

亞太區首家

榮獲「傑出僱主」的綜合度假村企業

ASIA-PACIFIC'S FIRST

INTEGRATED RESORT OPERATOR CERTIFIED AS A TOP EMPLOYER



Retail Marketing – Manager **Customer Relationship Management**

Job Descriptions:

- ❖ Lead CRM, data insights and targeted marketing activations to drive high-value customers' visits and spend
- ❖ Develop and implement CRM strategies to enhance customer relationships and experience, to drive customers satisfaction and business growth
- ❖ Analyze customer behavior, retailer performance, and program outcomes to drive continuous optimization.
- ❖ Monitor program KPIs and generate actionable insights for marketing and operational strategies
- ❖ Collaborate with luxury tenants to plan and deliver curated experiences aligned with customer preferences and program goals

Position Requirements:

- ❖ Bachelor Degree in Marketing, Business Analytics, Communications or other related fields
- ❖ At least 5 years experience in CRM, data analytics or luxury retail marketing
- ❖ Strong analytical and problem-solving skills, with experience translating insights into actionable initiatives
- ❖ Excellent communication skills with the ability to present insights and reports
- ❖ Fluent in Cantonese and English, proficiency in Mandarin is a plus

Hotline: 8118 6293

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

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Retail Marketing – Manager Customer Service

Job Descriptions:

- ❖ Lead the design & execution of luxury customer engagement initiatives, white glove services, and events & partnership, to drive high-value customers' repeat visits and spend
- ❖ Ensure seamless service delivery, proactive communications with High Net Worth Individual (HNWI) customers, and collaboration with luxury tenants to curate exclusive events & experiences
- ❖ Define KPIs for related programs, monitor performance and continuously refine strategies for greater impact
- ❖ Lead end-to-end event planning and partnership initiatives, from concept development to on-site execution and post-event evaluation
- ❖ Manage, train and coordinate the concierge ambassadors to deliver consistent, high-touch customer services
- ❖ Track customer feedback, communication logs and concierge team activities, to refine engagement strategies

Position Requirements:

- ❖ Bachelor Degree in Marketing, Business, Communications or other related fields
- ❖ Minimum 5 years experience in luxury retail, CRM or hospitality services
- ❖ Strong interpersonal, communications skills with a customer-centric approach
- ❖ Service-driven, detailed oriented and able to lead a frontline team
- ❖ Fluent in Cantonese, English and Mandarin

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銷售業務及市場發展部 – 禮賓大使

工作內容:

- ❖ 為店內兌換服務的客人提供優質的客戶服務，協助客人註冊會員和兌換福利
- ❖ 與指定部門協調客人的預訂請求，包括門票、餐廳、旅遊、酒店設施和活動以及交通
- ❖ 透過電話、簡訊應用程式、電子郵件等方式頻繁與客人互動，提供最新的活動和產品資訊
- ❖ 與零售商密切溝通，向顧客分享最新產品和潮流趨勢，激發顧客購物興趣
- ❖ 維護最新的資訊和資源，以便快速、有禮貌地滿足顧客需求
- ❖ 協助完成其他零售促銷行銷相關工作

職位要求:

- ❖ 必須具備客戶服務與客戶關係管理經驗
- ❖ 具市場學學士學位優先考慮
- ❖ 需輪班工作
- ❖ 操良好廣東話和普通話及英語

查詢熱線: 8118 6293

歡迎發送個人履歷至 sclcareer@sands.com.mo