



澳門博彩股份有限公司
SOCIEDADE DE JOGOS DE MACAU, S.A.

Department: Housekeeping

Position Title: Executive Housekeeper - Rooms

Job Description:

1. Works independent and liaises with shared services teams on a daily basis. Attending of daily operational briefings and meetings.
2. Manage rotational or periodic cleaning programs and regular inspections of suites and public areas.
3. Spot check at least 3 suites per day together with the supervisor and attendant responsible. This spot check may either be following a routine check out suite cleaning, in house guest suite cleaning or turn down service.
4. Ensures that VIP arrivals and in house requirements are dealt with, including final VIP suite inspection and amenity check.
5. Liaise with Front Office for special requests.
6. Maximize suite inspection productivity to enhance high standards of cleanliness and minimize outstanding defects and repairs.
7. Issue a weekly action item list with outstanding defects and cleanliness matters for faster follow up by respective departments.
8. Ensure clean, safe and pleasing environment for guests within suites and public areas.
9. Establish, implement and monitor the maintenance and repair program of guest suites and public areas. Ensure that repair request are being processed and monitor response times. This includes the daily monitoring of suites as those have to be kept to a minimum.
10. Establish and implement energy conservation procedures for guest suites and public areas in conjunction with Chief Engineer.
11. Liaise to monitor and control inventories, consumption and wastage of equipment, guest supplies, cleaning supplies and linen supplies. Anticipate revenue/cost problems within areas of responsibility.
12. Recommend the timely replacement of guest suite and public area supplies and equipment.
13. Assist the Associate Director of Rooms in the annual budget preparations.
14. Maintains a positive, cooperative work environment between/with all related departments and management. Leads by example.
15. Assist in training of team members pertaining to equipment handling, cleaning techniques and chemical use.
16. Maintain close liaison with all departments to have a good understanding of other departments' operational flows.



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17. Personally demonstrate a commitment to guest service by responding promptly to any guest needs with an interest and concern in satisfying every guest and internal customer.
18. Anticipate guest needs, respond promptly and acknowledge all guest, maintain positive guest relations and ensure guest satisfaction at all times.
19. Propose and initiate new services and products for our guests when approved.
20. Keep informed of new techniques and trend all time.
21. Develop and demonstrate his/her creativity at all time.
22. Respect the privacy of personal guests information.
23. Share experience and best practice.
24. Never request favors/tips from guest.
25. Perform any other reasonable duties as required by the department head from time to time.

Job Requirement:

1. Diploma in hotel management school or related field
2. Minimum of 5 years working experience in a similar role
3. Good knowledge and experience in maintaining material, fabric and flooring
4. Able to interact with guest respectfully, naturally and efficiently
5. Fully aware of FLHSS standards
6. Fluent in both written and spoken Mandarin, Cantonese and English
7. Able to collaborate with colleagues across all levels & locations to deliver great results

Interested parties, please apply via:

- Email the detailed resume to careers@macausjm.com
- Recruitment Hotline 68827060 / 68827116 / 68827117



澳門博彩股份有限公司
SOCIEDADE DE JOGOS DE MACAU, S.A.

Department: Housekeeping

Position Title: Assistant Executive Housekeeper - Rooms

Job Description:

1. Works independent and liaises with shared services teams on a daily basis Attending of daily operational briefings and meetings
2. Manage rotational or periodic cleaning programs and regular inspections of suites and public areas
3. Spot check at least 3 suites per day together with the Assistant Executive Housekeeper-Rooms responsible This spot check may either be following a routine check out suite cleaning, in house guest suite cleaning or turn down service
4. Ensures that VIP arrivals and in house requirements are dealt with, including final VIP suite inspection and amenity check
5. Liaise with Front Office for special requests
6. Maximize suite inspection productivity to enhance high standards of cleanliness and minimize outstanding defects and repairs
7. Issue a weekly action item list with outstanding defects and cleanliness matters for faster follow up by respective departments
8. Ensure clean, safe and pleasing environment for guests within suites and public areas
9. Establish, implement and monitor the maintenance and repair program of guest suites and public areas Ensure that repair request are being processed and monitor response times This includes the daily monitoring of suites as those have to be kept to a minimum
10. Establish and implement energy conservation procedures for guest suites and public areas in conjunction with Chief Engineer
11. Liaise to monitor and control inventories, consumption and wastage of equipment, guest supplies, cleaning supplies and linen supplies Anticipate revenue / cost problems within areas of responsibility
12. Recommend the timely replacement of guest suite and public area supplies and equipment
13. Assist the Assistant Executive Housekeeper-Rooms in the annual budget preparations
14. Maintains a positive, cooperative work environment between / with all related departments and management Leads by example
15. Assist in training of team members pertaining to equipment handling, cleaning techniques and chemical use
16. Maintain close liaison with all departments to have a good understanding of other departments' operational flows
17. Personally demonstrate a commitment to guest service by responding promptly to any guest needs



