



MGM
Internship Placement Summary

Division	Department	Position	Allowance
Hotel Operations	Food & Beverage	Catering & Events intern	MOP \$5000
	Rooms	Rooms Intern	MOP \$5000
	Spa	Spa Intern	MOP \$5000
	Food & Beverage	Food & Beverage Intern	MOP \$5000
	Food & Beverage Kitchen	Kitchen Intern	MOP \$5000
Human Resources	Learning & Talent Development	Human Resources Intern	MOP \$5000
	Talent Acquisition	Human Resources Intern	MOP \$5000
	Employee Services	Human Resources Intern	MOP \$5000
	HR Partner	Human Resources Intern	MOP \$5000
	Compensation & Benefits - Onboarding	Human Resources Intern	MOP \$5000
Corporate Responsibility	Public & Community Relations	Public Relations Intern	MOP \$5000
Mlife	Mlife Operations	Customer Care Intern	MOP \$5000
	Resort Sales	Sales Intern	MOP \$5000

Please refer to the following for the job description of each department, should you have any queries, please feel free to contact Ms. Elaine Cheang / Ms. Crystal leong at (853) 8802 1222 or via email career@mgm.mo

Division	Department	Position	Allowance	Training Plan	Job Rotation
Mlife	Mlife Operations	Customer Care Intern	MOP5,000	Yes	No

Job Description:

- Meets the attendance guidelines of the job and adheres to the regulatory, departmental and company policies.
- Be familiar with the daily job duty of Customer Care Specialist
- Be familiar with related systems, such as Opera, Genesys, and OTA
- Communicate with other departments to ensure service quality and accuracy
- Be able to handle different types of reservations professionally and accurately
- Create reservations including room, transportation, etc. upon received requests from internal or external guests via phone or email
- Handle inquiries from internal and external guests regarding Rooms, Property facilities, promotions/ events, etc. via phone or email
- Handle and report complaints from internal and external guests
- Fully understand of Forbes Standard and applies it to telephone answering
- To provide high standard customer service to guest thru phone calls
- Handle special cases such as arrange cakes, flower, wine, etc.

Program Outline:

4 weeks

- Be familiar with Hotel product knowledge
- Understand the booking channels (Mlife member, TA/OTA, Corporate & Group)
- Understand the booking sources and market segments
- Be able to file daily reservation records systematically
- Attend on-the-job training of Opera
- Handle TA/OTA booking

4 weeks

- Continue of Mlife member, TA/OTA bookings
- Handle call from Mlife member and TA under guidance
- Understand FIT Promotion

8 weeks

- Continue on-the-job training
- Introduction and training of Forbes standard
- Handle FIT calls and bookings under guidance
- Understand daily reports
- Reply enquiries from internal and external guests

4 weeks

- Be able to perform daily duty job tasks of Customer Care Specialist
- Fully understand MGM Product

4 weeks

- Understand Groups
- Handle group bookings under guidance
- Sit in meetings to get experience
- Cross train at other teams or departments if possible

Division	Department	Position	Allowance	Training Plan	Job Rotation
Hotel Operations	Food & Beverage	Catering & Events intern	MOP5,000	Yes	No

Job Description:

- Administrative support to Hotel Sales & Catering & Events Team
- Prepare sales materials/reports for our daily operation
- Handle telephone enquiries via Sales Team's enquiry hotline
- Assist Catering & Events team to organize and arrange group meetings and catering events, including on site assistance, and pre & post group handling.

Program Outline:

4 weeks

- Training on the structure of Hotel Operations Division, Sales and Catering & Events team
- Briefing on the overview of hotel, corporate sales, travel agency sales, guiding principles and service standards of MGM
- Briefing on roles and responsibilities of the team, group distribution and buddy system
- Site inspection at front-of-house from sales perspective and work related back-of-house areas
- Understand the department's daily administrative works
- Training on Delphi system (a software on groups and function spaces management)
- Attend different meetings to have a better understanding on the daily routine of the team

4 weeks

- Prepare reports for the department's weekly Sales, BEO and Group Resume meetings
- Assist the team to input catering enquiries into Delphi and draft floor plans
- Assist the team to reformat tailor made menus from F&B Department with MGM's standard
- Assist Catering & Events team with onsite assistance on in-house meeting groups or catering functions
- Prepare the monthly wedding statistics report

4 weeks

- Answer phone calls via Sales Team's enquiry hotline
- Assist Catering & Events team to draft floor plan, quotations, and contracts
- Training on how to prepare a Event Order via the Delphi system
- Assist Catering & Events team to collect deposit payment from gaming operators, sign-in customer appointed outside contractors for function room set-up, audio or video testing with contractors or end-user

