

**SJM Job List (IPM)**

部門 Department	職位 Position	工作要求 Job Requirements	主要職責 Job Responsibilities	部門 Department	職位 Position	工作要求 Job Requirements	主要職責 Job Responsibilities
財務及會計部	會計文員	<ul style="list-style-type: none"> <li>大學畢業或以上程度 (會計 / 財務 / 行政或相關學歷)</li> <li>熟識電腦應用程式</li> <li>具良好中、英文書寫及溝通能力</li> </ul>	<ul style="list-style-type: none"> <li>協助有關部門的財務及行政服務、會計交易等日常事務</li> </ul>	Finance & Accounts	Accounting Clerk	<ul style="list-style-type: none"> <li>Bachelor degree in Accounting / Finance / Business Administration or related disciplines</li> <li>Proficiency in computer applications</li> <li>Proficient in spoken and written Chinese and English</li> </ul>	<ul style="list-style-type: none"> <li>Provide financial and administrative services and day to day processing of accounting transactions</li> </ul>
資訊科技部	專員 - 客戶支援	<ul style="list-style-type: none"> <li>大學畢業或以上程度</li> <li>1年相關工作經驗，具資訊科技專業相關認證、酒店或娛樂場的資訊科技基礎設施知識者優先考慮</li> <li>具微軟辦公軟件和其他辦公軟件的知識和對基本故障維修知識</li> <li>具良好中、英文書寫及溝通能力</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>接收客戶的電話，並根據流程處理個案</li> <li>根據客戶提供的問題和詳細資訊提供最佳解決方案</li> <li>跟進案件，向客戶更新資訊，將未解決的問題上報</li> </ul>	Information Technology	Specialist - IT Helpdesk	<ul style="list-style-type: none"> <li>Bachelor degree or above</li> <li>1 year working experience with Information Technology professional related certification and knowledge in Hospitality or gaming system and Information Technology infrastructure is preferred</li> <li>Knowledge and basic troubleshooting in Microsoft Office Software and the other Office Software</li> <li>Proficient in spoken and written Chinese and English</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Receive calls from Lisboa Palace users and processing the case based on support flow</li> <li>Determine the best solution based on the issue and details provided by customers</li> <li>Follow-up case and update status information to users and escalate unresolved issues to relevant team as required</li> </ul>
資訊科技部	專員 - 技術支援	<ul style="list-style-type: none"> <li>大學畢業或以上程度 (電子工程 / 資訊科技或相關學歷)</li> <li>1年資訊科技支援相關工作經驗優先考慮</li> <li>深入瞭解許多作業系統版本，包括Microsoft Windows Server、Workstation、Apple Mac和流動作業系統</li> <li>具良好中、英文書寫及溝通能力</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>安裝所有與資訊科技相關的前端設備，包括但不限於電腦、行動裝置、打印機、繪圖器、掃描器和電話</li> <li>提供所有資訊科技設備的維護</li> <li>為所有資訊科技相關請求提供即時支援，並上報需要監控和未解決的問題</li> </ul>	Information Technology	Specialist - IT Field Service	<ul style="list-style-type: none"> <li>Bachelor degree in Computer Science, Information Technology or related disciplines</li> <li>1 year working experience in Information Technology field services is preferred</li> <li>A solid understanding of the many Operating System versions, Microsoft Windows Server, Microsoft Workstation, Apple Mac, and Mobile Operating Systems</li> <li>Proficient in spoken and written Chinese and English</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Perform Information Technology related frontline equipment installations; this includes but not limited to PCs, Mobile Devices, Printers, Plotter, Copiers, Scanners and Telephones</li> <li>Provide maintenance to Information Technology equipment</li> <li>Provide first line support to Information Technology related calls, tickets and escalate unresolved issues as required</li> </ul>
資訊科技部	系統開發員 - 軟件開發	<ul style="list-style-type: none"> <li>大學畢業或以上程度 (資訊科技 / 軟件工程或相關學歷)</li> <li>至少1年為大型企業或娛樂場提供資訊科技關鍵任務解決方案的工程經驗</li> <li>具使用不同編程語言進行網絡應用程序編程的經驗</li> <li>具良好中、英文書寫及溝通能力</li> </ul>	<ul style="list-style-type: none"> <li>建立、操作和維護開發過程所需的專用技術環境</li> <li>確保編程文檔符合最佳做法，一般網絡標準及合乎源代碼的標準</li> <li>於進行質量檢查前，先對系統進行單元測試</li> </ul>	Information Technology	Software Developer - Development	<ul style="list-style-type: none"> <li>Bachelor degree or above in Computer Science, Software Engineering or related disciplines</li> <li>Minimum of 1 year relevant experience in delivering mission critical Information Technology solutions for large scale organizations or similar scale of operations</li> <li>Experience in Web application programing with different programing languages</li> <li>Proficient in spoken and written Chinese and English</li> </ul>	<ul style="list-style-type: none"> <li>Establish, operate and maintain the dedicated technical environments required for the development process</li> <li>Ensure compliance with the general programming best practices, accepted web standards and those standards set forth by upstream sources</li> <li>Perform unit test of the system before releasing for the QA test</li> </ul>
財務及會計部	審計員 - 營運收益審計	<ul style="list-style-type: none"> <li>大學畢業或以上程度 (會計 / 相關範疇)</li> <li>至少2年相關工作經驗若申請者經驗不足則視作申請初級審計員</li> <li>具良好中、英文書寫及溝通能力</li> </ul>	<ul style="list-style-type: none"> <li>確對酒店、零售、餐飲和其他收益進行適當的日常審計</li> <li>確保所有收益都記錄在系統中</li> </ul>	Finance & Accounts	Revenue Auditor	<ul style="list-style-type: none"> <li>University graduate in Accounting or related disciplines</li> <li>Minimum 2 year related working experience (Candidates with less experience will be considered as Junior Revenue Auditor)</li> <li>Proficient in both written and spoken English and Chinese</li> </ul>	<ul style="list-style-type: none"> <li>Ensure proper daily audit of hotel, retail, F&amp;B and other revenues</li> <li>Ensure all revenues are recorded in system</li> </ul>
財務及會計部	博彩審計員	<ul style="list-style-type: none"> <li>大學畢業或以上程度 (會計 / 相關範疇)</li> <li>至少2年相關工作經驗若申請者經驗不足則視作申請初級博彩審計員</li> <li>具良好中、英文書寫及溝通能力</li> </ul>	<ul style="list-style-type: none"> <li>根據內部監控要求對賭檯、角子機、帳房、市場行銷進行每日審查</li> <li>根據部門和監管標準審查和報告所有博彩收益</li> </ul>	Finance & Accounts	Gaming Auditor	<ul style="list-style-type: none"> <li>University graduate in Accounting or related disciplines</li> <li>Minimum 2 year related working experience (Candidates with less experience will be considered as Junior Gaming Auditor)</li> <li>Proficient in both written and spoken English and Chinese</li> </ul>	<ul style="list-style-type: none"> <li>Perform daily audit on Table games, Electronic games, Cage, Marketing in according with MLCR</li> <li>Audit and report all Gaming Revenue in accordance with departmental and regulatory Standards</li> </ul>
澳博卓越員工中心	店務員 (全職)	<ul style="list-style-type: none"> <li>中學畢業或以上程度</li> <li>具零售經驗優先考慮</li> <li>具小型汽車或電單車駕駛執照優先考慮</li> <li>具基本電腦操作知識</li> <li>具基本英文及良好中文書寫及溝通能力</li> </ul>	<ul style="list-style-type: none"> <li>協助點存和包裝貨品、理貨及上架</li> <li>負責收銀、銷售貨品、倉務工作</li> <li>店舖清潔、送貨和收貨</li> <li>日常由店務經理及上級指派之工作</li> </ul>	SJM Excellence Staff Center	Shop Assistant (Full Time)	<ul style="list-style-type: none"> <li>High school graduated or above</li> <li>Equivalent working experience of sales is preferred</li> <li>With driving license of light vehicle or motor cycle is preferred</li> <li>With basic computer knowledge</li> <li>Proficient in spoken and written Chinese and basic English</li> </ul>	<ul style="list-style-type: none"> <li>To assist the inventory and packaging of goods, tally and shelf</li> <li>Able to handle the general cashier, sales of goods, warehouse management</li> <li>Keep cleaning well in shop, handling to delivery and receipt of goods</li> <li>Follow regular duties assigned by store manager and superior</li> </ul>
