



IC CONNECT Internship and Career Newsletter

November 2016

Issue 02

In this issue

IC Connect welcomes students to the 2nd issue of the Internship and Career Office Newsletter. For suggestions please feel free to write to us or visit our office. In this issue you can find:

- Quotes the team lives by
- Interview with Dr Shirly Yip - Dentist
- Interview with Sandy Weng – Human Resource expert from Sands China
- Tips on how to write a cover letter
- Business expressions for writing a cover letter
- Sample cover letter

The Team – Quotes we live by



Dr. Patrick Lam

Head of Internship and Career Office

"Be professional – be consistent in quality."

Laura Manhica
Major: MBA

"The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well."

Ralph Waldo Emerson



Claire Alexis May Jurado

Major: Licentiate in Architecture

"If the ax is dull and its edge unsharpened, more strength is needed, but skill will bring success."

Denzel Calangi
Major: Media and Communications

"Be the change you wish to see in the world"

Mahatma Gandhi



Contact Details

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09:00 am – 13:00 pm

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Dr. Shirly Yip

“Focused, eager to learn and responsible – qualities that make my job easier to do”

By Claire Jurado

What is your educational background?

I studied dentistry at the University of the East in the Philippines. It is a course that takes 6 years for completion.

What would you change about your academic experience?

We were guided by skillful professors during our course so I should say our clinical skills are pretty solid. However, during my time in the university, a lack of funds within the university may have contributed to a weak academic input. Such as research, tools to update findings and techniques, and scientific studies. If the above had been available, it would have further improved our knowledge and application. These days, because of the internet, the above is readily accessible by students in any field.

What type of personality do you work with best?

I like working with focused, eager to learn, and responsible people. These qualities make my job much easier. I do not care about how you are after work – difficult, unfriendly, whatever, once a patient is in, we must all be in a serious working mode.

Does being creative play a big role in your field?

Absolutely! Dentistry is both arts and science. We mold, mix colors, carve, bend, mix and draw a lot as we proceed in treating our patients from oral diseases. It's all part of a day's work.

Do you still think you will be interested in dentistry in 10 years?

Yes, I will, unless the body gives. As we get older, there are joints that are not as “oiled” as it used to be. But as long as a dentist has stable hands he or she can continue to work.

Why?

Because I love my job. I am grateful I get to work in a profession that I myself like. Many times, patients do not recognize a good filing or extraction, but I do and whenever I achieve that I am thankful and glad that I could.

What volunteer or community activity are you involved in?

I seldom volunteer as a dentist. That is because I know my physical limitations. Dental treatments done as community service is usually pulling teeth. It requires proper lighting and facilities usually something that is not available. Therefore, I do not usually volunteer because I know my limitations. However, I have gone to schools to educate teachers and students on oral hygiene and care prevention.

What personal goals do you have for you and your family?

I just want all of us to be in good health, to keep a look out for each other, and to put our priorities in the right perspective: God first, family second, the rest comes last.

What advice would you give to
graduate students?

**“Continue mastering the field
as you earn your living.”**

**“Work for less pay with a
mentor that is willing to teach
you the tricks of the trade.”**

“Love what you do”

**“Attend continuing education
courses, be it short seminars
or long courses.”**

**“Learn Finance and
Management as they are
important for building a
private practice.”**

Sandy Weng on Human Resources and Sands China Limited

By Claire Jurado

How would you describe your academic experience?

I started my academic experience in business administration. During my university years, I was involved in the student Program Board as the assembly director. During this time, I put on social events for international students (Food Fairs, Networking events, Cultural social events, etc.). It was so much fun that I wanted to do it for the rest of my life.

In order for me to do so, I went on to pursue an Associate of Arts in Visual Communication degree after my Bachelor of Science in Business Administration. The associate degree allowed me to learn the tools needed as an event planner such as window design and graphic software. However, after being in the event industry for about 3+ years, I realized that events are a stressful and physically demanding industry. In fact, a lot of event planners can only do about 10 years of event planning without getting into some serious health situation. Because of that, I had to think of a career that would allow me to combine my love for events, art, and business.

After exploring several options, I switched from Events to Hotel Management as I considered hotel's career path to be more global and long term. With that, I decided to get my double masters in Switzerland: Executive Masters in Business Administration & Master in Hospitality Administration. It was during my masters that I touched upon Human Resources field and embarked on my career path in HR.

If you could, what changes would you make to your academic experience?

When I studied Master in Hospitality Administration, we learned about management and it was focused on finance, strategy, non-hotel operations aspect. Now that I am working in hotel HR, it would be helpful if I had more experience in the hotel operations so I can relate more to my team members. If I could go back, I wish I did more of this in school.

What skills or talents requires to be in an HR position like yours?

Firstly, you need to know why you want to be in HR. If you are expecting it to be an easy administration job, sitting in an office with no over-time then you are greatly mistaken. That is not the case. What pushed me to be in HR is that I genuinely enjoy serving the people, for in HR the customer service attitude is very important. Remembering your reasons for being in Human Resources, can help push you through the day. Communication skills is greatly needed because you are working with team member people all the time. Organizational skills and Analytical skills are important too, for example, being able to produce reports to show your senior management. Being detail-oriented, especially in being able to observe a person whether that person is suitable for that company.

What advice would you give a fresh graduate from university?

It may seem like a good thing, but in reality, it is not, is to be “too open” to anything or everything. The reason is because it sounds like you have no idea what you want to do. I suggest this person to do homework and find what departments or functions the prospect company has. It is better to give at least 3 points on what fields you think you are capable in doing and ask for recommendation/opinion where they might seem to fit in best. Think about your interest, in a hotel, through your past experiences and explore further. Another advice is to do informative interviews to people who has a position or in a department that you may be considering prior to your graduation. Informative interviews allow graduates to know if that position or company is what they want to pursue or not.

