

Wynn 2022-1 Internship Trainee Opportunity

Division	Position	Department	Job Description	Allowance	Working Location	Email
Hotel Operations	Internship Trainee	Hotel Administration – Training	<ul style="list-style-type: none"> •Assist in developing training manuals and handbooks •Maintain an efficient and up-to-date record of training calendar •Facilitate the trainers to keep track of the training schedule and students attendance record •Provide administrative supports to the department 	5000	Wynn Macau	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Hotel Administration – Revenue	<ul style="list-style-type: none"> •Conduct competitor market research •Perform Reservations system update, i.e. pricing change and inventory management •Preparing revenue reports and conduct the revenue statistic analysis •Develop hotel room promotional campaign ideas 	5000	Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	VIP Services	<ul style="list-style-type: none"> •Liaising with internal departments to anticipate guests' need and act accordingly •Assist in guest's profile updating and record keeping •Assist with the operation in Dispatcher Center •Assist with administrative task such as inventory and training material development 	5000	Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Art Gallery	<ul style="list-style-type: none"> •Support daily operations of art gallery •Assist regular check of gallery space and works of art •Command thorough knowledge of exhibition and works on display •Welcome and respond to guests with professional and welcoming manner •Make sure gallery rules and regulations are followed at all times 	5000	Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Bell, Door & Valet	<ul style="list-style-type: none"> •Assist in the daily operations of Bell, Door & Valet department •Understand the procedures of handling guest luggage, newspapers handling, hotel and room orientations •Familiarized with working in the Porte Cochere •Understand the work relation between Job Controller, Bellperson & Doorperson •To be familiar on the arrival and departure process and understand Wynn Service Standards 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Floral	<ul style="list-style-type: none"> •Assist in the daily operations of Floral department •Provide technical supports to floral designers •Get familiar with the basic knowledge of flower features and arrangements •Coordinate with different departments relating to floral setting creation and arrangements •Provide administrative supports to the department 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Front Office	<ul style="list-style-type: none"> •Understand the overall operations of the department and be able to meet Wynn Service Standards •Learn basic knowledge of service requirements and procedures •Get familiar with check-in and check-out procedures •Handle guest enquires with professional and warm manner •Involve in Front Office related system training 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Guest Services Centre	<ul style="list-style-type: none"> •Understand the overall operations of the department and be able to meet Wynn Service Standards •Learn basic knowledge of service requirements and procedures •Answer all incoming calls promptly and courteously •Handle guest enquires with professional and warm manner 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Housekeeping	<ul style="list-style-type: none"> •Understand the overall operations of the department and be able to meet Wynn Service Standards •Learn basic knowledge of room cleaning and bed making procedures •On-the-job training with Houseperson, Guest Room Attendant, Supervisor, Office Coordinator and Minibar Store Coordinator •Provide administrative supports to the department 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Laundry	<ul style="list-style-type: none"> •Learn basic knowledge of service requirements and procedures •Get familiar with the washing formula overview procedures and guest laundry workflow •Understand the overall equipment and machines operating procedures •Provide administrative supports to the department 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Public Area	<ul style="list-style-type: none"> •Learn basic knowledge of service requirements and procedures •Understand the overall operations of the department •Get familiar with Public Area and back of house area cleaning procedures •Provide administrative supports to the department 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Spa	<ul style="list-style-type: none"> •Learn basic knowledge of service requirements and procedures •Understand the overall operations of the department and be able to meet Wynn Service Standards •Assist in Spa reservations handling and reception services •Understand basic treatment knowledge •Involve in system training related to Spa Operations 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Hotel Operations	Internship Trainee	Uniform Room	<ul style="list-style-type: none"> •Learn basic knowledge of service requirements and procedures •Understand the overall operations of the department •Get familiar with uniform quality checking and fitting process •Involve in system training related to Uniform Room 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
