



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Resort Premium Market Development

**Position Title:** Host - Premium Guest Development

**Job Description:**

- Assist guests with reservations, event planning, and other requests
- Build and maintain positive relationships with high rollers and other valued guests
- Provide VIP guests with personalized service, including arranging transportation and accommodations
- Ensure all targeted guests are well informed of all special events and promotions
- Provide event pre and post analysis
- Responsible for generating and achieving specific revenue goals by developing new guests
- Identify premium guest interests and encourage return trips
- Handle complaints and resolve conflicts in a timely and professional manner
- Act as a liaison between guests and the company's departments, including gaming, food and beverage, and entertainment
- Maintain accurate guest development records and performance reports

**Job Requirement:**

- High school graduated or above
- Bachelor Degree in Business, Tourism, Hotel, Sales Management or related disciplines is an advantage
- Experience in customer services is an advantage
- Strong interpersonal and communication skills
- Knowledge of casino operations and gaming industry
- Proficient in Microsoft office applications including Word, Excel, PowerPoint and Outlook
- Proficient in Cantonese and Mandarin, English is an advantage

Interested parties, please apply via:

- Email the detailed resume to [careers@sjmresorts.com](mailto:careers@sjmresorts.com)
- Hotline 8297 0976 / 6882 7060



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**部門:** 度假村臻尚市場拓展部

**職位:** 服務專員 - 臻尚客戶拓展

### 職位內容：

- 協助客人安排各種預訂，行程計劃和其他需求
- 與高端和有潛力的客戶建立並維持正面友好的關係
- 確保所有合資格的客人都了解活動和促銷方案
- 建立活動前和後的分析報告
- 發展新客源以實現特定的目標
- 針對高端客戶群的喜好，推進回頭率
- 處理投訴並及時解決衝突
- 充當客人和公司各部門之間的聯絡
- 保持準確的客戶拓展記錄和績效報告

### 職位要求：

- 高中畢業或以上
- 商業、旅遊、酒店、銷售管理或相關學科的學士學位優先考慮
- 擁有客戶服務方面的經驗優先考慮
- 優秀的人際關係和溝通能力
- 了解娛樂場運營和博彩行業
- 精通辦公軟件應用程序，包括 Microsoft Word、Excel、PowerPoint 和 Outlook
- 精通粵語和普通話，良好英語優先考慮

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 8297 0976 / 6882 7060