

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



Retail Marketing Personal Shopper Supervisor

Job Descriptions:

- ❖ Lead, coach and supervisor Personal Shoppers to ensure consistent service excellence and professional standards. Ensure adherence to service standards, grooming guidelines and operational procedures
- ❖ Maintain regular communication with customers regarding new arrivals, exclusive offers & brand experience
- ❖ Support Personal Shoppers in managing key clients and complex sales situations
- ❖ Oversee daily operations, duty rosters, and manpower deployment to ensure optimal service coverage
- ❖ Conduct training sessions to enhance team members' product knowledge and customer engagement skills. Identify opportunities for improvement, and drive best practices in client conversion and upselling

Position Requirements:

- ❖ Proven experience in luxury retail, sales & marketing, personal shopping services or customer services, in a supervisory role
- ❖ Strong leadership skills with the ability to coach and motivate a frontline service team
- ❖ Excellent communication and interpersonal skills in Mandarin, Cantonese and English
- ❖ Strong collaboration skills with internal teams and luxury retailers
- ❖ Willingness to work on shifts, weekends and public holidays

Hotline: 8118 6293

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



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Retail Marketing – Personal Shopper

Job Descriptions:

- ❖ Provide personalized shopping services, brand experiences and concierge style support and maintain regular communication with customers
- ❖ Tailor shopping experiences based on individual client preferences and purchasing behaviors
- ❖ Support redemption processes for mall promotional campaigns, including verification, eligibility checks, and issuance of premiums/vouchers
- ❖ Maintain strong collaboration with tenants to stay updated on new arrivals, exclusives and brand priorities
- ❖ Assist in organizing and participating in VIP events, product launches and exclusive showcases
- ❖ Maintain detailed client profiles, capturing preferences, purchase history and service notes in system in full compliance

Position Requirements:

- ❖ Experience in luxury retail, sales & marketing, customer service; with personal shopping services is an advantage
- ❖ Ability to build relationship and maintain great customer service
- ❖ Excellent communication and interpersonal skills in Mandarin, Cantonese and English
- ❖ Highly presentable, proactive and service oriented with strong commercial acumen
- ❖ Willingness to work on shifts, weekends and public holidays

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Retail Management – Leasing Manager

Job Descriptions:

- ❖ Implement leasing strategies to achieve optimal rents and tenancy mix for Shoppes at Sands China Malls
- ❖ Introduce and negotiate with emerging and potential retailers new to Macau from Mainland China
- ❖ Research and analyze consumer trends and shopping behavior
- ❖ Maximize occupancy level and rental for the retail portfolio
- ❖ Assist with the development and delivery of Leasing Plan
- ❖ Provide support to Retail Strategy by formulating trade mix plan including brand review and selection to optimize rental and occupancy
- ❖ Ensure timely and accurate preparation of leasing reports and documents

Position Requirements:

- ❖ Bachelor's degree in Real Estate Management, Business or related disciplines
- ❖ 8 years related working experience; 3 years of experience in a managerial role
- ❖ Knowledge of retail industry with global awareness of international retail trends
- ❖ Good negotiation, interpersonal, organizational and active listening skills
- ❖ Able to work under pressure and complete tasks in a timely manner
- ❖ Fluent in English and Chinese (Mandarin & Cantonese)

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