澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Housekeeping

Position Title: Supervisor - Public Area

Job Description:

- Adhere to the established standards of conduct and house rules, fire regulations and department policies & procedures
- Report to shift on time in issued uniform in a clean, neat and tidy appearance at all times
- Check team member grooming, uniform and personal hygiene at the beginning of each shift, ensure grooming standard are maintained at all times
- Consistently offer professional, friendly and engaging service
- Lead and supervise the day-to-day operation of the allocated section assignment to ensure service standards are delivered
- Ensure public area cleanliness, services & maintenance under his / her responsibility are complying with SJM and Forbes 5-star standards
- Adjust schedule to ensure business volume is manageable and achieved
- Provide courteous services to guests and respond promptly to guest enquires
- Is responsible to supervise Lost and Found and must ensure they are brought back to Housekeeping office promptly
- Inform AEH /EH promptly for any unusual activities
- Participate & dispense briefing when applicable in daily briefing, daily warm up and department meetings
- Ensure PA Attendants are informed daily about priorities in their section and are correctly informed on hotel information, activities, standards and instructions
- In the absence of PA AEH, is responsible to take over additional responsibilities and in accordance with the EH guidelines
- Responsible to coordinate with other department when applicable
- Is responsible for issuing and collecting communication devices & keys (if applicable) to PA Attendants
- Control PA attendant section allocation
- Ensure all zones are properly covered
- Record attendance of team members and take the necessary action
- Check physically (walk all zones) all Front of House & Back of House areas including Food and Beverage outlets, public areas, washrooms, exterior grounds, shops and back of the house areas under hospitality areas
- Raised work order for any repairing required for public area. Report concerns to AEH / EH promptly
- Following up work order daily, check & report any pending issues
- Ensure cleaning supplies & guest supplies are adequately stocked for daily operation

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SJM RESORTS, S.A.

- Check and report all soiled drapes, carpets, furniture and other special housekeeping cleaning needs to AEH /EH, assist with deep cleaning schedule & priorities
- Control adequate storage of supplies to prevent theft, loss, spoilage and damage Conduct regular inventory as directed and set by department head
- Check & escalate any pest control issues in public areas
- Is responsible for promoting a work environment where employees feel valued, appreciated, involved and safe
- Attend training sessions; Provide on the job training to subordinates and identify needs
- Ensure subordinates are able to execute the assigned tasks correctly according to standard
- Complete administrative tasks and complete all forms as required
- Is responsible to fill daily quality scoring sheet for subordinates and outsourced suppliers if applicable
- Lead by example Follow departmental policies and procedures, follow all safety and sanitation policies and strive for constant improvement to avoid health and safety hazards & job injury
- Act promptly and according to set procedure in case of any emergency such as fire, flooding, typhoon…
- Participate in hotel recycling program and encourage team members to reduce, re-use and recycle wherever possible and appropriate
- Complete assigned task and reports to AEH / EH - PA
- Perform other duties and responsibilities as assigned by the AEH / EH – PA

Job Requirement:

- High school graduated or above
- Minimum of 1 year experience in a supervisory capacity in a hotel Housekeeping environment
- Basic knowledge in Microsoft Office
- Experience with Hotel Property Management System
- Fluent in Mandarin & Cantonese, good command of verbal communication in English
- Must be able to work on shift, long standing & walking and reasonable lifting

Interested parties, please apply via:

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

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

部門單位： 管家部

職位名稱： 主任 - 公共區域

職位內容：

- 遵守所有制定的行為標準和公司規定，消防法規以及其他部門的政策和程序
- 穿著製服，以乾淨，整潔及整齊的儀容儀表準時報到
- 工作開始前公共區域的員工儀表，制服和個人衛生符合公司標準
- 始終提供專業，友善和優質的服務
- 領導並監督執行所分配區域的日常運作，以確保遵守服務標準
- 確保公共區域的清潔，服務和保養符合酒店和福布斯五星級標準
- 合理安排時間以控制和管理工作量
- 為客人提供親切殷勤的服務，並迅速回應客人的咨詢
- 負責監管遺失物品，確保將其及時送回管家部辦公室
- 對於任何異常活動，及時通知助理行政管家/ 行政管家
- 如有需要，參與日常簡報會或部門會議並引導員工樂於參與及分配工作任務
- 每日向公共區域服務員告知其所在區域的優先工作事項； 確保正確地將酒店信息，標準和指示告知公共區域服務員
- 在行政管家的指引下，必要時替代公共區域助理行政管家承擔職責
- 需要時負責與其他部門進行協調
- 需要時負責向公共區域服務員派發和收集通信設備和鎖匙
- 負責公共區域服務員的區域分配
- 確保工作正確覆蓋到所有公共區域
- 記錄團隊成員的出勤並相應採取必要的措施
- 親自檢查（走遍所有區域）前廳和後勤區域，包括餐飲地點，公共區域，洗手間，室外地面，商店和款客服務部屬下的後勤區域

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.

- 為公共區域所需維修發出工作單。及時向助理行政管家/行政管家報告問題
- 每天跟進工作訂單，檢查並報告所有未解決的問題
- 確保用於日常操作的清潔用品和賓客用品的庫存充足
- 檢查並向助理行政管家或行政管家匯報所有髒污的窗簾，地毯，家具和其他特殊清潔需求，協調深層清潔的時間和優先次序的安排
- 監控用品的存放，以防止被盜，丟失，腐蝕和損壞按照部門主管的指示和要求進行定期盤點
- 檢查並上報公共區域的蟲害問題

