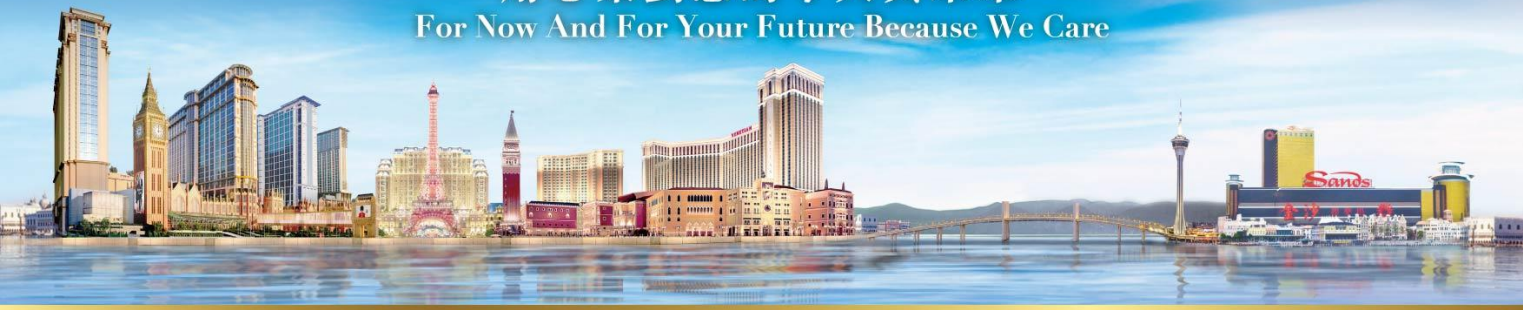


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Front Office – Guest Relations Officer

Job Description:

- ❖ Perform the check-in and check-out process in a timely, courteous and professional manner
- ❖ Actively participate in the greeting, welcoming and farewell of guests in a sincere and professional manner while ensuring to implement the hotel standards at all times
- ❖ Answer guest inquiries, resolve guest complaints and anticipate guest needs, respond promptly and decently to the guests and build rapport with the guests

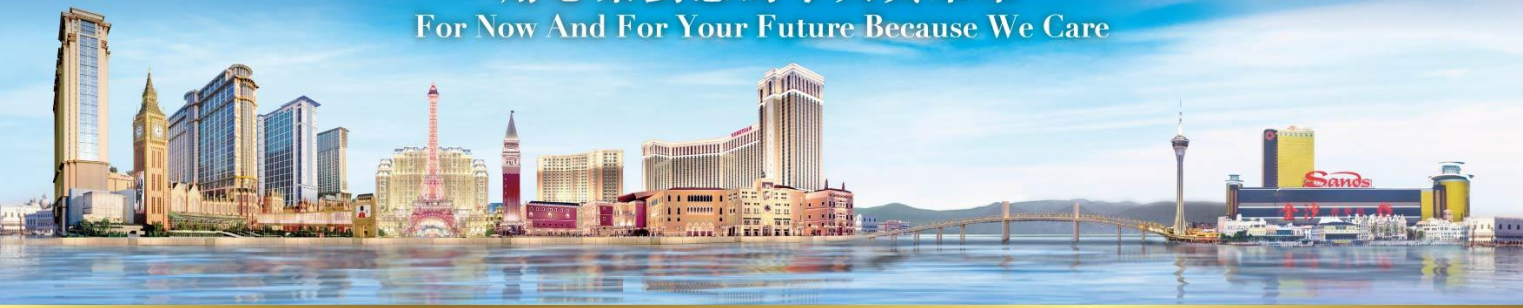
Position Requirements:

- ❖ Fluent in Cantonese, Mandarin, English
- ❖ Strong communication skills and Excellent people relations skills
- ❖ Willing to work on shift

Hotline: 8118 6293

If you are interested, please send your CV to scicareer@sands.com.mo

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Room Paiza – Guest Experience Executive

Job Description:

- ❖ Act as a hotel service ambassador in the VIP area by providing relevant accommodation arrangements and related services to every top VIP guest staying in the hotel, such as Front Office & Concierge service, personalized Butler service, etc.
- ❖ Understand guest's personal information, preferences and habits to ensure the provision of best personalized hotel service.
- ❖ Escort guest to and from the arrival/ departure points or any location in Hotel/ Casino to the hotel suites and serve the guest according to guest's needs, including but not limited to: hotel tour, introduction of hotel suite and perform check-in and check-out services, unpacking and packing of luggage, ironing, mending and shoe polishing, and housekeeping fast cleaning service, etc.
- ❖ Ensure guest's service requests are followed up in a timely manner and up to guest's expectations. Proactively communicate with all relevant departments to deliver the right and best services according to guest's preferences.

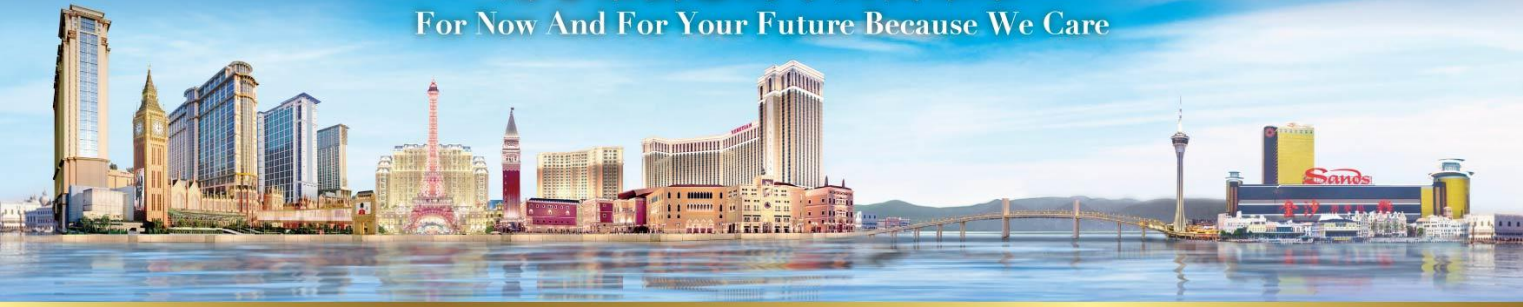
Position Requirements:

- ❖ Strong communication skills and fluent in Cantonese, Mandarin, English and Korean(Certificate TOPIK II - Level 6)
- ❖ Excellent people relations skills, outgoing and friendly personality
- ❖ Proficient at ACSC、Opera、OWS、Table Touch system will be priority considered

Hotline: 8118 6293

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Guest Relations Officer

Job Description:

- ❖ To be able to fully explain and understand all services and facilities offered within hotel rest area
- ❖ Be completely aware and knowledgeable of the area and its facilities within Sands hotel, and do introduction and recommendation to guests
- ❖ Handle guests' reservation and inquiry about the hotel rest area

Position Requirements:

- ❖ Has 1 - 2 years job experience
- ❖ Good communication skills and people relations skills
- ❖ Good in Cantonese, Mandarin, and fair in English
- ❖ Willing to work on shift

Hotline: 8118 6293

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