

clubchat

NTUC CLUB STAFF NEWSLETTER

APRIL — JUNE 2009

MICA(P)192/10/2008



Retreat, Recap in Batam



Eco Garden Launch



nEbO's New Tuition Programme



Club Action

03 > Green Fingers

U Live's Eco Club launches its Eco Garden.

04 > Path to Excellence

Club's staff got a behind-the-scenes look at Disney's excellent organisational practices.

05 > Family First

The Pro-Family Business Initiative recognises six Club entities for their family-friendly priorities.

06-07 > Living it Up

The Workplace Health Promotion launches a series of programmes to help staff keep fit and eat right.

08 > Full House

The Costa Sands Resort (Pasir Ris) Staff party was a blast.

09 > Living Right

A series of Staff Communication sessions help staff to better manage their weights and health.

Club Development

10 > Retreat, Recap

Club's Management Council and Advisory Committees Retreat to Batam was a time of fruitful re-evaluation.

12 > Upward Bound

Club's Organisation Development Cascading Workshop has a new mission statement.

14 > Class Therapy

nEbO kicks off its tuition programme for youths under the Care community.

Clubbers in Town

16 > Welcome on Board

Say 'hi' to your new colleagues.



Club Monitor

18 > Training Calendar and Staff Feedback Form

19 > Calendar of events

Cluborama

20 > Stellar Service

Club's resorts were honoured with the S-Class recertification in light of excellent service standards.

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EDITORIAL

Ong Shi Yee



Green Fingers

U Live's Eco Club launched its very own green movement with a preview of its Eco Garden at a Garden Tea Party.

On 24 March 2009, U Live's Eco Club held a preview of its Eco Garden through a Garden Tea Party at Costa Sands Resort (Downtown East) Block J. The Eco Garden is a small garden area created for public enjoyment. Attended by guest-of-honour Mr Yeo Khee Leng, CEO of NTUC Club, the party was organised to commemorate the start of Club's gardening community. It was also held in appreciation of NParks' efforts at providing gardening knowledge and skills to Eco Club's members, who were in charge of furnishing and maintaining the garden.

The event was attended by 25 representatives from NParks, Tampines Town Council, Costa Sands (Downtown East) and Active Agers in support of the Community In Bloom Project (CIBP), organised by NParks. Besides the sharing of gardening tips, there was also a BBQ and a potluck session, as well as an informal discussion session held by the gardening community on their handiwork in the Eco Garden.

"I am very glad to be part of U Live and the Eco Club. I have made so many new friends and my friendship with them bloomed like the flowers and plants that I planted and nurtured. I truly enjoy my time with them and I look forward to every gardening session. Even my children commented that I seem happier nowadays", says Mr Peter Lee Choon Kim, 77, a member of Eco Club.





Path to Excellence

Club's staff got a few pointers on service excellence from one of the most beloved organisations in the world—Disney.



During a seminar jointly organised by the Singapore Institute of Management and the Disney Institute from 18 to 20 March 2009 at the Orchid Country Club, Club's staff were treated to a rare peek into the business of creating magic—that of Disney, of course. Entitled "The Disney Keys to Excellence", participants learnt about "the business behind the magic" of the renowned Disney Corporation, like its principles for service excellence and how they could apply them to Club. Specifically, they learnt about the Disney "Chain of Excellence", which encompassed four aspects: Safety, Courtesy, Show and Efficiency.

Says Feishal Alfway, Duty Manager at ihelp, "One of the messages I got from it was to keep moving forward, embarking on new things. Humans are generally curious beings and it is this curiosity that will bring us down new paths." Another participant, Florence Goh from eXplorerkid said, "It is reassuring to know that Disney also faces the same problems as us and it is impressive how meticulous they are in providing customer service as well as employing and treasuring truly passionate employees."





Family First

The Pro-Family Business initiative aims to help Singapore nurture a family-friendly environment to live, work and play.

