

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



Table Games – Paiza Gaming Manager

Job Descriptions:

- ❖ Lead and manage the Paiza Premium team to deliver outstanding guest experiences
- ❖ Oversee daily floor operations, ensuring service standards, guest satisfaction, and business targets are consistently achieved
- ❖ Build and maintain strong guest relationships, handling special requests and resolving issues promptly
- ❖ Collaborate with cross-functional departments (Table Games, Marketing, Hotel, F&B, etc.) to enhance premium guest journeys
- ❖ Monitor operational performance, staffing levels, and training needs, ensuring high efficiency and professionalism
- ❖ Provide regular updates and reporting to senior management regarding guest feedback, business performance, and service initiatives

Position Requirements:

- ❖ Minimum 5 years of management level, experience in premium services, hospitality, or (casino operations preferred)
- ❖ Strong leadership skills with the ability to motivate and develop a team
- ❖ Excellent communication, interpersonal, and problem-solving skills
- ❖ Fluent in English and Mandarin; proficiency in Cantonese or other Asian languages is an advantage
- ❖ Strong understanding of VIP guest service expectations in a luxury casino environment
- ❖ Flexible to work shifts, weekends, and holidays as required

Hotline: 8118 6293

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



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



Table Games – Services Training Manager

Job Descriptions:

- ❖ Design and develop comprehensive services training programs for table games staff, focusing on game rules, customer service, and compliance.
- ❖ Create and update training manuals and materials (services) to reflect current practices and regulations
- ❖ Develop specialized training modules for VIP services, marketing teams, and other key departments
- ❖ Undertake training for a range of functions covering the entire guest journey for the casino experience. These involve all guest interaction touch points
- ❖ Work closely with Table Games management to identify training needs and develop solutions. Conduct regular Training Needs Analysis (TNA) in collaboration with TG Training team to identify skill gaps and development opportunities.
- ❖ Monitor the effectiveness of training programs through evaluations, feedback, and performance metrics, making data-driven improvements

Position Requirements:

- ❖ Minimum 5 years of management level, experienced in related area or casino operations preferred
- ❖ Fluent in English and Cantonese; and proficient in Mandarin
- ❖ Good understanding of operations requirements and business needs
- ❖ Good skills in problem solving, time management and task prioritization
- ❖ Excellent writing, editing and proofreading skills
- ❖ Strong interpersonal and communication skills

Hotline: 8118 6293

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