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with an interest and concern in satisfying every guest and internal customer

18. Anticipate guest needs, respond promptly and acknowledge all guest, maintain positive guest relations and ensure guest satisfaction at all times
19. Propose and initiate new services and products for our guests when approved
20. Keep informed of new techniques and trend all time
21. Respect the privacy of personal guests information
22. Share experience and best practice
23. Never request favors / tips from guest
24. Perform any other reasonable duties as required by the department head from time to time

Job Requirement:

1. Diploma in hotel management school or related field
2. Minimum of 4 years working experience in a similar role
3. Good knowledge and experience in maintaining material, fabric and flooring
4. Able to interact with guest respectfully, naturally and efficiently
5. Fully aware of FLHSS standards
6. Fluent in both written and spoken Mandarin, Cantonese and English
7. Able to collaborate with colleagues across all levels & locations to deliver great results

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澳門博彩股份有限公司
SOCIEDADE DE JOGOS DE MACAU, S.A.

Department: Housekeeping

Position Title: Assistant Director - Public Area

Job Description:

1. Responsible for the smooth running of the operations and all related areas in the absence of the Assistant Vice President - Housekeeping
2. Supervise directly the cleaning and cleanliness of the Food and Beverage outlets, public areas, washrooms, exterior grounds, shops and all back of the house areas including lockers, washrooms, corridors etc
3. Adhere to the established standards of conduct and house rules, fire regulations and all other departmental procedures and policies
4. Report to shift on time in issued uniform in a neat, clean and tidy appearance at all times
5. Prepare monthly schedules (staffing/ vacation/ maintenance/ deep cleaning/ perfect P/A program etc...)
6. Check public areas and service areas to ensure that everything is cleaned and well maintained at all times
7. Ensure appropriate staff levels and assign special duties as needed
8. Be familiar with all operating equipment so as to instruct colleagues of the proper use
9. Possess technical knowledge of different cleaning procedures as well as the correct use of chemicals
10. Check daily for maintenance conditions
11. Make work orders for repairs and follow up for prompt service
12. Check public space to ensure the ambiance is warm and welcoming reflecting our local character and international sophistication (lighting/music/ flowers/ scent etc...)
13. Establish cleaning programs to maintain top cleanliness and hygiene standards
14. Contribute actively in scheduling all maintenance programs
15. Contribute to build the scope of work of the maintenance program to make sure everything is covered to achieve and keep high standard, and protect company assets
16. Ensure Housekeeping colleagues are appropriately attired at all times
17. Deal efficiently with all contractors or suppliers
18. Deal efficiently with all Housekeeping personnel
19. Responsible for implementing on-going training programs
20. Dispense on the job training for subordinate
21. Use creativity to dispense training



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22. Dispense daily briefing
23. Dispense and organize departmental meeting on regular basis
24. Contribute actively to the recognition program of his subordinate
25. Schedule and conduct colleague reviews
26. Coordinate and conduct disciplinary interview
27. Document and follow-up on employees' files
28. Maintain good communication with other departments
29. Participate to communication meeting with other departments
30. Review and schedule scope of work according to other department's needs
31. Review regularly public area layout or set up and train accordingly if necessary
32. Schedule and contribute and compile various inventories (linen, supplies, FF&E, OS&E, equipment etc...)
33. Is aware of all P/A material, flooring, fabric specifications and categories
34. Liaise with outside contractors/ suppliers as appropriate
35. Participate, assist and supervise with cost control and payroll
36. Ensure emergency procedures are followed strictly
37. Ensure health and safety as well as hygiene rules are strictly followed
38. Keep open communication with the Assistant Vice President - Housekeeping
39. Escalate to higher management any difficult situations or problems
40. Keep records of special cleaning and maintenance up to date
41. Keep record of contractors / suppliers interventions
42. Provide constructive feedback on what was observed, keeping in mind quality and productivity
43. Inspect store rooms/ pantries/ chute areas/ collection rooms regularly, ensuring that inventories are taken and that they are properly stocked, cleaned and tidy
44. Elaborate the P/A operation budget under Assistant Vice President - Housekeeping guideline and supervision as well as other budgets and projects
45. Be responsible and accountable for the PA departmental operating budget
46. Be responsible and accountable for recording colleagues training as well as performance management and reviews
47. Find ways to improve the efficiency of the operations that will benefit our clients
48. Find ways of maximizing and increasing sales and/or yield (in revenue centers)
49. Find methods of reducing costs without affecting the level of service or product received by the guests
50. Propose and initiate new services and products for our guests when approved
51. Keep informed of new techniques and trend all time
52. Develop and demonstrate his/her creativity at all time
53. Respect the privacy of personal guests information
54. Share experience and best practice



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55. Never request favors/tips from guest
56. Perform any other reasonable duties as required by the department head from time to time

Job Requirement:

1. Diploma or equivalent in hotel management school
2. Minimum of 6 years working experience in a similar role
3. Excellent management skill
4. Good knowledge and experience in maintaining material, fabric and flooring
5. Able to interact with guest respectfully, naturally and efficiently
6. Fully aware of FLHSS standards
7. Able to collaborate with colleagues across all levels & locations to deliver great results
8. Fluent in both written and spoken English, Cantonese and Mandarin
9. Proficiency in Microsoft Office

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SOCIEDADE DE JOGOS DE MACAU, S.A.