Six entities in NTUC Club which were awarded the Pro-Family Business (PFB) Mark accreditation embarked on a Learning Journey on 15 April 2009, in order to gather and gain knowledge of successful industry practices. The entities were namely Downtown East, Wild Wild Wet, Escape Theme Park, eXplorerkid, Costa Sands Resort (Downtown East) and Costa Sands Resort (Pasir Ris).

Under the PFB initiative supported by Ministry of Community Development, Youth and Sports (MCYS), the PFB Mark is awarded to businesses which meet specific standards relating to Strategy, Service, Infrastructure and Business Outcomes. The vision of the initiative is to make Singapore a great place for the nurturing of families.

Each entity presented their best practices and PFB features. Wild Wild Wet, for example, showcased its anti-slip floorings, ramps and railings, children shower area and nursery room. eXplorerkid, on the other hand, outfitted its facilities with a parents' relax area, toddler area, ramps and children-friendly washrooms.

Balloon twisting activities and free Ferris wheel rides were also organised at Wild Wild Wet and eXplorerkid respectively to entertain the guests. 24 guests from various business units attended the event, of which some were from Singapore Discovery Centre, CTC Tour Agency, Safra and various childcare centres.



Living it Up

Through a series of Workplace Health Promotion (WHP) programmes, Club's staff got a healthy dose of the outdoors, physical work-out and proper nutrition.

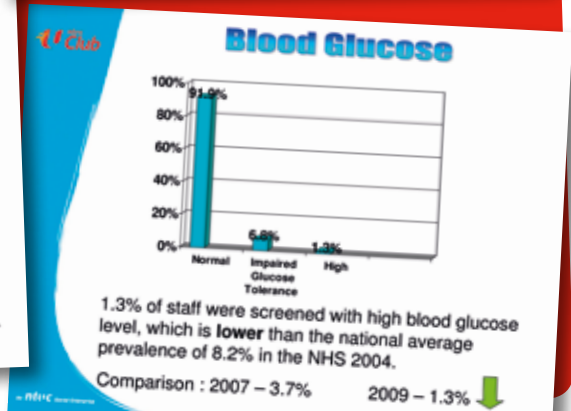
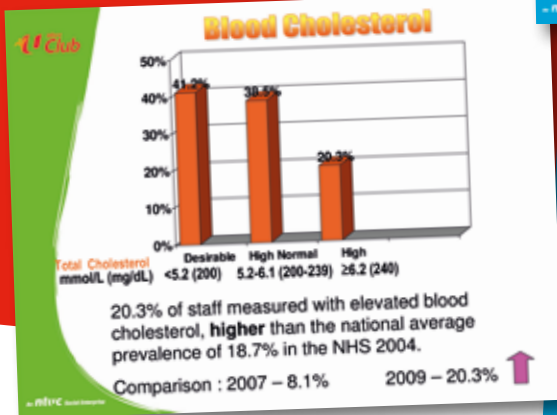
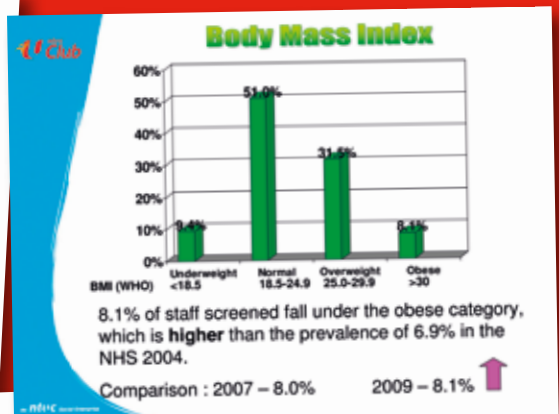
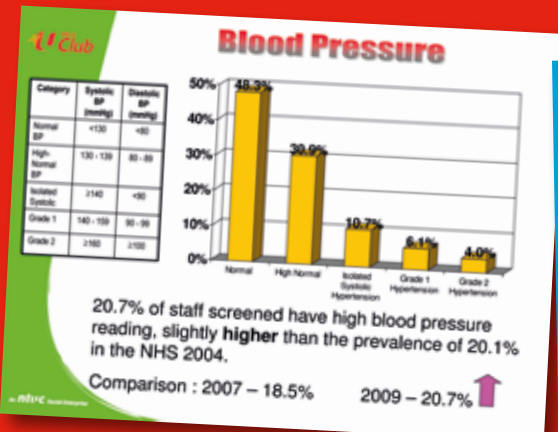
Bonding on the Soccer Field

