

CAN'T WAIT FOR YOU TO GET A HEAD START




Resorts World
Sentosa
Singapore
a Genting Resort
**INTERNSHIP
HANDBOOK**

Why RWS

Experience

Questions

Sign up

Contact



CONTENTS

1

Be an intern at
Resorts World™
Sentosa

2

Opportunities
for interns at
Resorts World
Sentosa

3

Q&A

4

Ready to
sign up?

5

Contact us



1. BE AN INTERN AT RESORTS WORLD SENTOSA

An internship at Resorts World Sentosa gives you a fantastic first-hand experience of working life at Singapore's first Integrated Resort (IR).

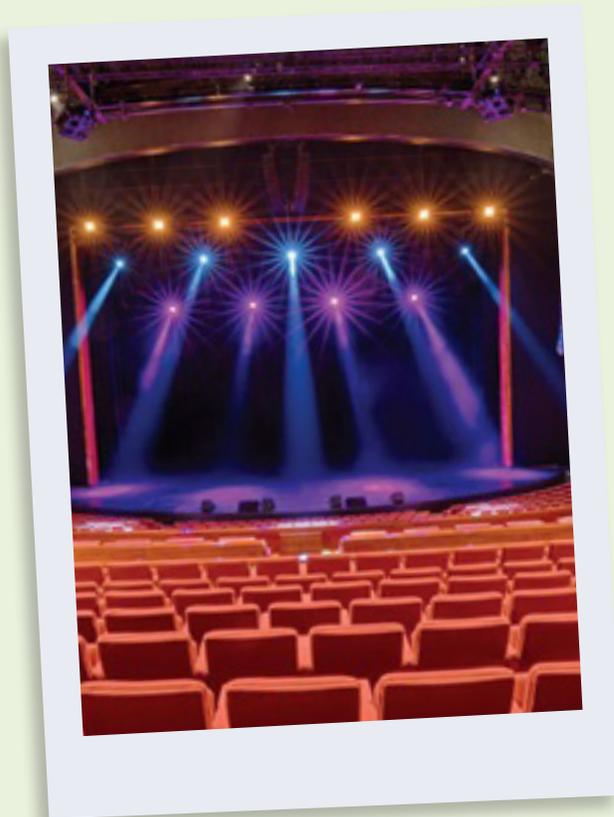
- **Resorts World Sentosa is a fun place for interns.** Where else can you have roller coasters, movie characters and thousands of marine fishes in the world's largest aquarium as part of your work place?
- **Our structured training gives you close supervision** with a dedicated mentor to feedback on your progress throughout your internship.
- **The variety of roles we have under one roof** means you get to experience first-hand a full range of jobs (in the world's largest aquarium, corporate departments, food & beverage outlets, six hotels, exciting MICE venues, retail stores, ESPA at Resorts World Sentosa, theme park, museum and many more).
- **The Resorts World Sentosa brand** is an impressive and internationally recognised addition to your resume.
- **The friendly faces of your fellow interns and some 13,000 team members** from 40 different countries, gives you the opportunity to make new friends.

300...
the number of
interns we take
on each year



2. OPPORTUNITIES FOR INTERNS AT RESORTS WORLD SENTOSA

We create memorable moments for our guests every day, and we're proud to say the same goes for our team members and interns. As an intern at Resorts World Sentosa, you'll always be in the thick of the action. Here's a closer look at the kind of roles you can expect.



Entertainment services

Our interns help make our resident theatrical act ready for its curtain call.

Intern roles:

- Ushering the audience to their seats
- Selling tickets
- Managing tour groups
- Maintenance of light and sound systems
- Roster management
- Managing stage props and costumes
- Production management

Central Zone Operations

Intern roles:

- Audience Development – developing educational programmes to enhance visitors' experience
- Operations Planning – providing back-end support to frontline operations team
- Resort Operations & Kids Club – supporting Resort-wide events and ensuring safety in public areas

Food & Beverages

We have more than 60 Food & Beverage (F&B) outlets.

Dining options range from fine dining in our hotels to themed restaurants and food carts in Universal Studios Singapore.

