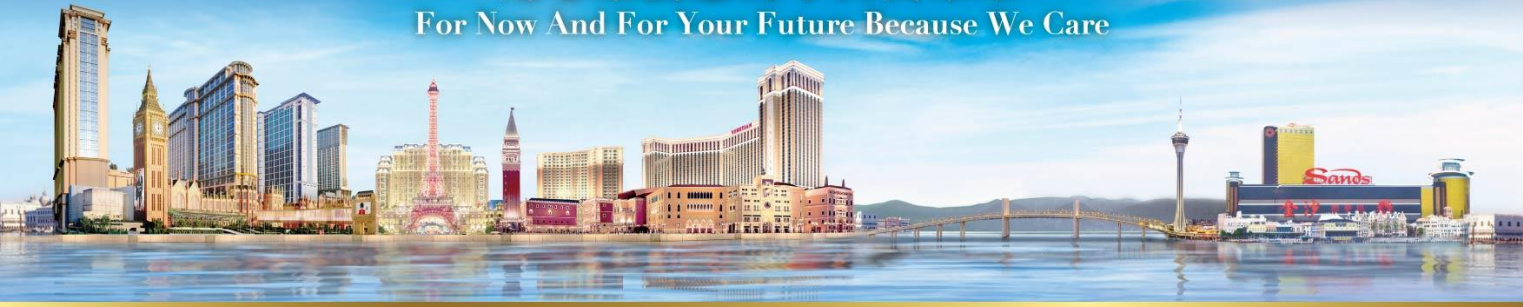


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Room Paiza Operation - Manager

Job Description:

- ❖ Build a rapport with guests as many as possible. Make seamless preparations for VIP arrivals, including but not limited to transportation arrangements, meet and greet upon arrival, readiness of guest suites with needed/requested set-ups, courtesy calls during the guest stay and bid farewell upon departures. Collect as much guest feedback as possible.
- ❖ Develop and execute strategic plan to meet the overall business objectives.
- ❖ Follow up the Guest Service Experience Program to ascertain the highest level of guest satisfaction. Review and analyze guest comments daily, and take follow up actions if necessary.
- ❖ Understand and foresee the present and future trend of product offerings and practices by competitors; and look for way to outperform.
- ❖ Identified training needs for all sections, design and execute training plans to improve Team Members' skill set and knowledge. Identify high potential Team Members and develop succession plans.

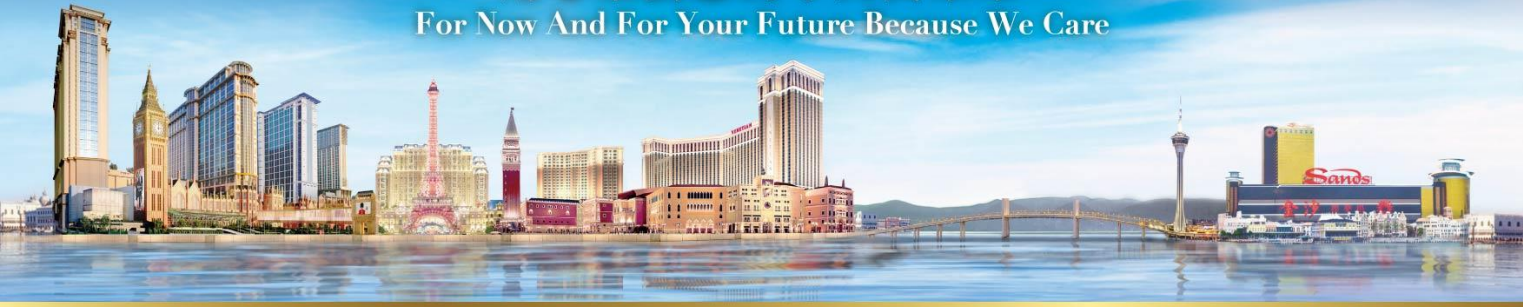
Position Requirements:

- ❖ 5 years' job experience in related area such as Front Office, Concierge and Butler Service which inclusive of 3 years' management experience
- ❖ Fluent in English, Mandarin and Cantonese
- ❖ Strong in leadership and communication skills
- ❖ Strong knowledge of Opera, POS, CMS
- ❖ Bachelor degree holder

Hotline: 8118 6293

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Butler Call Center - Manager

Job Description:

- ❖ To assist the Director of Call Center Operations with managing the day to day operations of the entire Butler Call Center department.
- ❖ Provide supervision, direction and leadership to all Team Members on duty.
- ❖ Monitor and ensure that the Team Members perform their duties and responsibilities based on the established standards in a timely and professional manner.
- ❖ Review hotel occupancy forecast to adjust manpower to adapt business needs. Ensure sufficient staffing provide services to guests.
- ❖ Review and enhance our product offerings and services to beat the competition.
- ❖ Conduct call monitoring on service standards, telephone etiquette and effective call flow practices. Provide immediate feedback and necessary coaching for improvement.
- ❖ Ensure that communication devices are fully operational and work with IT to deploy system upgrade and develop projects.

