



THE STAR

Media Release

## CROSS-FUNCTIONAL DEVELOPMENT PROGRAM RECOGNISES STAR PLAYERS AND OPENS DOOR TO NEW CAREER PATHWAYS IN HOSPITALITY

11 April 2017

A 12-month traineeship program run by The Star Entertainment Group is giving high-performing entry-level employees and external applicants work experience in many areas of the business to develop their careers in the growing hospitality industry.

The START program was launched at Treasury Brisbane and The Star Gold Coast (formerly Jupiters Gold Coast) last year as an innovative way of creating new generations of employees whose skills, knowledge, and experiences will help support and drive the company's exciting future Queensland developments.

In the first six months, successful trainees rotate across a wide range of departments within the business – from housekeeping to finance – before choosing an operational area to develop their skills over the next six months from hotel, food and beverage, or gaming operations.

Treasury Brisbane's first intake received more than 80 applications with the four successful trainees recently completing the program and securing permanent roles at the property in hotel and gaming operations.

As part of this group, former finance officer and Treasury Brisbane room attendant Jessie Dungca recently accepted a permanent role as a guest services attendant in the hotel.

Commencing in July 2014, Mr Dungca's outstanding performance as a room attendant helped the overall standard of the housekeeping division soar to new heights and he received an astonishing seven independent nominations for Treasury Brisbane's employee reward and recognition program.

Mr Dungca took home a monthly award in August 2015, before winning the prized annual Team Member of the Year award – the highest recognition an employee can receive as voted by the company's general management team.

Following his win, he applied for the START program and gained one of the highly contested places.

"This was beyond my dreams – it meant that I could keep learning but also rotate through the finance department and learn more about how they manage accounting," Mr Dungca said.

"With finance as my former background, I realised I was so lucky to explore two careers – and as much as I still enjoy accounting, hotels are now part of my life and my joy."

Mr Dungca's positive approach has not only inspired his fellow peers, but also saw him be nominated for the 2016 Queensland Hotel Association's Awards for Excellence, where he won the coveted 'Guest Services Employee of the Year' award.

The Star Entertainment Group Managing Director Queensland Geoff Hogg said the START program helps develop leadership skills and careers within its expanding integrated resort business.

"This program is helping us prepare our talent to be ready for our future multi-billion dollar Queen's Wharf Brisbane integrated resort, which will require 8000 roles when it expects to open in 2022. We will also be creating extensive jobs via The Star Gold Coast's six-star luxury tower, currently being built, and a 200-

metre hotel and apartment tower, which will start preparatory works later this year pending apartment pre-sales. Together they will increase our Gold Coast workforce to 2300 employees once operational,” Mr Hogg said.

“Many people don’t know what they want to do but when given the chance to try a bit of everything, they have an opportunity to make an informed decision and re-shape their careers towards something they are truly passionate about – that’s when we get the best from our people.

“It is also worth mentioning that while innovation and developing technology can have ramifications for labour markets, the tourism and hospitality industries remain labour-intensive and therefore appeal as providing strong, long-term career opportunities.

“Participants in the START program develop their skills and build capability through practical hands-on experience and receive ongoing guidance via a dedicated support network and individual support.

“Through the program, they also get a competitive full-time salary, great benefits, and potential opportunities to move into available roles within our hotels, food and beverage, or gaming teams.

“Jessie is in outstanding company with some of our other candidates from the first intake who took part in our regional roadshow alongside the state government last year.

“Acting as company ambassadors, Mary Shen and Sarah Li presented in front of hundreds of industry and government representatives and members of the public, promoting jobs and training opportunities across our business as we continue to grow.

“It was a great professional development opportunity for them to hone their public speaking skills and widen their networks – one that came about through the exposure they received with leaders across our business via the START program.

“We want to see our ‘star’ people have the opportunity to step up and develop their careers across our business, and I look forward with anticipation to see where it leads our second intake.”

Treasury Brisbane’s second intake of five participants is currently undergoing the second stage of the program, with the third intake of five participants starting earlier this year.

The fourth intake will commence in June 2017.

**Treasury Brisbane’s first intake, and where they are now in the property, is listed below:**

<b>Name</b>	<b>Original department within Treasury Brisbane</b>	<b>Specialisation for second stage of the program</b>	<b>Current role with Treasury Brisbane after completing the program</b>
Jessie Dungca	Housekeeping	Hotel	Hotel guest services attendant
Mary Shen	Food and beverage	Gaming operations	Premium gaming international executive
Sarah Li	Food and beverage	Gaming operations	VIP host
Korina Vickery	Gaming operations	Gaming operations	Games dealer

**For more information:**

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