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Internship Report        Industrial AttachmentSEP 2017 – JAN 2018     Name Brenden Lin Yao NRIC S9800374F Course Identification   Name of Organisation JetQuay Lecturer in-charge Azura Johana   Acknowledgement The internshipopportunity I had with Jetquay was memorable and full of meaningfulexperiences. My internship would not be possible without the help of my friendsand colleagues, fostering and nurturing me till the end without fail.  I am thankful to have the chance to meetthese people without them I would not have come this far.

Firstly, I would liketo thank the supervisors and colleagues at Jetquay and The Haven for theirpatience and continuous guidance which helps me to contribute to the companyeven better. Furthermore, I would like to thank Freddy Chai, Duty Manager ofThe Haven. Thank you for the support and guidance you have put into teaching methe ropes of the procedure at Haven, always making sure that I am on the righttrack, answering all my questions with regards to the operation. Finally, Iwould like to thank Jetquay for accepting me into their company as an Intern.

I hereby declare thatany internet sources, published or unpublished works from which I have quoted, or drawn reference have been referenced fully in the text and in the contentslist. I understand that failure to do this will result in failure of thisproject due to Plagiarism. Contents Acknowledgement     Introduction     Body of Report   Conclusion   References   Annexes   Appendices        IntroductionWRITE ABOUT T HE STAKE HOLDERS ETC.

This report is about my 20-week internshipattachment under JetQuay Pte Ltd, currently there are two separate entitiesunder them, one being the CIP Terminal and the other is The Haven lounge whichis necessary to graduate and attain the diploma. JetQuay CIP terminal is anElite airport terminal, which caters to private jets and VIPS as well as providinghigh-end services such as airline check-ins, immigration, wine and dine lounge, and transport services to ferry guest to and from their boarding gates oraircraft. While The Haven is a pay-per-use lounge managed by JetQuay, whichpassengers can walk in and pay for the service available to them.

Passengers orcustomers can enjoy facilities such as nap rooms, showers with everythingprovided, meeting rooms, internet corner and cable television for their ownentertainment. I first started my 10 weeks of internship at JetQuay CIPTerminal, the most important thing is having good communication skills able tothink on your feet while giving your customer satisfaction.  As we are always on the frontline of serviceit is always good to have good communication skills and provide qualityservices towards the CIP or VIPS. Bodyof Report 1.   Background information on companyDescribe the vision and mission, organization structure, size of company. JetQuay’sMission statement “ We are the First in Asia and shall be the leader in managingCIP Terminal through Passionate, Innovative and Motivated employees.” Core values consistingof focus on Customers, Safety and Security, Integrity, Responsibility andTeamwork.

1.    Customers: Working proactively with our customers and our customer’scustomers to make sure we deliver what we have contracted to do.  2.

Safety and Security: Is our Number 1 priority at all times. We do what we aretrained to do, and will never take short-cuts to compromise our work.  3.    Integrity: Respecting our people and stakeholders with respect andcare, building trust via open, honest and straight forward communication. Wealways operate within our code of conduct.  4.    Responsibility: Being accountable for our actions and taking responsibilityfor our work and those around us. We lead by example.

5.    Teamwork: Work as part of a team enjoying what we do andcollaborating with our colleagues to make valuable contributions.   Organisation Chart ELABORATE ON THE CHART. JetQuay            The Haven2.   Nature of businessTypes of Services that are availableJetQuayA.

Gateway (SGD $90 Per event)For Arrival: TheGuest relation officer will be stationed at the arrival gate, holding a signageand once it has been acknowledged the guest relation officer will accompany thepassenger through immigrations, baggage claim area and through the customs ofthe arrival Halls. Once cleared the Guest relation officer will escort thepassenger to their choice of transport, be it taxi stand, bus bay or arrivalpick up. For Departure: TheGuest relation officer will be stationed at the respective drop off doorwaiting for the passenger’s arrival. The passenger will be assisted throughcheck-ins, immigration clearance and guide them to their respective boardinggate, shopping area or desired airline lounge.  B.    Quayside (SGD $400 Per event)For Arrival: TheGuest Relation officer will meet the passenger at the arrival gate and takethem to the CIP Terminal on an electric buggy.

