

Organization Information	
Official name of organization*	W Macau - Studio City
Official website	<a href="https://www.marriott.com/en-us/hotels/mfmwh-w-macau-studio-city/overview/">https://www.marriott.com/en-us/hotels/mfmwh-w-macau-studio-city/overview/</a>
Postal address*	W Macau - Studio City Avenida de Cotai, Cotai, Macau SAR, P.R. China

Placement Information				
Department*	Position provided*	Job description*	No. of interns needed*	Allowance
AWAY & FIT (SPA & Fitness)	Internship Trainee	<p>Schedule services for individuals and large groups using AWAY reservations software system.</p> <p>Call guests to confirm scheduled services. Answer questions about available services.</p> <p>Update the reservations/cancellations list throughout the day, inform providers of last-minute changes, and resolve scheduling issues as needed by collaborating with coach/manager.</p> <p>Check in guests for appointments, confirm first and last name, and provide general spa orientation to guests upon arrival.</p> <p>Wipe down FIT machines and remove towels, trash, and debris from FIT area.</p> <p>Maintain an adequate supply of cups and water in AWAY &amp; FIT area.</p> <p>Clean fitness and AWAY &amp; FIT area restrooms and showers.</p> <p>Obtain, fold, and stack towels according to company procedures.</p> <p>Distribute lockers and towels to guests.</p> <p>Promote the rules and regulations of the AWAY &amp; FIT</p>	1	MOP\$5,000
Beverage & Food	Internship Trainee	<p>Serve food courses and alcoholic beverages to guests.</p> <p>Answer questions on menu selections.</p> <p>Communicate with the kitchen regarding menu questions, the length of wait, recock orders, and product availability.</p> <p>Follow cycle time guidelines for all meals.</p> <p>Maintain cleanliness of work areas throughout the day.</p> <p>Communicate additional meal requirements, allergies, dietary needs, and special requests to the kitchen. Inspect the cleanliness and presentation all china, glass, and silver prior to use.</p> <p>Monitor and maintain the cleanliness of assigned tables including ensuring courses are cleared and tables are properly crumbed.</p>	5	MOP\$5,000
Culinary	Internship Trainee	<p>Prepare ingredients for cooking, including portioning, chopping, and storing food.</p> <p>Wash and peel fresh fruits and vegetables. Weigh, measure, and mix ingredients.</p> <p>Prepare and cook food according to recipes, quality standards, presentation standards, and food preparation checklist. Prepare cold foods.</p> <p>Operate ovens, stoves, grills, microwaves, and fryers. Test foods to determine if they have been cooked sufficiently.</p> <p>Monitor food quality while preparing food. Set-up and break down work station.</p> <p>Serve food in proper portions onto proper receptacles. Wash and disinfect kitchen area, tables, tools, knives, and equipment.</p> <p>Check and ensure the correctness of the temperature of appliances and food.</p>	2	MOP\$5,000
Engineering	Internship Trainee	<p>Assist Engineering management in managing daily activities.</p>	1	MOP\$5,000
Human Resources	Internship Trainee	<p>Answer phone calls and record messages.</p> <p>Create and maintain filing systems.</p> <p>File and maintain applicant audition documentation and records.</p> <p>Create and type office correspondence using a computer.</p> <p>Communicate to all applicants receiving a job offer the necessary documentation required to bring on first day of employment to complete employment verification forms.</p> <p>Assist in Human Resources department activities.</p>	1	MOP\$5,000
Quality Assurance	Internship Trainee	<p>Assist in organizing the meeting and appointment of Quality Assurance.</p> <p>Answer phone calls and record messages.</p> <p>File and maintain Quality Assurance function documentation and records.</p> <p>Uses data collection methods to compile, display, track, and analyze defect trends.</p> <p>Assist in monthly audit to ensure compliance with company and brand standards.</p> <p>Assist in Quality Assurance regular report and balancing the target expectations.</p>	1	MOP\$5,000

Reservations	Internship Trainee	<p>Process all reservation requests, changes, and cancellations received by phone, reservation system, or email.</p> <p>Identify guest reservation needs and determine appropriate room type.</p> <p>Verify availability of room type and rate.</p> <p>Explain guarantee, special rate, and cancellation policies to callers.</p> <p>Accommodate and document special requests.</p> <p>Input and access data in reservation system.</p> <p>Indicate special room reservation types (e.g., complimentary rooms, talent discounts, travel agent inspection rates, and wholesale reservations) by inputting the correct code and rate into the reservation system.</p>	1	MOP\$5,000
Style (Housekeeping)	Internship Trainee	<p>Respond promptly to requests from guests and other departments.</p> <p>Fill cart with supplies and transport cart to assigned area.</p> <p>Enter guest rooms following procedures for gaining access and ensuring vacancy before entering.</p> <p>Replace guest amenities and supplies in rooms.</p> <p>Replace dirty linens and terry with clean items.</p> <p>Make beds and fold terry.</p> <p>Clean bathrooms.</p> <p>Remove trash, dirty linen, and room service items.</p> <p>Check that all appliances are present in the room and in working order.</p> <p>Straighten desk items, furniture, and appliances.</p> <p>Dust, polish, and remove marks from walls and furnishings.</p> <p>Vacuum carpets and performs floor care duties (e.g., in guest rooms and hallway).</p>	2	MOP\$5,000
Welcome (Front Office)	Internship Trainee	<p>Process all guest check-ins by confirming reservations, assigning room, and issuing and activating room key.</p> <p>Process all payment types such as room charges, cash, checks, debit, or credit. Process all check-outs including resolving any late and disputed charges.</p> <p>Answer, record, and process all guest calls, messages, requests, questions, or concerns.</p> <p>Coordinate with Housekeeping to track readiness of rooms for check-in. Communicate parking procedures to guests/visitors and dispatch bell staff or valet staff as needed.</p> <p>Supply guests with directions and information regarding property and local areas of interest.</p> <p>Complete designated cashier and closing reports in the computer system.</p> <p>Count bank at the beginning and end of shift.</p> <p>Balance and drop receipts according to accounting specifications.</p>	2	MOP\$5,000