酒店營運部	主任 - 前台	<ul style="list-style-type: none"> <li>大專畢業或以上程度 (酒店管理或相關範疇優先)</li> <li>於5星級酒店從事相關工作經驗優先</li> <li>具流利粵語、普通話及英語會話和書寫能力</li> <li>熟悉酒店管理系統的運作 (Opera)</li> <li>需輪班工作及長期站立</li> </ul>	<ul style="list-style-type: none"> <li>利用既定的系統和程序執行入住和退房流程，包括適當地為客人分配房間，指引客人到房間，確認款項並按照正常程序處理出納，包括確保每更的帳目收支平衡</li> <li>協助管理、培訓和發展前部員工，確保達到能力、業績和繼任目標</li> <li>向值班經理報告客人的意見或投訴，並立即提供解決方案</li> <li>確保嚴格遵守出納程序</li> <li>監督所有前台員工，確保所有任務按照部門任務清單完成</li> </ul>	Hotel Operations	Supervisor - Front Office	<ul style="list-style-type: none"> <li>Diploma holder or above, major in hotel management is highly preferred</li> <li>Experience in a similar role in a 5 star hotel is an advantage</li> <li>Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin</li> <li>Preferable with understanding of Hotel Property Management System (Opera)</li> <li>Must be able to work on shift and standing for long durations</li> </ul>	<ul style="list-style-type: none"> <li>Perform check-in and check-out processes utilizing established systems and procedures including appropriately allocating rooms to guests, escorting guests to room, confirming and executing account payment in accordance with established credit procedures. This includes ensuring that employee banks are balanced at the completion of each shift</li> <li>Assist in the managing, coaching and development of Front Desk Agent to ensure competence, performance and succession objectives are met</li> <li>Report guests' comments or complaints to the Duty Manager and find immediate solutions should required</li> <li>To ensure cashiering procedures are strictly adhered to</li> <li>Supervises all Front Desk staff ensuring all tasks as per the departmental task lists are completed at all times</li> </ul>

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酒店營運部	服務員 - 前台	<ul style="list-style-type: none"> <li>大專畢業或以上程度</li> <li>具流利粵語、普通話及英語會話和書寫能力</li> <li>能夠執行多任務並在快節奏的環境中工作</li> <li>熟悉酒店管理系統的運作 (Opera)</li> <li>精於電腦及系統操作</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>利用既定的系統和程序執行入住和退房流程, 包括適當地為客人分配房間, 指引客人到房間, 根據既定的信用程序確認和執行賬戶付款</li> <li>準備每日VIP到達名單, 更新客人資料, 分配設施並確認特殊安排</li> <li>通過客人偏好回條和客人評論卡, 更新客人的個人資料, 包括客人的偏好、評論和反饋</li> <li>確保客人提出的任何問題都能得到有效解決, 無論是當面提出的, 還是將問題提交給更資深的經理, 以確保與客人之間的關係和融洽關係不會受到影響</li> <li>執行前台部經理不時要求的其他合理職責</li> </ul>	Hotel Operations	Agent - Front Office	<ul style="list-style-type: none"> <li>Diploma holder or above</li> <li>Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin</li> <li>Able to multi-task and work in a fast-paced environment</li> <li>Preferable with understanding of Hotel Property Management System (Opera)</li> <li>Good computer and system skills</li> <li>Must be able to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Perform check-in and check-out processes utilizing established systems and procedures including appropriately allocating rooms to guests, escorting guests to room, confirming and executing account payment in accordance with established credit procedures</li> <li>Prepare daily VIP arrivals list by updating guest profiles, assign amenities and confirming special arrangements</li> <li>Update guest profiles with guest preferences, comments and feedback through guest preference collection slips and guest comment card</li> <li>Ensure the effective resolution of any issues raised by a guest either in person or by referring the issue to a more senior manager to ensure ongoing relations and rapport are not compromised with the guest</li> <li>Perform any other reasonable duties as required by the Front Office Manager from time to time</li> </ul>
酒店營運部	客房協調員 - 前台	<ul style="list-style-type: none"> <li>大專畢業或以上程度</li> <li>具流利粵語、普通話及英語會話和書寫能力</li> <li>有相關工作經驗者優先考慮</li> <li>具良好的客戶服務及對細節關注的意識</li> </ul>	<ul style="list-style-type: none"> <li>保持酒店現有的活動和設施的最新知識, 包括娛樂場、餐飲及零售, 以確保客人獲得正確的建議和資訊</li> <li>協助前台部準確、及時地準備、管理和編制報告</li> <li>通過更新客人資料、分配設施和確認特殊安排, 準備每日的自由行、娛樂場和旅遊團到達名單</li> <li>監控和維護所有的客房庫存、房價和房間情況</li> </ul>	Hotel Operations	Rooms & Group Controller - Front Office	<ul style="list-style-type: none"> <li>Diploma holder or above</li> <li>Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin</li> <li>Prefer of previous experience in similar role</li> <li>Strong customer service orientation and attention to details</li> </ul>	<ul style="list-style-type: none"> <li>Maintain current product knowledge of events and facilities of Grand Lisboa Palace including gaming, food and beverage and retail to ensure guest receive accurate, timely information and advice</li> <li>Assist Front Office in preparing, administering and compiling reports as required in an accurate and timely manner</li> <li>Prepare daily FIT, Gaming and Tour Group arrivals list by updating guest profiles, assign amenities, and confirming special arrangements</li> <li>Monitor and maintain full knowledge of room inventory, rates and available rooms for arrivals guests</li> </ul>
酒店營運部	主任 - 禮賓	<ul style="list-style-type: none"> <li>大專畢業或以上程度</li> <li>具相關工作經驗者優先</li> <li>具流利粵語、普通話及英語會話和書寫能力</li> <li>精於電腦及系統操作</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>在值班期間監督所有禮賓同事</li> <li>通過在職培訓和指導幫助同事增加知識</li> <li>確保禮賓服務台的資訊是最新的</li> <li>如有需要, 代表助理禮賓可執行職務</li> <li>確保禮賓服務台正常運作</li> </ul>	Hotel Operations	Supervisor - Concierge	<ul style="list-style-type: none"> <li>Diploma holder or above</li> <li>Related experience in a similar role is an advantage</li> <li>Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin</li> <li>Good computer and system skills</li> <li>Must be able to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Supervise all concierge colleagues while on shift duties</li> <li>To develop colleagues knowledge through training on the job and coaching</li> <li>Ensure that the Concierge Desk information is always up-to-date</li> <li>Deputize for the Assistant Chef Concierge in his/her absence</li> <li>Ensures the smooth and orderly running of Concierge counter</li> </ul>
酒店營運部	服務員 - 禮賓	<ul style="list-style-type: none"> <li>大專畢業或以上程度</li> <li>具流利粵語、普通話及英語會話和書寫能力</li> <li>精於電腦及系統操作</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>確保禮賓部的資訊是最新的</li> <li>為客人和訪客提供關於酒店設施和當地餐廳、活動和景點的資訊</li> <li>執行部門主管要求的其他合理職責</li> </ul>	Hotel Operations	Agent - Concierge	<ul style="list-style-type: none"> <li>Diploma holder or above</li> <li>Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin</li> <li>Good computer and system skills</li> <li>Must be able to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Ensure that the Concierge Desk information is always up-to-date</li> <li>Provide information to guests and visitors regarding the hotel facilities and local restaurants, events and attractions</li> <li>Perform any other reasonable duties as required by the department head from time to time</li> </ul>