4 weeks

- Assist Catering & Events team to draft Banquet Event Orders "BEO"
- Attend site inspection and guest meeting together with Catering & Events Manager
- Patrice on internal groups/events preparation on-site handling together with the Catering & Events team

8 weeks

- Coordinate and handle the intern's final gathering event organized by Human Resources independently with guidance from Catering & Event team.
- Prepare the handover note and training for the upcoming intern

Division	Department	Position	Allowance	Training Plan	Job Rotation
Hotel Operations	Food & Beverage	Food & Beverage Intern	MOP5,000	Yes	Yes

Job Description:

- 6 months Inter-department on-the-job training within F&B
- Require to assist with the day to day running of outlets
- To promote and sell the hotel and services at every opportunity in a positive and friendly manner
- Provides a friendly welcome and high-quality services by demonstrating our MOS to all guests
- Deal with demands and find suitable solutions to meet customer needs
- Carryout all necessary operation standards

Program Outline:

8 weeks

- On-the-job training at Rossio Restaurant

8 weeks

- On-the-job training at Imperial Court Chinese Restaurant

4 weeks

- On-the-job training at Banquet

4 weeks

- On-the-job training at In Room Dining

Interns will be trained and learned the following skills and job duties:

- Be familiar with Departmental organization charts and attend orientation
- Understand the concept and function of the restaurant / department
- Be familiar with restaurant layout, floor plan and table settings
- Be familiar with food and beverage menus
- Understand the pre and post operation duty tasks
- Understand the basic food and beverage service standards
- Be familiar with standard service sequence
- Learn the product knowledge
- Learn the telephone skills and etiquette
- Understand the function of different equipment, such as EMS and POS, etc
- Learn the order taking skills
- Learn the skills in developing rapport with guests
- Be familiar with up selling skills

Division	Department	Position	Allowance	Training Plan	Job Rotation
Human Resources	Learning & Talent Development	Human Resources Intern	MOP5,000	Yes	No

Job Description:

- Support the team with various projects and tasks, as needed, such as props preparation, logistic planning, venue setting, etc.
- Assists in the preparation of training materials and other pertinent documents.
- Involve in the Learning Zone daily operation.
- Be able to facilitate the training individually after coaching sessions, including property tour, classroom trainings.
- Receives and distributes incoming mails and documents to appropriate individuals on a daily basis.
- Participate in different training related Events/Activity projects. Coordinate with other interns for tasks allocation and may involve in organizing mini events among the interns.
- Participate in team meetings.
- Assists in accepting and screening inquiries, via telephone or personal contact, and direct them to the appropriate individual.
- Performs other job-related duties.

Program Outline :

4 weeks

- Understand the structure of Human Resources, especially in Learning & Talent Development;
- Maintain supplies for training kits and other necessary stock for training;
- Be familiar with the training data base and booking system of training room;
- Learn the sorts of training room setup;

4 weeks

- Be familiar with Hotel Facilities (Get ready for interpretation of different orientation sessions in English/Mandarin);
- Organize training materials (both soft and hard copies);
- Manage the booking system of training rooms;
- Pre-training setup and post-training clearance in training rooms
- Be familiar with Training Policies

4 weeks

- Start to work independently or with less guidance of co-workers for daily duties;
- Guide hotel tours for new employees with/without assistance;

4 weeks

- Assist in the coordination, scheduling and revision of training programs
- Observe in training;
- Learn the skills of presentation;

8 weeks

- Learn to make decisions without consultation;
- Provide support in developing presentation, memos, and other materials;

Division	Department	Position	Allowance	Training Plan	Job Rotation
Human Resources	Talent Acquisition	Human Resources Intern	MOP5,000	Yes	No

Job Description:

- Learn and perform operational activities of Talent Acquisition
- Coordinate activities and events with other HR functional teams for Talent Acquisition related issues
- Assist in organizing recruitment events, which includes but not limited to recruitment days, university career fairs and other hiring initiatives
- Take part as MGM Pre-Opening team
- Assist in student visits
- Assist in the daily operation of MGM Recruitment Center
- Learn and understand Macau Labour Law, HR Policies and Procedures and how it ties to HR Database and Automation tool setting
- Complete assigned projects

Program Outline:

4 weeks

- Understand Talent Acquisition Core Principles & MGM Organizational Structure
- Understand Talent Acquisition Business Procedures
- Understand the nature of different business groups, hiring criteria, Job Description and screening skills
- Be familiar with the operation of Talent Acquisition Interview Rooms

