



澳娛綜合度假股份有限公司

SJM RESORTS, S.A.

Department: Hotel Operations

Position Title: Duty Manager - Front Office

Job Description:

- Observes and ensures that all colleagues are performing their duties in accordance with established hotel's policies and procedures
- Represent management in handling of guest complaints, compliments and suggestions in a tactful and diplomatic manner
- Assist all departments with any service lapses that may arise
- Empowered to make decisions in the best interest of the hotel from a sound understanding of how decisions are made, ensuring consistency
- Ensure effective communications to all colleagues on a day-to-day basis
- Maintain complete knowledge of:
 - All hotel features/services, hours of operation
 - All hotel restaurant food concepts, menu price range, dress code and ambiance
 - All hotel catering events and restaurant covers
 - All hotel room inventory, daily occupancy
- Keep well informed and up-to date with current, future room inventory and selling strategies to ensure maximum yield is achieved each day
- Perform daily walk-through throughout the hotel
- Inspects all public and back of the house areas and ensure immaculate cleanliness at all times while identifying any potential safety hazards
- Responsible for inspection of all VIPs accommodations ensuring all details are captured based on guest preferences
- Communicate with relevant Department Heads to ensure documentation of all incidents
- Handle all guest accidents in conjunction with security ensuring thorough investigation is completed and all information are being sent to the appropriate Management for immediate action
- Records all incidents via system to encompass
 - Guest Incidents
 - Guest Injury, Sickness and Accidents
 - Employee Accidents
 - Business Irregularities
 - Emergency Events

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- Welcomes designated VIPs and escort them to their accommodations
- Maintain a thorough understanding of the policies and procedures for all emergency situations to ensure they are handled in accordance to the hotel's policies and procedures
- Take responsibility for the safekeeping and utilization of the master and emergency keys whilst on duty
- Assist in the rooming of guests during heavy arrivals and the checking in / out of guests during peak periods
- Witness the removal of guest's money and other valuables, receive and place items in the agreed upon location as determined with Security under the Lost and Found Policy
- To assist the Front Office Manager as directed and for special projects as requested
- Perform any and all functions in all divisions when needed
- To coach and develop colleagues
- Ensure close monitoring of Annual Leave, Public Holiday and overtime clearance
- Ensure high level of grooming, hygiene and punctuality of Front Office team members
- Ensure team members' uniforms, equipment, personal hygiene and grooming standards meets the required standards as stipulated
- Identify and praise colleagues that are recommended by guests for their good work
- Maintain permanent communication channels with all colleagues and ensure their feedback is acknowledged and action when needed

Job Requirement:

- Diploma or above, major in hotel management is highly preferred
- Minimum of 2 - 3 years working experience in a similar role in a casino environment or property of a similar scale
- Positive attitude and Professional appearance
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Ability to function well as part of a team, able to multi-task and work in a fast-paced environment
- Strong customer service orientation and organization skills, also attention to details
- Able to communicate effectively with customers and coworkers
- Understanding of Hotel Property Management and the Key Systems (preferably OPERA and Ving Card)
- Proficient in software packages including Word, Excel and Outlook

Interested parties, please apply via:

- Email the detailed resume to careers@sjmresorts.com
- Hotline 89820288 / 68827117

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SJM RESORTS, S.A.

Department: Hotel Operations

Position Title: Agent - Front Office

Job Description:

- Perform check-in and check-out processes utilizing established systems and procedures including appropriately allocating rooms to guests, escorting guests to room, confirming and executing account payment in accordance with established credit procedures. This includes handling of cash, credit/debit or any form of card payment transactions as determined by the Management
- Maintain current product knowledge of events and facilities of Grand Lisboa Palace including gaming, food and beverage and retail to ensure guests receive accurate, timely information and advice
- Ensure the property of guests is secure by informing them of Safety Deposit Box facilities located with guest rooms
- Prepare daily VIP arrivals list by updating guest profiles, assign amenities and confirming special arrangements
- Ensure all VIP arriving guests' rooms are arranged according to their preference with the assigned amenities
- Update guest profiles with guest preferences, comments and feedback through guest preference collection slips and guest comment card
- Ensure the effective resolution of any issues raised by a guest either in person or by referring the issue to a more senior manager to ensure ongoing relations and rapport are not compromised with the guest
- When required, take room reservations from guest over desk and take after-hours reservations
- Perform any other reasonable duties as required by the Front Office Manager from time to time
- Input of guest preferences or any relevant data into the system
- Ensure that all services provided are anticipatory and guest centric, promoting outstanding/exceptional guest satisfaction at all times
- Cooperate with Front Desk, Concierge and Bell Service for any guest needs



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Job Requirement:

- High school or equivalent hospitality training
- Previous experience in Front Desk, Bell Service, Concierge or Reservations
- Strong customer service orientation and attention to details
- Preferable with understanding of Hotel Property Management System (Opera)
- Good computer and system skills
- Possess good manual dexterity and coordination to operate office equipment, including computer, fax machine, printer and photocopy machine
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Strong communication and organization on skills
- Able to work on shift
- Standing for long durations
- Able to multi-task and work in a fast-paced environment

