



# 澳娛綜合度假股份有限公司

## 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

Interested parties, please apply via:

- Email the detailed resume to [careers@sjmresorts.com](mailto:careers@sjmresorts.com)
- Hotline 89820288 / 68827117

The collection of personal data by SJM Resorts, S.A. is solely for employment purposes. Any information submitted by applicants will constitute as consent and authorization for SJM Resorts, S.A. to use the personal data.



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## SJM RESORTS, S.A.

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](mailto: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。