



澳娛綜合度假股份有限公司

SJM RESORTS, S.A.

Department: Retail Leasing & Operations

Position Title: Senior Manager - Tenant Fit-Out Coordination

Job Description:

- Mainly responsible to assist the Assistant Director in the team for all the fit out and statutory submission coordination related matters
- Responsible for the monitoring of the fitting out works by the retailer
- Responsible for the design and coordination of fitting out works to all the improvement works
- Responsible to coordinate within the Retail Coordination Team
- The Scope of works included:

External

- Coordinate with Retailer Statutory Submission Consultant
- Prepare the Statutory Submission Package
- Comment the submission package with SJM consultant
- Update the submission status and reply from Government throughout the fitting out process
- Coordinate the Government inspection procedure and the pre-inspection process once the fitting out works completed
- Coordinate with the submission consultant to make sure the whole process is completed
- Coordinate with Retailer Project Team to ensure the shop is opened within the agreed period
- Coordinate and monitor the Retailer Project Team (On-site) to follow the SJM House rules and Fit out Manual to ensure the quality / safety and meet mall requirement
- Coordinate with different Government Department (DSSCU / FSD / MGTO) for any government submission matters or comments received
- Prepare / Update the mall Fit out Manual to suit the Company and Retail Team Policy

Internal

- Coordinate with Retail Leasing Team for the ROU and Capex Subsidy Agreement Status to meet the overall development timeline
- Coordinate with Retail Operation Team for the handover procedure when the retailer's fitting out works completed and ready to open
- Provide the shop improvement / layout modification proposal to Retail Leasing Team to meet the market leasing strategy
- Provide the Kiosk layout / design planning proposal to meet updated business strategy
- Coordinate with Project Team (PCM) for the design / cost estimate and implementation of retail improvement Proposal

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.

- Coordinate with F&A Team for the Budget preparation, Fit out Subsidy Application and Claim process
- Coordinate with Security Team for all Fit out Works registration and PTW procedure
- Coordinate with FM Team for all the on-site technical support from Owner
- Coordinate with Logistic Team for all the retailer logistic planning and ODS system management
- Coordinate with AV and IT Team for BGM / PA system supporting issues
- Coordinate with the internal RTC team during the fitting out process especially for the safety aspects

Job Requirement:

- Bachelor Degree or equivalent in Building / Fitting out related background
- Minimum of 10 years practical experience in Building / Fitting out works in property developer with 5 years in managerial grade
- Experienced in retail operations and mall management will be an advantage
- Familiar with the retail shops / F&B related Macau Government regulation / Law
- Familiar with Project Administration, statutory submission, program monitoring, full-spectrum project delivery and well coordinate with consultants, contractors and government officials
- Good computer skills with proficiency in AutoCAD, PDF Editor, Microsoft Office, Project Planning
- Energetic, highly motivated, strive for excellence and high level of accountability
- Proficient in both written and spoken English and Chinese
- Good team player, positive and proactive attitude and self-motivated

Interested parties, please apply via:

- Email the detailed resume to careers@sjmresorts.com
- Hotline 89820288 / 68827117

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: Retail Leasing & Operations

Position Title: Senior Manager - Building Services Coordination

Job Description:

- Mainly responsible to assist the Assistant Director in the Team for all the Electrical and Mechanical design and installation related matters
- Responsible for the design of E&M works to suit the improvement works requirement
- Responsible for monitoring of the on-site E&M installation works by the retailer
- The Scope of works included:
 - External**
 - Coordination with Retail Project Team
 - Monitoring the shop fitting out works progress
 - Inspection to the works completed
 - Coordination with Retail Project Team to ensure shops are opened within the agreed period
 - Monitor and coordinate the Retailer Project Team (On-site) to follow the SJM House rules and Fit out Manual to ensure the quality / safety and meet mall requirement
 - Coordination with Retailer Project Team for the Capex Subsidy arrangement
 - Coordination with Different Government Department (DSSCU / FSD / MGTO) for any government submission matters or comments received
 - Prepare / Update the mall Fit out Manual to suit the Company and Retail Team Policy
 - Internal**
 - Provide the shop improvement / layout modification proposal to Retail Leasing
 - Team to meet the market leasing strategy
 - Provide the Kiosk layout / design planning proposal to meet updated business strategy
 - Coordination with SJM Project Team (PCM) for the design and implementation of retail improvement Proposal
 - Coordination with FM Team for all the on-site technical support from Owner
 - Coordination with Logistic Team for all the retailer logistic planning and ODS system management
 - Coordination with AV and IT Team for BGM / PA system supporting issues
- Able to complete the task in a reasonable timeframe
- Able to work individually to handle regular or routinized works and requests from Retailers
- Ensure all Retailer's requests are processed in compliance with the company policies or any agreed special terms
- Work closely and effectively with other department or various internal departments or contractors on

