



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Spa & Recreation

**Position Title:** Concierge - Spa & Recreation

### Job Description:

- Handles requests, enquiries and bookings for the Spa and Recreation according to established Standard Operating Procedures
- Meets and greets guests upon arrival, assists them where possible and wishes them a fond farewell when leaving
- Ensures all guests of Spa, Gym, and Pool areas sign the sign-in sheet and waivers
- Checks and monitors all bookings on the day and for the following days, making amendments where necessary
- Ensure correct billings
- Handles all calls according to and by the Company established telephone etiquette
- Maintains systematic up-to-date filing and tracking systems
- Manages and upkeeps the functionality and cleanliness of the Reception area, and its back of house office
- Ensures adequate stock of Spa products are displayed, and replaces any damaged items. Immediately advises Manager of any shortages
- Ensures adequate stock of office stationery
- Required to rotate different receptionist area (Include Spa, Recreation and Salon)

### Job Requirement:

- High school diploma or equivalent
- Minimum of 2 years working experience in a similar role
- Positive attitude
- Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin
- Professional appearance
- Strong customer service orientation and attention to details
- Good communication skills
- Able to work on shift
- Standing for long durations

Interested parties, please apply via:

- Email the detailed resume to [careers@sjmresorts.com](mailto: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： 水療及康體部

職位名稱： 禮賓服務員 - 水療及康體

### 職位內容：

- 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
- 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
- 確保所有客人到達水療中心，健身房和游泳池區域時簽署簽到表
- 檢查並監控當天及數天後的所有預訂，必要時進行修改
- 確保賬單正確
- 根據公司規定的電話禮儀接聽所有電話
- 維護系統的最新存檔和系統跟蹤
- 管理和維護接待區及其後勤區的功能和清潔
- 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
- 確保辦公文具庫存充足
- 需輪換不同前台(包括水療, 康體, 髮廊)

### 職位要求：

- 高中畢業
- 至少 2 年具 5 星級酒店相關工作經驗者優先考慮
- 良好態度
- 具流利粵語，普通話及英語會話和書寫能力
- 專業形象
- 具強大的客戶服務及對細節關注的意識
- 良好的溝通技巧
- 需輪班工作及長期站立

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- 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:** Spa & Recreation

**Position Title:** Attendant - Spa & Recreation

### **Job Description:**

- Maintain the cleanliness of the Spa and recreation areas with Forbes Travel Guide standards
- Help keep facilities and equipment clean, neat and well maintained
- Greet guests with a smile and welcome
- Ensure that all reservations are taken without mistake and in their entirety at all times
- Performs other related duties as assigned

### **Job Requirement:**

- Junior high school graduated or above
- Preferably relevant experiences in hotels luxury Spa, Fitness & Pool
- Excellent verbal communication in English, ideally fluent in Cantonese and Mandarin
- Able to work on shift

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## SJM RESORTS, S.A.

部門單位： 水療及康體部

職位名稱： 服務員 - 水療及康體

### 職位內容：

- 以《福布斯旅遊指南》標準保持水療及康體區域的清潔
- 協助保持設施及設備清潔，整齊及保養良好
- 微笑迎接客人，提供諮詢及接待服務
- 確保所有的預訂在任何時候都準確無誤
- 履行其他由上級分派之相關工作

### 職位要求：

- 初中畢業或以上程度
- 具酒店豪華水療、健身中心及泳池的相關工作經驗者優先
- 具流利粵語、普通話及英語會話和書寫能力
- 需輪班工作

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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。