



澳娛綜合度假股份有限公司

SJM RESORTS, S.A.

Department: Resort Services

Position Title: Service Agent - Resort Services

Job Description:

- Inbound and outbound telephone interaction. Speaking with prospective customers by operating telephone equipment, automatic dialing systems, and other telecommunications technologies
- Qualifies prospects by utilizing data in the system
- Completes reservations by recording names, addresses, phone, email and required accommodations of guest and creating reservation(s) in the system
- Assists Executive - VIP with all requests in a professional and timely manner
- Evaluates members' play and issues complimentaries based on established guidelines
- Answers any questions and addresses any problems with players as well as Host - Premium Guest Development
- Stays informed about all Casino activities and events
- Ensure efficient and proper service for our guests
- Utilizes all aspects of the Player Tracking System
- Notify supervisor / manager of any suspicious or unusual activity and / or transactions in a timely and responsible manner

Job Requirement:

- High school graduated or above is preferred
- Minimum of 1 year working experience in the field or in a related area
- Outstanding ability to communicate over the phone and in person
- Exceptional ability to communicate effectively with Guests, and deliver an outstanding level of customer service to all our guests
- Proficient in the use of Microsoft Office applications such as Microsoft Word, Excel, PowerPoint
- Fluent in English, Cantonese, Mandarin

Interested parties, please apply via:

- Email the detailed resume to careers@sjmresorts.com
- Hotline 68827060 / 89820288

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