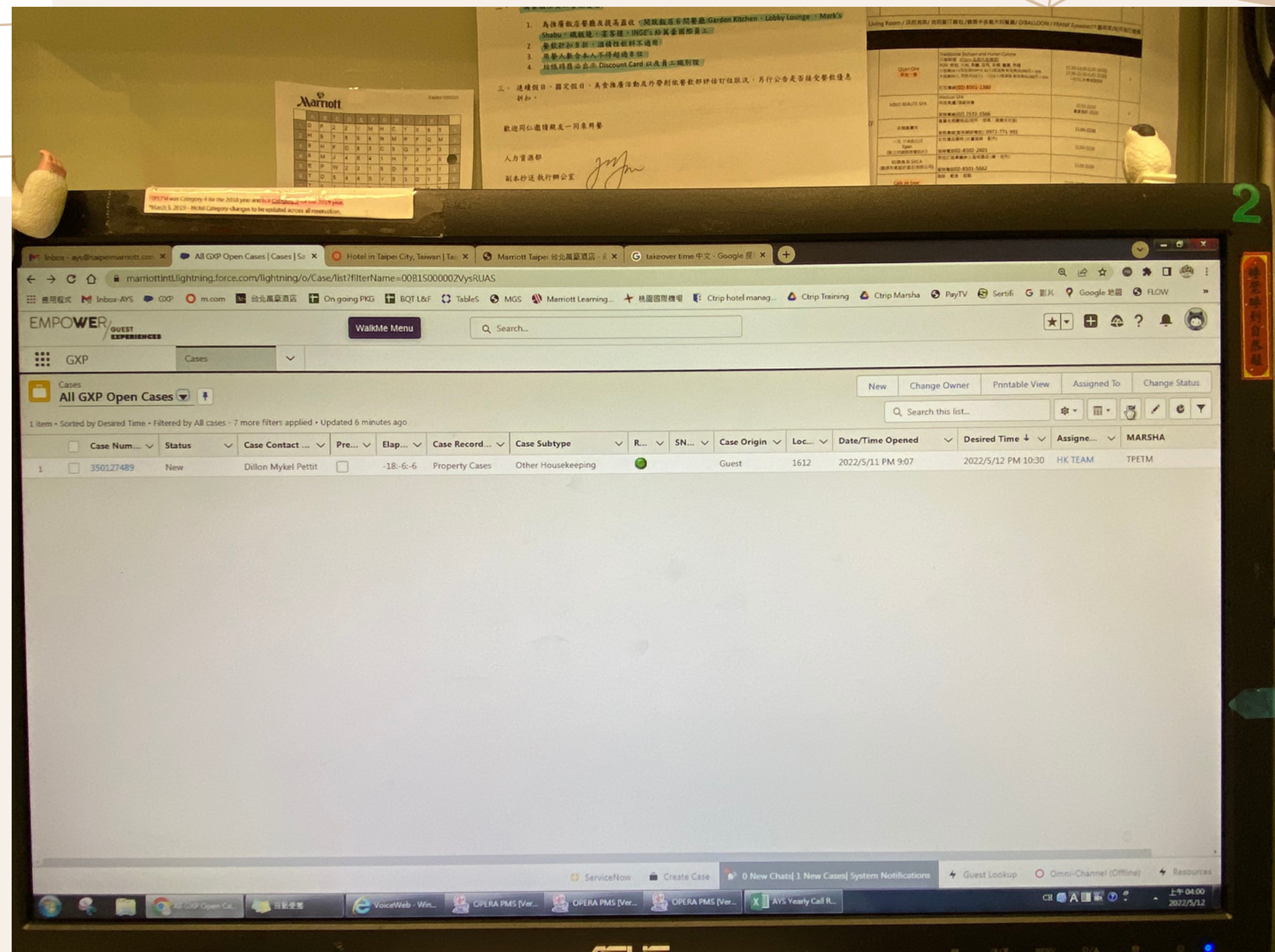
No.	Time	RM/Name	Request	Receiver/System	Done
1	2230	R 917 Mr. Yang	1st AC	310770528	✓ I
2	2231	R 1624 Ms. Chuang	4th	310771234	✓ I
3	2232	R 3101 Mr. Wang	2nd 2R (HDM2)	#2311 Queene (No HDM)	✓ I
4	2234	R 901 Mr. Chen	TV Controller cant use	#310771381	✓ I
5	2236	Mr.	Double from 10/10/10	310771381	✓ I
6	2240	R 1816 Ms. Chan	BF?	310773384	✓ I
7	2243	R 2812 Ms. Huang	1st AC	310773384	✓ I
8	2244	R 2501 Mr. Lin	1st AC	310773384	✓ I
9	2249	R 2902 Ms. Lin	1st AC	310773384	✓ I
10	2254	ENG	ask Master open?	310773384	✓ I
11	2256	Ms. Ho	1st AC	310773384	✓ I
12	2300	R 1510 Ms. Fu	1st AC	310773384	✓ I
13	2314	#Queene	1st AC	310773384	✓ I
14					
15					
16					
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23					
24					
25					

