



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Hotel Operations

**Position Title:** Bell Captain - Concierge

### **Job Description:**

- Conducts daily briefings and regular departmental meetings to ensure relevant information are disseminated as required
- Supervises the daily operation of the Bell Desk to ensure all allocated daily tasks are completed and all staff meets the service expectations required. Ensure the driveway and lobby area is maintained according to established service standards
- Supervises all group baggage transfer and amenity deliveries to ensure proper handling and completion
- Train, monitors and evaluate performance of all Bell, Door and Concierge Attendants

### **Job Requirement:**

- Minimum of 3 years working experience in a similar role in a casino environment
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Good computer and system skills
- Must be able to work on shift and standing for long durations

Interested parties, please apply via:

- Email the detailed resume to [careers@macausjm.com](mailto:careers@macausjm.com)
- Hotline 89820288 / 68827115 / 68827118

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# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Hotel Operations

**Position Title:** Bellman - Concierge

### **Job Description:**

- Greeting, welcoming, directing and bidding farewell to guests and visitors in accordance with established service standards
- Retrieving, collecting, tagging and delivering guest luggage ensuring luggage is stacked or stored appropriately and not damaged during transit. This includes transporting luggage in a timely and discreet manner without disrupting guests, hotel operations or ambience

### **Job Requirement:**

- Diploma or equivalent professional training
- Related experience in a similar role in a casino environment is an advantage
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Good computer and system skills
- Must be able to work on shift and standing for long durations

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# 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
- Prepare daily VIP arrivals list by updating guest profiles, assign amenities and confirming special arrangements
- 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
- Perform any other reasonable duties as required by the Front Office Manager from time to time

### **Job Requirement:**

- Diploma holder or above
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Able to multi-task and work in a fast-paced environment
- Preferable with understanding of Hotel Property Management System (Opera)
- Good computer and system skills
- Must be able to work on shift

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# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Housekeeping

**Position Title:** Seamstress - Wardrobe

### **Job Description:**

- Responsible for the maintenance of the uniforms for the entire complex. This include, but not exclusively, tasks such as fitting, marking, labelling, pressing, repairing, altering of uniforms
- Responsible to answer any guest request which sometime include fitting, alteration and mending
- Perform repair in a timely manner for staff uniform and guest garments

### **Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Food and Beverage

**Position Title:** Commis (Chinese / Western Cuisine)

### **Job Description:**

- Assist the Demi Chef to prepare the ingredients for the kitchen operations
- According to food safety hygiene standards to use, clean, store and maintain all the kitchen equipment

### **Job Requirement:**

- Relevant experience is an advantage
- Required to work on shift

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## SJM RESORTS, S.A.

**Department:** Food and Beverage

**Position Title:** Host

### **Job Description:**

- Greet incoming and departing Guests warmly with a genuine smile and eye contact
- Escort guests to assigned dining area depending on their preference
- Inform guests of current promotion and who will be serving them to ensure a smooth handoff to the service staff
- Answer incoming calls to the restaurant and provide appropriate service
- Manage the flow of Guests into the Dining and Bar areas, provide accurate wait times to incoming Guests if appropriate

### **Job Requirement:**

- High school graduated or above
- Previous experienced in restaurant operations is an advantage
- Diligent attention to detail and safety
- Good communication skills with customers
- Proficient in spoken Cantonese, Mandarin and English
- Required to work on shift

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# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Food and Beverage

**Position Title:** Agent - Telephone Sales

### **Job Description:**

- Good knowledge of room service menu's and on going promotions in other F&B outlet, able to provide recommendations and suggestions to guests upon request
- Record guest orders accurately and efficiently while honoring all special requests
- Approximate delivery time is given to the guest if the order has not been sent up by this time, a call must be placed to the guest to apologies and re-evaluate the delivery time
- Repeat customer orders for accuracy before entering them into the POS System

### **Job Requirement:**

- High school graduated or above
- Previous experience in similar job role or equivalent
- Diligent attention to detail and safety
- Ability to speak Cantonese, Mandarin and English
- Required to work on shift

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# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Food and Beverage

**Position Title:** Bartender

### **Job Description:**

- Prepare alcohol or non-alcohol beverages for bar and restaurant patrons
- Interact with customers, take orders and serve snacks and drinks
- Assess customers' needs and preferences and make recommendations
- Cleaning the bar, tables, chairs, and work area to maintain a sanitary environment
- Mix and serve drinks following set standard recipes
- Restock and replenish bar inventory and supplies
- Perform other job related duties as requested

### **Job Requirement:**

- Primary school graduated or above
- With Mixologist Certification or equivalent
- Minimum of 2 years bartender experiences or in similar job role or equivalent
- Good communication skills with customers
- Able to multi - task and work in a fast - paced environment
- Diligent attention to detail and safety
- Required to work on shift

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## SJM RESORTS, S.A.