4 weeks

- Understand the Macau Labor Law
- Learn different kinds of sourcing tools and procedures (advertisement, external job boards, web sourcing, recruitment websites and agencies)

4 weeks

- Learn the events planning for local and overseas recruitment activities
- Learn Talent Acquisition indicators, reports and analysis

4 weeks

- Be familiar with all Policies and Procedures related to employee benefits, offers and exceptions handling
- Be familiar with New Hire Procedure such as contract signing and pre-employment medical check-up, etc
- Understand the Workday System and how internal movement and turnover impact hiring

4 weeks

- Learn the new hire on boarding procedures and relevant coordination
- Understand the Government reports (Manpower Report and Statistics Reports)
- Understand staff benefits in different categories
- Start to handle the operation of Interview Rooms, answer recruitment hotlines and reply hotel enquiries emails
- Learn tabulating indicators and prepare monthly report

4 weeks

- Report internship key learning, and finalize assigned projects

Division	Department	Position	Allowance	Training Plan	Job Rotation
Human Resources	Employee Services	Human Resources Intern	MOP5,000	Yes	No

Job Description:

- Assists in the operation of Human Resources Counter
- Responsible for daily newspaper clipping related to company news, human resources in Macau and gaming industry issues
- Coordinates with the daily administrative or clerical tasks
- Assists and supports in organizing staff events, sport activities and community services events
- Liaises with community associations and vendors
- Performs other job-related duties

Program Outline:

4 weeks

- Understands the structure of Human Resources, especially in Employee Services
- Be familiar with the operation of Human Resources Counter and HR policies
- Assists in data input of staff enquiries and clerical tasks at Human Resources Counter

4 weeks

- Learns how to handle employees' inquiries at Human Resources Counter
- Observes the coordination of staff activities, sport activities and community services activities
- Joins the ES brainstorming meetings

4 weeks

- Maintains the operation of Human Resources Counter independently
- Keeps the clearance of Human Resources Counter

4 weeks

- Involves in the coordination of staff activities, sport activities and community services activities
- Learns how to liaise with community associations and vendors

4 weeks

- Works with team members to organize and manage staff activities and community services activities
- Enhances analytical skill for raising suggestions during meetings

4 weeks

- Provides support in updating the information of Human Resources Counter if necessary
- Assists in briefing new part-timers / interns

Division	Department	Position	Allowance	Training Plan	Job Rotation
Human Resources	HR Partner	Human Resources Intern	MOP5,000	Yes	No

Job Description:

- Assists in the operation of Human Resources Counter
- Responsible for daily newspaper clipping related to company news, human resources in Macau and gaming industry issues
- Coordinate with department administrators about separation properties to return (Staff ID/Name badge/Medical card etc.)
- Corporate with different Human Resources teams in events organizing.
- Arrange Exit Interview and counselling appointment
- Assists in the Privilege Program and liaises with vendors
- Assists in Car Pass application
- Performs other job-related duties

Program Outline:

4 weeks

- Understands the structure of Human Resources, especially in HR Partner
- Be familiar with the operation of Human Resources Counter and HR policies
- Learns how to make appointment with related department administrator

4 weeks

- Learns how to handle employees' inquiries at Human Resources Counter
- Learns how to process the car pass applications
- Joins the HR partner weekly meeting

4 weeks

- Maintains the operation of Human Resources Counter independently
- Learns how to liaise with vendors of Privilege Program and Road show
- Keeps the clearance of Human Resources Counter

4 weeks

- Involves in the coordination of staff activities, sport activities and community services activities
- Sits in and observes Exit Interview and counselling (if any)

4 weeks

- Learns how to handle employee complaints/issues
- Enhances analytical skill for raising suggestions during meetings

4 weeks

- Handles Separation process independently
- Assists in briefing new part-timers / interns

Division	Department	Position	Allowance	Training Plan	Job Rotation
Corporate Responsibility	Public & Community Relations	Public Relations Intern	MOP5,000	Yes	No

Job Description:

- Assists in collecting news clippings and compiling weekly & monthly report
- Prepares press kits and press materials for journalists' use
- Assists in drafting press releases in both English and Chinese
- Assists in in-house photo or video shooting
- Assists in conducting site inspection tours for media, VIPs or governmental organizations
- Participates in PR event planning, logistics arrangement and on-site support
- Assists and handles administrative work, i.e. documentation, filing and logistics
- Learns about standard of handling of enquiries from media and general public

Program Outline:

4 weeks

- Be familiar with facts and facilities of MGM and MGM MACAU
- Understand the structure of Public & Community Relations, job scopes and responsibilities of Public Relations team
- Be familiar with administrative tasks in the department