酒店營運部	行李領班 - 禮賓	<ul style="list-style-type: none"> <li>至少3年相關工作經驗及從事酒店娛樂場者優先</li> <li>具流利粵語及系統操作</li> <li>良好電腦及系統操作</li> <li>需輪班工作及長期站立</li> </ul>	<ul style="list-style-type: none"> <li>帶領每日簡報會和定期部門會議, 以確保有關信息按要求傳達</li> <li>監督禮賓服務台的日常運行, 以確保完成所有分配的日常工作, 並且所有員工均達到要求的服務期望。確保車道及大堂按照既定的服務標準來維護</li> <li>監督所有團體行李運送, 以確保按正常程序處理</li> <li>培訓、監督及評估所有行李生、門前服務員及禮賓服務員</li> </ul>	Hotel Operations	Bell Captain - Concierge	<ul style="list-style-type: none"> <li>Minimum of 3 years working experience in a similar role in a casino environment</li> <li>Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin</li> <li>Good computer and system skills</li> <li>Must be able to work on shift and standing for long durations</li> </ul>	<ul style="list-style-type: none"> <li>Conducts daily briefings and regular departmental meetings to ensure relevant information are disseminated as required</li> <li>Supervises the daily operation of the Bell Desk to ensure all allocated daily tasks are completed and all staff meet the service expectations required. Ensure the driveway and lobby area is maintained according to established service standards</li> <li>Supervises all group baggage transfer and amenity deliveries to ensure proper handling and completion</li> <li>Train, monitors and evaluate performance of all Bell, Door and Concierge Attendants</li> </ul>
酒店營運部	接待員 - 禮賓	<ul style="list-style-type: none"> <li>具良好粵語, 普通話及英語溝通能力</li> <li>具有良好的儀表及身高至少1.75米以上者優先考慮</li> <li>需輪班工作及長期站立</li> </ul>	<ul style="list-style-type: none"> <li>為客人提供良好的客戶服務, 確保所有來賓在到達和離開時受到禮貌的接待</li> <li>對所有客人保持友好、禮貌和專業的形象</li> <li>熟悉當地景點/活動, 以準確回應客人的詢問</li> </ul>	Hotel Operations	Greeter - Concierge	<ul style="list-style-type: none"> <li>Good communication skills with preference of fluent Cantonese, Mandarin and English</li> <li>Professional appearance and preferable minimum height at 1.75M</li> <li>Must be able to work on shift and standing for long durations</li> </ul>	<ul style="list-style-type: none"> <li>Provides prompt and efficient customer service to guests by ensuring all guests are addressed in a polite and courteous manner in arrival and departure status</li> <li>Maintains friendly, courteous and professional image to all guests</li> <li>Be familiar with local attractions/activities to respond to guest inquiries accurately</li> </ul>
酒店營運部	行李生 - 禮賓	<ul style="list-style-type: none"> <li>大專畢業或以上程度或持有相關專業培訓證書</li> <li>具相關工作經驗及從事酒店娛樂場者優先</li> <li>具流利粵語、普通話及英語會話和書寫能力</li> <li>良好電腦及系統操作</li> <li>需輪班工作及長期站立</li> </ul>	<ul style="list-style-type: none"> <li>按公司的服務標準向客人及訪客致以問候、歡迎、指示和告別</li> <li>收集、標記、運送及協助客人取回行李, 確保行李正確堆放或存放, 並且在運送過程中不會損壞。包括在不大打擾客人、酒店運整或氣閘時及時和謹慎地運送行李</li> </ul>	Hotel Operations	Bellman - Concierge	<ul style="list-style-type: none"> <li>Diploma or equivalent professional training</li> <li>Related experience in a similar role in a casino environment is an advantage</li> <li>Excellent verbal and written communication in English, ideally fluent in Cantonese and Mandarin</li> <li>Good computer and system skills</li> <li>Must be able to work on shift and standing for long durations</li> </ul>	<ul style="list-style-type: none"> <li>Greeting, welcoming, directing and bidding farewell to guests and visitors in accordance with established service standards</li> <li>Retrieving, collecting, tagging and delivering guest luggage ensuring luggage is stacked or stored appropriately and not damaged during transit. This includes transporting luggage in a timely and discreet manner without disrupting guests, hotel operations or ambience</li> </ul>
酒店營運部	門前服務員 - 禮賓	<ul style="list-style-type: none"> <li>具5星級酒店工作者優先</li> <li>具良好粵語, 普通話及英語會話能力</li> <li>需輪班工作及長期站立</li> </ul>	<ul style="list-style-type: none"> <li>為客人打開車門</li> <li>確保所有客人行李有效地從車上取出, 並轉移到行李服務櫃檯貼標籤; 在需要時協助行李生</li> </ul>	Hotel Operations	Doorman - Concierge	<ul style="list-style-type: none"> <li>Prefer related experience with a five star hotel environment</li> <li>Good verbal communication in English, Cantonese and Mandarin</li> <li>Must be able to work on shift and standing for long durations</li> </ul>	<ul style="list-style-type: none"> <li>Open car doors and taxi doors in the hotel driveway</li> <li>Ensure that all guest luggage is retrieved from vehicle in a timely and efficient manner and transferred to the Bell counter for labelling. The Doorman is also required to assist the Bellman when required</li> </ul>

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部門 Department	職位 Position	工作要 Job Requirements	主要職 Job Responsibilities	部門 Department	職位 Position	工作要 Job Requirements	主要職 Job Responsibilities
酒店營運部	衣帽間服務員 - 禮賓	<ul style="list-style-type: none"> <li>曾於五星級酒店工作者優先</li> <li>具流利粵語及普通話會話能力</li> <li>需輪班工作及長期站立</li> </ul>	<ul style="list-style-type: none"> <li>根據公司標準操作程序收存儲或協助客人取回個人物件</li> <li>收集、標記、運送及協助客人取回行李，確保行李正確排放或存放，並且在運送過程中不會損壞，包括在不打擾客人、酒店運營或氛圍時及時和謹慎地運送行李</li> </ul>	Hotel Operations	Cloak Room Attendant	<ul style="list-style-type: none"> <li>Prefer related experience with a five star hotel environment</li> <li>Excellent verbal in Cantonese and Mandarin</li> <li>Must be able to work on shift and standing for long durations</li> </ul>	<ul style="list-style-type: none"> <li>Receive personal property of guests for storage and retrieval in accordance with the Standard Operating Procedures</li> <li>Retrieving, collecting, tagging and delivering guest luggage to ensure luggage is stacked or stored appropriately and not damaged during transit. This includes transporting luggage in a timely and discreet manner without disrupting guests, hotel operations or ambience</li> </ul>
管家部	主任 - 房務	<ul style="list-style-type: none"> <li>大專畢業或以上程度</li> <li>具5星級酒店工作經驗者優先</li> <li>熟悉 MS Office 軟件操作及運用</li> <li>具良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>管理日常運營，提供監督，指導和領導，以達到最佳水平的服務標準</li> <li>領導並監督客房服務員執行部門的日常操作，以確保遵守服務標準</li> <li>確保客房清潔和服務符合公司標準</li> </ul>	Housekeeping	Supervisor - Rooms	<ul style="list-style-type: none"> <li>Diploma holder or above</li> <li>Related experience in a 5 star luxury hotel, resort or casino environment is an advantage</li> <li>Proficiency in MS office</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Manage the day to day operation in providing supervision, direction and leadership where necessary and to monitor efficient and optimum levels of service standards</li> <li>Lead and supervise the room attendant to perform the day-to-day operation of the department to ensure service standards are followed</li> <li>Ensure guest room cleanliness and services as per department and Forbes 5-star standards</li> </ul>
管家部	房間檢查員 - 房務	<ul style="list-style-type: none"> <li>具相關工作經驗者優先</li> <li>具良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>負責保持房間，公共區域，房層後部和服務區域的最高清潔標準</li> <li>檢查所有分配的區域，包括但不限於房間，走廊，後勤區等</li> <li>按照既定的時間安排和標準執行所有深層清潔任務</li> </ul>	Housekeeping	Room Checkers - Rooms	<ul style="list-style-type: none"> <li>Related working experience is an advantage</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Adhere to the established standards of conduct and house rules, fire regulations and department procedures and policies</li> <li>Check all assigned areas including but not exclusively: guestrooms, corridors, Back of the House, Pantries, etc.</li> <li>Report to shift on time in issued uniform in a clean, neat and tidy appearance at all times.</li> </ul>