Summary: I/H GST 10, RM RSVN 24, F&B 64, SALES 5, OTH 2

回覆Email & Chat

- 專業且正式的語氣

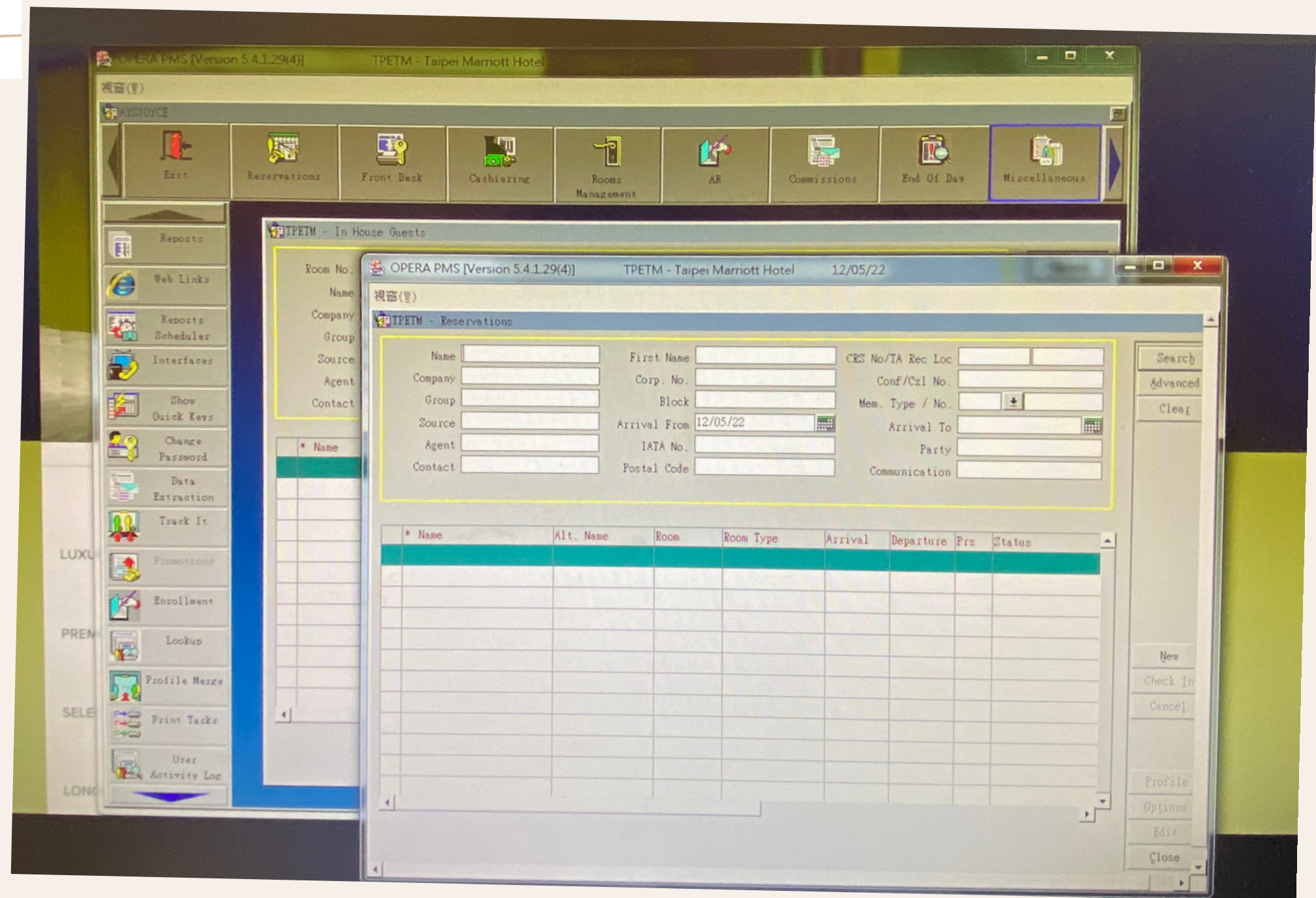
- Chat 類似聊天室
需**3秒內**立即回覆