**Department:** Food and Beverage

**Position Title:** Server

### **Job Description:**

- Handle guests' reservation request with polite manner
- Responsible for greeting and seating guests in a friendly and cheerful manner
- Ensure the table is set up before escorting the guests- taking orders, serving food and drinks to the guests in a timely and polite manner

### **Job Requirement:**

- Primary school graduated or above
- Related working experience is an advantage
- Good communication in Chinese; capable to communicate in English is an advantage
- Required to work on shift

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# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Gaming Revenue Optimization & Strategic Analysis

**Position Title:** Analyst

### Job Description:

- Analyze business trends and KPIs related to gaming performance, customer behavior and casino behavior
- Implements analytical approaches and methodologies and assists in the interpretation of positive business results
- Assist Senior Analyst to create daily, weekly, monthly tactical and analytical report to management for use in decision making and strategic planning
- Identify opportunities to optimize the business through analytics and statistical modeling
- Prepare dashboard and performance summary to monitor the market trend
- Assist in data-mining and maintaining the data warehouse

### Job Requirement:

- Bachelor degree in hospitality, gaming, statistics, finance, computer science or mathematics is preferred
- Any certification related statistics preferred
- Relevant work experience is an advantage
- Proficiency in MS Office, SAL and SQL
- Proficient in both written and spoken Chinese and English

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# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Spa & Recreation

**Position Title:** Attendant - Spa & Recreation

### **Job Description:**

- Maintain the cleanliness of the Spa and recreation areas
- Help keep facilities and equipment clean, neat and well maintained
- Greet guests with a smile and welcome
- Ensure that all reservations are taken without mistake and in their entirety at all times
- Performs other related duties as assigned

### **Job Requirement:**

- Junior high school graduated or above
- Preferably relevant experiences in hotels luxury Spa, Fitness & Pool
- Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin
- Able to work on shift

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# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Spa & Recreation

**Position Title:** Therapist - Spa & Recreation

### **Job Description:**

- Always smile and greet guests and employees within the property in a friendly fashion
- Ensure all operational procedures are followed for the use of baths and steam rooms
- Assist with marketing and promotions as required by the SPA management
- Performs other related duties as assigned

### **Job Requirement:**

- Minimum of 3 years related working experience at hotel or large scale spa environment; Working at 5 star luxury hotel or resorts is an advantage
- Related certificate / qualifications in wellness area
- Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin
- Able to work on shift

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## SJM RESORTS, S.A.

**Department:** Spa & Recreation

**Position Title:** Concierge - Spa & Recreation

### **Job Description:**

- Handles requests, enquiries and bookings for the Spa and Recreation according to established Standard Operating Procedures
- Meets and greets guests upon arrival, assists them where possible and wishes them a fond farewell when leaving
- Ensures all guests of Spa, Gym, and Pool areas sign the sign-in sheet and waivers
- Checks and monitors all bookings on the day and for the following days, making amendments where necessary
- Ensure correct billings
- Handles all calls according to and by the Company established telephone etiquette
- Maintains systematic up-to-date filing and tracking systems
- Manages and upkeeps the functionality and cleanliness of the Reception area, and its back of house office
- Ensures adequate stock of Spa products are displayed, and replaces any damaged items. Immediately advises Manager of any shortages
- Ensures adequate stock of office stationery



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

### Job Requirement:

- High school diploma or equivalent
- Positive attitude
- Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin
- Professional appearance
- Strong customer service orientation and attention to details
- Good communication skills
- Able to work on shift
- Standing for long durations

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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:**

- Manage the day to day operation in providing supervision, direction and leadership where necessary and to monitor efficient and optimum levels of service standards
- 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

### **Job Requirement:**

- Diploma holder or above
- Related experience in a 5 star luxury hotel, resort or casino environment is an advantage
- Proficiency in MS office
- Good communication skills, able to speak English is preferred
- Required to work on shift

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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 - Public Area

### **Job Description:**

- Supervises all the cleaners, houseman & attendants on the assigned section and handle special requests from guests, and other departments
- Ensures that the standard, policies and procedures are met at all times and to monitor efficiently the levels of service standards

### **Job Requirement:**

- Diploma holder or above
- Related working experience is an advantage
- Proficiency in MS office
- Good communication skills, able to speak English is preferred
- Required to work on shift

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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 - Floral

### **Job Description:**

- Assist the floral asst. Manager with the overall management of all floral arrangements which will be reflective of our ultimate luxury hotel
- Ensure that all designs meet hotels standards and meet or exceed guests' expectations
- Billing / voucher to be done for all guest orders, events and charges to be posted to the appropriate guest room or banquet folio

### **Job Requirement:**

- Diploma holder or above
- Related experience/ With floral design certificates is an advantage
- Good communication skills, able to speak English is preferred
- Proficiency in Microsoft Office
- Required to work on shift

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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 - Rooms

### **Job Description:**

- Responsible for maintaining the highest cleaning standard of guest rooms, adjoining public areas, back of the house areas, and service areas
- Ensuring the comfort of all our guests as established by company standards & procedures
- Tasks includes but not exclusively making beds, dusting, vacuuming, cleaning and sanitizing bathrooms

### **Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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## SJM RESORTS, S.A.