管家部	主任 - 公共區域	<ul style="list-style-type: none"> <li>大專畢業或以上程度</li> <li>具相關工作經驗者優先</li> <li>熟悉 MS Office 軟件操作及運用</li> <li>具良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>監督指定區域內的所有清潔工，管家和服務員，並滿足客人和其他部門的特殊要求</li> <li>確保始終符合公司標準，政策和程序，並有效監控服務標準水平</li> </ul>	Housekeeping	Supervisor - Public Area	<ul style="list-style-type: none"> <li>Diploma holder or above</li> <li>Related working experience is an advantage</li> <li>Proficiency in MS office</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Supervises all the cleaners, houseman &amp; attendants on the assigned section and handle special requests from guests, and other departments</li> <li>Ensures that the standard, policies and procedures are met at all times and to monitor efficiently the levels of service standards</li> </ul>
管家部	主任 - 花藝	<ul style="list-style-type: none"> <li>大專畢業或以上程度</li> <li>具相關工作經驗者或花藝設計證書優先</li> <li>具良好的溝通能力，懂英文者較佳</li> <li>熟悉MSOffice軟件的操作及運用</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>協助花藝助理及經理對所有花藝佈置和團隊進行整體管理，將反映我們終極豪華酒店的理念</li> <li>確保所有設計符合酒店標準，並達到或超出客人的期望</li> <li>處理所有客人的訂單，包括活動和費用的結算/憑證將轉到相應的客房或宴會賬單</li> </ul>	Housekeeping	Supervisor - Floral	<ul style="list-style-type: none"> <li>Diploma holder or above</li> <li>Related experience / With floral design certificates is an advantage</li> <li>Good communication skills, able to speak English is preferred</li> <li>Proficiency in Microsoft Office</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Assist the floral asst. Manager with the overall management of all floral arrangements which will be reflective of our ultimate luxury hotel</li> <li>Ensure that all designs meet hotels standards and meet or exceed guests' expectations</li> <li>Billing / voucher to be done for all guest orders, events and charges to be posted to the appropriate guest room or banquet folio</li> </ul>
管家部	主任 - 制服房	<ul style="list-style-type: none"> <li>大專畢業或以上程度</li> <li>相關工作經驗者優先</li> <li>具良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> <li>熟悉MSOffice軟件的操作及運用</li> </ul>	<ul style="list-style-type: none"> <li>協助制服房日常運營（制服的進出）的順利進行，為新人職的同事或現有同事的制服進行更換，以及特別活動的制服收發</li> <li>遵守所有既定的行為標準和公司規定，消防法規以及所有部門的程序和政策</li> <li>確保所有制服房員工保持合適的衣著，發現問題及時匯報給制服房經理</li> </ul>	Housekeeping	Supervisor - Wardrobe	<ul style="list-style-type: none"> <li>Diploma holder or above</li> <li>Related working experience is an advantage</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> <li>Proficiency in Microsoft Office</li> </ul>	<ul style="list-style-type: none"> <li>Assists at all time in coordinating the smooth run of daily operation (in and out) as well as supporting the on boarding of new comers or uniform replacement of existing colleagues as well as supporting issuing or collection of uniforms for special events</li> <li>Adhere to all established standards of conduct and house rules, fire regulations as well as all department procedures and policies</li> <li>Ensure all wardrobe staff are appropriately attired at all times and escalate issues to wardrobe manager</li> </ul>
管家部	服務員 - 房務	<ul style="list-style-type: none"> <li>相關工作經驗者優先</li> <li>具良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>負責保持房間，相鄰的公共區域，房層後部和服務區域的最高清潔標準</li> <li>確保按照公司的標準和程序確保所有客人的舒適度</li> <li>工作包括鋪床、除塵、吸塵、清潔和消毒浴室等</li> </ul>	Housekeeping	Attendant - Rooms	<ul style="list-style-type: none"> <li>Related working experience is an advantage</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Responsible for maintaining the highest cleaning standard of guest rooms, adjoining public areas, back of the house areas, and service areas</li> <li>Ensuring the comfort of all our guests as established by company standards &amp; procedures</li> <li>Tasks includes but not exclusively making beds, dusting, vacuuming, cleaning and sanitizing bathrooms</li> </ul>
管家部	雜務員 - 房務	<ul style="list-style-type: none"> <li>具相關工作經驗者優先</li> <li>具良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>清潔指定區域，包括但不限於洗手間，公共區域，辦公室和宴會/會議室/會議室</li> <li>協助房務員：招呼客人</li> <li>根據需要報告維護缺陷和需要維修的物品</li> </ul>	Housekeeping	Houseperson - Rooms	<ul style="list-style-type: none"> <li>Related working experience is an advantage</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Clean designated areas including, but not limited to, restrooms, public areas, offices and banquet/meeting/conference rooms</li> <li>Assist Room Attendants. Greet guests in a friendly manner</li> <li>Report maintenance deficiencies and items in need of repair, as needed</li> </ul>

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部門 Department	職位 Position	工作要求 Job Requirements	主要職責 Job Responsibilities	部門 Department	職位 Position	工作要求 Job Requirements	主要職責 Job Responsibilities
管家部	傳感員-房務	<ul style="list-style-type: none"> <li>具相關工作經驗者優先</li> <li>具有良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>傳遞賓客設施到客房，包括但不限於折疊床，冰箱，毯子，羽絨被，枕頭，床墊</li> <li>微波爐，熨斗/板，冰桶，牙科/剃須用品等</li> <li>負責布草房設備及替換；清潔及更換客房用品，並將其送至洗衣房</li> </ul>	Housekeeping	Runner - Rooms	<ul style="list-style-type: none"> <li>Related working experience is an advantage</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Delivery/Pickup of guest amenity items to include but not limited to rollaway beds, refrigerators, blankets, duvet inserts, pillows, mattress pads, microwaves, iron/boards, ice buckets, dental/shave kits etc</li> <li>Stocks Linen Storage Rooms with supplies and amenities. Empties garbage and dirty linen from guest residences and takes it down to Laundry</li> </ul>
管家部	花藝師	<ul style="list-style-type: none"> <li>花店工作經驗或中級花藝設計證書優先</li> <li>具有良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>為前綫和後動製作花藝設計和佈置</li> <li>每天監管花藝佈置；必要時或按計劃保養花藝作品</li> <li>協助花藝主任安排各種花藝設計和佈置</li> </ul>	Housekeeping	Florist - Floral	<ul style="list-style-type: none"> <li>Floral shop working experience/Floral design certificate is an advantage</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Make various floral designs and arrangement for front of the house and back of the house</li> <li>Monitor fresh flower arrangements on daily basis; freshening up flower arrangement when necessary or per schedule</li> <li>Assist Floral supervisor in making various floral arrangements Follow floral recipes for floral designs</li> </ul>
管家部	裁縫-制服房	<ul style="list-style-type: none"> <li>具相關工作經驗優先</li> <li>具有良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>負責公司的全部制服的維護和保養。包括試身，記錄，標識制服，熨燙，修補和修改制服</li> <li>負責酒店客衣的修改或修補</li> <li>修補員工的制服和酒店客人的衣服</li> </ul>	Housekeeping	Seamstress – Wardrobe	<ul style="list-style-type: none"> <li>Related working experience is an advantage</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Responsible for the maintenance of the uniforms for the entire complex. This include, but not exclusively, tasks such as fitting, marking, labelling, pressing, repairing, altering of uniforms</li> <li>Responsible to answer any guest request which sometime include fitting, alteration and mending</li> <li>Perform repair in a timely manner for staff uniform and guest garments</li> </ul>
