



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Contact Center

**Position Title:** Supervisor - Teleservices

### Job Description:

- Monitor the activities of Services Agents on shift, ensuring adequate coverage of systems at all times, manage scheduling and meal breaks
- Provide on-the-job training to team members in Teleservices
- Maintain good relationship and ensure efficient communications between all departments
- Disseminate all updated hotel information, issues, promotion and events to the team
- Respond to guest requests to ensure guests receive prompt attention
- Handle guest complaints in the absence of Teleservices Manager / Assistant Manager
- Become conversant with all fire & life safety standards and procedures. Constantly train and review procedures with all team members
- Become fully conversant with all call procedures and ensure all team members are similarly familiar
- Refresh / update hotel or industry related information in Software
  - Be aware of weather forecast and inform other operational departments to take necessary action in the event of tropical cyclone or thunderstorm warnings issued
- Handle VIP wake up calls

### Job Requirement:

- Diploma graduate or above
- Minimum of 2 years working experience as Supervisor or Senior Guest Service Agent of Teleservices Department in Resort or hospitality related industry
- Proficient in the use of Microsoft Office applications such as Microsoft Word and Excel
- Knowledge of Hotel PMS, & PBX System. Experienced in using Task Management System & Call Accounting System will be an advantage
- Experience in using Micros Opera system preferred
- Excellent time management, organization, communication, and customer service skills
- Possess excellent oral and written communications skills
- Read, write, speak and understand English, Mandarin and Cantonese
- Be willing to work any day and any shift including weekends and holidays if required

Interested parties, please apply via:

- Email the detailed resume to [careers@sjmresorts.com](mailto:careers@sjmresorts.com)
- Hotline 68827060 / 89820288

The collection of personal data by SJM Resorts, S.A. is solely for employment purposes. Any information submitted by applicants will constitute as consent and authorization for SJM Resorts, S.A. to use the personal data.



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Contact Center

**Position Title:** Service Agent - Teleservices

### Job Description:

- Respond to all guest requests and ensure that guests receive prompt attention
- Responsible for handling hotel incoming customer calls and transfer calls to respective departments
- Ensure that call and quality standards are achieved by adopting best-practices for customer service
- Answering guest enquiries and assist guests for hotel information / restaurant and spa bookings
- Become fully aware with all fire and life safety standards and procedures. Have sense of urgency to escalate to superior / management team if need be
- Upkeep the call performance, work with the team to achieve Forbes 5 star standard
- Actively attend training which provide by company / department that to enhance product knowledge / customer service skills and as well as boost up team spirit
- Action on ad hoc tasks as assigned by supervisory

### Job Requirement:

- Diploma holder or above
- Customer service experience or call centre background is preferred
- Courteous, service-oriented with pleasant personality, good telephone manner and communications skills
- Proficient in the use of Microsoft Office applications such as Microsoft Word and Excel
- Fluent in English, Cantonese and Mandarin
- Good communication skills and voice
- Have a well-groomed, professional appearance
- Be willing to work any day and any shift including weekends and holidays if required

Interested parties, please apply via:

- Email the detailed resume to [careers@sjmresorts.com](mailto:careers@sjmresorts.com)
- Hotline 68827060 / 89820288

The collection of personal data by SJM Resorts, S.A. is solely for employment purposes. Any information submitted by applicants will constitute as consent and authorization for SJM Resorts, S.A. to use the personal data.