



VIP Executive Host (Montecasino)

Tsogo Sun welcomes job applications from passionate and hard-working team players who want to be part of our ever-growing Tsogo Sun family. We value our employees and provide them with the means to grow within the company, opening many doors in the process. If this is an offer that excites you, send in your application and you could be the newest addition to our family.

Our successful VIP Executive Hosts...

- Act as the primary point of contact for VIP Chinese-speaking clients, offering exceptional customer service and anticipating their needs.
- Provide personalized assistance, including making reservations, organizing events, arranging luxury travel, and offering bespoke services.
- Build and maintain strong relationships with Chinese VIP clients to ensure continued loyalty and satisfaction.
- Ensure cultural sensitivities and preferences are respected and accommodated.
- Work closely with internal teams to ensure seamless service delivery and customer satisfaction.
- Attend VIP events and provide on-the-ground support to ensure smooth execution of all client requests.
- Stay updated on luxury trends, travel preferences, and lifestyle to offer the most relevant and tailored services.
- Handle inquiries, complaints, and requests in a professional and efficient manner

If you have these **qualifications/skills**, join our team: Matric, Native or fluent in Mandarin (both spoken and written) is a must; proficiency in English is highly desirable, Previous experience in VIP or high-end client services, hospitality, or luxury goods industries, Excellent interpersonal and communication skills with the ability to connect and engage with influential individuals, Strong organizational skills with an eye for detail and the ability to multi-task in a fast-paced environment, In-depth understanding of Chinese culture, customs, and business etiquette, Discretion, confidentiality, and professionalism are essential, Ability to work flexible hours, including weekends and holidays, to accommodate VIP client schedules.

CLOSING DATE: 7 March 2025

To apply, your written application must include:

- * CV (maximum 4 pages)
- * contactable references (with telephone numbers)
- * covering letter with three reasons why you're our top candidate for the job!

For info or to apply, contact GamingRecruitment@tsogosun.com

Only successful applicants will be contacted

TSOGO SUN CASINOS . HOTELS

ENTERTAIN. IT'S WHAT WE DO.

TSOGO SUN PROUDLY SUPPORTS THE NATIONAL RESPONSIBLE GAMBLING PROGRAMME. WINNERS KNOW WHEN TO STOP.
ONLY PERSONS 18 YEARS AND OLDER ARE PERMITTED TO GAMBLE. NATIONAL PROBLEM GAMBLING COUNSELLING
TOLL-FREE HELPLINE 0800 006 008.

MONTECASINO
TSOGO SUN