



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"

Concierge (02 position based in F T B T o w e r , Phnom Penh)

The Concierge serves to welcome VIP clients to the VIP lounge by providing attentive, excellent service that creates a memorable and premium experience. This role proactively anticipates guest needs, handles requests and maintains the highest standards of hospitality.

Main Duties

- Greet and attend to VIP clients with professionalism, warmth, and discretion;
- Provide comprehensive concierge services and arrangements as per client request;
- Anticipates client preferences and proactively delivers solutions to elevate the overall experience;
- Handle client inquiries, requests, and complaints promptly and effectively; escalates complex issues to the Lounge Manager to ensure seamless operational resolution;
- Support the Lounge Manager in maintaining high standards of lounge presentation, cleanliness, and service;
- Assist with guest registration, seating, and overall lounge flow management;
- Monitor inventory of amenities and refreshments and report shortages to the Lounge Manager;
- Coordinate with internal teams to fulfill client needs;
- Perform other tasks as assigned by management.

Skills/ Experiences

- Diploma or Bachelor's degree in Hospitality, Tourism, Business Administration, or related field preferred.
- At least 1–2 years' experience in VIP service, or customer service roles. Experience serving high-net-worth clients is an advantage.
- Strong knowledge of local and international luxury service standards;
- Good communication skills in spoken and written English and Khmer (additional languages preferred);
- Ability to handle multiple requests efficiently.

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, Tcheoslovaquie 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



+855 23 862 111



hr@ftb.com.kh



www.ftb.com.kh

វិនិយោគដើម្បីអនាគត
INVESTING IN THE FUTURE