- 改善工作環境，讓員工感受到重視，讚賞，有融入感和安全感
- 參加培訓課程，並按需要向下屬提供在職培訓
- 確保下屬能夠根據標準正確執行分配的任務
- 完成行政工作，並根據需要填寫所有表格
- 如需要，為下屬和外包供應商填寫每日質量評分表
- 以身作則。遵守部門政策和程序，遵守安全衛生標準，並努力不斷改進，以避免對健康安全造成危害和防止工傷
- 發生火災，洪水，颱風等緊急情況時，立即按照既定程序採取行動
- 參與酒店回收計劃並監督團隊成員盡可能減少，重複使用和回收再利用
- 完成分配的任務並向助理行政管家或行政管家報告
- 履行助理行政管家或行政管家分配的其他職責

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

職位要求：

- 高中畢業或以上程度
- 至少 1 年酒店管家部的管理經驗
- Microsoft Office 基本使用技能
- 具有酒店物業管理系統的使用經驗
- 流利的粵語和普通話，良好的英語口語能力
- 需輪班工作, 長時間行走和站立並可以舉起合理重量的物品

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Housekeeping

Position Title: Supervisor - Rooms

Job Description:

- Adhere to the established standards of conduct and house rules, fire regulations and department procedures and policies
- Report to shift on time in issued uniform in a clean, neat and tidy appearance at all times
- Consistently offer professional, friendly and engaging service
- Lead and supervise the room attendant to perform the day-to-day operation of the department to ensure service standards are followed
- Ensure guest room cleanliness and services as per department and Forbes 5-star standards
- Provide courteous services to guests and respond promptly to guest enquires, complaints and requests, logging and notifying the proper areas and inform AEH - Rooms / EH - Rooms promptly for any unusual activities
- Participate & dispense when applicable daily briefing, daily warm up and department meetings
- Ensure Room Attendants are informed daily about priorities in their section; Ensure Room Attendants are correctly informed on hotel information, standards and instructions
- Is responsible for Issuing and collecting master keys and communication devices to guestroom attendants
- Record attendance of floor team members and take the necessary action
- Check all VIP rooms prior to arrival according to department & Forbes 5-star standards
- Check physically all Front of House and Back of House such as corridor, lift landing, back stairs and take corrective action promptly if discrepancies are located
- Inspect all occupied rooms and vacant rooms upon or before completion to ensure cleanliness and standards met
- Ensure all departure rooms are checked and released promptly for re-let
- Release all inspected vacant-clean rooms promptly
- Perform daily scoring inspection and participate to appraisal process of the member place under his supervision
- Check daily out of order room and up-date status of work
- Monitor Room Attendants work progress of daily assignment
- Spot check Room Attendants and ensure that proper cleaning procedures and steps are taken at all times
- Follow up on all guest requests and provide prompt service with minimum delay
- Supervise all special projects, i.e. mattress turning, renovations, general cleaning, etc
- Raised work order for any repair maintenance required on the floor, public area, back of the house areas, and service areas Report and Escalate to AEH - Rooms / EH - Rooms promptly when repairs are delayed

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- Monitor guestroom mini-bar as well as stock on warehouse
- Check room attendant carts to ensure they are stacked adequately and neatly
- Check and report all soiled drapes, carpets, furniture and other special housekeeping cleaning needs to AEH - Rooms / EH - Rooms
- Ensure linen supplies are adequately stocked on the linen shelves at pantries
- Conduct floor linen inventory
- Control adequate storage of supplies to prevent theft, loss, spoilage and damage Conduct periodical inventory as directed and required by AEH - Rooms / EH - Rooms
- Report unusual activities to AEH - Rooms / EH - Rooms
- Housekeeper- Rooms promptly
- Submit room status reports to coordinators on time
- Promote a work environment where employees feel valued, appreciated, involved and safe
- Ensure team member uniform is clean and tidy and personal hygiene and grooming are maintained at all times
- Attend training sessions and provide on the job training to subordinates as scheduled & according to need Evaluate staff performance for training need
- Lead by example Follow departmental policies and procedures
- Lead by example Work in compliance with FLHSS standard to avoid health and safety hazards and injury and report anomalies
- Participate in hotel recycling program and encourage team members to reduce, re-use and recycle wherever possible and appropriate
- Complete assigned task and reports to AEH - Rooms / EH - Rooms
- Other duties and responsibilities as assigned by the AEH - Rooms / EH - Rooms

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Job Requirement:

- High school graduated or above
- Minimum of 1 year experience in a supervisory capacity in a hotel Housekeeping environment
- Basic knowledge in Microsoft Office
- Experience with Hotel Property Management System
- Fluent in Mandarin & Cantonese, good command of verbal communication in English
- Must be able to work on shift, long standing & walking

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

部門單位： 管家部

職位名稱： 主任 - 房務

職位內容：

- 遵守所有既定的行為標準和公司規定，消防法規以及所有部門的程序和政策
- 穿著乾淨和整潔的制服並準時報到
- 始終提供專業，友善和優質的服務
- 領導並監督房務員執行部門的日常運作，以確保遵守服務標準
- 確保客房的清潔和服務符合部門和福布斯五星級標準
- 為客人提供親切殷勤的服務，並迅速回覆客人的查詢，投訴和要求，記錄並通知相關的部門，並及時將異常活動告知於助理行政管家或行政管家
- 如有需要，參與日常簡報會或部門會議並引導員工樂於參與及分配工作任務
- 每日向房務員告知其所在區域的優先工作事項； 確保正確地將酒店信息，標準和指示告知房務員
- 負責向客房服務員分發和收集總匙和通信設備
- 記錄樓層團隊成員的出勤並在必要時採取相應的措施
- 根據部門和福布斯五星級標準，在客人抵達之前檢查所有 VIP 客房
- 檢查所有前區和後勤區域，如走廊，電梯，後樓梯，如果發現與標準存在差異，立即採取改正措施
- 在客房準備完成前檢查所有續住房和空房，以確保達到清潔和標準
- 確保檢查所有退房，及時將其放出以供新客人入住
- 及時放出所有檢查過的空房間
- 進行每日評分檢查，並參與其下屬員工的評估過程
- 每天檢查維修的客房及跟進其最新狀態
- 監督房務員的日常工作進度
- 對房務員的工作進行抽查，並確保其按照正確的清潔程序和步驟