F&B	Internship Trainee	F&B Services	<ul style="list-style-type: none"> •Understand the overall operations of the fine dining or casual dining restaurants and be able to meet Wynn Service Standards •Be familiar with Forbes 5-Star service standards •Greet guests in a warm, welcoming and courteous manner •Provide excellent and professional services to guests •Address to guests requests and enquires promptly 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com

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F&B	Internship Trainee	F&B - Wine Team	<ul style="list-style-type: none"> •Assist with stock take & inventory count for beverage items •Assist with preparation for wine and beverage training •Provide administrative supports to the department •Assist the data input 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
F&B	Internship Trainee	F&B - Tea Team	<ul style="list-style-type: none"> •Assist with stock take & inventory count for tea items •Assist with preparation for tea training & tea service •Provide administrative supports to the department •Assist the data input 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
F&B	Internship Trainee	F&B Banquet Services & Catering Sales	<ul style="list-style-type: none"> •Understand the overall operations of the department and be able to meet Wynn Service Standards •Assist in the coordination of all external and internal banquet events •Get familiar with the departmental operating flow, standards and procedures •Facilitate the Banquet team to organize the banquet events •Provide administrative supports to the department 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
F&B	Internship Trainee	F&B Culinary	<ul style="list-style-type: none"> •Understand and experience the overall process of different fine dining and casual dining production kitchens •Be familiar with Forbes 5-Star food quality standards •Assist in the daily operations of the assigned production kitchens •Participate in the preparation of ingredient and food productions process 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
F&B	Internship Trainee	Kitchen Administration	<ul style="list-style-type: none"> •Prepare the training / meeting venue setup & material •Check and control the trainings / meetings schedule & attendance •Provide administrative supports to the department •Assist the data input 	5000	Wynn Macau	internship@wynncareersmacau.com
F&B	Internship Trainee	F&B Administration - F&B Academy	<ul style="list-style-type: none"> •Prepare the training / meeting venue setup & material •Check and control the trainings / meetings schedule & attendance •Provide administrative supports to the department •Assist the data input 	5000	Wynn Palace	internship@wynncareersmacau.com
Human Resources	Internship Trainee	Employment	<ul style="list-style-type: none"> •Provide professional and warm services to all candidates and employees •Handle candidates enquires related to all employment matters •Support the daily operations of Recruitment Centre •Assist in the coordination of recruitment related events and activities •Provide administrative supports to the department 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Human Resources	Internship Trainee	Employee Services	<ul style="list-style-type: none"> •Station at Human Resources Service Counter and provide supports to employees •Assist in checking the employee facilities •Involve mainly on the coordination and assistance on employee events and activities •Provide administrative supports to the department 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Human Resources	Internship Trainee	Employee Relations	<ul style="list-style-type: none"> •Assist in the coordination of Employee Relations related seminars, workshops, events and activities •Arrange exit interviews •Assist in handling the counselling notices •Maintain an efficient and up-to-date filing system •Provide administrative supports to the department 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Human Resources	Internship Trainee	Compensation & Benefits	<ul style="list-style-type: none"> •Station at Compensation & Benefits Counter and provide supports to employees •Support the daily operations of the Compensation and Benefits Counter •Maintain an efficient and up-to-date filing system for all employees' benefits and compensation status •Arrange pre-employment and contract signing session for new employees •Organise internal events for Team Members •Provide administrative supports to the department 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Human Resources	Internship Trainee	Learning & Advancement	<ul style="list-style-type: none"> -Administrative support •Support of L&A daily activities •Support operation of the Learning Lounge and E-Learning Center •Support of Forbes training activities •Communicate and co-ordinate with client departments •Respond to telephone enquiries -Training support •Assist in the organization of training events such as new hire orientation and learning programs •Participate in new hire orientation •Create and prepare training props •Ensure training rooms and equipment are correctly setup for each session •Assist in campaigns that elevate Wynn culture among employees 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