GXP Platform

協助訂房

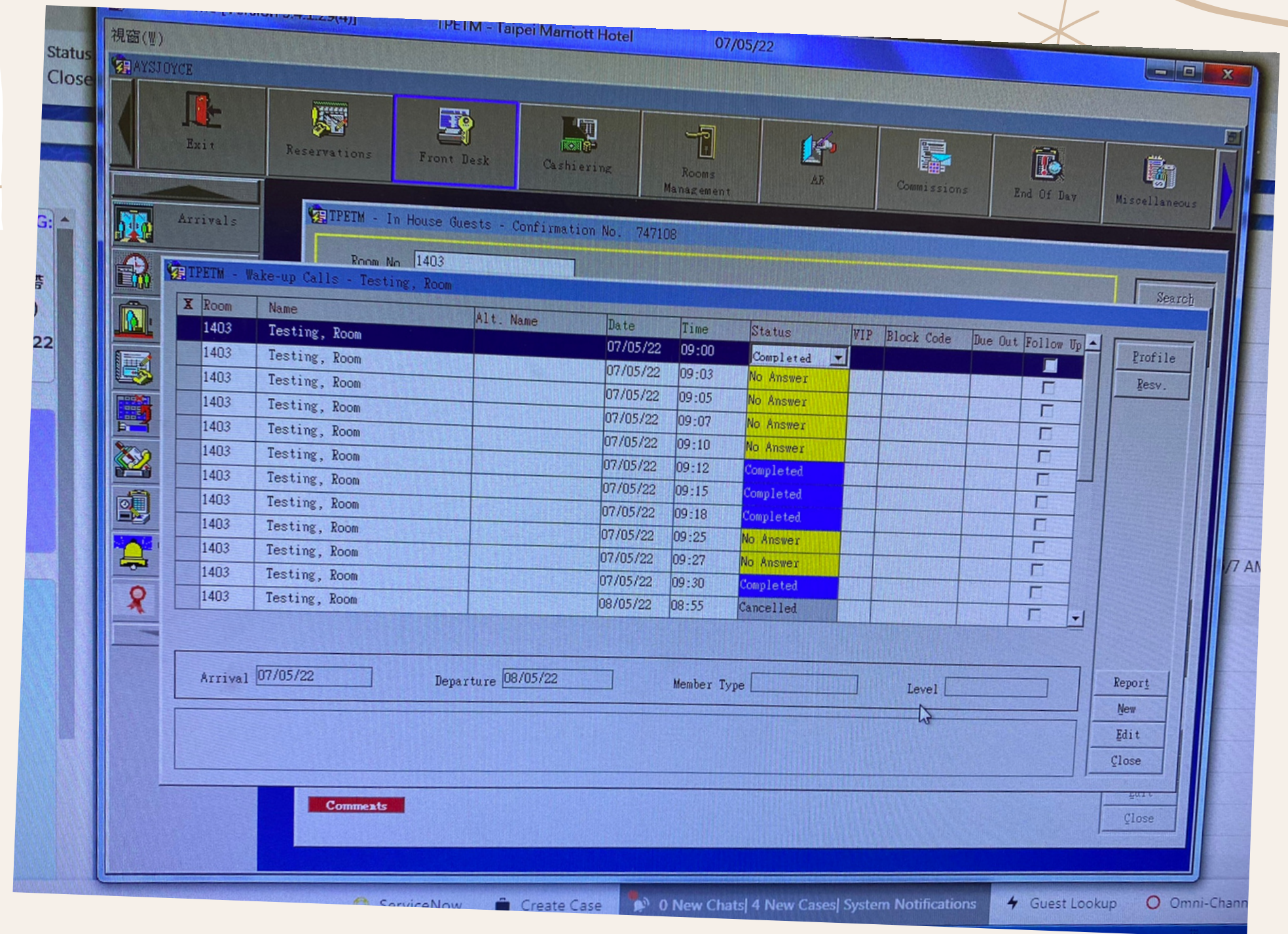
- 訂房組非值班時間
- 熟記房型內容
- 目前推出優惠專案



Opera

大夜班代辦事項

- 一個人上班
- 處理大量文書作業
ex: 製作隔天logbook
