

Internship and colleagues at jetquay and the

[Business](#), [Industries](#)



Internship Report Industrial Attachment SEP 2017 - JAN 2018 Name
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Acknowledgement The internship opportunity I had with Jetquay was memorable and full of meaningful experiences. My internship would not be possible without the help of my friends and colleagues, fostering and nurturing me till the end without fail. I am thankful to have the chance to meet these people without them I would not have come this far.

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

I hereby declare that any internet sources, published or unpublished works from which I have quoted, or drawn reference have been referenced fully in the text and in the contents list. I understand that failure to do this will result in failure of this project due to Plagiarism. Contents Acknowledgement

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Appendices Introduction WRITE ABOUT THE STAKE HOLDERS ETC.

This report is about my 20-week internship attachment under JetQuay Pte Ltd, currently there are two separate entities under them, one being the CIP

Terminal and the other is The Haven lounge which is necessary to graduate and attain the diploma. JetQuay CIP terminal is an elite airport terminal, which caters to private jets and VIPS as well as providing high-end services such as airline check-ins, immigration, wine and dine lounge, and transport services to ferry guests to and from their boarding gates or aircraft. While The Haven is a pay-per-use lounge managed by JetQuay, which passengers can walk in and pay for the service available to them.

Passengers or customers can enjoy facilities such as nap rooms, showers with everything provided, meeting rooms, internet corner and cable television for their own entertainment. I first started my 10 weeks of internship at JetQuay CIP Terminal, the most important thing is having good communication skills able to think on your feet while giving your customer satisfaction. As we are always on the frontline of service it is always good to have good

communication skills and provide quality services towards the CIP or VIPS.

Body of Report 1. Background information on company Describe the vision and mission, organization structure, size of company. JetQuay's Mission statement " We are the First in Asia and shall be the leader in managing CIP Terminal through Passionate, Innovative and Motivated employees." Core values consisting of focus on Customers, Safety and Security, Integrity, Responsibility and Teamwork.

1. Customers: Working proactively with our customers and our customer's customers 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 are trained to do, and will never take short-cuts to compromise our work.

3. Integrity: Respecting our people and stakeholders with respect and care, building trust via open, honest and straight forward communication.

We always operate within our code of conduct. 4. Responsibility: Being accountable for our actions and taking responsibility for our work and those around us. We lead by example.

5. Teamwork: Work as part of a team enjoying what we do and collaborating with our colleagues to make valuable contributions.

Organisation Chart ELABORATE ON THE CHART. JetQuay The Haven2. Nature of business Types of Services that are available JetQuayA.

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

Passengers will be escorted through JetQuay's own custom and immigration counter and then into the lounge to relax while waiting for baggage team to retrieve their luggage. Transportations will be arranged for the passengers if none was made beforehand to ensure a smoother transition to their accommodation. For Departure: When departing Singapore, passengers will arrive at the entrance of JetQuay CIP terminal where the Guest Relation officers will greet you and bring you to the lounge to enjoy the facilities while the baggage team will handle their baggage and check-in formalities.

After checking-in and enjoying the facilities of the lounge the passenger will be escorted to the departure gate on the electric buggy to board their flight.

C. Jetside (SGD \$1500 Per event) For Arrival and Departure: The passenger will be transported in a limousine to and from the aircraft through the tarmac area.

Avoiding the crowded terminals and long immigration queues as they will be able to clear them at JetQuay's personal immigration and custom counter and enjoy the lounge facilities. D. Air France La Première Departing or Transiting: Passengers departing from or transiting through Singapore on Air France First Class will be able to enjoy the lounge at CIP terminal. Passengers would have a choice of two entrées and choose from the variety of wines that are offered.

E. Private Jets Departing and Arriving: Passengers or crews that choose to land at the Changi Airport are able to use JetQuay CIP Terminal to clear immigration and make use of the lounge during their stay. The Haven Lounge The Haven lounge works together with different types of organisations to expand the customer base. Such organisations consist of the airline, online

travel agents and the bank. Airlines include United Airlines and Emirates Airways, both crew and for passengers are only applicable to those that are sent by the airline. For example, complimentary stay at The Haven due to 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 make use of the lounge facilities with both their Lounge membership card details and a valid boarding pass. Reservations can be made online with Online travel agents such as Traveloka, Agoda, Expedia for Lounge and Nap rooms at a much cheaper price as compared to walk in.

- A. Shower: Walk in passengers will be able to use the shower facilities for 45 minutes. Shower package provides shower gel, bath towel, hair dryers and personal hygiene kit consisting of toothbrush, comb, showercap and razor.
- B. Lounge: Passengers can walk in and pay for the lounge 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 package consists of one hot meal and light refreshment situated at the back of the lounge and one shower during the stay. C. Nap Room: Nap Rooms are available for walk in passengers and online reservations. Minimum of 3 hours per stay is required in order to purchase the package with inclusive one meal, one shower and lounge access during the stay. With extended stays, passengers will be charged based on the number of hours extended with \$17-\$19 per hour depending on the rates.

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

Meeting room 2 is \$40 per hour consisting of a long couch and two seats.

3. Job Description Describe in detail, your various roles and responsibilities, physical work environment and colleagues. 4. Observation of the current situation Identify aspects of facilities. Services, products, etc that you have observed: 3 Positive Aspects i. e Company's strength 1. Huge variety of food to choose from JetQuay's lounge 2.

Lounge has good standards...? 3. 3 negative aspects i. e Company's weakness 1. The price of the packages sold at The Haven 2. Food that was served at The Haven 3. 5. Recommendations for improvement State and elaborate ways to improve the situations listed in your observation of the negative aspects.

1. Prices of the Packages sold at The Haven (Too expensive many customers walked away due to the prices) 2. Food Served at 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 points Describe some good/bad personal experiences faced during your IA. Share how this IA has developed your interpersonal skills, your knowledge about the industry and value-added to your course of study at ITE. Communication skills, help me learn how to interact with the

different types of passenger each day. Able to handle the difficult ones without much trouble thanks to the training I had from my supervisors.

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