



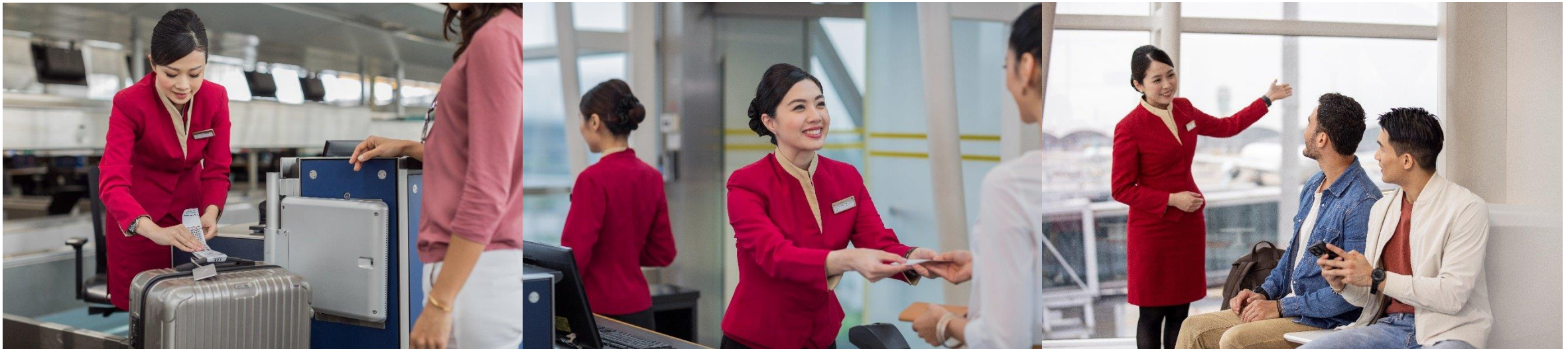
SDIC & CX Kick-off Meeting on Customer Services Officer Recruitment

10 Jan 2025

Key Responsibilities



- Be the brand representative to provide great customer experience at the airport
- Deliver a seamless airport experience to our passengers from check-in to boarding
- Provide efficient and courteous assistance at various locations such as check-in counters, departure and arrival areas
- Opportunities to assist some behind-the-scene operations tasks
- Prepare flight related documentations to ensure safe and an on-time operations



Job Requirements



- Minimum age of 18
- High School graduate or above
- Good command in spoken English. Proficiency in Cantonese and Putonghua are an advantage
- Flexibility to work on shift schedules (including overnight, weekend and public holidays)

Package Details



| Items: | Details: |
|--|--|
| Monthly Basic Wages | HKD \$72.2/hour x ~194 hours (8.8 hours*22days) = HKD \$14,006.8 |
| Monthly Other Allowance: -Attendance Allowance (If applicable) -Language Allowance (2 Asian languages e.g. Cantonese & Putonghua) -Shift Allowance (work up to 24:00 or later, or report for duty at 06:00 or earlier or overnight shift) | HKD \$1,320/month HKD \$400/month HKD \$170/night |
| Other Allowance: Overtime Allowance (If applicable) -For any extra Working Hours between the first 194 and 220 hours per month -For any extra Working Hours in addition to the first 220 hours per month | HKD \$72.2 x 1.25 HKD \$72.2 x 1.5 |
| Public Holiday Allowance (If applicable) | HKD72.2 x 8.8 hours |
| Typhoon Allowance & Special Meal Allowance (If applicable) | HKD \$420/shift & HKD \$70/meal |

Package Details



| Items: | Details: |
|---|---|
| Gratuity | 5% of total basic salaries paid during period of service under the contract; eligible only upon completion of full term of the contract |
| Retirement scheme | MPF (exempted if labour proved their participation in China Social Security Insurance) |
| Leisure Travel Benefits | Eligible |
| Annual Leave | 14 days |
| Discretionary Year-end Bonus and Profit Sharing | Eligible, at the absolute discretion of the Company |
| Medical & Dental Coverage | Only cover from Hong Kong Hospital Authority clinics as per the policy terms |
| Life Basic Insurance | Death benefit (48 x monthly salary) |

Recruitment Process



Stage 1) Sourcing

Agency to conduct screening interviews with candidates and updates the master list of shortlisted candidates for CX. (refer slide 7)



Stage 2) Online Assessment (HireVue)

Agency to send an email inviting candidates to complete the Online Assessment (HireVue).(refer slide 8)



Stage 3) Arrange Final Interview

CX to evaluate the online assessments and shortlist candidates for the final interview > Agency arranges venue and interview appointments with shortlisted candidates



Stage 4) Onsite Interview

CX to go to GBA to conduct the face-to-face final interview (around 30-45 mins for each candidate)