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- 跟進客人的要求，及時提供服務
- 監督所有特殊事項，例如墊翻轉床墊，房間翻新，一般清潔等
- 為樓層，公共區域，後勤區域和服務區域進行的任何維修保養工作發出工作單。如果維修延遲，需及時向助理行政管家或行政管家進行滙報
- 監管客房的迷你吧以及倉庫的庫存
- 檢查房務員的手推車，確保它們數量充足，擺放整齊
- 檢查並向助理行政管家或行政管家滙報所有髒污的窗簾，地毯，家具和其他特殊清潔需求

- 確保布草數量充足並存放於儲藏室的布草架上
- 進行樓層布草盤點
- 監控用品的存放，以防止被盜，丟失，腐蝕和損壞。按照助理行政管家或行政管家的指示和要求進行定期盤點
- 向助理行政管家或行政管家報告可疑活動
- 及時向協調員提交房間狀態報告
- 改善工作環境，讓員工感受到重視，讚賞，有融入感和安全感
- 確保團隊成員的製服乾淨整潔，並始終保持個人衛生和儀表整潔
- 參加培訓課程，並按計劃和需要向下屬提供在職培訓。評測員工對培訓的需求
- 以身作則。遵守部門政策和程序
- 以身作則。遵守健康安全標準, 包括消防, 生命, 健康及安全, 保安，以避免對健康和安全的威脅和傷害，並報告異常情況
- 參與酒店回收計劃，並鼓勵團隊成員盡可能減少，重複使用和回收可再用物品
- 完成分配的任務並向助理行政管家或行政管家報告
- 履行助理行政管家或行政管家分配的其他職責

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

職位要求：

- 高中畢業或以上程度
- 至少 1 年酒店管家部管理經驗
- Microsoft Office 基本使用技能
- 具有酒店物業管理系統的使用經驗
- 流利的粵語和普通話，良好的英語口語能力
- 需輪班工作, 長時間行走和站立

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Housekeeping

Position Title: Housekeeping Dispatcher

Job Description:

- Consistently offer professional, friendly and engaging service
- Reports to shift on time in issued uniform in a neat, clean and tidy appearance at all times
- Attends daily briefing
- Attends to training session
- Handles the safekeeping, recording, collection of all keys and mobile phones held in the Housekeeping Office to ensure a safe and secure work environment
- Answers telephone calls in accordance with Housekeeping standards, records incoming requests and messages and communicate information to concerned parties and personnel in a timely manner
- Receives Lost and Found items and records in iTrak system and store them in accordance with standard. Handles the claiming and clearing of any Lost and Found items
- Updates Opera system and contacts Supervisors to report room discrepancies
- Controls and file Housekeeping Records and Reports as per Housekeeping guidelines
- Monitors job dispatches and informs Supervisors or Attendants of any time-out jobs
- Assigns and monitors room inventory in e-Housekeeping to ensure productivity of Room Attendants are achieved during daily operation
- Monitors and tracks status of “out of order” and “out of service” rooms; update accordingly
- Monitors completion of work orders submitted for repairing and dispatch orders to Engineering
- Communicates effectively and clearly any requests or maintenance to related departments to ensure smooth Housekeeping operation
- Handles babysitting requests and assigns appropriate Attendant to provide services without delay
- Follows departmental policies and procedures and service standards
- Adheres to the Company policies and procedures and complies with the Code of Conduct
- Remains well-mannered and well-groomed in accordance with company standards
- Follows all Fire–Life–Health & Safety-Security policies and strives for constant improvement to avoid health and safety hazards
- Observes and participates in the company’s recycling program and strictly follows the company’s objectives to reduce, re-use and recycle wherever possible. (Sustainability)
- Ensures excellent personal appearance, posture and hygiene and strictly follows the grooming standards

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- Completes daily assignments and reports progress to Supervisor
- Other duties and responsibilities as assigned by the Supervisor/Assistant Executive Housekeeper-Rooms / Executive Housekeeper-Rooms

Job Requirement:

- High school graduated or above
- Previous guest service and/or Housekeeping experience is preferred
- Positive attitude
- Ideally communication fluent in Cantonese and Mandarin. English skills is a plus
- Fully aware of FLHSS standards
- Basic IT knowledge (Microsoft Excel)

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

部門單位： 管家部

職位名稱： 管家部調度員

職位內容：

- 始終提供專業，友善和優質的服務
- 穿著乾淨和整潔的製服並準時報到
- 參加每日簡報會
- 參加培訓課程
- 處理保管處保存的所有鑰匙和手機保管，記錄，領取，以確保安全可靠的工作環境
- 按照客房標準接聽電話，記錄請求及信息，並及時將信息傳達給相關部門和員工
- 記錄在失物處理在 iTrak 系統中並按照標準進行存儲。處理所有失物招領的索賠和清算
- 更新 Opera 系統並聯繫主管以報告房間差異
- 根據指引整理記錄檔案及客房報告
- 監測工作派遣進度，並將任何超時作業通知主管或值班人員
- 監測和跟進“故障”和“服務中斷”的房間狀態；相應地更新
- 監測提交的維修工作訂單的完成情況並將其下達給工程部門
- 與相關部門進行有效，清晰的溝通，以確保所有要求或維護工作順利進行
- 處理保姆服務要求，並指派適當的服務員提供相關服務
- 更新並記錄工作任務。通過 E-housekeeping 系統接受或完成收到的所有工作
- 遵守部門政策，程序和服務標準
- 遵守公司政策和程序，並遵守行為準則
- 按照公司標準，保持儀表端莊有理
- 遵守健康安全標準，包括消防, 生命, 健康及安全，並不斷改進以避免對健康和安全造成危害
- 遵守並參與公司的回收計劃，並嚴格遵循規定以盡可能減少使用，重複利用或回收利用。(可持續發展)

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SJM RESORTS, S.A.