管家部	服務員-制服房	<ul style="list-style-type: none"> <li>具相關工作經驗優先</li> <li>具有良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>負責整個公司的的制服派發，收集和保養；試身，記錄，掃描制服並在制服系統中記錄狀態</li> <li>與外判洗衣公司跟進制服的檢查，追蹤，記錄，交收情況及數量</li> <li>根據指定的運輸帶，檢查並將所有乾淨的制服掛在運輸帶上</li> </ul>	Housekeeping	Attendant - Wardrobe	<ul style="list-style-type: none"> <li>Related working experience is an advantage</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Responsible for the distribution and collection (within and out of the organization) as well as the maintenance of the uniforms for the entire complex and fitting, marking, scanning labelling and finally recording the uniforms onto the uniform inventory system</li> <li>Check, track, record, dispatch and/or receive uniforms to/from outsource Laundry Company</li> <li>Inspect and hang all clean uniforms on conveyors according to designated slot number</li> </ul>
管家部	服務員-布草整理部	<ul style="list-style-type: none"> <li>具相關工作經驗優先</li> <li>具有良好的溝通能力，懂英文者較佳</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>負責公司內部和外間所有布草的派發和收集，與內部洗衣房和外判洗衣公司緊密聯絡</li> <li>確保客房，水療及康體娛樂部和餐飲部的平穩運行</li> <li>負責對所有送出及交回給公司的布草進行點算</li> </ul>	Housekeeping	Attendant - Linen Operations & Logistics	<ul style="list-style-type: none"> <li>Related working experience is an advantage</li> <li>Good communication skills, able to speak English is preferred</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Responsible for the distribution and collection (within and out of the organization) of all the various linen and closely involved in communicating with the in house laundry and the outsourced laundry</li> <li>Guarantee a smooth operation for the room department, SPA &amp; recreation as well as food and beverage</li> <li>Responsible for daily systematic inventories of all the linen sent out and delivered to the property</li> </ul>
水療及康體部	服務員-水療及康體	<ul style="list-style-type: none"> <li>初中畢業或以上程度</li> <li>具酒店豪華水療、健身中心及泳池的相關工作經驗者優先</li> <li>具流利粵語、普通話及英語會話和書寫能力</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>保持水療及康體區域的清潔</li> <li>協助保持設施及設備清潔，整齊及保養良好</li> <li>微笑迎接客人，提供諮詢及接待服務</li> <li>確保所有的預訂在任何時候都準確無誤</li> <li>履行其他由上級分派之相關工作</li> </ul>	Spa & Recreation	Attendant - Spa & Recreation	<ul style="list-style-type: none"> <li>Junior high school graduated or above</li> <li>Preferably relevant experiences in hotels luxury Spa, Fitness &amp; Pool</li> <li>Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin</li> <li>Able to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Maintain the cleanliness of the Spa and recreation areas</li> <li>Help keep facilities and equipment clean, neat and well maintained</li> <li>Greet guests with a smile and welcome</li> <li>Ensure that all reservations are taken without mistake and in their entirety at all times</li> <li>Performs other related duties as assigned</li> </ul>
水療及康體部	理療師-水療	<ul style="list-style-type: none"> <li>3 - 4 年於酒店或大型理療的相關工作經驗；具五星大型酒店或渡假村經驗更佳</li> <li>具理療及按摩相關專業技能及資格</li> <li>操流利粵語，普通話及英語</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>為客人提供理療服務，並保持良好服務態度</li> <li>確保在使用浴室和蒸汽房時遵守所有操作程序</li> <li>按照水療管理層的要求，協助進行市場推廣和促銷活動</li> <li>履行其他由上級分派之相關工作</li> </ul>	Spa & Recreation	Therapist - Spa & Recreation	<ul style="list-style-type: none"> <li>3 - 4 years related working experience at hotel or large scale spa environment; Working at 5 star luxury hotel or resorts is an advantage</li> <li>Related certificate/ qualifications in wellness area</li> <li>Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin</li> <li>Able to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Always smile and greet guests and employees within the property in a friendly fashion</li> <li>Ensure all operational procedures are followed for the use of baths and steam rooms</li> <li>Assist with marketing and promotions as required by the SPA management</li> <li>Performs other related duties as assigned</li> </ul>
水療及康體部	禮賓服務員-水療及康體	<ul style="list-style-type: none"> <li>高中畢業</li> <li>良好態度</li> <li>具流利粵語，普通話及英語會話和書寫能力</li> <li>專業形象</li> <li>具強大的客戶服務及對細節關注的意識</li> <li>良好的溝通技巧</li> <li>需輪班工作及長期站立</li> </ul>	<ul style="list-style-type: none"> <li>根據既定的標準操作流程為水療中心及康體部處理所有的需求、查詢和預訂</li> <li>迎接到達的客人，在可能的情況下幫助他們，並在離開時與他們告別</li> <li>確保所有客人到達水療中心，健身房和游泳池區域時簽署到表</li> <li>檢查並監控當天及數天後的所有預訂，必要時進行修改</li> <li>確保賬單正確</li> <li>根據公司規定的電話禮儀接聽所有電話</li> <li>維護系統的最新存檔和系統跟蹤</li> <li>管理和維護接待區及其後勤區的功能和清潔</li> <li>確保展示足夠的水療產品庫存，並替換任何損壞的產品。發現任何短缺，立即通知經理</li> <li>確保辦公文具庫存充足</li> </ul>	Spa & Recreation	Concierge - Spa & Recreation	<ul style="list-style-type: none"> <li>High school diploma or equivalent</li> <li>Positive attitude</li> <li>Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin</li> <li>Professional appearance</li> <li>Strong customer service orientation and attention to details</li> <li>Good communication skills</li> <li>Able to work on shift</li> <li>Standing for long durations</li> </ul>	<ul style="list-style-type: none"> <li>Handles requests, enquiries and bookings for the Spa and Recreation according to established Standard Operating Procedures</li> <li>Meets and greets guests upon arrival, assists them where possible and wishes them a fond farewell when leaving</li> <li>Ensures all guests of Spa, Gym, and Pool areas sign the sign-in sheet and waivers</li> <li>Checks and monitors all bookings on the day and for the following days, making amendments where necessary</li> <li>Ensure correct billings</li> <li>Handles all calls according to and by the Company established telephone etiquette</li> <li>Maintains systematic up-to-date filing and tracking systems</li> <li>Manages and upkeep the functionality and cleanliness of the Reception area, and its back of house office</li> <li>Ensures adequate stock of Spa products are displayed, and replaces any damaged items. Immediately advises Manager of any shortages</li> <li>Ensures adequate stock of office stationery</li> </ul>

**SJM Job List (IPM)**

部門 Department	職位 Position	工作要求 Job Requirements	主要職責 Job Responsibilities	部門 Department	職位 Position	工作要求 Job Requirements	主要職責 Job Responsibilities
水療及康體部	理髮師	<ul style="list-style-type: none"> <li>• 高中畢業</li> <li>• 至少2年相關職位的工作經驗</li> <li>• 了解當前的髮型趨勢</li> <li>• 需長期站立</li> <li>• 具有良好的溝通能力和客戶服務技巧</li> </ul>	<ul style="list-style-type: none"> <li>• 歡迎客戶，諮詢他們所需的髮型</li> <li>• 根據客戶要求修剪頭髮</li> <li>• 使用化學溶液和造型工具設計造型</li> <li>• 剃鬚、修剪和塑造客戶的鬍鬚和鬚鬚</li> <li>• 清洗和護理客戶的頭髮</li> <li>• 提供頭髮護理和染髮服務</li> <li>• 確保梳子、剪刀、剃須刀和其他工具在每次使用後都清潔消毒</li> <li>• 指導學徒和學員</li> <li>• 提供面部、頭皮和頸部按摩</li> <li>• 為客戶提供髮型建議</li> </ul>	Spa & Recreation	Barber	<ul style="list-style-type: none"> <li>• High school diploma or equivalent</li> <li>• Minimum of 2 years working experience in a similar role</li> <li>• Sound knowledge of current hairstyles and trends</li> <li>• The ability to stand for extended periods of time</li> <li>• Excellent communication skills</li> <li>• Exceptional customer service skills</li> </ul>	<ul style="list-style-type: none"> <li>• Welcoming clients and consulting with them on their desired hairstyles</li> <li>• Cutting and trimming hair according to clients' instructions</li> <li>• Styling hair using chemical solutions and styling tools</li> <li>• Shaving, trimming and shaping clients' beards and mustaches</li> <li>• Washing and conditioning clients' hair</li> <li>• Providing hair treatments and coloring</li> <li>• Ensuring that combs, scissors, razors, and other instruments are cleaned and sanitized after each use</li> <li>• Supervising apprentices and trainees</li> <li>• Providing face, scalp and neck massages</li> <li>• Providing hairstyle suggestions to clients</li> </ul>
