



Vacancy Announcement



Exciting Career Opportunity

Foreign Trade Bank of Cambodia (FTB) is the first commercial bank in Cambodia, a truly local bank trusted since 1979. FTB has been providing customers with safe and reliable banking services. With the vision to be the preferred commercial bank in Cambodia, we continue supporting customer to grow and prosper while offering stable and long-term career opportunities for all staff. As we are expanding the operation and building a high performing team to support our long-term sustainable growth, we are looking for highly motivated and qualified candidates to join with our "Employer of Choice Bank"

VIP Lounge Manager (01 positions based in FTB Tower, Phnom Penh)

The Lounge Manager is responsible for overseeing the daily operations of the lounge, ensuring exceptional customer service, operational excellence, and VIP clients experience. The role leads the lounge team, manages service standards, and drives customer engagement.

Main Duties

- Manage end-to-end operations of the VIP Lounge, ensuring consistent high standards of cleanliness, ambiance, comfort, and service delivery;
- Supervise, coach, and develop the Concierge and lounge staff; set performance expectations and conduct regular performance reviews;
- Manage lounge inventory, amenities, suppliers, and cost control to maintain service quality and operational efficiency;
- Monitor guest flow, capacity, and peak periods; implement efficient processes to minimize waiting times and maximize client comfort;
- Uphold and continuously improve VIP service standards;
- Handle complex client requests, complaints, and sensitive situations with professionalism and discretion;
- Collaborate with Relationship Managers and support VIP clients;
- Perform other duties assigned by the line manager.

Skills/ Experiences

- Bachelor Degree in Hospitality Management, Business Administration, Tourism, Banking, or related field.
- At least 4–6 years' experience in VIP lounge management, or premium client service, with at least 2 years in a supervisory role.
- Knowledge of luxury service standards and VIP client handling;
- Strong operational and inventory management skills;
- People management and performance coaching skills;
- Good communication skills in spoken and written English and Khmer;
- Calm, professional, focus on the customer and Build strong relationships;
- Professional appearance and conduct.

How to Apply:

Interested applicants, please send by email attached with a cover letter and your most updated CV (with current photo) to: hr@ftb.com.kh or submit the hard copy at Our Head Office, Building No. 33 C-D, Tchecoslovaquie Blvd (169), Sangkat Veal Vong, Khan 7 Makara, Phnom Penh. Only short-listed candidates will be contacted for interview. More information, please kindly contact phone number: 081 666 597 /081 444 197



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