- 確保良好的個人形象和衛生習慣，並嚴格遵守儀容儀表標準
- 完成每日任務，並將進度報告給主任
- 履行主任/助理行政管家/行政管家分配的其他職責

職位要求：

- 高中畢業或以上程度
- 有客戶服務或客房服務經驗者優先
- 積極的態度
- 流利的粵語和普通話，具英語能力優先
- 了解健康安全標準, 包括消防, 生命, 健康及安全, 保安
- 基本電腦知識 (Microsoft Excel)

有興趣應徵者，可透過以下方式申請：

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- 致電人才招募專線 89820288 / 68827117

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Department: Housekeeping

Position Title: Attendant - Rooms

Job Description:

- Consistently offer professional, friendly and engaging service
- Report to shift on time in issued uniform in a neat, clean and tidy appearance at all times
- Report to assigned work areas and clean the guest rooms following the established procedures and standards
- Attend actively to daily briefing
- Attend to training session
- Greet and welcome guests and address them by name at all times
- Propose help to guest whenever necessary
- Clean all assigned areas including but not exclusively: dusting, making beds (when applicable), soiled linen removal, vacuuming, bathroom cleaning & sanitizing, inside window cleaning (when accessible), replenish rooms with supplies
- Responsible for keeping the areas tidy at all time
- Ensure rooms are cleaned, supplied & maintained according to departmental & Forbes standards
- Assist supervisor to prepare rooms for VIP arrival
- Report maintenance needs in guest rooms or public areas & escalate request when repairs are delayed
- Ensure linen supplies are adequately stocked at pantries and guest room attendant cart
- Monitor pantry and minibar supplies at adequately stock
- Remove food trays and trolleys from guestrooms and hallways to floor pantries.
- Collect and deliver guest laundry
- Deliver newspaper and magazines to guest rooms. (When applicable)
- Deliver and set up guest request amenities including rollways, baby cribs, etc.
- Sign in and out master keys daily
- Responsible to safe keep master keys and devices
- Use cleaning supplies and equipment according to set up standard. Clean and maintain equipment clean and in good condition at all times
- Update and record the work assignment. Responsible to accept/ complete all order sent to him / her via e-housekeeping messaging system
- Report room status discrepancies to floor supervisor immediately
- Update status of clean rooms promptly as soon as they are cleaned (Need Inspection)

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- Provide turn down service to all occupied and arrival expected rooms according to departmental standards on the PM shift
- Return and properly tag all lost and found articles in the Housekeeping Office.
- Maintain and refill guest room attendant cart daily
- Check and replenish minibar supplies consumed by guest
- Responsible for in-house moves and ensure that all guest belongings are placed back correctly in the new assigned rooms
- Provide shoe shine and/or shoe cleaning service for guests
- Assist with general inventories
- Report to security any doors find open
- Report any unattended object to security
- Report any sick guest/ unanimated guest to security
- Report any privacy sign after 1PM to Assistant Executive Housekeeper - Rooms
- Report mini bar consumption and maintain records/replenish mini bar after rooms are serviced when applicable
- Ensure flowers are fresh, change water daily and replace if necessary
- Report suspicious activities on guest floors
- Follow departmental policies and procedures and service standards
- Adhere to the Company policies and procedures and comply with the Code of Conduct
- Remain well-mannered and well-groomed as per company standard
- Follow all Fire – Life – Health & Safety - Security policies and strive for constant improvement to avoid health and safety hazards
- Work in compliance with FLHSS standard to prevent injury and report anomalies
- Observe and participate in the company recycle program and follow a strict discipline to reduce, re-use and recycle wherever possible. (Sustainability)
- Ensure excellent personal appearance and hygiene and strictly follow the grooming standards
- Complete daily assignments and report progress to Supervisor
- Other duties and responsibilities as assigned by the Supervisor / Assistant Executive Housekeeper - Rooms / Executive Housekeeper- Rooms

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Job Requirement:

- Primary school graduated or above
- Previous guest service and/or Housekeeping experience is preferred
- Positive attitude
- Ideally communication fluent in Cantonese and Mandarin, English skills is a plus
- Fully aware of FLHSS standards

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部門單位： 管家部

職位名稱： 服務員 - 房務

職位內容：

- 始終提供專業，友善和優質的服務
- 穿著乾淨和整潔的製服並準時報到
- 在指定工作區域按照既定程序和標準清潔客房
- 參加每日簡報會
- 參加培訓課程
- 迎接並歡迎客人，並以客人的名字稱呼
- 必要時向客人提供幫助
- 清潔所有指定區域，包括但不限於：除塵，舖床（如適用），撤污糟布草，吸塵，浴室清潔和消毒，內部窗戶清潔（若可觸及），補給房間用品
- 確保按照部門和福布斯標準清潔，供應和保養房間
- 在 VIP 貴賓抵達前協助主任準備客房
- 滙報客房或公共區域的維修要求，並在維修延遲時上報請求
- 確保做房車內放置充足的布草及客人用品
- 將送餐托盤和手推車從客房或走廊移至樓層服務電梯區
- 收集和運送客衣至洗衣房
- 運送和擺放客人要求的用品，包括折疊床，嬰兒床等
- 每日簽收及交還總匙和設備，以及安全保管
- 根據設置標準使用清潔用品和設備。始終保持設備清潔並處於良好狀態
- 更新並記錄工作任務。通過 E-housekeeping 系統接受或完成收到的所有工作
- 立即向樓層主任報告房間狀態出現的差異