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.

the execution of various operational activities and planning to meet the established goal

- Perform any ad-hoc duties as required
- Provide administration service to the seniors and department includes but not limited to report preparation, making appointment and marketing research
- Provide technical support to other Teams for any Retailers' request

Job Requirement:

- Bachelor Degree or equivalent in Building Services related background
- Minimum of 10 years practical experience in E&M works in property developer with 5 years in managerial grade, experience in retail operations and mall management will be an advantage
- Familiar with the retail shops / F&B related Macau Government regulation / Law
- Familiar with Project Administration, statutory submission, program monitoring, full-spectrum project delivery and well coordinate with consultants, contractors and government officials
- Good computer skills with proficiency in AutoCAD, PDF Editor, Microsoft Office
- Proficient in both written and spoken English and Chinese
- Strong technical skills on drafting full sets of drawings
- Good team player, positive and proactive attitude and self-motivated

Interested parties, please apply via:

- Email the detailed resume to careers@sjmresorts.com
- Hotline 89820288 / 68827117

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: Retail Leasing & Operations

Position Title: Concierge Officer - Retail Operations

Job Description:

- Handle all guests' requests and fulfill them as quickly as possible
- Maintain knowledge of all mall features and services
- Comply to all mall and departmental policies and procedures
- Efficiently handle guests' complaints and feedback
- Handle guest's inquiries pertaining to tourist information and local community
- Be conversant with manual operations process during shutdown of property management system
- Monitor activities in the mall and report any suspicious characters, items and activities to the Chief Concierge and Assistant Chief Concierge
- Adhere to organizational and departmental benchmarking standards
- Perform any other duties and responsibilities as and when assigned by the management
- Handling customers' enquiries, requests and resolving complaints with efficiency
- Greet guests and VIP members with professional manners
- Handle general enquiries with high standard service via face-to-face



澳娛綜合度假股份有限公司

SJM RESORTS, S.A.

Job Requirement:

- High school diploma or equivalent; Bachelor Degree preferred
- Experience in a Concierge setting within a hotel
- Fluent in spoken and written Chinese (Mandarin and Cantonese) and English
- Some knowledge of Selling skill and product knowledge
- Good PC skills with proficiency in Microsoft Office
- Excellent customer service
- Result-driven and sales-oriented
- Confident with a pleasant disposition and well groomed
- Require attention to detail and problem solving skills, as well as a passion for customer service
- Ability to work under pressure and on rotating shifts
- Excellent guest relations and communication skills
- Pay attention to details and have strong customer service skills
- Able to work with minimum supervision
- A team player and takes initiative to assist other Team Members when required
- Work at a hotel during the shift and stand for long periods of time
- Possess good manual dexterity and coordination to operate office equipment, including computer, fax machine, printer and photocopy machine. Respond to visual and aural cues

Interested parties, please apply via:

- Email the detailed resume to careers@sjmresorts.com
- Hotline 89820288 / 68827117

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.

部門單位： 零售租賃及營運部

職位名稱： 服務臺專員 - 零售營運

職位內容：

- 處理及滿足所有客戶的需求
- 了解商場所有功能及服務知識
- 遵守所有商場和部門的政策和程序
- 有效處理客人的投訴和反饋
- 處理有關旅遊信息和當地社區的諮詢
- 熟悉物業管理系統的人手操作流程
- 監控商場活動，向主管報告任何可疑人物、物品和活動
- 保持優質的服務質素標準
- 執行部門主管要求的其他合理職責
- 處理客戶的詢問、要求和解決投訴
- 以專業的態度迎接客人和貴賓
- 以良好的客戶服務來處理面對面的一般詢問

職位要求：

- 高中畢業或以上程度；持有學士學位者優先
- 具酒店禮賓部經驗
- 具良好粵語，普通話及英語會話能力
- 具有銷售技巧及產品知識
- 良好電腦技巧及 Microsoft Office 軟件操作及運用
- 具良好客戶服務知識、客戶服務及對細節關注的意識
- 良好的客戶關係及溝通技巧
- 熟悉傳真機、打印機、複印機等辦公設備操作
- 需長期站立及輪班工作

有興趣應徵者，可透過以下方式申請：

- 電郵簡歷到 careers@sjmresorts.com
- 致電人才招募專線 89820288 / 68827117

澳娛綜合僅為僱用事宜收集個人資料，提交資料即構成當時人同意及授權澳娛綜合在僱用程序中處理個人資料。



澳娛綜合度假股份有限公司

SJM RESORTS, S.A.