Department: Housekeeping

Position Title: Executive Housekeeper - Public Area

Job Description:

1. Responsible for the smooth running of the operations and all related areas in the absence of the Assistant Vice President - Housekeeping
2. Supervise directly the cleaning and cleanliness of the Food and Beverage outlets, public areas, washrooms, exterior grounds, shops and all back of the house areas including lockers, washrooms, corridors etc
3. Adhere to the established standards of conduct and house rules, fire regulations and all other departmental procedures and policies
4. Report to shift on time in issued uniform in a neat, clean and tidy appearance at all times
5. Prepare monthly schedules (staffing/ vacation/ maintenance/ deep cleaning/ perfect P/A program etc...)
6. Check public areas and service areas to ensure that everything is cleaned and well maintained at all times
7. Ensure appropriate staff levels and assign special duties as needed
8. Be familiar with all operating equipment so as to instruct colleagues of the proper use
9. Possess technical knowledge of different cleaning procedures as well as the correct use of chemicals
10. Check daily for maintenance conditions
11. Make work orders for repairs and follow up for prompt service
12. Check public space to ensure the ambiance is warm and welcoming reflecting our local character and international sophistication (lighting/music/ flowers/ scent etc...)
13. Establish cleaning programs to maintain top cleanliness and hygiene standards
14. Contribute actively in scheduling all maintenance programs
15. Contribute to build the scope of work of the maintenance program to make sure everything is covered to achieve and keep high standard, and protect company assets
16. Ensure Housekeeping colleagues are appropriately attired at all times
17. Deal efficiently with all contractors or suppliers
18. Deal efficiently with all Housekeeping personnel
19. Responsible for implementing on-going training programs
20. Dispense on the job training for subordinate
21. Use creativity to dispense training



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22. Dispense daily briefing
23. Dispense and organize departmental meeting on regular basis
24. Contribute actively to the recognition program of his subordinate
25. Schedule and conduct colleague reviews
26. Coordinate and conduct disciplinary interview
27. Document and follow-up on employees' files
28. Maintain good communication with other departments
29. Participate to communication meeting with other departments
30. Review and schedule scope of work according to other department's needs
31. Review regularly public area layout or set up and train accordingly if necessary
32. Schedule and contribute and compile various inventories (linen, supplies, FF&E, OS&E, equipment etc...)
33. Is aware of all P/A material, flooring, fabric specifications and categories
34. Liaise with outside contractors/ suppliers as appropriate
35. Participate, assist and supervise with cost control and payroll
36. Ensure emergency procedures are followed strictly
37. Ensure health and safety as well as hygiene rules are strictly followed
38. Keep open communication with the Assistant Vice President - Housekeeping
39. Escalate to higher management any difficult situations or problems
40. Keep records of special cleaning and maintenance up to date
41. Keep record of contractors / suppliers interventions
42. Provide constructive feedback on what was observed, keeping in mind quality and productivity
43. Inspect store rooms/ pantries/ chute areas/ collection rooms regularly, ensuring that inventories are taken and that they are properly stocked, cleaned and tidy
44. Elaborate the P/A operation budget under Assistant Vice President - Housekeeping guideline and supervision as well as other budgets and projects
45. Be responsible and accountable for the PA departmental operating budget
46. Be responsible and accountable for recording colleagues training as well as performance management and reviews
47. Find ways to improve the efficiency of the operations that will benefit our clients
48. Find ways of maximizing and increasing sales and/or yield (in revenue centers)
49. Find methods of reducing costs without affecting the level of service or product received by the guests
50. Propose and initiate new services and products for our guests when approved
51. Keep informed of new techniques and trend all time
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55. Never request favors/tips from guest
56. Perform any other reasonable duties as required by the department head from time to time

Job Requirement:

1. Diploma or equivalent in hotel management school
2. Minimum of 5 years working experience in a similar role
3. Excellent management skill
4. Good knowledge and experience in maintaining material, fabric and flooring
5. Able to interact with guest respectfully, naturally and efficiently
6. Fully aware of FLHSS standards
7. Able to collaborate with colleagues across all levels & locations to deliver great results
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Department: Housekeeping

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Job Requirement:

1. Diploma or equivalent in hotel management school
2. Minimum of 4 years working experience in a similar role
3. Excellent management skill
4. Good knowledge and experience in maintaining material, fabric and flooring
5. Able to interact with guest respectfully, naturally and efficiently
6. Fully aware of FLHSS standards
7. Able to collaborate with colleagues across all levels & locations to deliver great results
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