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- 房間清潔後（需要檢查）應立即更新其清潔狀態
- 根據下午班次的部門標準，為所有入住和將到達的房間提供夜床服務
- 交還非貴重遺失物品到管家部辦公室並正確標記。立刻向主任報告如發現貴重遺失物品
- 協助盤點儲存貨物
- 當發現有房門不尋常打開時，立即報告給保安部
- 向保安部報告任何無人看管的物品
- 向保安部報告生病的或無生命反應的客人

- 報告樓層走廊的任何可疑行為
- 於下午 1 時後向助理行政管家報告任何請勿打擾的房間
- 確保鮮花新鮮，每天換水，並在必要時更換
- 遵守部門政策，程序和服務標準
- 遵守公司政策和程序，並遵守行為準則
- 按照公司標準，保持儀表端莊有理
- 遵守健康安全標準，包括消防, 生命, 健康及安全，並不斷改進以避免對健康和安全造成危害
- 遵守健康生命安全標準以防止工傷並報告異常
- 遵守並參與公司的回收計劃，並嚴格遵循規定以盡可能減少使用，重複利用或回收利用。(可持續發展)
- 確保良好的個人形象和衛生習慣，並嚴格遵守儀容儀表標準
- 完成每日任務，並將進度報告給主任
- 履行主任/助理行政管家/行政管家分配的其他職責

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職位要求：

- 小學畢業或以上學歷
- 有客戶服務或客房服務經驗者優先
- 積極的態度
- 流利的粵語和普通話，具英語能力優先
- 了解健康安全標準, 包括消防, 生命, 健康及安全, 保安

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澳娛綜合度假股份有限公司
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Department: Housekeeping

Position Title: Florist

Job Description:

- Make various floral designs and arrangement for front of the house and back of the house
- Monitor fresh flower arrangements on daily basis; freshening up flower arrangement when necessary or per schedule
- Report to superior if any O.O.O. issue or malfunctioning of machines and tools
- Work closely with all F&B outlets, casino, housekeeping and front office for floral replenishment requirement
- Assist Floral supervisor in making various floral arrangements Follow floral recipes for floral designs
- Follow floral recipes for floral designs
- Ability to work with massive volume of foliage and flowers at the same time
- Receive and process flower into appropriate size/requirement for floral decoration
- Ensure floral workshop and cooler are clean regularly
- Send the dirty cleaning cloth to laundry for washing.
- Deliver and collect the flower arrangement to/from appointed area
- Sort out flower from returned flower arrangement for recycle
- Contribute to cost control by respecting washing & sorting method for vases and tools
- Ensure all the daily rubbish from the workshop send to refuse room & respect recycling process in place
- Adhere to departmental standard operating procedure
- Be punctual and adhere to company set grooming standard
- Deal efficiently with all personnel
- Participate in the on-going training programs
- Attend daily briefing and regular meeting
- Familiar with working environment
- Compile various inventories record
- Required to work the scheduled work shift as needed to meet the needs of guests and team members
- Perform any other duties as required by the superior and department head
- Check the record temperature of floral workshop and cooler to ensure the right temperature is set to maximize flower life span and quality
- Escalate any problem, anomaly, damage on misuse to management
- Escalate any unusual or suspicious behavior

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- Follow departmental policies and procedures
- Adhere to the established standards of conduct and house rules, fire regulations and department procedures and policies
- Report to shift on time in issued uniform in a clean, neat and tidy appearance at all times
- Consistently offer professional, friendly and engaging service
- Work in compliance with FLHSS standard to avoid health and safety hazards and injury and report anomalies
- Participate in hotel recycling program
- Complete assigned task and reports to Floral Asst. Manager / Floral Manager
- Other duties and responsibilities as assigned by Floral Asst. Manager
- Attend training sessions

Job Requirement:

- Junior high school graduated, Senior high school graduated/ Bachelor degree is an advantage
- Floral design certificate is an advantage
- 1- 3 years Hotel floral or Floral shop working experience
- Basic to medium level floral certificate
- Fluent in Cantonese and Mandarin, basic English is an advantage
- Must be able to work on shift, physical fit for heavy duty

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澳娛綜合度假股份有限公司
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部門單位： 管家部

職位名稱： 花藝師

職位內容：

- 為前綫和後勤製作花藝設計和佈置
- 每天監管花藝佈置; 必要時或按計劃保養花藝作品
- 向上級報告任何機器和工具故障
- 與所有餐廳，賭場，管家部和前台密切合作，以滿足花藝作品補給要求
- 協助花藝主任安排各種花藝設計和佈置
- 遵循花藝設計方案
- 能夠同時處理大量的花材和葉材
- 接收鮮花貨物，並以適合的尺寸和要求處理鮮花貨物
- 定期清潔花藝工作坊和冷凍櫃
- 運送骯髒的抹布到洗衣房
- 在指定區域提供和回收花藝佈置
- 將回收的花材進行挑選及循環再用
- 通過採用花瓶和工具的分類及清洗法，以達到成本控製的效益
- 負責將花藝部的日常垃圾運送到垃圾房，並進行循環再用過程
- 遵守部門標準操作程序
- 準時並遵守公司設定的儀容標準
- 能有效地與所有人溝通和相處
- 參加已安排的培訓計劃
- 參加每日簡報會和定期會議

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- 熟悉工作環境
- 協助編制各種庫存記錄
- 須按照已安排的時間工作，以滿足客人和團隊成員的需求
- 履行上級和部門主管分配的其他職責
- 記錄花房工作室和雪櫃的溫度，確保設定合適的溫度，以延長鮮花壽命和質量
- 上報任何問題，異常及濫用管理職責的行爲
- 上報任何異常或可疑行為。遵守部門守則和程序
- 遵守既定的行為標準，部門守則，消防條例, 部門程序及政策
- 按時上班並保持整潔的制服及儀容
- 時刻保持專業，友善和親切的服務態度
- 嚴格遵守 (FLHSS) 消防生命健康安全衛生標準，以避免健康和安全受傷害, 及報告異常情況
- 積極參與酒店的環保及回收計劃
- 完成被安排的工作, 並向花藝部副經理/花藝部經理報告
- 接受花藝部副經理委派的其他職責和任務
- 參加培訓課程

