



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@sjmresorts.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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SJM RESORTS, S.A.

Department: Hotel Operations

Position Title: Doorman - Concierge

Job Description:

- Open car doors and taxi doors in the hotel driveway
- Ensure that all guest luggage is retrieved from vehicle in a timely and efficient manner and transferred to the Bell counter for labelling. The Doorman is also required to assist the Bellman when required

Job Requirement:

- Prefer related experience with a five star hotel environment
- Good verbal communication in English, Cantonese and Mandarin
- 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: 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: Officer - Food Safety & Hygiene

Job Description:

- Work with the Hygiene Manager and Hygiene Assistant Manager to handle overall health and safety, food safety, standards within the hotels (mainly focused in kitchen operations)
- Train Health & Safety / Food Safety issues to managers, supervisors and colleagues
- Liaise with outside contractors and relevant staff on matters of Health & Safety and Food Safety
- Carry out Food Safety & Hygiene daily inspection within the hotel and maintain records
- Conduct food sampling of all hotel kitchens to ensure the health and safety compliance
- Perform other job related duties as requested

Job Requirement:

- Bachelor degree certification in Food Safety & Hygiene or related disciplines
- Previous experienced in similar job role or experience in hotel and restaurant environment
- Proficient in both written and spoken Chinese and English
- Proficient in Microsoft Office
- 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: Coordinator - F&B

Job Description:

- Responsible to coordinate and manage the Food & Beverage Department leave and time attendance system, ensure scheduling for all Food & Beverage staff is recorded and updated accurately as planned
- Ensure the smooth operation of the Food & Beverage Administration office by providing full secretarial support
- Ensure a proper filing system is maintained for all Food and Beverage records, financial reports
- Raise Purchase Requests for the Food & Beverage department
- Handle and follow up on all Food & Beverage orders, cash vouchers, suppliers etc.
- Assist in the preparation of budgets and forecast
- Perform other job related duties as requested

Job Requirement:

- Bachelor degree or above in Hotel Management or related disciplines
- Previous experienced in Administrative support activities is an advantage
- Proficient in both written and spoken Chinese and English
- Proficient in Microsoft Office
- Able to communicate effectively with customers and coworkers
- 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: Agent - Restaurant Events

Job Description:

- Responsible for the delivery of all Food & Beverage events and promotions
- Assist in all restaurant events, including restaurant layout and Food & Beverage service etc.
- Handle all inquiries related to Food & Beverage
- Liaise with guests and relevant departments to ensure that activities can proceed smoothly and meet guest expectations
- Provide guest service in a professional manner
- Perform other job related duties as requested

Job Requirement:

- Diploma in Hotel or Events Management or equivalent or related disciplines
- Experience in similar job role or Banquet experience is preferable
- Proficient in both written and spoken Chinese and English
- Proficient in Microsoft Office
- 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: 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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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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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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SJM RESORTS, S.A.

Department: Food and Beverage

Position Title: Attendant - Wine

Job Description:

- Be aware of the level of inventory in the cellar
- Ensure the temperature, light and humidity of the wine cellar maintain at the right level
- Manage display shelves and ensure appropriate labeling of all bottles and vintage
- Clean up the wine glasses and wine container after used by guest
- Ensure compliance to all company policies and store rules
- Perform other job related duties as requested

Job Requirement:

- Primary school graduated or above
- With Wine Sommelier Certification in Wines and Spirit Education Trust Diploma (WSET) is an advantage
- Previous experienced as wine attendant is an advantage
- Able to multi - task and work in a fast - paced environment
- Required to work on shift
- Diligent attention to detail and safety
- Good communication skills with customers

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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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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: 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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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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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: Linen Attendant

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: 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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SJM RESORTS, S.A.

Department: Hotel Operations

Position Title: Supervisor - Concierge

Job Description:

- Supervise all concierge colleagues while on shift duties
- To develop colleagues knowledge through training on the job and coaching
- Ensure that the Concierge Desk information is always up-to-date
- Deputize for the Assistant Chef Concierge in his/her absence
- Ensures the smooth and orderly running of Concierge counter

Job Requirement:

- Diploma holder or above
- Related experience in a similar role 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

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SJM RESORTS, S.A.

Department: Hotel Operations

Position Title: Agent - Concierge

Job Description:

- Ensure that the Concierge Desk information is always up-to-date
- Provide information to guests and visitors regarding the hotel facilities and local restaurants, events and attractions
- Perform any other reasonable duties as required by the department head from time to time

Job Requirement:

- Diploma holder or above
- 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

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SJM RESORTS, S.A.

Department: Hotel Operations

Position Title: Supervisor - 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 ensuring that employee banks are balanced at the completion of each shift
- Assist in the managing, coaching and development of Front Desk Agent to ensure competence, performance and succession objectives are met
- Report guests' comments or complaints to the Duty Manager and find immediate solutions should required
- To ensure cashiering procedures are strictly adhered to
- Supervises all Front Desk staff ensuring all tasks as per the departmental task lists are completed at all times

Job Requirement:

- Diploma holder or above, major in hotel management is highly preferred
- Experience in a similar role in a 5 star hotel is an advantage
- Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin
- Preferable with understanding of Hotel Property Management System (Opera)
- Must be able to work on shift and standing for long durations

Interested parties, please apply via:

- Email the detailed resume to careers@sjmresorts.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: 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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澳娛綜合度假股份有限公司

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

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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: Service Agent - Teleservices

Job Description:

- Respond to all guest requests and ensure that guests receive prompt attention
- Responsible for handling hotel incoming customer calls and transfer calls to respective departments
- Ensure that call and quality standards are achieved by adopting best-practices for customer service
- Answering guest enquiries and assist guests for hotel information / restaurant and spa bookings

Job Requirement:

- Diploma graduated or above
- Customer service experience or call centre background is preferred
- Fluent in English, Cantonese and Mandarin

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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: Information Technology

Position Title: QA Tester

Job Description:

- Review user requirement document, functional specification and other system development life cycle (SDLC) documentations
- Plan and design test strategy and prepare test plan document
- Develop, document and maintain test cases and other test artifacts like test data and test scripts to ensure adequate and appropriate test coverage
- Conduct tests such as functional, performance and regression tests, etc. and provide test reports
- Verify defect fixes and analyze issues to improve overall testing strategy

Job Requirement:

- Bachelor Degree or above in Computer Science, Information Technology or relevant disciplines
- At least 2 years or above experience in software quality assurance, application testing, or business analysis
- Hands-on software testing experience in requirement or functional specification review, test plan / test case preparation, QA test / UAT execution, system defect reporting
- Knowledge in automation and performance test execution / test tools
- Proficient in spoken and written English, fluent in Cantonese and Chinese is preferred

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