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部門單位： 酒店營運部

職位名稱： 服務員 - 前台

職位內容：

- 利用既定的系統和程序執行入住和退房流程，包括適當地為客人分配房間，指引客人到房間，根據既定的程序確認和執行賬戶付款
- 保持酒店現有的活動和設施的最新知識，包括娛樂場，餐飲及零售，以確保客人獲得準確及最新的資訊及建議
- 告知客人客房內的保險箱設施，確保客人的財產安全
- 準備每日貴賓到達名單，更新客人資料，分配設施並確認特殊安排
- 確保所有到達的貴賓的房間按照他們的喜好和指定的設施進行安排
- 通過客人偏好回條和客人評論卡，更新客人的個人資料，包括客人的偏好、評論和反饋
- 確保客人提出的任何問題都能得到有效解決，無論是當面提出的，還是將問題提交給更資深的經理，以確保與客人之間的關係和融洽關係不會受到影響
- 如有需要，確保任何時段都能為客人預訂房間
- 執行經理 - 前台要求的其他合理職責
- 在系統內摘錄客人的喜好或相關資料
- 確保所有的服務都是以客人為中心，在任何時候都能提高客人的滿意度

職位要求：

- 高中畢業或以上學歷程度；具款客服服務相關證書優先
- 具前台、行李服務、禮賓部或訂房部工作經驗者優先考慮
- 具強大的客戶服務及對細節關注的意識
- 熟悉酒店管理系統(Opera)的操作者優先
- 熟悉電腦系統、傳真機、打印機、複印機等辦公設備操作
- 具流利粵語，普通話及英語會話和書寫能力
- 良好溝通能力及組織能力
- 需輪班工作及長期站立
- 能夠同時執行多項任務

有興趣應徵者，可透過以下方式申請：

- 電郵簡歷到 careers@sjmresorts.com
- 致電人才招募專線 89820288 / 68827117

澳娛綜合僅為僱用事宜收集個人資料，提交資料即構成當時人同意及授權澳娛綜合在僱用程序中處理個人資料。



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SJM RESORTS, S.A.

Department: Hotel Operations

Position Title: Agent - Concierge

Job Description:

- Ensure that the Concierge Desk information is always up-to-date
- Provide information to guests and visitors regarding the hotel facilities and local restaurants, events and attractions
- To provide a pro-active and enthusiastic arrival and departure experience
- Arrange dining, entertainment, recreation, tours, health and beauty services, transportation, cultural activities, shopping, and other services. Keep accurate records of all arrangements made
- Answer to guest queries by demonstrating first-hand knowledge, meticulous research and local expertise through description and superb recommendation
- Handle confirmation and re-routing as well as purchase of airline tickets
- Ensure that proper service for guests requiring air and sea travel tickets, documents, cinema and theatre tickets is provided
- Arrange visa processing for in-house guests
- To follow company grooming standards
- Responsible in maintaining current information and materials regarding hotel facilities and services, local restaurants and attractions. Maintain a current resume book related to conventions, meetings, and special events held in the hotel and the city
- Ensure all guest inquiries are handled and responded to in an appropriate manner and within the established tie frame
- To maintain cleanliness and tidiness of the Concierge station and lobby area
- Perform any other reasonable duties as required by the department head from time to time



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Job Requirement:

- High school diploma
- Prefer of previous experience in similar role
- Good computer and system skills
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Must be able to work on shift

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部門單位： 酒店營運部

職位名稱： 服務員 - 禮賓

職位內容：

- 確保禮賓部資訊是最新的
- 為客人和訪客提供關於酒店設施和當地餐廳、活動和景點的資訊
- 為到達和離開酒店的客人給予主動和熱情的服務體驗
- 安排餐飲、娛樂、休閒、旅遊、健康美容服務、交通、文化活動、購物和其他服務。準確地記錄所有行程安排
- 通過深入的研究，為客人描述及推薦當地的最新的資訊
- 處理確認，更改行程及購買機票
- 為需要機票、船票、電影票和劇院門票的客人提供適當的服務
- 為客人安排簽證
- 遵守公司的儀容標準
- 負責維護酒店的設施完整和保持優質的服務。了解當地餐廳和景點的最新情報，並將本地及酒店內最新的會議、展覽及大型活動摘錄並更新旅遊指南
- 確保所有客人的詢問都能以適當的方式得到處理和回應
- 保持禮賓服務台和大堂區域的清潔和整潔
- 執行部門主管要求的其他合理職責

職位要求：

- 高中畢業或以上程度
- 具酒店娛樂場或大型機構的經驗者優先
- 精於電腦及系統操作
- 具流利粵語，普通話及英語會話和書寫能力
- 需輪班工作

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