Human Resources	Internship Trainee	Overseas Employee Services	<ul style="list-style-type: none"> •Assist expatriates to relocate smoothly from airport/ferry terminal to dormitory; •Arrange ferry and flight tickets for expatriates •Support of all internal & external affairs between Wynn & labor agents; •Support of documents submission to concerned Macau Government departments; •Support of data input, documents collating and filing; •Assist in quota renewal logistics and document preparations 	5000	Wynn Macau	internship@wynncareersmacau.com

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Human Resources	Internship Trainee	HR Creative & Team Member Communications	<ul style="list-style-type: none"> •Design materials for internal communications •Assist designers with daily artwork and photo editing •Responsible for uploading content for internal website •Assist photographer with photo shooting •Ensure all communication materials are well-presented on boards and monitor regularly •Liaise with vendors on the delivery of artworks 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
A&G	Internship Trainee	Brand Marketing	<ul style="list-style-type: none"> •Daily news monitoring and ad clipping to keep track on marketing trends •Follow up on mini brand projects and collateral printing (ie: business card, promotion flyer, F&B menu) from receiving creative brief, design procedures, proofreading, to output file preparation and liaison with vendor after confirmation with different parties. •Administrative works, handle signage request •Advertising / media report evaluations •Assist for photo or video shooting projects •Festive campaign supports (ie: CNY activities) 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
A&G	Internship Trainee	Digital Marketing	<ul style="list-style-type: none"> •Performing regular website content updates •Performing regular website checks •Assisting with communications with vendors •Assisting with monthly submissions to Finance •Compiling regular reports •Carrying out administrative tasks 	5000	Wynn Palace	internship@wynncareersmacau.com
A&G	Internship Trainee	Public Relations	<ul style="list-style-type: none"> •Media database updates •Compile daily coverage report, daily news report and monthly PR report •Filing and distribution of newspapers magazines to relevant departments to relevant departments •Handling records of general media enquiries, compile media enquiries log sheet and monitor progress updates •Coordinate with internal departments like F&B and front office on media visit arrangements in WM & WP 	5000	Wynn Palace	internship@wynncareersmacau.com
A&G	Internship Trainee	F&B Marketing	<ul style="list-style-type: none"> •Photoshoot pre-arrangement •Marketing material systematic filing and update F&B photo library •Prepare market research report •Carrying out administrative tasks and handling paper works for payment •Assist to handle BU briefing form consolidation and monitor status and traffic control 	5000	Wynn Palace	internship@wynncareersmacau.com
A&G	Internship Trainee	Retail Administration	<ul style="list-style-type: none"> •Handle retailer applications, filing system, retail reports and administrative work •Coordinate with internal departments on safety trainings, security processes and follow up on status •Handle in-coming inquiries from retailer and retail offices •Ensure retail esplanade and owned stores in good condition •Perform competitive research on retail happenings in town 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com
A&G	Internship Trainee	The Gift Shop	<ul style="list-style-type: none"> •Assist in all retail store daily operations duties (selling service, product recommendations, anticipate guests' requests & needs) and ensure every guest's experience is pleasant with the Wynn Palace standard •Assist in other store support duties i.e. stock count, traffic count, storeroom tidiness 	5000	Wynn Palace	internship@wynncareersmacau.com
Finance	Internship Trainee	Sustainability	<ul style="list-style-type: none"> •Assist with Utility and Recycling reconciliation •Assist with programs to reduce energy consumption •Assist with programs to help educate TMs about Sustainability in Macau 	5000	Wynn Palace	internship@wynncareersmacau.com
Gaming Marketing	Internship Trainee	Club Marketing	<ul style="list-style-type: none"> •Manage marketing digital channels including but not limited to website, app and kiosk •Manage and conduct digital marketing campaigns •Implement communication and information to customers on a personalized level •Assist managers in formulating and driving the online CRM strategies to maximize customer loyalty and ROI •Develop website/app content, layout, messaging, and user interface to improve overall web performance •Assist the manager in promotion and product planning and development or ad-hoc duties •Provide up-to-date information on market, customers, competitors and to propose relevant innovative and competitive solutions 	5000	Wynn Macau / Wynn Palace	internship@wynncareersmacau.com