4 weeks

- Assist in news clippings and report compiling
- Be able to prepare press kits and media materials
- Learn to perform administrative tasks
- Be familiar with contacts of other departments

4 weeks

- Learn and assist in conducting media tour
- Assist in in-house photo-shooting
- Assist in media photo-shooting and filming
- Draft business letters

4 weeks

- Assist in event coordination, logistic and on-site support
- Learn to handle media enquiries properly
- Learn to interact and build up relationship with media
- Develop writing skills for press release and editorial write-ups

8 weeks

- Be able to perform above tasks with acquired skills and knowledge
- Be able to work independently and participate in decision making and problem solving

Division	Department	Position	Allowance	Training Plan	Job Rotation
Hotel Operations	Spa	Spa Intern	MOP5,000	Yes	Yes

Job Description:

- Be familiar with the operations of the Spa, Fitness center and Swimming pool
- Learn how to establish a rapport with guests maintaining good customer relationship, handle requests, enquiries and bookings for Spa, Salon, Gym and Studio.
- Handle requests, enquiries and bookings for Spa, Salon, Gym and Studio according to established standard operating procedures.
- Handle the check in & check out procedures, cash floats and cashiering, Spa tour, etc
- Learn how to do an inventory count and reports
- Learn how to use proficient of hotel and spa systems such as OPERA, Spa booker, etc
- Learn how to interact and communicate effectively with the guests by face-to-face, calls and emails
- Learn the upselling techniques and be able to promote the products and treatment to the guests
- Learn how to yield and maximize the spa revenue
- Learn and update the new trend of spa treatments, products, healthy, beauty, etc
- Be familiar with spa treatments and be able to identify different types of spa treatments
- Be familiar with the equipment and machines in the fitness center
- Handle guest complaints or elevate to the respective supervisor, if necessary.
- Assist on the design and preparation of spa promotions, displayed poster, etc
- Attend the various training from the hotel, spa and product houses
- Be involved on hosting parties and activities, e.g. Spa party, Rooms birthday parties, Interns parties, etc.

Program Outline :

Spa operations (Around 4 months)

- Understanding various stages of guest experiences – reservations / arrival / departure
- Be familiar with Property Management systems – OPERA
- Be familiar with Spa reservations systems – Spa Booker
- Handling check-in and check-out of guests at the counter
- Handling the internal and external calls
- Handling the guest enquiry emails
- Handling the booking on the spa reservation system
- Handling cash floats and cashiering
- Handling spa tours for guests, medias, and colleagues
- Assisting on the set up and refilling the items in the retail shop
- Assisting the spa inventory monthly
- Spa reports preparation such as Daily Financial report, Guest comment database, Treatment Statistic report, etc
- Learn to make decision without consultation and handle one work station independently
- Handling the spa defect issue and coordinating with Facility management
- Assist the spa team on the administration tasks such as translation, design the promotion posters, etc
- Attending the product knowledge and upselling training from spa and product houses.
- Be familiar with Spa attendant tasks
 - Assisting the guest in the changing rooms / tea lounge
 - Make sure the set up always neat and tidy
 - Refilling the amenity
- Be familiar with Spa therapist tasks

- Assist the therapists preparing the products and set up in the treatment room
- Trial the treatments for better understanding about all the spa treatments

Fitness center Operations (Around 1 months)

- Handling check-in and check-out of guests for the fitness center
- Handling spa tours
- Be familiar with all the exercise machines and equipment in the fitness center
- Assisting the guest in the fitness center

Swimming pool Operations (Around 1 months)

- Handling check-in and check-out of guests for the swimming pool counter
- Make sure the changing rooms are neat and tidy
- Assisting the guest at the swimming pool counter such as providing the towels, water, etc

Division	Department	Position	Allowance	Training Plan	Job Rotation
Hotel Operations	Rooms	Rooms Intern	MOP5,000	Yes	Yes

Job Description & Program Outline:

- Understanding overall operations on Front Office Operations including Front Desk and Concierge
- Welcoming guests at public areas
- Answering guest enquires of MGM MACAU and local attractions
- Building a good relationship internally and externally at Rooms department
- Be familiar with hotel rooms, services and Spa facilities
- Attend trainings to enhance departmental skills and interpersonal skills
- Promoting MGM MACAU products and facilities and to enhance property revenue
- Understanding various stages of guest experiences – pre-arrival/ arrival/ departure/ post-departures
- Be familiar with systems including OPERA, GoConcierge, Hotsos, etc.
- Handling cash floats and cashiering
- Learn to make decision without consultation and handle one work station independently
- Cross training at other Rooms related departments and sections
- Performing other job-related duties