**Department:** Housekeeping

**Position Title:** Runner - Rooms

### **Job Description:**

- Delivery/Pickup of guest amenity items to include but not limited to rollaway beds, refrigerators, blankets, duvet inserts, pillows, mattress pads, microwaves, iron/boards, ice buckets, dental/shave kits etc
- Stocks Linen Storage Rooms with supplies and amenities. Empties garbage and dirty linen from guest residences and takes it down to Laundry

### **Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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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 - Floral

### **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
- Assist Floral supervisor in making various floral arrangements Follow floral recipes for floral designs

### **Job Requirement:**

- Floral shop working experience/Floral design certificate is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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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:**

- Responsible for the distribution and collection (within and out of the organization) as well as the maintenance of the uniforms for the entire complex and fitting, marking, scanning labelling and finally recording the uniforms onto the uniform inventory system
- Check, track, record, dispatch and/or receive uniforms to/from outsource Laundry Company
- Inspect and hang all clean uniforms on conveyors according to designated slot number

### **Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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## SJM RESORTS, S.A.

**Department:** Housekeeping

**Position Title:** Attendant - Linen Operations & Logistics

### **Job Description:**

- Responsible for the distribution and collection (within and out of the organization) of all the various linen and closely involved in communicating with the in house laundry and the outsourced laundry
- Guarantee a smooth operation for the room department, SPA & recreation as well as food and beverage
- Responsible for daily systematic inventories of all the linen sent out and delivered to the property

### **Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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## SJM RESORTS, S.A.

**Department:** Housekeeping

**Position Title:** Order Taker - Rooms

### **Job Description:**

- 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
- Updates Opera system and contacts Supervisors to report room discrepancies

### **Job Requirement:**

- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift

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## SJM RESORTS, S.A.

**Department:** Housekeeping

**Position Title:** Supervisor - Wardrobe & Linen

### **Job Description:**

- Assists at all time in coordinating the smooth run of daily operation (in and out) as well as supporting the on boarding of new comers or uniform replacement of existing colleagues as well as supporting issuing or collection of uniforms for special events
- Adhere to all established standards of conduct and house rules, fire regulations as well as all department procedures and policies
- Ensure all wardrobe staff are appropriately attired at all times and escalate issues to wardrobe manager

### **Job Requirement:**

- Diploma holder or above
- Related working experience is an advantage
- Good communication skills, able to speak English is preferred
- Required to work on shift
- Proficiency in Microsoft Office

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## SJM RESORTS, S.A.

**Department:** Hotel Operations

**Position Title:** Rooms & Group Controller - Front Office

### **Job Description:**

- Maintain current product knowledge of events and facilities of Grand Lisboa Palace including gaming, food and beverage and retail to ensure guest receive accurate, timely information and advice
- Assist Front Office in preparing, administering and compiling reports as required in an accurate and timely manner
- Prepare daily FIT, Gaming and Tour Group arrivals list by updating guest profiles, assign amenities, and confirming special arrangements
- Monitor and maintain full knowledge of room inventory, rates and available rooms for arrivals guests

### **Job Requirement:**

- Diploma holder or above
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Prefer of previous experience in similar role
- Strong customer service orientation and attention to details

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# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Resort Marketing & VIP Services

**Position Title:** Welcome Ambassador - Dispatch

### **Job Description:**

- Welcome and acknowledge all guests according to company standards
- Assist in the arrival experience of each guest by loading and unloading guest luggage, and anticipating their needs
- Consistently offers professional, engaging and friendly service
- Be knowledgeable about Grand Lisboa Palace and amenities highlighting what the property has to offer during guest orientation / escorts to the property

### **Job Requirement:**

- Diploma or equivalent experienced preferred
- Basic computer skills
- Fluent in English, Cantonese, Mandarin
- Required to work on shift

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## SJM RESORTS, S.A.

**Department:** Resort Marketing & VIP Services

**Position Title:** Dispatcher - Dispatch

### **Job Description:**

- Control Limousine order taking and dispatch
- Answer all incoming phone calls, take down limousine reservations and enter the taken reservations into the system
- Assign as well as dispatching limousine for the ad-hoc limousine taken
- Monitor and ensure limousines are staged at the designated entrances for valuable high limit ad-hoc guest

### **Job Requirement:**

- Diploma or equivalent experienced preferred
- Minimum of 1 year working experience in car park operations field or transportation
- Fluent in English, Cantonese, Mandarin

Interested parties, please apply via:

- Email the detailed resume to [careers@macausjm.com](mailto:careers@macausjm.com)
- Hotline 89820288 / 68827115 / 68827118

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.



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Information Technology

**Position Title:** Service Desk Agent

### **Job Description:**

- Provide phone support to users as 1st level support
- Respond to incoming calls and handle telephone calls to the IT Service Desk; log the reported incident with appropriate information into the ticket system
- Provisioning of user accounts in accordance with the Service Request procedures

### **Job Requirement:**

- Diploma Degree or above preferred
- Experience in helpdesk / service desk support, customer enquiry and incident / problem handling experience are preferred
- Basic computer knowledge and troubleshooting skill are advantage
- Good Command of communication skill in Chinese, Mandarin & English
- Able to report duties on 7 x 24 shift roster a MUST

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