Department: Retail Leasing & Operations

Position Title: Officer - Retail Operations

Job Description:

- Responsible to provide operations support and clerical services in order to ensure effective and efficient operations to the Grand Lisboa Palace Retail department
- Be the first point of contact for retail department for any visitors, telephone calls, emails and letters
- Transcribes formats, inputs, edits, retrieves, copies and transmits correspondences, documents, data and graphics
- Compiles and maintain an up to date retail brands directory
- Work closely and effectively with department head, offer assistance when asked upon
- Perform other related duties as required

Job Requirement:

- Bachelor degree or above
- Knowledge of office administration and Operations
- Good computer skills with proficient in MS Office
- Ability to maintain a high level of accuracy in preparing and entering information
- Positive and Proactive work attitude
- Proficient in both written and spoken English and Chinese
- Ability to manage multiple demands, tasks and competing priorities

Interested parties, please apply via:

- Email the detailed resume to careers@sjmresorts.com
- Hotline 89820288 / 68827117

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: Retail Leasing & Operations

Position Title: Sales Associate

Job Description:

- Generate sales through cross selling techniques
- Manage stock inventory
- Participate in visual display and maintain professional visual standards
- Provide excellent customer service
- Provide after-sales service to customers
- Welcome and approach every customer proactively
- Assist in daily store operations
- Work with cash register routines and handle all required transactions
- Follow all sales routines, policies and guidelines to assist in loss prevention and safety for the store
- Work well in a team and actively support and assist your colleagues
- Increase the customer database by capturing as much customers' information as possible
- Ensure that store is clean and tidy in all aspects
- Ensure all stores adhere to compliance requirements in all areas of operational activity, company policies and procedures



澳娛綜合度假股份有限公司

SJM RESORTS, S.A.

Job Requirement:

- High school diploma or equivalent; Bachelor Degree preferred
- Experience in Retail Management and multi stores management an advantage
- Fluent in spoken and written Chinese (Mandarin and Cantonese) and English
- Some knowledge of Selling skill and product knowledge
- Good PC skills with proficiency in Microsoft Office
- Excellent customer service
- Result-driven and sales-oriented
- Well-groomed
- Good interpersonal and communication skills
- Enjoy working in a team
- Pleasant, outgoing and eager to interact with different levels of customers
- Work at a sales area during the shift and stand for long periods of time
- Work inside and continuously maneuver in and around all areas of the shops
- Possess good manual dexterity and coordination to operate office equipment, including computer, fax machine, printer and photocopy machine. Respond to visual and aural cues
- Able to work on shift

Interested parties, please apply via:

- Email the detailed resume to careers@sjmresorts.com
- Hotline 89820288 / 68827117

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.

部門單位： 零售租賃及營運部

職位名稱： 店鋪銷售助理

職位內容：

- 通過交叉銷售技巧增加銷量
- 負責庫存管理
- 負責陳列貨品及保持專業視覺陳列標準
- 提供優秀的客戶服務
- 提供高質素的售後服務
- 主動及親切地歡迎每一位客人
- 負責協助店鋪日常營運
- 處理出納日常事務及所有交易
- 遵守所有的銷售慣例、政策和指引，以協助防止損失和店鋪安全
- 具團隊精神，支持及協助同事
- 透過採集客戶資訊來增加客戶數據庫
- 確保倉庫保持整潔
- 確保所有商店遵守經營活動、公司政策和程序的合規要求



澳娛綜合度假股份有限公司

SJM RESORTS, S.A.

職位要求：

- 高中畢業或以上程度；持有學士學位者優先
- 具零售管理及連鎖店管理經驗優先
- 具良好粵語，普通話及英語會話能力
- 具有銷售技巧及產品知識
- 良好電腦技巧及 Microsoft Office 軟件操作及運用
- 具良好客戶服務知識
- 形象專業
- 良好溝通技巧
- 具團隊精神
- 熟悉傳真機、打印機、複印機等辦公設備操作
- 需長期站立及輪班工作

有興趣應徵者，可透過以下方式申請：

- 電郵簡歷到 careers@sjmresorts.com
- 致電人才招募專線 89820288 / 68827117

澳娛綜合僅為僱用事宜收集個人資料，提交資料即構成當時人同意及授權澳娛綜合在僱用程序中處理個人資料。