Division	Department	Position	Allowance	Training Plan	Job Rotation
Hotel Operations	Food & Beverage Kitchen	Kitchen Intern	MOP5,000	Yes	Yes

➤ **Job Description**

- 6 months' Inter-department on the job trainings within Culinary
- Require to assist with the day to day running of assigned kitchen
- To maintain and promote workplace safety and MGM hygiene standards
- Provides a friendly welcome and high-quality services to our internal and external guests
- Carryout all necessary operation standards

➤ **Program Outline**

- Departmental organization charts and orientation
- Be familiar with overall kitchen operations
- Understand the concept and function of the difference kitchen and the relationship with outlets
- Be familiar with MGM hygiene standards
- Practice personal hygiene and workplace safety in all times
- Be familiar with pre and post operation duty tasks
- Be familiar with basic food production preparations
- Be familiar with standard operation procedures
- Be familiar with product knowledge
- Be familiar with different cooking technical skills
- Learn how to correctly operate the kitchen utensils
- Be familiar with machinery standard operation procedures
- Preparing assorted items under the guidance of Outlet Chef
- Working hands in all sections, gaining practical experience
- Be familiar with mass production, reading, understanding and preparing basic recipes
- Be familiar with special promotion and food festival production preparations

Division	Department	Position	Allowance	Training Plan	Job Rotation
Human Resources	Compensation & Benefits - Onboarding	Human Resources Intern	MOP5,000	Yes	No

Job Description:

- Assists in the planning and execution of onboarding program to cope with the recruitment events
- Assists with the daily administration and operations of onboarding functions
- Assists in the contract signing sessions and onboarding tasks
- Assists in the planning and execution of engagement program for new hires
- Liaises with related departments/ teams to carry out related tasks
- Performs other job-related duties

Program Outline:

1st - 2nd month

- Understands the structure of Human Resources and general functions
- Be familiar with the operation of Compensation and Benefits
- Understand and be familiar with the operation of onboarding functions and tasks
- Assists in data input and scanning of new hires profiles and clerical tasks of onboarding functions
- Observes and involves in contract signing sessions and onboarding days
- Joining regular meetings for planning and brainstorming engagement programs

3rd – 4th month

- Understands labor law and general terms in the Employment Contract
- Learns how to answer new hires' inquiries about Employment Contract and benefits information
- Assists in the planning and execution of onboarding program
- Assists in contract signing sessions and onboarding days
- Learns how to liaise with internal departments/ teams

5th – 6th month

- Works with the team in organizing and executing engagement programs
- Supports the contract signing sessions and onboarding days independently
- Enhances the daily operations with suggestions and proposals
- Enhances analytical skill for raising suggestions during meetings
- Be the leaders and assists in briefing new part-timers/ interns

Division	Department	Position	Allowance	Training Plan	Job Rotation
Mlife	Resort Sales	Sales Intern	MOP5,000	Yes	No

Job Description:

- Administrative support to Resort Sales Team
- Prepare sales materials/reports for our daily operation
- Handle telephone enquiries via Sales Team's enquiry hotline
- Assist Resort Sales team to coordinate in-house group internally, group quotation, group agreement, pre & post group handling, and sales system data input

Program Outline:

4 weeks

- Briefing on the overview of hotel, corporate sales, travel agency sales, guiding principles and service standards of MGM
- Training on the structure of Resort Sales team and related department
- Briefing on roles and responsibilities of the team
- Understand the department's daily administrative works
- Site inspection at front-of-house from sales perspective and work related back-of-house areas
- Training on Delphi system (a software on groups and function spaces management)
- Attend different meetings to have a better understanding on the daily routine of the team

4 weeks

- Prepare Sales Kits and others reports for the department
- Assist the team to input group enquiries into Delphi
- Assist Sales team with onsite assistance and participate in familiarization groups entertainment as and when required
- Attend the daily sales briefing, Sales Meeting, and Group Resume Meeting

6 weeks

- Answer phone calls via Resort Sales Team's enquiry hotline
- Assist Resort Sales team to draft quotations and contracts
- Training on how to prepare a Group Resume
- Assist Resort Sales team to update Hotel information in online travel agency platform when necessary

8 weeks

- Assist Resort Sales team to draft Group Resume
- Attend client site inspection and client meeting together with Director of Sales or Sales Managers.
- Assist on groups preparation with the Resort Sales team

2 weeks

- Prepare the handover note and training for the upcoming intern