On 10 February 2009 at the Mango Field@Tampines, NCSU A team and the LQ team had a friendly face-off on the soccer field which produced a 3-3 thriller. It was part of an on-going WHP team-bonding exercise among Club's staff. Sathish Naidu, Team Manager of the WHP-NCSU soccer team says, "It was great to see all our soccer kakis, young and old, from the various departments coming together to enjoy the great game, as well as to mix and mingle together. This definitely promotes active and healthy living. It's fantastic to see the old guards running around."

After the soccer match ended, all the players adjourned to the Platinum Lounge for a meal and get-together session.

Health Screening

149 staff underwent a basic health screening exercise on 12 January 2009. The screening, organised by Club, comprised a blood pressure, BMI (Body Mass Index), blood cholesterol and blood glucose readings.



Fruit-Eating Day

Launched on 26 Mar 2009, the Fruit-Eating Day was initiated by the WHP committee to promote awareness among staff about the virtues of having two servings of fruit daily. The event not only aimed to help staff understand the benefits of eating more fruits and vegetables but also how to eat them.

Staff were informed of nutritionists' recommendation about eating fruits from a range of colors like red, green, yellow, orange, white and purple for maximum health benefits.

Colour	Fruit
Red	Watermelon, cherry
Yellow/orange	Papaya, orange, rockmelon
Green	Kiwi, honeydew melon
White	Pear, banana
Purple	Plum, purple grape

Strawberry Storage Tips

Strawberries can be frozen and kept for up to one year—simply place the berries (evenly spaced out) on flat trays in a single layer, and store in the coldest part of the freezer (the colder the better).



The talk also extolled the goodness of berries such as the power of blueberries against cancer, heart disease, urinary tract infections and even wrinkles as well as short term memory loss. Tip: A few tablespoons of dried blueberries help to get rid of tummy aches.

Strawberries, on the other hand, are used to treat anaemia, joint disease, and strengthen the circulatory system, among others. Being a rich source of pectin, a type of soluble fibre, strawberries may also help to lower cholesterol.

9-Ball Pool Challenge 2009

12 staff members participated in an exciting game of pool on 13 March 2009 at Funky Balls at Downtown East. Derick Soh emerged the champion of the competition, walking away with an NTUC Club voucher worth \$80, while first and second runner-up Clement Edward and Ahmad Hasbullah won a \$50 and \$40 NTUC Club voucher respectively. Third runner-up Viscent Teo rounded up the win with a \$30 voucher.



Other WHP events organised included the Hypertension & Diabetes Talk on 15 January 2009 and a Sushi-making Workshop on 2 April 2009.

FULL House

The Costa Sands Resort (Pasir Ris) staff party was a mix of laughs, fun and fellowship.



Ramesh, Pillay and Rashid cracking jokes and creating fun at the party

Saharuddin (Front Office) having a jolly good time performing a Dangdut dance with Sumiaty (Housekeeping)



On 16 January 2009, all of CSPR's staff made their way to the CSPR Vanda Hall for their staff party. The fun-filled event was also attended by CSPR's service partners, namely the conservancy and renovation project contractors.

With the theme of the party being Nostalgia Night, the evening saw an interesting line-up of events, such as a short funny sketch from the film *Nasib Si Labu Labi* starring P Ramlee, and a second, more contemporary sketch pertaining to customer service at the front office counter.