水療及康體部	髮型師	<ul style="list-style-type: none"> <li>• 高中畢業</li> <li>• 至少2年相關職位的工作經驗</li> <li>• 熟悉使用直髮器 and 捲髮器從而進行拉直和捲曲頭髮</li> <li>• 具有各種染髮技術和經驗</li> <li>• 了解適合所有頭髮長度的髮型（例如，辮子和髮髻）</li> <li>• 熟悉頭髮護理產品和服務</li> <li>• 最新的行業趨勢</li> <li>• 具有良好溝通技巧</li> <li>• 需長期站立</li> <li>• 持有美容學校的有效執照</li> </ul>	<ul style="list-style-type: none"> <li>• 歡迎客戶，並通過提出問題來確定客人髮型的偏好</li> <li>• 根據客戶的臉型和品味推薦合適的髮型</li> <li>• 使用合適的洗髮水和護髮素清洗、清洗和吹乾客戶的頭髮(例如油性髮質或乾性頭皮)</li> <li>• 使用專業設備剪髮、修剪和剃須</li> <li>• 使用各種各樣的染髮技巧，比如挑染和漸層染髮</li> <li>• 為客人出席不同場合設計髮型，包括編髮、馬尾辮和髮髻</li> <li>• 根據需要使用護髮產品(例如顏色保護霜和保濕髮膜)</li> <li>• 與長期客戶建立聯繫，記住他們的髮型偏好，管理預訂以及為未預訂的客人提供服務</li> <li>• 確保髮部的整潔和消毒工具</li> <li>• 在適當的時候銷售護髮產品或服務</li> </ul>	Spa & Recreation	Hair Stylist	<ul style="list-style-type: none"> <li>• High school diploma or equivalent</li> <li>• Minimum of 2 years working experience in a similar role</li> <li>• Proficiency in hair straightening and curling methods, using hot irons and curlers</li> <li>• Hands-on experience with various coloring techniques</li> <li>• Knowledge of a wide range of haircuts, suitable for all hair lengths (e.g. braids and top knots)</li> <li>• Familiarity with hair treatment products and services</li> <li>• Up-to-date with industry trends</li> <li>• Excellent communication skills</li> <li>• Physical stamina to stand for long hours</li> <li>• Valid license from a cosmetology school</li> </ul>	<ul style="list-style-type: none"> <li>• Welcome customers and identify their preferences by asking pointed questions</li> <li>• Recommend hairstyles and haircuts according to customers' face shapes and tastes</li> <li>• Wash, rinse and dry clients' hair using appropriate shampoos and conditioners (e.g. for oily hair or dry scalp)</li> <li>• Cut, trim and shave hair using professional equipment</li> <li>• Apply a wide range of hair coloring techniques, like highlights and ombre</li> <li>• Create hairstyles for formal events and everyday looks, including braids, ponytails and buns</li> <li>• Apply hair treatment products, as needed (e.g. color protection creams and hydrating masks)</li> <li>• Form bonds with loyal customers and remember their hairstyle preferences</li> <li>• Manage bookings and serve walk-ins</li> <li>• Ensure tidiness of beauty stations and sterilize tools, as needed</li> <li>• Cross-sell hair care products or services, when appropriate</li> </ul>
水療及康體部	美髮服務員	<ul style="list-style-type: none"> <li>• 初中畢業</li> <li>• 有髮部工作經驗者優先</li> <li>• 對美髮有熱情和追求</li> <li>• 有發展美髮事業的雄心，想成爲一名髮型師、染髮師或髮部經理</li> <li>• 良好的團隊合作精神</li> <li>• 具有耐性</li> <li>• 願意學習和實踐</li> </ul>	<ul style="list-style-type: none"> <li>• 問候和歡迎到來的客人</li> <li>• 為客戶洗頭</li> <li>• 幫助髮型師染髮、剪髮和頭髮護理</li> <li>• 接聽來電以及安排客戶預約</li> <li>• 為客戶吹乾並整理頭髮</li> <li>• 清潔所有工作區域，包括掃地、倒垃圾，擦拭造型和洗髮台，以及在使用後對所有造型工具消毒。清洗和烘乾罩袍，毛巾和其他用品</li> <li>• 點算庫存物品並填寫庫存報告</li> </ul>	Spa & Recreation	Hairstyling Attendant	<ul style="list-style-type: none"> <li>• Secondary school diploma or equivalent</li> <li>• Experience working in Hair Salon is preferable</li> <li>• Passion for hairdressing and drive to succeed</li> <li>• Ambition to progress hairdressing career and become a hair stylist, colorist or salon manager</li> <li>• Good team player</li> <li>• Patience</li> <li>• Willingness to learn and practice</li> </ul>	<ul style="list-style-type: none"> <li>• Greet and welcome incoming clients</li> <li>• Shampoo client hair</li> <li>• Help hair stylists apply hair color, cut hair, and apply hair treatments</li> <li>• Answer incoming phone calls and schedule customers for appointments</li> <li>• Dry and style hair</li> <li>• Clean all work areas, including sweeping floors, taking out trash, wiping down styling and hair washing stations, and sterilizing all styling tools after use. Wash and dry smocks, towels, and other fabrics used</li> <li>• Stock inventory items and fill out inventory reports</li> </ul>
保安部	系統操作員	<ul style="list-style-type: none"> <li>• 高中教育程度或相關經驗，學士學位優先考慮</li> <li>• 基礎急救/心肺復甦知識及證書</li> <li>• 客戶服務經驗</li> <li>• 基本電腦技能</li> <li>• 能聽講國語及廣東話，懂英語優先考慮</li> <li>• 能抬舉50磅重物，推或拉150磅重物</li> <li>• 能長時間站立或行走</li> </ul>	<ul style="list-style-type: none"> <li>• 使用閉路電視系統觀察及監視物業內所有人員，對可疑或不行為作出應對且作記錄以進一步解決安全漏洞</li> <li>• 接聽電話 / 對講機之要求安排資源及工作，監察該工作之進度至完成，並記錄所有相關資訊</li> <li>• 於適當時間範圍內確認、應對及記錄所有警報</li> <li>• 維護及監察保安部門禁系統、對講機及裝置</li> <li>• 於緊急情況時監視及作協調溝通</li> <li>• 為保安部營運隊伍提供協助及資訊</li> <li>• 為新入職之系統員提供培訓</li> <li>• 執行行政工作，包括報告、統計彙報</li> <li>• 向主任報告事故、受傷及不安全工作之事宜</li> </ul>	Security	System Operator	<ul style="list-style-type: none"> <li>• High school education or equivalent preferred, Bachelor degree an advantage</li> <li>• Basic First Aid / CPR knowledge and certification</li> <li>• Experience in customer service</li> <li>• Basic computer skills</li> <li>• Speak and understand Mandarin and Cantonese, English is advance</li> <li>• Lift a minimum of 50 lbs. push or pull 150 lbs</li> <li>• Stand or walk for prolonged periods of time</li> </ul>	<ul style="list-style-type: none"> <li>• Observe and monitor persons on premises using CCTV camera system, respond to persons behaving suspiciously or unlawfully and report security breaches</li> <li>• Allocate resources and tasks by responding to telephone / radio requests, monitoring progression / completion of tasks, recording and logging of all relevant information</li> <li>• Acknowledge, respond and record all alarms within appropriate time frame</li> <li>• Maintain and monitor Security Access System, radios and equipment</li> <li>• Monitor and coordinate communications during emergencies</li> <li>• Provide assistance and information to security operations</li> <li>• Assist in training of New Security Control Room Officers</li> <li>• Perform administrative tasks including reports and compilation of statistics</li> <li>• Report accidents, injuries and unsafe work conditions to supervisors</li> </ul>
財務策劃及業務分析	分析員 - 財務策劃及業務分析 (數據庫管理)	<ul style="list-style-type: none"> <li>• 學士學位畢業，持有博彩、計算機科學、統計學、數據科學、信息技術或數學學科證書者優先考慮</li> <li>• 能夠熟悉運用SQL、SAS、Power BI、Tableau、SSIS和SSRS</li> <li>• 具良好中、英文溝通和書寫技巧</li> </ul>	<ul style="list-style-type: none"> <li>• 負責開發和維護數據庫並收集各種數據儲存於數據庫</li> <li>• 協調及協助數據庫的運行</li> <li>• 從各系統中收集數據並儲存於數據庫</li> </ul>	Financial Planning & Analytics	Analyst - Financial Planning and Analytics (Database Management)	<ul style="list-style-type: none"> <li>• Bachelor degree in Gaming, Computer Science, Statistics, Data Science, IT or Mathematics is preferred</li> <li>• Good working knowledge of SQL, SAS, Power BI, Tableau, SSIS &amp; SSRS</li> <li>• Proficient in both written and spoken Chinese and English</li> </ul>	<ul style="list-style-type: none"> <li>• Responsible for developing and supporting the Data Warehouse and collect data from various sources into the Data Warehouse</li> <li>• Perform data analytical tasks to support business operation and marketing</li> <li>• Coordinate and assist Data warehouse platform implementation and support</li> <li>• Collect data from various systems into Data Warehouse</li> </ul>
