



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** Telesales

**Position Title:** Service Agent - Telesales

### **Job Description:**

- Contact potential or existing customers to inform them about a product or service using scripts
- Answer questions about products or company
- Ask questions to understand customer requirements and close sales
- Direct prospects to the field sales team when needed
- Enter and update customer information in the database
- Take and process orders in an accurate manner
- Handle grievances to preserve the company's reputation
- Go the "extra mile" to meet sales quota and facilitate future sales
- Keep records of calls and sales and note useful information

### **Job Requirement:**

- Diploma above in hotel management or other related field is preferred
- Minimum of 1 year working experience in hospitality or telesales in hospitality
- Proven experience as telesales representative or other sales / customer service role
- Proven track record of successfully meeting sales quota preferably over the phone
- Proficient in the use of Microsoft Office applications such as Microsoft Word, Excel, PowerPoint
- Fluent in English, Cantonese, Mandarin
- Have a well groomed, professional appearance

Interested parties, please apply via:

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

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