- Wake up call 設定確認



Feedback

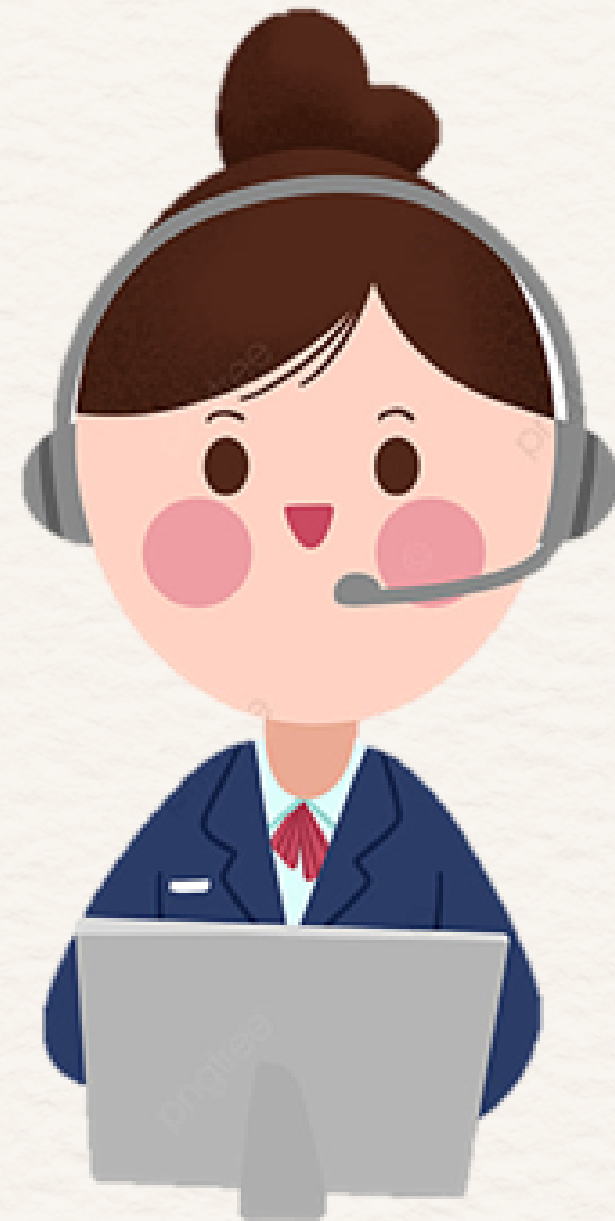
抗壓性

訓練說話技巧

主動積極詢問

解決問題能力

有效率做每件事



Thank you for listening!



@reallygreatsite