財務策劃及業務分析	分析員 - 財務策劃及業務分析	<ul style="list-style-type: none"> <li>• 大學畢業或以上程度</li> <li>• 具良好電腦技巧及精通Microsoft Office、SAS和SQL</li> <li>• 具良好中、英文書寫及溝通能力</li> </ul>	<ul style="list-style-type: none"> <li>• 分析與公司績效和客戶行為相關的業務趨勢和KPI</li> <li>• 協助維護數據資料庫</li> <li>• 分析趨勢以確定客戶偏好並提供優化建議</li> </ul>	Financial Planning & Analytics	Analyst - Financial Planning & Analytics	<ul style="list-style-type: none"> <li>• Bachelor degree or above</li> <li>• Proficient in Microsoft Office, SAS and SQL</li> <li>• Proficient in spoken and written Chinese and English</li> </ul>	<ul style="list-style-type: none"> <li>• Analyze business trends and KPIs related to gaming performance, customer behavior and casino behavior</li> <li>• Assist in data-mining and maintaining the data warehouse</li> <li>• Implements analytical approaches and methodologies and assists in the interpretation of positive business results</li> </ul>
度假村市場及貴賓服務部	歡迎大使、車輛調配	<ul style="list-style-type: none"> <li>• 大學畢業或其相關工作經驗優先考慮</li> <li>• 具客戶服務經驗優先考慮</li> <li>• 具基本電腦知識</li> <li>• 良好的英語、廣東話、普通話溝通能力</li> </ul>	<ul style="list-style-type: none"> <li>• 根據公司標準歡迎並感謝所有客人</li> <li>• 通過協助客人到達碼頭各種需求以提升他們的人體體驗</li> <li>• 提供專業、主動和友好的服務態度</li> <li>• 為客人提供上葡京及其設施資訊</li> </ul>	Resort Marketing & VIP Services	Welcome Ambassador - Dispatch	<ul style="list-style-type: none"> <li>• Diploma or equivalent experienced preferred</li> <li>• Previous Guest service experience preferred</li> <li>• Basic computer skills</li> <li>• Fluent in English, Cantonese, Mandarin</li> </ul>	<ul style="list-style-type: none"> <li>• Welcome and acknowledge all guests according to company standards</li> <li>• Assist in the arrival experience of each guest by loading and unloading guest luggage, and anticipating their needs</li> <li>• Consistently offers professional, engaging and friendly service</li> <li>• Be knowledgeable about Grand Lisboa Palace and amenities highlighting what the property has to offer during guest orientation / escorts to the property</li> </ul>

**SJM Job List (IPM)**

部門 Department	職位 Position	工作要求 Job Requirements	主要職責 Job Responsibilities	部門 Department	職位 Position	工作要求 Job Requirements	主要職責 Job Responsibilities
度假村市場及貴賓服務部	服務專員- 度假村市場服務	<ul style="list-style-type: none"> <li>大專畢業或具相關工作經驗優先考慮</li> <li>至少1年從事度假村市場服務或相關工作經驗</li> <li>熟練使用 Microsoft Word、Excel、PowerPoint</li> <li>良好的英語、廣東話、普通話溝通能力</li> </ul>	<ul style="list-style-type: none"> <li>接聽內線和外線的來電，通過操作電話設備、自動撥號系統和其他電信技術，與客人進行交流</li> <li>利用系統數據發掘潛在客戶</li> <li>通過記錄客人的名字、住址、電話號碼、電郵和客人所需求的住宿條件，完成預訂和於系統上創建預訂</li> </ul>	Resort Marketing & VIP Services	Service Agent - Resort Marketing Services	<ul style="list-style-type: none"> <li>Diploma or equivalent experienced preferred</li> <li>Minimum of 1 year working experience in the field or in a related area</li> <li>Proficient in the use of Microsoft Office applications such as Microsoft Word, Excel, PowerPoint</li> <li>Fluent in English, Cantonese, Mandarin</li> </ul>	<ul style="list-style-type: none"> <li>Inbound and outbound telephone interaction. Speaking with prospective customers by operating telephone equipment, automatic dialing systems, and other telecommunications technologies</li> <li>Qualifies prospects by utilizing data in the system</li> <li>Completes reservations by recording names, addresses, phone, email and required accommodations of guest and creating reservation(s) in the system</li> </ul>
度假村市場及貴賓服務部	車輛調度員	<ul style="list-style-type: none"> <li>大專畢業或具相關工作經驗優先考慮</li> <li>至少1年以上停車場營運或運輸工作經驗</li> <li>良好的英語、廣東話、普通話溝通能力</li> </ul>	<ul style="list-style-type: none"> <li>控制轎車訂單的接收和調度</li> <li>接聽所有來電，記錄訂單，將預訂資料輸入系統</li> <li>安排分配和調度轎車臨時變動</li> <li>確保司機熟悉準確的服務地點和客人資訊</li> </ul>	Resort Marketing & VIP Services	Dispatcher	<ul style="list-style-type: none"> <li>Diploma or equivalent experienced preferred</li> <li>Minimum of 1 year working experience in car park operations field or transportation</li> <li>Fluent in English, Cantonese, Mandarin</li> </ul>	<ul style="list-style-type: none"> <li>Control Limousine order taking and dispatch</li> <li>Answer all incoming phone calls, take down limousine reservations and enter the taken reservations into the system</li> <li>Assign as well as dispatching limousine for the ad-hoc limousine taken</li> <li>Brief chauffeurs ensure they know exact locations as well as correct guest of this assignment</li> </ul>
客戶忠誠及關係管理部	主任- 內容策劃	<ul style="list-style-type: none"> <li>大專畢業以上程度，具博彩、市場、金融、信息科技或相關領域優先考慮</li> <li>至少1年於博彩業從事相似職位者優先考慮</li> <li>具使用娛樂場程式和CRM工具的經驗</li> <li>具較強的市場意識和創新思維，以制定直接行銷活動</li> </ul>	<ul style="list-style-type: none"> <li>協助建立和審查MDP系統中直接行銷獎賞報價的判定標準</li> <li>研究競爭者的獎賞計劃，從而在符合戰略情況下滿足客人的需求</li> <li>與內部部門協調溝通，以根據客人的喜好和需求選擇正確的獎賞計劃</li> <li>與傳訊管理團隊緊密合作，以確保獎賞計劃能夠通過適合的傳訊渠道傳達給目標客戶群</li> </ul>	Loyalty Marketing & CRM	Executive - Content Development	<ul style="list-style-type: none"> <li>Diploma or above in Gaming, Marketing, Finance, Information Technology or related field preferred</li> <li>Minimum of 1 year working experience in similar positions in Casino industry preferred</li> <li>Experience in Casino Programmes and CRM Tools</li> <li>Strong marketing sense and creative mindset to develop direct offer marketing campaign</li> </ul>	<ul style="list-style-type: none"> <li>Assist to set up and review the criteria of direct marketing offer in MDP system</li> <li>Research the offer content from competitors to satisfy the needs from patrons strategically</li> <li>Coordinate with internal departments for rewards offering selection relying on customer preference and demand</li> <li>Work closely with Channel team to ensure the offer delivery through the appropriate distribution channel</li> </ul>
客戶忠誠及關係管理部	主任- 傳訊管理	<ul style="list-style-type: none"> <li>本科學歷以上程度，具市場、數字、傳訊、信息科技或相關領域優先考慮</li> <li>至少1年於博彩業從事相似職位者優先考慮</li> <li>具CRM、MS Office和其他模型報告工具知識者優先考慮</li> <li>能夠分析營運數據及向經理提供見解</li> </ul>	<ul style="list-style-type: none"> <li>協助經理制定並推動線上和線下實體的CRM策略，以最大限度地提高客人忠誠度和公司的投資回報</li> <li>協助經理根據每位客人的個人喜好，為他們訂制不同的資訊，並在適當的時間傳達正確的信息給相應的客人，以滿足不同客人的需求</li> <li>協助經理通過數碼平臺執行關鍵的市場傳訊渠道，包括但不限於直郵廣告，短信，微信和其他社交媒體</li> </ul>	Loyalty Marketing & CRM	Executive - Channel Management	<ul style="list-style-type: none"> <li>Bachelor Degree or above in Marketing, Digital, Communications or Information Technology or related field preferred</li> <li>Minimum of 1 year working experience in similar positions in Casino industry preferred</li> <li>Knowledge of 'customer journey' development and optimization</li> <li>Knowledge of CRM, MS Office, and other modeling reporting tools preferred</li> </ul>	<ul style="list-style-type: none"> <li>Assist managers in formulating and driving the online and offline CRM strategies to maximize customer loyalty and ROI</li> <li>Assist managers in implementing communication and information to customers on a personalized level, at the right time with right message that fits the individual customers' needs</li> <li>Assist managers in the execution of key marketing channels thru Marketing Distribution Platform, including but not limited to Direct Mailing, SMS, We Chat and other types of social media</li> </ul>