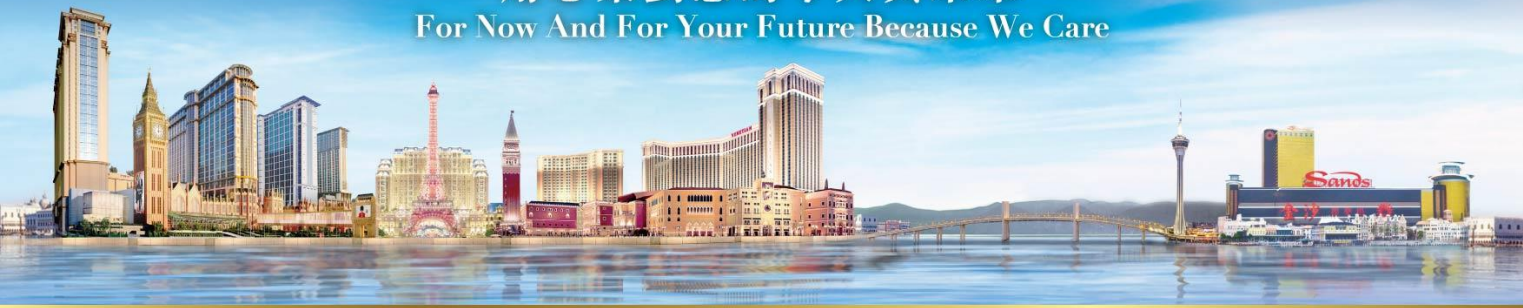
Position Requirements:

- ❖ Bachelor degree in Hospitality Management is preferred
- ❖ 5 years' job experience in related area such as Call Center, Reservation, or Priority Service Center which inclusive of 3 years' management experience
- ❖ Fluent in English, Mandarin and Cantonese
- ❖ Pay attention to details and have strong customer service skills
- ❖ Strong knowledge of Opera, POS, CMS
- ❖ Bachelor degree holder, preferably in Hospitality Management

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Butler Call Center - Head

Job Description:

- ❖ Assist Butler Call Center Manager to handle guest complaints with utmost professionalism and up to Londoner Court standards, assuring the finest guest experience and service recovery.
- ❖ Work with, train and lead teams to provide the best quality of service while ensuring all Butler Call Center Team Members clearly demonstrate effective communication and guest contact skills.
- ❖ Closely communicate with Butler and Front Office team to obtain update information or even. Timely update the team with all relevant hotel information, issues/incidents, promotions and service within the hotels.
- ❖ Conduct daily briefings with the team to go through all necessary information in relation to the operation. Guide and direct the team to ensure exceptional and personalized service is extended at all times.

Position Requirements:

- ❖ Bachelor degree in Hospitality Management is preferred
- ❖ 4 years' job experience in related area such as Call Center, Reservation, or Priority Service Center which inclusive of 2 years' management experience
- ❖ Fluent in English, Mandarin and Cantonese
- ❖ Excellent guest relation and problem solving skills
- ❖ Strong knowledge of Opera, POS, CMS
- ❖ Bachelor degree holder, preferably in Hospitality Management

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專職管家客服中心 - 賓客關係專員

工作內容:

- ❖ 接聽所有內部和外部來電，準確地記錄並迅速分配給適當的團隊或個人
- ❖ 為客人的詢問或投訴提供及時、滿意的回覆及解決方案
- ❖ 為客人提供送餐服務訂單受理、賓客服務請求、餐廳預訂以及交通、航班或娛樂表演等服務

職位要求:

- ❖ 良好的廣東話, 普通話及英文的語言能力
- ❖ 良好的溝通及客戶服務技巧
- ❖ 需輪班工作

查詢熱線: 8118 6293

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前台部 – 專職管家

工作內容:

- ❖ 關注每天到達和離開酒店的客人信息，與客人建立良好的關係
- ❖ 收集和更新客人的個人信息、喜好和習慣，確保提供最優質的個性化專職管家服務
- ❖ 接待酒店貴賓，做好迎接禮儀和安排，跟進套房入住和退房辦理手續、餐飲、洗衣和管家服務

職位要求:

- ❖ 良好的廣東話, 普通話及英文的語言能力
- ❖ 良好的溝通及客戶服務技巧
- ❖ 需輪班工作

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前台部 – 賓客關係專員

工作內容:

- ❖ 負責客人安排登記入住及退房之服務, 確保根據標準與程序向客人解釋及推銷服務和設施
- ❖ 以迅速和禮貌的方式回答客人的詢問
- ❖ 必須與客人建立良好的關係及保持與賓客的聯繫, 以妥善迅速地處理他們的各種需求

職位要求:

- ❖ 良好的廣東話, 普通話及英文的語言能力
- ❖ 良好的溝通及客戶服務技巧
- ❖ 需輪班工作

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訂房部 – 賓客關係專員

工作內容:

- ❖ 準確和專業地處理所有套房預訂、變更和取消等服務請求
- ❖ 以迅速和禮貌的方式回答客人的詢問或投訴，並為客人提供滿意的回覆及解決方案
- ❖ 按要求協助客人預訂餐廳或其他酒店設施和服務
- ❖ 在合適的情況下進行與酒店相關的追加服務銷售

職位要求:

- ❖ 良好的廣東話, 普通話及英文的語言能力
- ❖ 良好的溝通及客戶服務技巧
- ❖ 需輪班工作

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