According to Assistant Engineer Mr Lim Lai Woo, who has been with CSPR for almost five years, "I like working with CSPR as the welfare policies on matters such as leave and skills upgrading are very good. Moreover, the environment is very conducive for work as it is free from noise pollution." Says Guest Relations Officer Ms Ruku, "I enjoyed the party very much, it was really great to see everybody coming together and mingling around."

Besides having fun, the CSPR staff parties, usually held more than once a year, gives ground staff a chance to get to know and mingle with CSPR's director and resort managers, according to Resort Manager Jessie Lee.

A Festive Briefing

A lo-hei session after the union briefing starts the year on a prosperous note.



On 4 February 2009, Club held its union briefing at Downtown East, drawing a crowd of more than 100 union members. During the quarterly briefing, union representatives were updated about upcoming events, activities, promotions and news.

Besides the briefing, the union members were pleasantly surprised at a special lion dance show by two Southern Lions, who performed to the thunderous beats of the drum, gong and cymbals. There was also a sumptuous lo-hei session, where everybody tossed shredded ingredients into the air while saying auspicious wishes out aloud to mark a prosperous year ahead.



Living RIGHT

Through a series of Staff Communication sessions, Club's staff learnt helpful tips on eating and maintaining their fitness levels.

The series kicked off with a talk on 'Understanding Weight Management' on 4 February 2009, which was attended by 75 staff. The talk included topics on knowing more about body fats, unveiling the myths and facts of fad diets, yoyo syndrome and keys to losing weight. The event also included a Lunar New Year lo-hei session for the staff.

The second session was held on 26 March, with the topic being 'Exercise for Weight Management'. It encompasses the components of successful weight management, understanding and calculating caloric expenditure as well as heart rate monitoring and many others. 57 staff attended the session, which was further spiced up with a street magic show by Shida and Mathili.

The third session on 'Food Labels for Weight Management' was held on 16 April 2009. With a staff attendance of 60, it touched on the importance of reading food labels, and advised consumers to look out for the Healthier Choice Symbol, which aims to help one make more wholesome choices when buying food. Glenn Koh, the fastest balloon twister in Downtown East, was on hand to teach the staff some balloon twisting tricks too.



nttc Club
Management Council & Advisory Committee Retreat 2009
 12 March to 15 March 2009
 Batam, Indonesia



Retreat, RECAP

Club's Management Council and Advisory Committees Retreat to Batam was a time for recapping organisational goals.

Club's Management Council and Advisory Committees (MC/AC) held its retreat from 12 to 15 March 2009 at Batam, Indonesia. Attended by 98 members, the retreat aimed to achieve three objectives:

To seek guidance for the FY09/10 Budget and Work Plan in the light of the current unfavourable economic climate

The management discussed possible cost cutting measures including cutting down on travel, administrative overheads and others.

To seek endorsement for 3 key community building programmes, U Sports, U Live and Wellness 2011

Despite the economic slowdown, new programmes aimed at building a strong Labour Movement were shared. U Sports, U Live and Wellness 2011 were identified as crucial platforms to support the LM2011 vision of an all-inclusive Labour Movement.



Ronnie Tan and David Kuan getting geared up for a fun-filled retreat!



Our AC members relaxing over lunch



Our management team and MC members deep in discussion



Scarlet City AC Chairman Mr Cyrille Tan sharing his views



Our CEO giving an update on club developments

U Sports aims to heighten outreach and build community bonding among members through sports, while the main objective of U Live, a platform for those above 55 years old, is to build an inclusive and vibrant community of Active Agers within the Labour Movement. Wellness 2011, on the other hand, seeks to transform the wellness industry by changing the negative perception of the industry through education and training, and achieving success in the three challenges faced by social enterprises, namely quality, affordability and accessibility.

To give updates on the Club's Organisation Development (OD) journey and seek endorsement for the Club's updated mission statement

Club also provided a progress update on the OD2011 project that started in August last year, which helped to clarify the reasons for Club's existence and its primary roles. The result was an updated mission statement being crafted to clearly enunciate Club's purpose (refer to page 12).



