



# 澳娛綜合度假股份有限公司

## SJM RESORTS, S.A.

**Department:** VIP Services

**Position Title:** Executive - Guest Services

### **Job Description:**

- Executive - Guest Services ensures high standard of guest relations is provided to all VIP guests during their stays at Grand Lisboa Palace including Presidential suite in accordance with established services standards.
- Responsible in maintaining strong and professional on-floor presence of guest services in Grand Lisboa Palace and be able to establish rapport with VIP guests. To increase loyalty and generate return business by ensuring luxurious and personalized excellent customer service is delivered at all times
- To have a good knowledge and understanding of all latest promotions within the property. To update oneself to be aware of information relevant to daily operations such as local businesses, news and current events
- Meets guest requirements and aims to exceed expectations by anticipating guest needs and responding to requests in a professional demeanor
- To maintain good and harmonious professional relationships with other departments and third party units to efficiently arrange as needed for VIP guests' enjoyment during their stay in Grand Lisboa Palace
- Ensures proper distribution of relevant information, prepare / review documents needed and supervise coordination as necessary to efficiently assist daily operational needs including but not limited to the below: Hotel reservations, check in and check out, GLP tour, Transportation arrangements and requirements (including land, sea and air transport)
- Dining arrangements as well as other leisure and entertainment activities
- To ensure all aspects of services rendered and products delivered within Grand Lisboa Palace are with punctuality and excellent quality
- Ensure and anticipate VIP guest's preferences and needs prior to arrival, communicating movements to Assistant Manager and / or Manager
- Prepares reports and performs other ad hoc tasks as assigned by superior
- Prepares documents and reports as required and performs other tasks as assigned by line leader



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### Job Requirement:

- High school graduated or above
- With related professional training certificate is preferred
- Minimum 1 year experience within a similar scope of guest service, or resorts, gaming background
- Must be knowledgeable in hotel operations and systems
- Proficient in MS Office
- Good in spoken and written English, Cantonese and Mandarin
- Highly motivated, energetic and creative
- Possess a positive flair and vibes; confident and charismatic
- A team player who motivates others to work effectively within the team
- Displays a high level of integrity and commitment to customer service
- Work inside and continuously maneuver in and around all areas of the resort

Interested parties, please apply via:

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

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