Intern roles:

- F&B Culinary roles preparing food and drinks in our:
 - Central kitchen and hotels
 - Universal Studios Singapore and West Zone F&B outlets
 - Pastry kitchen and Bakery
- F&B Operations roles performing table services in our outlets



More
than 60...
F&B outlets in
Resorts World
Sentosa

Rooms

Our seven hotels are designed to offer guests an unrivalled range of accommodation options.

Intern roles:

- Front office reception desk
- Butler roles
- Housekeeping
- Rooms Training

Crockfords Towers (invite-only), Festive Hotel, Genting Hotel Jurong, Hard Rock® Hotel Singapore, Hotel Michael, Equarius Hotel™ and Beach Villas™.

Retail

Our retail stores range from souvenir carts to high-end boutiques. As a sales associate, interns will learn how to:

- Promote merchandise and services in-store
- Assist with stock management
- Manage point-of-sales
- Arrange window and store displays
- Integrate retail with theme park attractions



7...
the number of
hotels we have



Universal Studios Singapore™

Universal Studios Singapore is the first and only Hollywood theme park in Southeast Asia. Our interns are part of the action, ensuring guests are safely secured in our rides, or helping to guide our friendly characters such as Shrek and Woody Woodpecker as they greet guests.



20...
hectares. The
size of Universal
Studios Singapore

Intern roles:

- Attractions Operations – as crew members managing and operating exciting rides and shows
- Entry Operations – first point of contact for guests, selling tickets and tour packages as well as managing the guest entry/exit points at the turnstiles
- Guest Services – practise customer relationship management at service counters
- Operations Base – get the big picture of how a theme park maintains its rosters and maintenance schedules
- Park Services – roving guest service ambassadors who must be intimately familiar with all zones in Universal Studios Singapore, assist with guest queries and help maintain cleanliness of the property
- Tours & Events – lead guests on guided tours around Universal Studios Singapore
- Training & Administration

While it's lots of fun at Universal Studios Singapore (it's the most popular internship opportunity we have) our interns work hard, standing for long hours and walking in unsheltered areas. The upside is the opportunity to build self-confidence while engaging with international visitors.

The Maritime Experiential Museum™

Our museum traces the maritime Silk Route from China to the Middle East.

Intern roles:

- Museum Operations – managing ticket booths and entry turnstiles
- Programme & Events – supporting school and corporate programmes

S.E.A. Aquarium™ & Adventure Cove Waterpark™

Intern roles:

- Curatorial Team (Aquarist) – a specialised role that gets you up close to our marine life
- Education & Conservation – help drive activities to inform and educate guests on marine life
- Park Operations – a frontline role assisting guests in the world's largest aquarium or in Singapore's biggest water theme park.

These attractions offer a unique opportunity to students from:

- Tourism and hospitality-related courses: serve as crew members at water slides and rides, managing ticketing booths and entry turnstiles
- Bioscience and applied science diplomas: look after our marine life
- Sports diplomas: manage adventure sports and water safety
- Business management courses: manage marketing and communications
- Facilities management courses: maintain machinery



S.E.A. Aquarium™ is the world's largest aquarium, housing more than 100,000 marine animals from over 1,000 species such as majestic manta rays and over 200 sharks.



Asia's most amazing waterpark.



ESPA at Resorts World Sentosa

The biggest luxury spa in the region, ESPA at Resorts World Sentosa, offers guests its signature spa experience. Interns at ESPA learn the day-to-day operations involved with running a day spa.

Interns roles:

- Reservations and reception
- Housekeeping
- Treatment room support
- Business administration



Corporate & Resort Services

Internships in our Corporate and Resort Services allow students from a wide range of disciplines to experience working life in our Integrated Resort.

Roles for interns exist across departments such as:

- Communications
- Finance – ideal for Accountancy students
- Human Resources & Talent Development
- Innovation & Technology – ideal for IT students
- Meeting Incentives Conferences & Events (MICE) Sales
- Procurement – great for logistics management students
- Marketing
- Transport
- Facilities Management & Engineering

3. Q&A

1. What does Resorts World Sentosa offer interns?

We offer our interns a wide range of internship choices and host more than 300 interns a year. No other company can offer the diversity of roles you can find here at Resorts World Sentosa. From customer-facing roles in our food & beverage and retail outlets, hotels and theme park, to our behind-the-scene roles in Corporate and Resort Services. Interns may work in one role but will be given the opportunity to see how another business unit works through our popular Cross-BU Experience.