Nothing beats being surrounded by beauties!



To do well, we have to eat well first

Upward BOUND

Club's Organisation Development initiative recharges itself with a new mission statement.

Two months after the Organisation Development (OD) Core Team concluded three out of its four phases, in addition to 13 sessions of workshops attended by over 80% of the staff, a new mission statement was penned—**"To build, engage and strengthen communities within the Labour Movement (LM) by providing affordable recreational experiences of choice on a sustainable basis."**

The new mission statement, demonstrates Club's commitment to LM2011 in its efforts to align the organisation with the LM vision. The previous mission statement read "To provide a comprehensive range of affordable and accessible lifestyle products to the Singapore Labour Movement and general public on sound commercial principles."



When was the last time we took a picture together?

In a Management Council and Advisory Committees (MC/AC) Retreat to Batam in March, Club was applauded by MC/AC members for embracing the change journey. The MC/AC unanimously endorsed the new mission statement.

With the new mission statement, the OD Journey enters into its fourth phase—the Action phase. At this stage, many OD initiatives aimed at strengthening the organisation culture, levers and capabilities will be implemented, in order for Club to become an Employer of Choice.



Everyone listening in earnest to Gerald

NTUC Club Organisation Structure wef 18 May 2009



Class Therapy

nEbO starts its tuition programme for youths under the Care community



Through a new tuition programme, nEbO will be helping members boost their English & Mathematics grades. The initiative was created in order to help nEbO members from lower income families, especially during this period of downturn.

The weekly tuition classes are open to nEbO members of all Secondary levels and streams. A minimum of five students is required to start the class. The tuition fees cost \$28 a month for lower secondary (Sec 1 & 2) and \$30 per month for upper secondary (Sec 3-5). Non-members can join the class by paying an additional of \$10 in the first month for a one-year membership.

As there are limited spaces, priority will be given to nEbO members with:

- Monthly gross family income of less than \$2,500, or monthly gross per capita of <\$650
- Previous grades of B3 & below in both subjects (excluding Secondary 1 students)

The first class in nEbO Hub @AMK started on 20 April 2009, Monday while the first class in nEbO City @E!hub started on 23 April 2009.





Outdoor Learning

nEbO kicks off its Learning Journey Series with a corp visit to PSA Singapore

nEbO embarked on its first corporate visit with schools on 8 April 2009 in a series of learning journeys for youths. This youth outreach programme by the Entrepreneurship community was specially designed to let students experience and appreciate firsthand the unique tripartite alliance of unions, employers and government in a Singaporean context.

Through interesting presentations and a stimulating sharing session by union leaders of the Singapore Port Workers Union (SPWU) and Port Officers' Union (POU), the Anglo-Chinese Junior College (ACJC) students ended their learning journey with a deeper understanding of the integral role of unions in the welfare development of unionised workers.

\$19 nEbO Ultimate membership promotion* (U.P. \$90) for the first 30 NCSU members' children!

nEbO will be offering \$29 Ultimate membership promotion (U.P. \$90) to all NCSU members' children. With NCSU's support, they will be subsidising \$10 for the first 30 NCSU members' children in this exclusive promotion. In other words, children of NCSU members will pay only \$19! Terms and conditions apply.

So hurry and don't miss this great opportunity! Please visit www.nEbO.sg or call **65891894** during office hours to speak to our friendly nEbO staff for more information.

