

Receptionist

Description

The Receptionist represents the front line of guest experience — greeting visitors, managing check-in/check-out or appointment scheduling, answering phones, and handling guest requests. Common across hotels, spas, offices, and clinics in Vietnam.

Responsibilities

- Greet and assist guests or visitors.
- Handle check-in/check-out or appointment scheduling.
- Answer and direct phone calls.
- Maintain the front desk area and guest records.
- Resolve basic guest questions and escalate issues as needed.

Requirements

Presentable appearance and strong communication skills. Basic computer/booking-system skills. English or other foreign language a plus in tourist-facing roles.

Benefits

Base salary, often with health insurance and shift-based scheduling; a common stepping stone into hospitality management.