Compared to other companies what does Sands offer?

Sands China Limited is one of the largest hotel operators in Macau with approximately 13 thousand rooms. 13,000 rooms. It has all these various brands, if you want luxurious brands we have Conrad Macau. If family friendly brands we have Holiday Inn. If you want Macau brands we have the Parisian Macao, Venetian Macao, and Sands Macao. Hotel people usually want to learn through different brands and so our team members have opportunities to do so. Also, Sands China Limited has 5 core businesses: Hotels, Entertainment, Gaming, Food and Beverage. You can have an industry change under your roof because of so much variety.

What are your three proudest achievements?

In these last 5 years, one of my proudest achievement was the opening of Sands Central. I was hired to train team members to prepare them to open Holiday Inn and Conrad. Second one would be, teaching basic English class for team members in class. These two achievements allowed me to gain strong connection with my students and team members. They allowed me to pour out my knowledge on them and watch them grow, seeing that they improved made me really proud. My last but not the least proudest achievement was when I recruited an executive candidate. Prior to this I had no experience in recruitment and no idea what to do. I had to look through different channels and after 6 interviews in one day, she finally got the job and everyone was happy. The pride I got felt as if I just got a big sale and it was one of my proudest achievements.

If you had to read 100 books on the same topic, what topic would you read about?

I love reading business related anything about leadership and self-development books. Examples would be books from John Maxwell and Simon Sinek.



Photo: Sandy Weng

Human Resources Specilaist

Sands China Limited

Writing a Cover Letter

By Denzel Calangi

“A letter of application or cover letter should create enough interest to make the potential employer want to look at your application in greater detail by reading your cv and hopefully inviting you to an interview”

Does include:

- Salutation
- Appropriate use of language
- Reason for application
- How you can be an asset to the company
- Overview of qualifications and experiences
- An appropriate closing

Does not include:

- Spelling and grammatical errors
- Overly long paragraphs
- Wrong company name
- Wrong name of contact person
- Untrue facts
- Salary requirements and expectations
- Information not related to the job
- Untrue qualifications and experiences

Paragraph 1: States clearly why you are writing and where you saw the job advertisement.

I would like to apply for the post of ... as advertised in today's issue of...

With reference to your advertisement in ... on ..., I am writing to apply for the position of ...

Paragraph 2: Gives a little information about your qualifications and experience. Make sure the information you give is relevant to the job that you are applying for.

As you can see from my enclosed CV, I have worked in my present position for five years. During this time, I have gained invaluable experience in ...

I am currently a student at TPU studying I am due to graduate in..... Although I have been studying full time, I have had a number of summer jobs which have helped me to gain experience in ...

Paragraph 3: States why you believe you are suited for the job and what you can offer to the company. Those currently employed can state the reason for wishing to change their present job. However, you should not sound critical of your present employer.

I am currently working as a receptionist in ...The reason for my seeking a new position is that I wish to pursue a secretarial career. Unfortunately, there are no openings for advancement in my present employment.

For the last two years, I have been working as a receptionist in ...Unfortunately the company is moving its main offices overseas and I have therefore decided to look for a new position. I believe that the experience I have gained in ... has given me the qualities you are looking for ...

I believe I would be an asset to your company. I will be able to bring with me my experience of ... which I believe would be useful in this position...

I feel that my ability to ... will help/enable me to ...

Paragraph 4: Tells the reader when you are available for an interview and how to contact you.

I would like to have the opportunity to talk to you further about my application. I am available for interview at any time and I can be contacted at/on ...

I am available for an interview at any time but would appreciate two days' notice. I can be contacted on/at ... I look forward to hearing from/meeting you soon.

Business Expressions - Cover Letter

“Please accept this letter and resume as my application”

“I am very interested in pursuing this exceptional opportunity”

“My keen interest in this position stems from”

“My professional experience is solid and well-rounded”

“This position represents a tremendous opportunity to continue my clear and committed career path”

“I believe the combination of my education and experiences have prepared me”

“As indicated by my resume”

“I firmly believe my experience, education and background would enable me to make a significant contribution”

“It is a challenging position for which I believe I am well qualified”

“help to ensure optimum effectiveness”

Sample Cover Letter

Rua De Nam Keng 133

EDF Flower City

Taipa

63 245 809

Jane.Chen08@yahoo.com

Eric Ross

Human Resource Manager

Eventique Management

13 January 2009

Dear Mr. Eric Ross

Application for Administrative Assistant, Department of Human Resource Requisition Number 289

I would like to apply for the above position with Eventique, as advertised in the Whitehorse Star dated January 10 2009. At this time in my career, I am looking for new challenges and an opportunity to use my secretarial skills in your department.

With reference to the qualifications described in the advertisement, you will see from the enclosed resume that I have:

- A Diploma in Business Administration;
- 15 years of experience in secretarial and administrative support positions, with increasing levels of responsibility;
- Computer training and experience in using Microsoft Office tools;
- And extensive experience in taking the initiative to organize an office, with little supervision.

In addition to my extensive office experience, I have strong communication and organizational skills, a commitment to providing excellent customer service, excellent administrative skills and I am able to work independently and within a team environment. I have been recognized in my volunteer work for my abilities to organize events and take responsibility for fund raising activities. My broad background and experience makes me an excellent candidate for this position.

I look forward to an opportunity to further discuss my qualifications for this position with you.

Yours Sincerely,

Jane Chen