



HAGSL

香港航空地面服務有限公司
HONG KONG AVIATION GROUND SERVICES LIMITED

Hong Kong Aviation Ground Services Limited (HAGSL) officially launched operation in 2014 to provide ground handling services (self-handling and third party handling) at the Hong Kong International Airport. HAGSL is a wholly-owned subsidiary of Hong Kong Airlines.

We perform professional check-in services at Hong Kong International Airport, Ferry Terminal and In Town Check-in Stations. We also provide information enquires and passenger supports at our Information Counter, Airlines Services Desk and Transfer Desk .

Our experienced VIP team delivers the special assistance to passengers, including elderly, unaccompanied minors and passengers with reduced mobility to ensure their needs are catered.



Our Services Approach

- **P**assion to deliver
- **E**xtra to give
- **O**ptions to offer
- **P**romise to fulfill
- **L**asting impression to create
- **E**motional quotient to serve



HONGKONG AIRLINES
香港航空

香港航空地面服務有限公司為香港航空有限公司全資擁有
HAGSL is wholly owned subsidiary of Hong Kong Airlines Limited

Customer Services Officer Recruitment

The Job

Perform professional services to passenger at check-in counter, boarding gate and arrival / transit hall

Requirements

- Have the right of abode in Hong Kong
- HKCEE: Minimum 5 subjects passed in HKCEE including English language & Chinese language (Level 2 or above) or equivalent
- HKDSE: Minimum Level 2 in five HKDSE New Senior Secondary School Subjects including English language, Chinese language or equivalent
- Fluency in written and spoken English, Cantonese and Mandarin;
(Other language abilities would be advantage)
- Polished interpersonal skills with a positive attitude and customer-oriented mindset

The Benefits

- ↑ Development Opportunity
- 🎁 Attractive Remuneration Packages
- ✈️ Free Leisure Travel
- 🏥 Medical Insurance Coverage
- 🕒 Flexible Shifts
- 😊 Recreation Events & Fun Team Sports