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職位要求：

- 初中或高中畢業, 有學士學位優先
- 中級花藝設計證書優先考慮
- 1- 3 年酒店花藝或花店工作經驗
- 了解各種花藝設計，及與其季節性相應的花材和葉材
- 需輪班工作，能承受繁重的體力勞動工作

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澳娛綜合度假股份有限公司
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Department: Housekeeping

Position Title: Coordinator - Housekeeping

Job Description:

- Provide support to Assistant Directors and the Housekeeping Team for project process, such as scoping, preparation, procurement, report and conclusion.
- Ensure project documents are complete, current and stored appropriately.
- Delivers engaging, informative, well organized presentations.
- Effectively communicates relevant project information to superiors.
- Creates financial documents, such PR, SR, CER and CRR.
- Keeps good record for purchasing and sourcing items.
- Provides administrative and clerical support to the Assistant Directors and Housekeeping Team.
- Monitors daily attendance, annual leave, sick leave, special leave and resignation for the team with adherence to company policies and Macau Labour Law. Ensures that all Attendance Reports are in Virtual Roster.
- Coordinates between department and HR regarding TM-related forms including Coaching Letters, End of Probation Reviews, Staff Request Spreadsheets, Offer Request Spreadsheets and others.
- Prepares all access required for new Team Members including door access, Windows account, SAP account, email account and others.
- Checks office supplies such as A3/A4 paper, drinking water, stationery, stock levels of all Housekeeping forms and First Aid box items and places orders to ensure a smooth operation.
- Answers calls to the Section Head's duty phone for emergency service requests and records transactions accordingly. Sends requests to on Duty EH or AEH for handling.
- Prepares and updates Duty Roster.
- Records and reports daily attendance for both in-house team members and outsourced contractors.

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Job Requirement:

- Diploma degree or above
- Minimum of 2 years working experience in a similar role
- Positive attitude
- Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin
- Professional appearance
- Ability to function well as part of a team
- Able to multitask and work in a fast-paced environment
- Strong computer skills required (Microsoft Excel and Microsoft Word)

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部門單位： 管家部

職位名稱： 協調員 - 管家

職位內容：

- 為助理總監和房務團隊提供支援，例如範圍界定、準備、採購、報告和總結
- 確保項目文件完整、最新且妥善保存
- 提供吸引、信息豐富、組織良好的演示
- 有效地向上級傳達相關項目信息
- 創建財務文件，如 PR、SR、CER 和 CRR
- 保持採購物品記錄
- 為助理總監和房務團隊提供行政和文書支援
- 遵守公司政策和澳門勞工法，監督團隊的日常出勤、年假、病假、特別假期和辭職，確保所有出勤報告都更新到 VR 系統
- 協調部門和人力資源部門之間關於 TM 相關表格的協調，包括指導信、試用期結束審查、員工請求電子表格、錄取請求電子表格等
- 準備新團隊成員所需的所有權限，包括門禁、Windows 帳戶、SAP 帳戶、電郵帳戶等
- 檢查辦公用品，如 A3/A4 紙、飲用水、文具、所有房務部表格和急救箱物品的庫存水平，並定時補充物資以確保正常運作
- 接聽區域負責人電話的緊急服務請求並相應作記錄，將請求發送到值班行政管家或助理行政管家進行處理
- 準備和更新值班表
- 記錄和報告內部團隊成員和外包承包商的每日出勤情況

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澳娛綜合度假股份有限公司
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職位要求：

- 大專畢業或同等水平
- 至少 2 年類似職位的工作經驗
- 積極的態度
- 流利的粵語和普通話，良好的英語口語能力
- 專業的外觀
- 能夠很好地融入團隊
- 能夠同時處理多項任務並在快節奏的環境中工作
- 熟悉 Microsoft Office 軟件

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。

澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Housekeeping

Position Title: Linen Attendant

Job Description:

- Consistently offer professional, friendly and engaging service (greeting, welcoming…)
- Report to shift on time in uniform and perfectly groomed
- Is courteous, positive and establish and maintain professional working relationship with all staff
- Participate to daily briefing and training
- Check the handover log book and follow up any outstanding issues
- Fully understand and aware of all the different linen styles used in rooms, F&B, and SPA & recreation to be able to answer needs in accurately and quickly
- Communicate clearly with the in house laundry, housekeeping section and other department as with the outsource laundry
- Check, scan, track, record, dispatch linen from the chutes or collection point to outsource Laundry Company and vises versa
- Effectively scan all RFID linen going in and out
- Perform daily spot check and count manually non RFID items
- Attend the chute room to ensure the trolley are changed once filled and brought to the linen store to be scanned
- Report if any lost and found items found in the chute or within his area of coverage
- Prepare all trolleys and outgoing slip with soiled line for the supervisor counter check before collection by outsourced laundry
- Adhere to the hotel's policies and rules as well as all security, safety and emergency policies and procedures
- Maintain high standards of cleanliness and hygiene in the chute areas and for all logistic equipment (trolleys and bags…)
- Perform any other related duties as required and instructed by his/ her superiors

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SJM RESORTS, S.A.