Stage 5) Offering

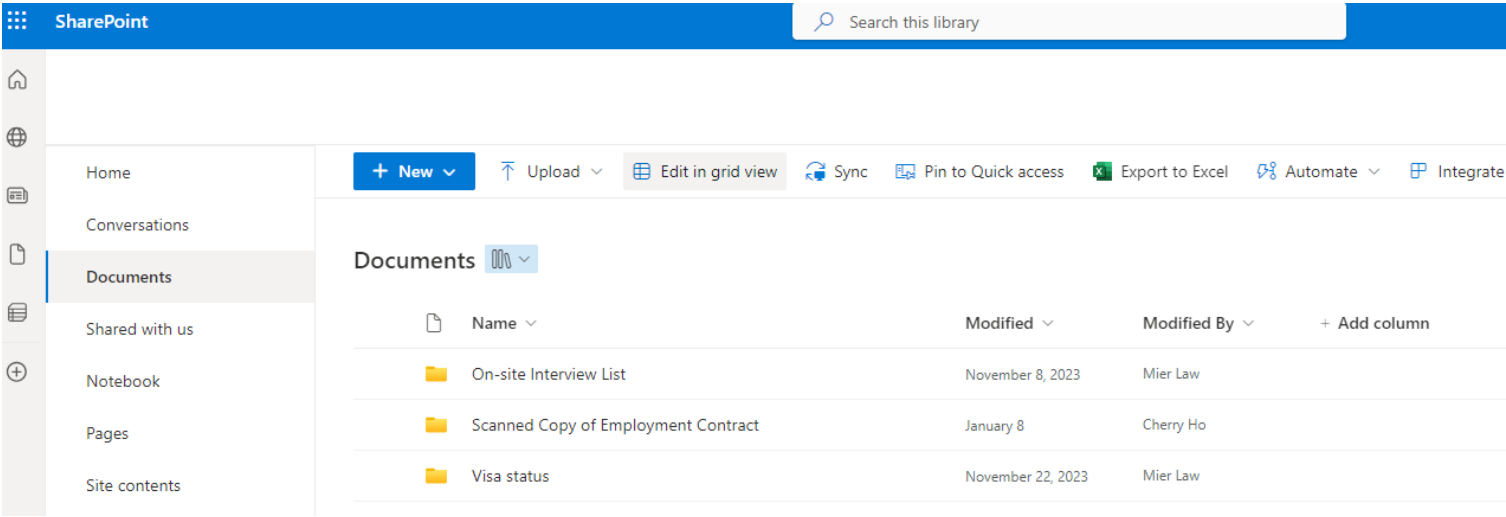
Agency to follow-up with the post-interview formalities (i.e. offer extension, visa application, etc.)



Stage 6) Commencement

Agency to follow-up with onboarding formalities (i.e. sharing of landing slip, assist the new joiner in reporting duty on their 1st day etc.)

SharePoint & Master list



CX will create a SharePoint and share the documents with the agency (e.g. interview master list, visa application list, etc)

Agency updates columns A to G with the details of shortlisted candidates for CX.



The screenshot shows an Excel spreadsheet with a red circle highlighting columns A to G. The spreadsheet has a header row (row 1) and data rows (rows 2 to 22). The columns are labeled as follows:

| No. | Eng Name | Chinese Name | Preferred Name | Phone | email | Remark | HireVue Completed (Y/N) | Passed HireVue (Y/N) | Interview Date | Interview Time | Attendance | Doc Checked | Results(Y/N) | Asian Language | Interview Remarks | Offer Extension | Offer Acceptance | Reject offer reason | DOJ |
|-----|----------|--------------|----------------|-------|-------|--------|-------------------------|----------------------|----------------|----------------|------------|-------------|--------------|----------------|-------------------|-----------------|------------------|---------------------|-----|
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| 3 | 2 | | | | | | | | | | | | | | | | | | |
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| 21 | | | | | | | | | | | | | | | | | | | |
| 22 | | | | | | | | | | | | | | | | | | | |

HireVue Assessment

A screenshot of the HireVue assessment sign-up page for a Customer Service Officer (客户服务主任). The background is a high-angle view of a Cathay Pacific aircraft flying over a sea of clouds. The form is overlaid on the right side of the image. It includes a "Sign up" heading, a sub-header "for Customer Service Officer 客户服务主任", and four input fields: "First Name*", "Last Name*", "Email*", and "Phone". To the right of these fields is a section titled "Need to take a break?" with a reassuring message and a link to continue. Below the input fields are three upload buttons: "Résumé", "Additional Document", and "Additional Document", each with a folder icon. At the bottom of the form is a large "Start Interview" button.

Sign up
for Customer Service Officer 客户服务主任

First Name*

Last Name*

Email*

Phone

Résumé

Additional Document

Additional Document

Start Interview

Need to take a break?
No worries! When you start your interview we'll send you a confirmation email with a link to continue from where you left off.

Have additional questions?
Feel free to send us an email at: support@hirevue.com

- Please remind the candidate to use the **SAME English Full Name (Pin Yin) and Email address** to register for the HireVue assessment.
- Format: 2 questions in English + 1 question in Cantonese/Putonghua, candidates are required to complete and submit the assessment **within 1 day**.