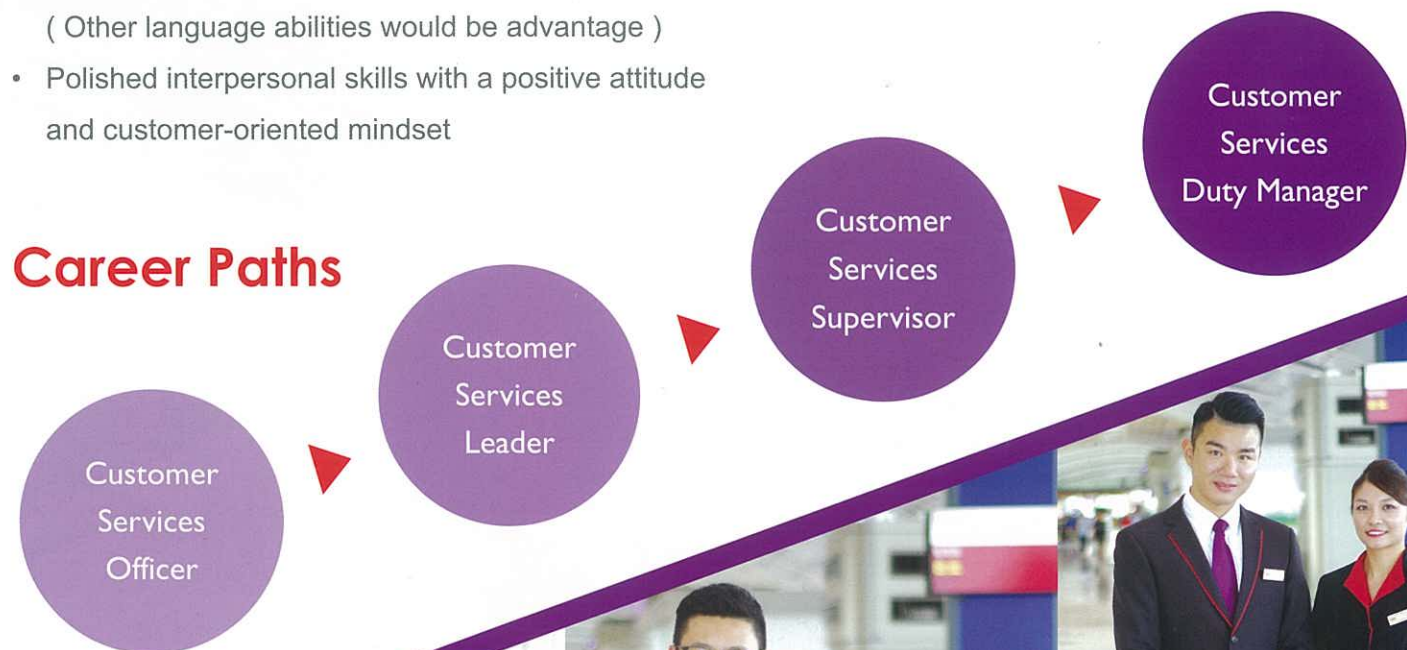
Apply : hr.recruit@hagsl.com

We also welcome for any enquiries by whatsapp to (General Affairs, HR) at **9027 8119**.



Data collected would be used for recruitment purpose only.

Career Paths



Customer Services Officer

Customer Services Leader

Customer Services Supervisor

Customer Services Duty Manager





顧客服務主任 (兼職)

職責

- 負責在抵港閘口為旅客提供顧客服務;
- 人流管制;
- 護送旅客準時到達登機閘口;
- 解答旅客有關查詢;
- 於行李輸送帶協助旅客;
- 處理及完成主管所指派的工作。

入職要求

- 需年滿18歲和擁有香港居留權;
- 中五或以上學歷或相關經驗;
- 良好廣東話, 英語及普通話;
- 有機場工作經驗經驗者會優先考慮;
- 需輪班工作, 每星期至少可工作2至3日(包括星期一至五)
- 可以在星期六、日及公眾假期工作者會優先考慮。

工作時間

需 24小時輪班,
每天工作約7至9小時 (包1小時用膳時間)

薪酬

每小時
\$62 (如在夜間工作會另加特別津貼)

工作地點

香港國際機場

有意應徵者,
請將個人履歷並註明要求待遇及可到職日期
電郵至 hr.recruit@hagsl.com,
或 [Whatsapp: 9027 8119](https://www.whatsapp.com/channel/00299811911111111111)

申請人所提供的資料絕對保密, 並只作招聘有關的用途。



Customer Services Officer (Passenger Services)

Responsibilities:

- Provide professional ground handling services to passengers from check-in to boarding and arrival
- Meet and assist VIP on departure and arrival
- Deliver excellent customer services and answer passenger's enquiry

Customer Services Officer (Baggage Services)

Responsibilities:

- Play a key role in service recovery against passenger's baggage problem
- Assist retagging and dispatching baggage for the next available flight
- Assist passengers in reclaiming their baggage in Customs Hall
- Trace missing baggage thoroughly and arrange delivery of mishandled or lost baggage to passenger promptly

Customer Services Officer (Lounge Services)

Responsibilities:

- Provide decent customer service in Hong Kong Airlines Lounge
- Ensure food and beverage are promptly replenished to meet the consumption needs; Perform checking on the quantity of food and beverage
- Provide assistance to passengers in using the lounge facilities and answer passenger enquiry

Customer Services Officer (Ticketing & information Services)

Responsibilities:

- Handle flight reservation and ticketing issue at airport counter
- Provide updated information on flights schedule, airfare, ticket conditions, etc.
- Handle phone enquiry on flight information

Requirements (for the above position):

- Permanent Hong Kong resident and minimum age of 18
- Minimum pass in 5 HKCEE/HKDSE subjects including English and Chinese Language; or equivalent
- Proficiency in spoken English and Cantonese. Mandarin is an advantage
- Willing to work on shift duty
- Fresh graduate and no relevant experiences will also be considered

Application:

Please email the application with resume to hr.recruit@hagsl.com.

(Hong Kong Aviation Ground Services Limited is an Equal Opportunities Employer. Personal data provided by job applicants will be used strictly in accordance with our personal data policy and for recruitment purposes only.)