Job Requirement:

- Primary school graduated or above
- Experience working in Laundry and Linen is preferable
- Computer knowledge and Basic English and is a plus
- Positive attitude and ideally fluent in Cantonese and Mandarin
- • Fully aware of FLHSS standards, diligent attention to safety
- • Be able to communicate effectively with all related personnel in polite and reasonable manner

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- Hotline 89820288 / 68827117

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

部門單位： 管家部

職位名稱： 布草員

職位內容：

- 時刻提供專業，友善和優質的服務 (問候，歡迎...)
- 按時上班並時刻保持制服及外表乾淨整潔
- 有禮貌，積極向上，並與所有員工建立並保持專業的工作關係
- 參加每日簡報和培訓
- 查看交更記事本並跟進所有未解決的問題
- 充分掌握和了解所有關於客房，餐飲和水療及康體娛樂部的不同的布草種類，以便能夠準確，快速地回答相應的需求
- 與洗衣房，管家部和其他部門以及外判洗衣公司進行有效溝通
- 檢查，掃描，追踪，記錄及交收，從布草喉及布草房所收集的布草
- 運用 RFID 系統，掃描所有進出的布草
- 每日抽查及手動點算沒有安裝晶片的布草
- 若污布草車裝滿，將其更換，並將污布草車推到布草點算房進行 RFID 掃描
- 報告在布草喉或其負責範圍內發現的遺失物品
- 在外判洗衣公司收集布草之前，準備好所有手推車及送洗單，以供在主任進行檢查
- 遵守酒店的政策和規則，及所有保安，安全，緊急政策和程序
- 保持布草區域和所有物流設備（手推車和洗衣袋等）的清潔衛生
- 根據上級的要求和指示執行其他相關任務

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

職位要求：

- 高中畢業或以上程度
- 有客戶服務或客房服務經驗者優先
- 基本電腦知識 (Microsoft Excel)及具備積極態度
- 流利的粵語和普通話，具英語能力優先
- 了解健康安全標準, 包括消防, 生命, 健康及安全, 保安

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Housekeeping

Position Title: Attendant - Wardrobe

Job Description:

- Consistently offer professional, friendly and engaging service (greeting, welcoming…)
- Report to shift on time in uniform and perfectly groomed
- Is courteous, positive and establish and maintain professional working relationship with all staff
- Participate to daily briefing and training
- Check the handover log book and follow up any outstanding issues
- Fully understand and aware of all the different uniform styles to be able to answer needs in accurately and quickly
- Check, track, record, dispatch and/or receive uniforms to/from outsource Laundry Company
- Effectively scan all uniform going in and out of wardrobe area when necessary.
- Inspect and hang all clean uniforms on conveyors according to designated slot number
- Assist in unpacking new delivered uniforms, scan all new delivered uniform in to system as inventory and make sure the inventory is input correctly
- Maintain uniform stock area tidy at all time, uniforms to be sorted by style, code number and size
- Is responsible for labeling new staff uniform's according to conveyor's slot number
- When new uniforms are delivered, she/he is accountable for confirming the quantities of each box and according to the packing list on the box
- She/he is responsible for documenting and escalating any variance of delivery to his/ her superior
- Report if any lost and found items found on staff uniforms
- Responsible to log and report any chip malfunction and replaced with new chip
- Assist in conducting staff uniform inventory on quarterly basis
- Maintain the soiled uniform drop chute area, clean and tidy at all the time
- Replace regularly trolleys, in the soiled uniform chute when trolleys are full
- Prepare all trolleys and outgoing slip required with soiled uniforms for the supervisor counter check before collection by outsource laundry
- Collect and inspect uniforms from employees who are transferred or terminated
- Return all unassigned uniform from laundry in to inventory stock area
- Assist in the fitting of uniforms for new employees
- Assist all staff at wardrobe services counter for any uniforms services request.

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

- Is attentive and ensure employee uniform needs/requests are met as per established standards
- Able to iron garment when applicable to ensure uniforms are impeccable
- Maintain the assigned uniform intact before hanging to conveyor
- Ensure that hangers are returned and stored in to hanger racks station
- Ensure that empty garment bags are stored properly
- Ensure none of trolleys are blocking the conveyors rails and exits routes
- Will assist in receiving goods, moving object or carton boxes when applicable
- Is responsible to maintain and store all equipment and cleaning tools. (Vacuum cleaner, brooms, dustpan, mops and portable steamer etc.)
- Is responsible to maintain the whole wardrobe area clean and tidy at all the times
- Communicate effectively with all laundry personal and all other departments
- Adhere to the hotel's Policies and rules as well as all security, safety and emergency policies and procedures
- Perform any other related duties as required and instructed by his/ her superiors

Job Requirement:

- Primary school graduated or above
- Experience working in Wardrobe is preferable
- Basic computer knowledge and English is a plus
- Positive attitude
- Fluent in Cantonese and Mandarin
- Fully aware of FLHSS standards

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

部門單位： 管家部

職位名稱： 服務員 - 制服

職位內容：

- 時刻提供專業，友善和優質的服務 (問候，歡迎...)
- 按時上班並時刻保持制服及外表乾淨整潔
- 有禮貌，積極向上，並與所有員工建立並保持專業的工作關係
- 參加每日簡報和培訓
- 查看交更記事本並跟進所有未解決的問題
- 充分掌握和了解所有制服款式，以便能夠準確，快速地回答相應的需求
- 與外判洗衣公司跟進制服的檢查，追踪，記錄，交收情況及數量
- 掃描所有進出制服房的制服
- 根據指定的運輸帶，檢查並將所有乾淨的制服掛在運輸帶上
- 新制服到貨時，協助打開包裝，掃描新制服入電腦系統，並確保庫存輸入正確
- 時刻保持制服存貨區域整齊，制服按款式，型號和尺寸進行分類
- 根據運輸帶編號，為新員工的制服壓上標籤
- 新制服到貨時，負責確認每箱的制服數量與送貨單的數量相同
- 如收貨數量與送貨單數量有任何差異，記錄存檔及向上級報告
- 如在制服中發現的任何員工遺失物品，請向上級報告
- 如晶片有任何故障，記錄及報告，並更換新晶片
- 協助進行季度制服盤點
- 即刻保持污衣槽及周圍區域乾淨整潔
- 當污衣槽下的手推車已裝滿時，更換上空的手推車
- 在外判洗衣公司收集污制服之前，準備好所有的污衣及送洗單，以供主任檢查