2. Where can I find a list of internship positions at Resorts World Sentosa?

A variety of intern positions at Resorts World Sentosa are listed on page 3 of this guide. We tend to assign students to positions directly relevant to their specific course. For example, leisure and resort management students are likely to work in The Maritime Experiential Museum, S.E.A. Aquarium, Adventure Cove Waterpark or Universal Studios Singapore.

3. What courses does Resort World Sentosa accept?

Resorts World Sentosa accepts students across all courses from Singapore schools and institutions such as ITE Colleges, polytechnics, universities and selected private schools.

Interns should be prepared to serve a minimum of 12 weeks to gain the most from the training we provide.

4. How do students apply?

Applying is easy. First, speak to the internship coordinator at your school.

Once your coordinator knows you're interested, there are two options:

1. Your coordinator will send in your resume on your behalf or,
2. Your coordinator will ask you to email your resume directly to our HR team

5. How much are interns paid? What other benefits do interns receive?

We pay interns an allowance of \$600 per month upwards, depending on your qualifications. In addition to on-the-job training, interns are also entitled to a free staff shuttle bus service between Harbourfront MRT station and Resorts World Sentosa, and free meals and beverages during shifts, as well as discounts at the Resort.

6. Do interns work in the Casino?

No, there are no intern positions within the Casino. To work in the Casino, you must be licensed, making it a restricted area even for our full-time team members. We keep information on our Casino operations separate from our internship programme.

7. What do interns wear on duty?

What you wear depends on your role. Interns working in attractions such as the S.E.A. Aquarium, Adventure Cove Waterpark, Universal Studios Singapore, food & beverage and retail outlets are issued uniforms which are laundered and ironed by the company, and kept in the wardrobe at the Resort for safekeeping when not in use. For interns in all other roles, our dress code is office attire.

8. How can interns convert to a Casual or part-time role?

To make the switch to a Casual or part-time role, interns can apply at any of the HR touch points within the Resort, or they can check with their supervisors. We're proud of the fact 40% of our interns choose to take this option.

9. Can foreign students apply?

We only host foreign students who are studying in a Ministry of Manpower approved Singapore school. Due to work pass requirements, foreign nationals in overseas schools are unable to intern at Resorts World Sentosa.



4. READY TO SIGN UP?

a. Who can apply?

We only accept interns when the internship is part of their course requirement and/or contributes to course credits and the student's graduation from the course. As training is provided, we give preference to students who can serve internships of 12 weeks or more.

We've hosted students from a range of disciplines and backgrounds including:

- Arts and Performing Arts
- Liberal arts
- Sciences
- Engineering (IT, mechanical, electrical or clean energy)
- Polytechnic and University students from business studies, marketing, logistics management, procurement, and sports-related courses.



If you're enrolled for a course where internships do not contribute to course credits, consider joining Resorts World Sentosa as a casual or part-timer!

Local students

- If you're a local student studying at a Singapore school, which is listed on the Ministry of Manpower website, you will get priority for Resorts World Sentosa internships over those who are not listed on the website

Foreign students

- If you're a foreign student studying at a Singapore school which is listed on the Ministry of Manpower website, you can also apply for internships at Resorts World Sentosa

ATTENTION, FOREIGN STUDENTS. DID YOU KNOW:

A Work Pass isn't required for a foreign student who works a maximum of 16 hours a week and who is registered as a full-time matriculated or registered student in one of the following institutions:



- Digipen
- EDHEC Risk Institute-Asia
- ESSEC Business School (Singapore)
- GIST-TUM Asia
- INSEAD, Singapore
- LaSalle College of the Arts
- Nanyang Academy of Fine Arts
- Nanyang Polytechnic
- Nanyang Technological University
- National University of Singapore
- New York University Tisch School of the Arts, Asia
- Ngee Ann Polytechnic
- Republic Polytechnic
- SP Jain School of Global Management Singapore
- SIM University
- Singapore Institute of Technology
- Singapore Management University
- Singapore Polytechnic
- Singapore University of Technology and Design
- Temasek Polytechnic
- University of Chicago Graduate School of Business in Singapore
- University of Nevada, Las Vegas (Singapore)

b. Join us at Resorts World Sentosa!

