**JOB ORDER FORM**

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| Sectors工种 | Service 服务业 | Manufacturing制造业 | Construction建筑业 | Marine造船业 |
| Type of Passes准证类型 | WP |  |  |  |

**Job Details 工作内容**

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| Company Name: 公司名字 | Marina Bay Sands |
| Company’s website: 网址 | https://www.marinabaysands.com/ |
| Working location: 工作地点 | 10 Bayfront Ave, Singapore 018956 |
| Job title: 职位 | LOBBY AMBASSADOR |
| Monthly Basic salary: 底薪 (44hs) | $2600-$2800 |
| Monthly Commission: 抽成 | NA |
| Other allowance: 其他津贴 | NA |
| Estimated Total Salary:每月平均总收入 （**仅作为参考，加班还是由公司情况决定**） | $2600-2800++ |
| Working hours per week: 工作小时 | 44 hours, after 44 hours 1.5 OT\* need to be able to work shift, there will 3 shifts include night shift\*those schedule for night shift, will have night shift allowance |
| Special Requirement (Eg.Attire…)服装要求 | Uniform provided |
| Accommodation or Housing Allowance: 住宿津贴 | NA |
| Free Meal Duty or Allowance: 膳食津贴 | Meal provided |
| Job Responsibilities:工作内容 | **Summary of Job Responsibilities**Premium Services Team provides personalized meet and greet services, enhanced in-house guest experiences, and bids fond farewells to our VIP guests. We strive to create an unforgettable memory by providing intuitive services while going above & beyond to fulfill their requests. We take ownership of our guests’ satisfaction and follow up personally on guests’ requests to ensure they have been met and their expectations exceeded.Premium Services team members are impeccably well-groomed, speak in eloquent and professional language, thank our guests with genuine appreciation and exude a sense of elegance in our daily engagement. We aim to leave a long and lasting impression to our guests and make Marina Bay Sands a destination of choice.As an Ambassador, your presence in the lobby is impactful, exude confidence, creating meaningful connections with our guests as a first and last impression of Marina Bay Sands.  Ambassadors are empowered to connect with guests and provide unexpected surprises that will delight them during their stay.   They play an important role in creating a seamless experience across the various service touchpoints.**Job Responsibilities****Operational Related*** Greeting guests, and providing an engaging warm welcome or fond farewell to Marina Bay Sands upon arrival and departure
* Ensure each guest is greeted promptly, courteously, graciously with eye contact, and a smile.
* Engage with hotel guests throughout the hotel lobby to enhance the service experience through the introduction of all hotel services and facilities.
* Able to respond to guest feedback and take appropriate timely actions to have a meaningful impact on guest experience
* Provide additional support to Guest Services and Transportation team on hotel curbside to enhance the guest welcome experience, providing a sense of luxury and importance to each guest.
* Provide additional support to Front Desk Operations with Queue Management at all check in areas ensuring a smooth check in experience for our guests.
* Recommends and effectively promotes relevant services across the integrated resorts that are in tuned with the guests’ preferences and follows up on behalf of the guest for necessary bookings, or arrangements.
* Attend daily briefing to ensure valuable information and updates are shared among team members, including updated property information

**Departmental Related*** Exemplifies the OneMBS Values at all times
* The ability to display, at all times, a friendly, courteous and professional manner in all dealings with guests, patrons and other employees
* Demonstrate an enjoyment and enthusiasm for work through effective relationships with other Team Members/ Department by adopting a “can do” approach to tasks
* Practice safety guidelines as prescribed by Occupational Safety and Health Act (OSHA)
* Solid foundation of property knowledge and the major events and latest happenings within the property and in town in order to provide appropriate recommendations to guest
* Perform any other tasks as assigned by Management.
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| Additional Remarks:注明 | those assigned to work in F&B outlet inside casino entitled to tips (cannot chose outlet) transport provided If work pass 12am there will be slight smoke smell in the casino, need to be able to handle. Able to work on rotating shifts, public holidays and weekends.Able to communicate in English |

**Recruitment Needs 招聘数量**

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| No. of vacancy available: 职缺 | 15 (Open gender) |
| Education Level: 学历水平 | SPM above |
| Other Skills Required:其他技术要求 | **Education & Certification*** Minimum GCE O Level.
* Diploma or bachelor’s degree in hospitality management from a recognized institution is an advantage.

 **Experience*** Minimum 1 year in a guest facing service role
* Prior experience in the entertainment, fashion, modelling, hospitality, tourism or service industry will be an added advantage

**Competencies*** Possess a refined and strong command of spoken and written English and Chinese to communicate with our Chinese-speaking guest. Ability to speak multiple international languages will be an added advantage.
* Always ensure a high standard of personal grooming and professional appearance.
* Highly energetic and engaging individual with strong customer service and interpersonal skills.
* Be comfortable with taking photographs with guests.
* Exceptional guest relations and communication skills
* High attention to details
* Ability to multi-task and work efficiently in a fast paced and luxury environment
* A team player and takes initiative to assist other Team Members when required
* Have faultless follow-through; and “Can Do” attitude and mindset
* Be willing to work shifts
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**NAME** :

**ADDRESS** :

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| **CAREER OBJECTIVE** |
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| **PERSONAL PARTICULARS** |
| PASSPORT NO. : AGE : DATE OF BIRTH : NATIONALITY : HEIGHT : WEIGHT :  |
| **EMPLOYMENT DETAILS** |
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| **EDUCATION DETAILS** |
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| **SKILLS** |
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| **INTERESTS** |
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