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

- 集齊並檢查轉職或離職員工的制服
- 將所有由外判洗衣公司送回的存貨放回存貨區
- 協助新員工進行制服試身
- 協助所有來到制服房前台的員工處理任何制服問題
- 認真及確保員工對制服的要求能按照既定的標準
- 需要時熨燙制服以確保制服的整齊
- 將制服掛上運輸帶前，確保制服沒有任何損壞
- 確保將空的衣架掛回衣架收集架
- 確保空的衣袋放回正確的存放位置
- 確保沒有手推車阻塞運輸帶軌道和緊急出入口
- 需要時將協助收貨，搬運貨物或紙箱
- 負責保養和存放所有設備和清潔工具（吸塵機，掃把，垃圾鏟，拖把和掛燙式燙斗等）
- 時刻保持整個制服房的整潔
- 與洗衣房保持有效的溝通
- 遵守酒店的政策和規則，及所有保安，安全，緊急政策和程序
- 根據上級的要求和指示執行其他相關任務

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

職位要求：

- 高中畢業或以上程度
- 有客戶服務或客房服務經驗者優先
- 積極的態度
- 流利的粵語和普通話，具英語能力優先
- 了解健康安全標準, 包括消防, 生命, 健康及安全, 保安
- 基本電腦知識 (Microsoft Excel)

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

Department: Housekeeping

Position Title: Florist Assistant

Job Description:

• Responsible for clean and maintain top cleanliness & hygiene standards in the flower workshop
• Assist Florist in making various floral arrangements for front of the house and back of the house.
• Report to superior any O.O.O. issue or malfunctioning of machines and tools
• Receive and process flower and store it in the cooler properly
• Keep tools in well-equipped toolbox
• Clean floral workshop and cooler regularly
• Clean rubbish, vase, tool, equipment, container/buckets and floor before end of the shift
• Send the dirty cleaning cloth to laundry for washing.
• Ensure all equipment and fixture are switch off before closing the workshop end of the day
• Deliver and collect the flower arrangement to/from appointed area
• Sort out flower from returned flower arrangement for recycle
• Contribute to cost control by respecting washing & sorting method for all OS&E (vases... etc.)
• Responsible to bring all the daily rubbish from the workshop to main refuse room & respect recycling process in place
• Required to work the scheduled work shift as needed to meet the needs of guests and team members
• Be punctual and adhere to company set grooming standard
• Deal efficiently with all personnel
• Participate in the on-going training programs
• Attend daily briefing and regular meeting
• Ensure emergency procedures are followed strictly Ensure health and safety as well as hygiene rules are strictly followed
• Familiar with working environment
• Maintain good communication and relationship with Floral team and other departments
• Assist to compile various inventories record
• Perform any other duties as required by the superior and department head
• Adhere to workplace health and safety standards, as well as hygiene rules strictly
• Record temperature of floral workshop and cooler to ensure the right temperature is set to maximize flower life span and quality
• Escalate any problem, anomaly, damage on misuse to management

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SJM RESORTS, S.A.

• Escalate any unusual or suspicious behavior

Job Requirement:

• Primary school graduated or above
• 1 year Foral shop working experience and floral knowledge is an advantage
• Basic Floral design certificate or above is an advantage
• Fluent in Cantonese and Mandarin, ideally basic in English

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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

部門單位： 管家部

職位名稱： 花藝助理

職位內容：

- 負責清潔花藝工作坊，以達到和保持衛生標準
- 協助花藝師於前區和後勤區佈置各種花藝作品
- 向上級報告有關機器和工具所出現的問題或故障
- 接收並處理鮮花貨物, 將其妥善存放在冷櫃中
- 保持工具箱設備齊全
- 定期清潔花藝工作坊和冷櫃
- 在當日工作結束前清理垃圾，清潔花瓶，工具，設備，容器，水桶和地面
- 運送骯髒的抹布到洗衣房
- 在當天花藝工作坊關閉前，確保所有設備和裝置已關閉
- 在指定區域提供和回收花藝佈置
- 將回收的花材進行挑選及循環再用
- 通過採用花瓶和工具的分類及清洗法，以達到成本控製的效益
- 負責將花藝部的日常垃圾運送到垃圾房，並進行循環再用過程
- 須按照已安排的時間工作，以滿足客人和團隊成員的需求
- 準時並遵守公司設定的儀容標準
- 能有效地與人溝通和相處
- 參加已安排的培訓計劃
- 參加每日簡報會和定期會議
- 熟悉工作環境
- 協助編制各種庫存記錄
- 履行上級和部門主管分配的其他職責

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澳娛綜合度假股份有限公司
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- 嚴格遵守工作場所健康和安全標準以及衛生規則
- 記錄花房工作室和雪櫃的溫度，確保設定合適的溫度，以延長鮮花壽命和質量
- 上報任何問題，異常及濫用管理職責的行爲
- 上報任何異常或可疑行為
- 遵守部門守則和程序
- 遵守既定的行為標準，部門守則，消防條例, 部門程序及政策
- 按時上班並保持整潔的制服及儀容
- 時刻保持專業，友善和親切的服務態度
- 嚴格遵守 (FLHSS) 消防生命健康安全衛生標準，以避免健康和安全受傷害, 及報告異 常情況
- 積極參與酒店的環保及回收計劃
- 完成被安排的工作, 並向花藝部副經理/花藝部經理報告
- 接受花藝部副經理委派的其他職責和任務
- 參加培訓課程
- 遵守部門守則和程序
- 遵守既定的行為標準，部門守則，消防條例, 部門程序及政策
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澳娛綜合度假股份有限公司
SJM RESORTS, S.A.

職位要求：

- 小學畢業或以上
- 1 年或以上花店工作經驗者優先考慮
- 有花藝基本知識者優先考慮
- 流利粵語和普通話，有基本英語口語交流者優先

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