



## FRONT DESK EXECUTIVE/ ADMIN AND HUMAN RESOURCES DEPARTMENT

### 1. Department

Business Operation Department

### 2. Role

Front Desk Executive Intern

### 3. Role Objective

Front Desk Executive (FDE) Intern is responsible for all sales transactions, as well as maintaining the appearance of displays and merchandise in the souvenir shop and exhibition hall ticket counter. This position communicates directly with our visitors.

### 4. Key Tasks and Responsibilities

- Handle all sales transactions accurately, including ticketing, merchandise sales and program registrations.
- Operate the POS system, manage float/tills, issue receipts and ensure correct end-of-day reconciliation.
- Follow established cash-handling procedures and maintain accurate documentation of sales, refunds, discrepancies and inventory movements.
- Serve as the first point of contact for visitors, providing friendly, professional and accurate information about exhibit, programs, promotions and special activities.
- Promote products, ticket packages and activities where appropriate to enhance visitors experience and revenue.
- Ensure all merchandise displays are attractive, organized, clean and regularly stocked.
- Monitor stock levels, replenish inventory and assist with placing restock orders when needed.
- Maintain cleanliness and presentation of the souvenir shop and exhibition ticket counter to uphold Seria Energy Lab's brand image.
- Prepare the counter and facility for daily operations, including setting up equipment, collecting tills and ensuring all systems are functioning.

- Open and close the exhibition ticket counter and souvenir shop according to SOP, ensuring the environment is safe and operational.
- Report any maintenance issues, safety hazards or system malfunctions immediately.
- Maintain accurate records such as daily sales logs, inventory sheets and operational checklists.
- Assist in preparing materials, forms and documents required for daily operations.
- Support supervisors and the operations team in tasks that ensure smooth day-to-day operations.
- Conduct end-of-day closing procedures, including workplace cleaning, equipment shutdown and proper handover of cash and documents.
- Maintain a safe and healthy working area by following all HSE guidelines and policies established by SEL.

## **5. Tools Required or Preferred**

- Familiarity with point of sale (POS) system.
- Basic knowledge of Microsoft Office (excel, words, etc)

## **6. Skills Required or Preferred**

- Must be 18 years of age or older, retail experience is preferred but not required.
- Ability to prioritize tasks and handle numerous assignments simultaneously.
- Ability to thrive in a buzy, fast-paced team environment as well as work independently.
- Demonstrate a positive, learner and victor mindset.
- Must possess excellent communication skills, planning and problem-solving skills.
- Flexible schedule. Must be prepared to work weekends and holidays.
- Genuine passion for helping others and creating positive visitor experience.

## **7. Educational Background**

Fresh graduates are welcome to apply.