If you're someone who's looking to get diverse work experience and are willing to pitch in and be part of a team, doing real work and building your confidence with real guests and visitors, then you'll be a great fit and we'd love to have you on board.

c. How to apply?

Once you've spoken with the internship coordinator at your school, just follow these three easy steps to apply. If you're accepted, you'll be clocking in for your first shift in no time!

- Step 1: Update your resume. Include a cover letter stating part-time work experience (if any) and the places in Resorts World Sentosa you would like to intern at
- Step 2: Send your resume to the Internship Coordinator in your school
- Step 3: If you're accepted, keep in touch with your Internship Coordinator and attend any pre-internship talks arranged



d. Handy hints

Write a Cover Letter

Take some time to write your cover letter. Give us some background – who are you? Why do you want to join Resorts World Sentosa? Is there a project you want to complete as part of your internship?

We read all letters to get a clear idea of what our future interns want to do at Resorts World Sentosa. The cover letter should state your area of study, internship duration as well as start/end date.

These are some areas we will look at when picking internship candidates:

- Candidate's course of study
- The student's learning objectives during the internship
- The competencies and skills the candidate needs to acquire
- Nature of candidate's projects / assignments
- Attitude shown by the candidate
- Prior work experience / CCA / volunteer work



Prepare for the Interview

Interviews might sound daunting especially if you haven't done many. The more you prepare, the more comfortable you'll feel on the day of the interview.

If you have a proposal for a project to undertake during your internship, share your ideas with the interviewers so we can match your area of study with a supervisor who can guide and help you to achieve the best possible result.

Keep in touch

Regardless of whether you secure an internship with us, we contact all candidates we interview to let them know if they have been successful or not. If you don't find out immediately, hang in there because we will definitely be in touch.

I've been accepted. What next?

Congratulations! After we accept a candidate, we'll arrange for the Letter of Acceptance (LOA) to be signed. This letter spells out the working hours, monthly allowance, first day, reporting time and duties and responsibilities. If you have any questions at this stage, you can check with your Internship Coordinator.



6.59 billion...
Singapore dollars
spent to build Resorts
World Sentosa

5. CONTACT US NOW

The first person to talk to is the Internship Coordinator in your school. Your coordinator will then contact us – or, if you prefer, you can contact us directly. Make sure you have your course name, area of study, internship duration, start/end date and the name of your Internship Coordinator at hand.

Contact Resorts World Sentosa Human Resources now at internships@rwsentosa.com

For more information visit <http://www.rwsentosa.com/language/en-US/Homepage/Careers/Internships>



DID YOU KNOW?

- We're owned by the Genting Group - one of Asia's best-managed companies with a global presence and strong financial portfolio
- The Resorts World Sentosa Internship programme has hosted more than 1,500 students since 2010
- Our S.E.A. Aquarium™ is the world's largest aquarium
- Our Universal Studios Singapore rides are maintained by our team of engineers at Pandan Gardens
- Our vision: be the brand leader in Integrated Resort destinations worldwide
- Our Mission: We come to work every day to provide the most memorable guest experience with innovative and differentiated products and services

• **We value:**

- Kampung Spirit
- Trust, integrity, and mutual respect
- People who are warm & caring, always looking out for one another
- A fun and happy environment

2...
Resorts World Sentosa
offices on the main island
- Genting Centre
at Tanjong Pagar and
our engineering workshop
in Pandan Gardens





CORE PRINCIPLES STATEMENT

As a responsible Company, we act with integrity in all that we do. We comply with the laws and regulations and our Company codes and policies, and are committed to always doing our best for our guests and our Company.

We value our diversity and the contributions of all team members. Together, we grow, strive and create memorable moments for our guests and our team.

The information you've just read is current as of Aug 2018.

