**Responsibilities and main duties**

1. In consultation with respective Assistant manager/Manager/Head:

* Data entry of various forms and data we collect at the front desk and other events
* Daily cash processes (prepare vouchers, petty cash forms)
* Shelf editing withdrawal, update catalogue
* Ensure the weekly book processes happen on time. (weekly Display, thematic collections, Reservations)
* Shelf order checking and editing

1. Deliver the Customer Service function, on the floor face to face, e-mail and telephone
2. Follow up calls, e-mails etc on the data we collect through various channels.
3. Monitoring the quality of service delivery, shelf order, facilities etc
4. Provides support to Senior Manager business delivery with programme promotion, delivery and logistics (meeting and greeting, monitoring event take-up, etc.)
5. Prepare the events calendar with input from respective teams and update the same
6. Ensure feedback forms are distributed, collected and data entry is done for every event we conduct