



Press release

Ten SJM Restaurants Receive the “Quality Tourism Services Merchant Award” from MGTO

(Macau, 9 December 2024) SJM Resorts, S.A. (“SJM”) is honoured to announce that 10 of its restaurants have been recognised in the 2024 “Quality Tourism Services Accreditation Scheme” by the Macao Government Tourism Office (“MGTO”). Robuchon au Dôme, The 8, Casa Don Alfonso, and The Kitchen at Grand Lisboa Macau, along with Palace Garden, Mesa by José Avillez, Zuicho, Hua Ting, Chalou, and The Grand Buffet at the Grand Lisboa Palace Resort Macau, have received the “Quality Tourism Services Merchant Award” for their exemplary services to international tourists. These accolades reaffirm SJM’s reputation for delivering premium and professional guest experiences, a testament to SJM’s commitment to world-class hospitality in Macau.

Ms. Daisy Ho, Managing Director of SJM, expresses her gratitude: “We sincerely thank the MGTO for recognising the dedication and commitment of the SJM team in striving for excellence. Over the past decade, the ‘Quality Tourism Services Accreditation Scheme’ has set a ‘gold standard’ for service excellence, propelling the development of quality tourism offerings for Macau. SJM remains steadfast in partnering with the SAR Government and industry peers to build a vibrant, welcoming, and service-driven destination, further enhancing Macau’s global reputation as a ‘World Centre of Tourism and Leisure.’”

Launched by MGTO, the “Quality Tourism Services Accreditation Scheme” spans the catering, travel agencies, and retail businesses, aiming to foster continuous hospitality service quality across the industries. Evaluations are conducted by an assessment committee comprises representatives from government entities, related industry associations, academic institutions, and consumer rights organisations. The rigorous six-month process involves two key criteria: Mystery Customer Service Assessment and Service Management System Audit.

SJM is committed to delivering exceptional luxury experiences through innovation and excellence. Beyond offering professional training programmes, the company actively cultivates a new generation of high-end talent for Macau’s tourism industry through various initiatives. These initiatives align with the government in promoting sustainable development in tourism and the related sectors, while elevating Macau’s international profile.

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Ten dining establishments under SJM receive the MGTO “Quality Tourism Services Merchant Award,” bearing testament to the company’s commitment in delivering premium dining experiences.