



JAPANESE SPEAKER— CUSTOMER SERVICE REPRESENTATIVE AGENT

- *Open for all citizenship
- *Must be able to speak,read and write in Japanese.
- *No specific educational qualification is required.

Position Summary:

Customer Service Representatives is also responsible for providing overall reservations and related support to customers via phone, email, or fax, processes transactions, prepares correspondence, and fulfills customer needs to ensure customer satisfaction.

Overall Responsibilities:

- *Handle pre and post reservation inquiries by phone, e-mail and fax.
- *Handle customers requests by phone and email.
- *Modify, change and/or cancel existing reservations.
- *Make outbound calls to hotels/guests to arrange special requests.
- *Act as liaison between guest and hotel to resolve complaint.
- *Manage relationships with hotels by providing high levels of customer service and account management support.

Job requirements :

- *Excellent communication skills in Japanese and basic English.
- *Excellent commercial understanding.
- *Problem solving .
- *Sense of responsibility.
- *Independent and customer friendly.
- *Must be able to communicate,read and write in Japanese.

Working location:

G-Tower. Nearby Ampang Park Lrt Station.
KUALA LUMPUR, MALAYSIA.

Benefits which you will obtains from this job:

Salary(RM 5000 to RM 8000)
Annual Leave
Medical Leave
Birthday Leave
EPF & SESCO
Flexi Benefit
Performance Bonus
Child care leave / Parental care leave

Any interested candidate kindly email us your resume at shuna@vcalibre.com or contact us at +6011 1122 9932.