餐飲部	廚師（中餐/西餐/烘焙/糕點）	<ul style="list-style-type: none"> <li>具相關工作經驗優先</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>負責廚房雜務，協助廚師跟進所有製作食物出品的前後期工</li> <li>安全地使用、處理、儲存、清潔及維護廚房所有設備</li> </ul>	Food and Beverage	Commis (Chinese / Western Bakery / Pastry Cuisine)	<ul style="list-style-type: none"> <li>Relevant experience is an advantage</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Assist the Demi Chef to prepare the ingredients for the kitchen operations</li> <li>According to food safety hygiene standards to use, clean, store and maintain all the kitchen equipment</li> </ul>
餐飲部	服務員（餐廳/客房餐飲）	<ul style="list-style-type: none"> <li>小學畢業或以上程度</li> <li>具相關經驗優先</li> <li>具良好中文溝通能力，懂英語溝通能力者優先</li> </ul>	<ul style="list-style-type: none"> <li>以有禮的態度為賓客進行預行的服務</li> <li>準確地記錄客人的訂單，備註特殊要求等</li> <li>友好地迎接和安排客人入座</li> <li>協助客人點餐，以禮貌和及時方式提供食物和飲料</li> </ul>	Food and Beverage	Server (Restaurant / In Room Dining)	<ul style="list-style-type: none"> <li>Primary school graduated or above</li> <li>Related working experience is an advantage</li> <li>Good communication in Chinese; capable to communicate in English is an advantage</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Handle guests' reservation request with polite manner</li> <li>Responsible for greeting and seating guests in a friendly and cheerful manner</li> <li>Ensure the table is set up before escorting the guests- taking orders, serving food and drinks to the guests in a timely and polite manner</li> </ul>
餐飲部	專員- 電話銷售	<ul style="list-style-type: none"> <li>高中畢業或以上程度</li> <li>具相關餐飲工作經驗者優先</li> <li>能細心及安全地處理工作</li> <li>具良好中、英文書寫及溝通能力</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>熟悉客房服務的菜單及其他餐飲推廣活動，能夠根據客人的需求提供建議</li> <li>準確地記錄客人的訂單，備註特殊要求等</li> <li>告知客人訂餐的預計抵達時間，如未能於指定時間內送達需通知客人</li> <li>準確地將訂單輸入到POS系統</li> </ul>	Food and Beverage	Agent - Telephone Sales	<ul style="list-style-type: none"> <li>High school graduated or above</li> <li>Previous experience in restaurant operations is an advantage</li> <li>Diligent attention to detail and safety</li> <li>Ability to speak Cantonese, Mandarin and English</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Good knowledge of room service menu's and on going promotions in other F&amp;B outlet, able to provide recommendations and suggestions to guests upon request</li> <li>Record guest orders accurately and efficiently while honoring all special requests</li> <li>Approximate delivery time is given to the guest if the order has not been sent up by this time, a call must be placed to the guest to apologies and re-evaluate the delivery time</li> <li>Repeat customer orders for accuracy before entering them into the POS System</li> </ul>
餐飲部	接待員	<ul style="list-style-type: none"> <li>高中畢業或以上程度</li> <li>具相關餐飲工作經驗者優先</li> <li>能細心及安全地處理工作</li> <li>善於與客人交流</li> <li>具良好中、英文書寫及溝通能力</li> <li>需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>以熱情友好的方式歡迎客人</li> <li>按照客人的喜好或要求安排座位</li> <li>解答客人的查詢並告知現時的餐飲推廣活動</li> <li>接聽電話，為客人預留座位等</li> <li>管理進入餐廳和酒吧區的客人流量，並向告知客人提供等待時間</li> </ul>	Food and Beverage	Host	<ul style="list-style-type: none"> <li>High school graduated or above</li> <li>Previous experience in restaurant operations is an advantage</li> <li>Diligent attention to detail and safety</li> <li>Good communication skills with customers</li> <li>Proficient in spoken Cantonese, Mandarin and English</li> <li>Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>Greet incoming and departing Guests warmly with a genuine smile and eye contact</li> <li>Escort guests to assigned dining area depending on their preference</li> <li>Inform guests of current promotion and who will be serving them to ensure a smooth handoff to the service staff</li> <li>Answer incoming calls to the restaurant and provide appropriate service</li> <li>Manage the flow of Guests into the Dining and Bar areas, provide accurate wait times to incoming Guests if appropriate</li> </ul>

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度假村市場及貴賓服務部	服務專員 - 電話服務	<ul style="list-style-type: none"> <li>• 大專畢業或以上程度</li> <li>• 具有客戶服務或客戶專線中心工作經驗者優先</li> <li>• 良好英語、廣東話及普通話的溝通及書寫技巧</li> </ul>	<ul style="list-style-type: none"> <li>• 確保回應客人要求以確保客戶得到及時的關注</li> <li>• 負責處理酒店客戶來電及轉接電話至相關部門</li> <li>• 回應客戶諮詢、協助為客戶提供關於酒店、餐廳及水療的預訂資訊</li> <li>• 保持電話服務良好表現，與團隊合作以取得福布斯5星標準</li> </ul>	Resort Marketing & VIP Services	Service Agent - Teleservices	<ul style="list-style-type: none"> <li>• Diploma graduated or above</li> <li>• Customer service experience or call centre background is preferred</li> <li>• Fluent in English, Cantonese and Mandarin</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to all guest requests and ensure that guests receive prompt attention</li> <li>• Responsible for handling hotel incoming customer calls and transfer calls to respective departments</li> <li>• Answering guest enquiries and assist guests for hotel information / restaurant and spa bookings</li> <li>• Upkeep the call performance, work with the team to achieve Forbes 5 star standard</li> </ul>
餐飲部	主任 - 食品安全及衛生	<ul style="list-style-type: none"> <li>• 大學畢業或持有相關證書或同等學歷的文憑（職業健康或食品衛生等）</li> <li>• 具酒店餐飲食品安全及衛生的工作經驗或相關經驗優先考慮</li> <li>• 具良好中、英文書寫及溝通能力</li> <li>• 熟悉Microsoft Office軟件的操作及運用</li> <li>• 能夠同時執行多項任務並在快節奏的環境中工作</li> <li>• 能細心及安全地處理工作</li> <li>• 需輪班工作</li> </ul>	<ul style="list-style-type: none"> <li>• 協助主管監察餐飲部整體的健康和食品安全標準（主要是廚房運作方面）</li> <li>• 協助檢測和監察食品安全，提供食品安全等培訓課程給餐飲部員工以確保符合食品安全及衛生要求</li> <li>• 與供應商和相關人員就食品安全和健康問題進行溝通</li> <li>• 每日巡查餐飲部的環境衛生及食物衛生的情況，並將監察結果保存紀錄</li> <li>• 收集食品樣本並進行檢驗，確保符合食品安全及衛生標準</li> <li>• 執行與職責有關的其他工作</li> </ul>	Food and Beverage	Officer – Food Safety & Hygiene	<ul style="list-style-type: none"> <li>• Bachelor degree certification in Food Safety &amp; Hygiene or related disciplines</li> <li>• Previous experienced in similar job role or experience in hotel and restaurant environment</li> <li>• Proficient in both written and spoken Chinese and English</li> <li>• Proficient in Microsoft Office</li> <li>• Able to multi-task and work in a fast-paced environment</li> <li>• Diligent attention to detail and safety</li> <li>• Required to work on shift</li> </ul>	<ul style="list-style-type: none"> <li>• Work with the Hygiene Manager and Hygiene Assistant Manager to handle overall health and safety, food safety, standards within the hotels (mainly focused in kitchen operations)</li> <li>• Train Health &amp; Safety / Food Safety issues to managers, supervisors and colleagues</li> <li>• Liaise with outside contractors and relevant staff on matters of Health &amp; Safety and Food Safety</li> <li>• Carry out Food Safety &amp; Hygiene daily inspection within the hotel and maintain records</li> <li>• Conduct food sampling of all hotel kitchens to ensure the health and safety compliance</li> <li>• Perform other job related duties as requested</li> </ul>

Interested parties, please apply via:

- Email the detailed resume to [careers@macausjm.com](mailto:careers@macausjm.com)
- Hotline 89820288 / 68827115 / 68827118