

連續兩年獲「傑出僱主」認證
因您而用心 全方位福利 多元化發展
A TOP EMPLOYER CERTIFIED FOR TWO CONSECUTIVE YEARS



Paiza Experience - Paiza Elite Service Manager

Job Description:

- ❖ Serve as the primary in-person contact for assigned Paiza (VIP club) tier guests from arrival to departure. Deliver personalized, intuitive and anticipatory service throughout the stay.
- ❖ Build trusted rapport with guests, ensuring discretion and proactive follow through. Promptly address guest requests and resolve concerns with empathy, discretion and urgency, ensuring issues are resolved and logged for continuous improvement.
- ❖ Actively participate in pre-arrival briefings and arrival day execution across all resorts. Keep improving future experience delivery.
- ❖ Share guest intelligence (preferences, mood, intent, requests), observations and innovations that enhance guest engagement and operational effectiveness.

Position Requirements:

- ❖ Fluent in Cantonese and Mandarin, good command of English
- ❖ Diploma or above; preferably in hospitality / hotel management / Airlines
- ❖ Have 2 years' job experience in luxury hospitality or Airlines services
- ❖ Clear, confident and diplomatic communication skills
- ❖ Be willing to work on shift (24 hours shift)

Hotline: 8118 6293

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



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Front Office - Supervisor

Job Description:

- ❖ Perform and oversee the check-in and check-out process in a timely, courteous and professional manner. Obtain guest feedback where possible and report to Front Office Head if any.
- ❖ Actively participate in the greeting, welcoming and farewell of guests in a sincere and professional manner.
- ❖ Assist Front Office Head to conduct service audits on the Front Office team adopting department SOP's and Forbes standards; Ensure and spot check all GROs' daily cashier report and cash float with accurate balance at all times.
- ❖ Ensure effective communication, coordination, assistance and support to internal and external departments in fulfilling guest requests and service-related activities and increase the guest satisfaction.
- ❖ Maintain appropriate standards of conduct, hygiene, uniform, appearance and posture of all Front Office GRO's. Display an immaculate and professional appearance at all times. Ensure the team always adheres to the grooming standards accordingly.

Position Requirements:

- ❖ Bachelor degree of Hospitality Management, Tourism, or related disciplines.
- ❖ A minimum of 1-2 years in hotel operations and relevant field.
- ❖ Fluent in English, Mandarin and Cantonese
- ❖ Proficient in Opera and Microsoft Office

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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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禮賓管家服務 – 禮賓管家

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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Concierge - Supervisor

Job Description:

- ❖ Work with, train, and supervise teams of Guest Relations Officers to provide the best quality of service along with ensuring agents clearly demonstrate effective communication and guest contact skills.
- ❖ Assist to conduct briefing in the beginning of each shift and communicate anticipated business demands daily with each Team Member (VIP and group arrivals/departures, latest promotion, events, coordination with transportation arrangements etc.).
- ❖ Be familiar of all groups and FIT movements in the hotel. Anticipate their needs by assisting inquiries, promote our hotel's or Sands China's outlets and facilities, and provide directional assistance whenever necessary.
- ❖ Improve development of Guest Relations Officers by conducting training and meeting. Be prepared to actively support and coach. Assist in the physical organization of necessary areas.
- ❖ Communicate and ensure the understanding of all new promotional packages, product information, and operational updates among the department's team members.

Position Requirements:

- ❖ Diploma or above education in Hospitality Management, Tourism, or related disciplines is preferred
- ❖ 1-2 year of supervisory experiences in related area
- ❖ Strong communication skills and Fluent in English, Mandarin and Cantonese
- ❖ Proficient in Opera System and Microsoft Office

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禮賓部 - 行李服務 賓客關係專員

工作內容:

- ❖ 在酒店大門為所有抵達和離開酒店的客人提供迎接和歡迎體驗
- ❖ 協助客人提供行李搬運和寄存服務，有時需外勤或陪同客戶外出，例如被指派到碼頭、機場或指定地點進行接送及協助客戶處理行李
- ❖ 確保工作區域、大堂櫃檯、行李傳送帶、行李寄存室、調度室，以及穿梭巴士和出租車站的交通控制

職位要求:

- ❖ 具備1-2年酒店或相關工作經驗者優先考慮
- ❖ 良好的溝通及客戶服務技巧
- ❖ 需輪班及戶外工作

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恬靜區 - 賓客關係專員

工作內容:

- ❖ 以專業態度為進入金沙酒店休息區的客人介紹設施和提供相應的客戶服務
- ❖ 熟悉酒店其他相關設施並向客人作出介紹和推薦
- ❖ 處理客人有關休息區的預訂查詢和相關提問

職位要求:

- ❖ 具備1-2年工作經驗
- ❖ 具良好溝通能力及態度友善
- ❖ 操良好廣東話、普通話及一般英語
- ❖ 需輪班通宵工作

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