Passengers will be escortedthrough JetQuay’s own custom and immigrations counter and then into the loungeto relax while waiting for baggage team to retrieve their luggage. Transportations will be arranged for the passengers if none was made beforehandto ensure a smoother transition to their accommodation.  For Departure: Whendeparting Singapore, passengers will arrive at the entrance of JetQuat CIPterminal where the Guest Relation officers will greet you and bring you to thelounge to enjoy the facilities while the baggage team will handle their baggageand check-in formalities.

After checking-in and enjoying the facilities of thelounge the passenger will be escort to the departure gate on the electric buggyto board their flight.      C.   Jetside (SGD $1500 Per event)For Arrival and Departure: The passenger will be transported in a limousine to andfrom the aircraft through the tarmac area.

Avoiding the crowded terminals andlong immigration queues as they will be able to clear them at JetQuay’spersonal immigration and custom counter and enjoy the lounge facilities. D.   Air France La PremièreDeparting or Transiting: Passengersdeparting from or transiting through Singapore on Air France First Class willbe able to enjoy the lounge at CIP terminal. Passengers would have a choice oftwo entrées and choose from the variety of wines that are offered.

E.    Private JetsDeparting and Arriving: Passengers or crews that choose to land at the ChangiAirport are able to use JetQuay CIP Terminal to clear immigration and make useof the lounge during their stay. The Haven LoungeThe Haven lounge works together with different types oforganisations to expand the customer base. Such organisations consist of theairline, online travel agents and the bank. Airlines include United Airlinesand Emirates Airways, both crew and for passengers are only applicable to thosethat are send by the airline. For example, complimentary stay at The Haven dueto a delay of the flight.

Banks and lounge membership cards such as the DragonPass, Priority Pass, Lounge Pass, Lounge Key and Lounge Club. Travelers are able to makeuse of the lounge facilities with both their Lounge membership card details anda valid boarding pass. Reservations can be made online with Online travelagents such as Traveloka, Agoda, Expedia for Lounge and Nap rooms at a muchcheaper price as compared to walk in.

A. Shower: Walk in passengers will be able to use the showerfacilities for 45 minutes. Shower package provides shower gel, bathe towel, hairy dryers and personal hygiene kit consisting of toothbrush, comb, showercap and razor.  B.  Lounge: Passengers can walk in and pay for thelounge or make reservations online.

Lounge duration starts from 2, 5 and 8 hours. Priority pass users are entitled to 3 hours of lounge. Each lounge packageconsists of one hot meal and light refreshment situated at the back of thelounge and one shower during the stay.  C. Nap Room: Nap Rooms are available for walk in passengers and onlinereservations. Minimum of 3 hours per stay is required in order to purchase thepackaged with inclusive one meal, one shower and lounge access during the stay. With extended stays, passengers will be charged base on the number of hoursextended with $17-$19 per hour depending on the rates.

D. Meeting Room: The Haven has two meetings, price varies due to thedifference in size of the room. Meeting room 1 is $60 per hour includes aproject and long table for larger groups.

Meeting room 2 is $40 per hourconsisting of a long couch and two seats.    3.    Job DescriptionDescribe in detail, your various roles and responsibilities, physical work environment and colleagues. 4.    Observation of the current situationIdentify aspects of facilities. Services, products, etc that youhave observed: 3 Positive Aspects i. e Company’s strength1. Huge variety of food to choose from JetQuay’s lounge2.

Lounge has good standards…? 3. 3 negative aspects i. e Company’s weakness1. The price of the packages sold at The Haven2. Food that was served at The Haven3. 5.    Recommendations for improvementState and elaborate ways to improve the situations listed in yourobservation of the negative aspects.

1.   Prices of thePackages sold at The Haven (Too expensive many customers walked away due to theprices)2.   Food Servedat The Haven (food wasn’t fresh, all frozen and to be prepared immediately.

Would be better if we had caterers to come in to supply the food )6.    Reflection/learning pointsDescribe some good/bad personal experiences faced during your IA. Share how this IA has developed your interpersonal skills, your knowledge aboutthe industry and value-added to your course of study at ITE. Communicationskills, help me learn how to interact with the different types of passengerseach day. Able to handle the difficult ones without much trouble thanks to thetraining I had from my supervisors.

Before working in Jetquay, I never hadknown that the Singapore Changi Airport has these types of services available. Such as escorting the passenger through the immigration. And also, a terminalspecially catered to CIPs. Being in the frontline of service is difficult butbeing able to deal the with passenger with the best of my abilities,  I was able to survive in this environmentthat was once tough and difficult for me. Conclusion/Recommendation