*Terms & Conditions

- This offer is exclusive to children of NCSU members only.
- Promotion is only valid at nEbO membership counter @ Elhub Level 4.
- Please produce your NTUC card and staff pass upon sign-up.
- Each NCSU member can submit up to a maximum of 2 applications for the subsidised rate at \$19
- Promotion is valid from 22 June 2009 till 31 August 2009

Welcome on board

JANUARY



Chan Choy Yin
Joyce
Director, Corporate Planning



Lai Wan Ying
Kaleen
Account Officer, Finance



Quek Wee Lin
Jeserene
Admin Officer,
Community Engagement
and Membership



Tan Bee Leng Jolin
Jackpot Assistant,
Jackpot



Goh Poh Eng
Shirley
Executive, Community
Engagement and
Membership (U Live)



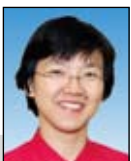
Sri Isrinah Binte
Sriwahjono
Manager, Community
Engagement and
Membership (U Live)



Irynn Adrianna
Binte Abdul Salleh
Merchandising Officer,
eXplorerkid



Chua Sok Yin
Vicky
Membership
Development Officer,
Community Engagement
and Membership (U Live)



Ng Yan Fong
Accounts Executive,
Finance



Foo Jong Hoo
Jackpot Officer, Jackpot



Fong Chee Kiong
Michael
Jackpot Officer, Jackpot



Tia Kai Yen
Asst Manager, Media
Relations
Marketing and
Communications



Muhammad Ruhaizan
Bin Muhammad
Yassin Law
Trainee Lifeguard, Guest
Services - Leisurequest



Ng Siok Bing
Admin Asst, Marketing
and Communications

FEBRUARY



Yeo Shih Jen Tricia
Senior Manager,
Joint Operations



Tan Siew Poh
Cerina
Senior Executive,
Human Resource



Muhammad Faizal
Bin Rahman
Technician, Technical
Services - Leisurequest



Azman Bin Ismail
Loss Prevention Officer,
Safety - Leisurequest



Ng Lee Chin
Janet
Manager, U Sports



Chandra Kevin
Gerard
Manager, Community
Engagement and
Membership (U Live)



Quah Soon Leong
Terrence
Membership Officer,
Community Engagement
and Membership (nEbO)



Li Xingping
Spa Therapist,
SPA Aranda



Tao Qihua
Spa Therapist,
SPA Aranda



Ying Guijin
Spa Therapist,
SPA Aranda



Cao Shuang
Spa Therapist,
SPA Aranda



Lim Kay Min
Senior Manager, U Sports

MARCH



Mohammad Kazim
Bin Abdul Kadir
Trainee Lifeguard, Guest
Services - Leisurequest



Mohamad Taufiq
Bin Ali
Trainee Lifeguard, Guest
Services - Leisurequest



Juraidah Bte Jaafar
Membership Recruiter,
Community Engagement
and Membership (nEbO)



Yong Chii Hui
Christina
Membership Recruiter,
Community Engagement
and Membership (nEbO)



Sofia Hayati Ahmad
Guest Relations Officer,
explorerkid



Johari Bin Asan
Loss Prevention Officer,
Safety



Gan Cheong Huat
Jackpot Assistant,
Jackpot



Kevin Chandra

Manager of Membership Development & Relations, Community Engagement and Membership.

Lively and fast-paced, with a healthy mix of interesting personalities—that is what Kevin enjoys about his work with the Active Agers at Club's U Live. With a job scope that involves developing Club's membership base by building relationships, Kevin's new position at Club seems tailored for his cheery and inquisitive personality. He has a passion for discovering new things and learning about foreign culture, history and languages through travelling. On a recent visit to South Korea, he immersed himself in the historical architecture of the ancient palaces, and of course, feasted on the national dish, kimchi.

Tricia Yeo

Senior Manager, Joint Operations

Working in an all-male team can be a daunting thing if you're a woman, but not for Tricia. Given the nature of her expertise, she is used to it as her previous jobs also involved working in a male environment. However, having helpful colleagues does make it easier for her to settle down to her new position—not that she gets any special treatment. Having joined Club in February 2009, Tricia's job scope includes monitoring the car parks and maintaining overall security. Describing herself as a friendly person, Tricia likes Japanese food and Korean dramas, but most of all she loves spending time with her family and working out at the gym, whenever her hectic working schedule permits.



Training Calendar – June to August 2009



Courses	JUNE	JULY	AUG
In- House			
HR Induction	8	20	10,24
Club Group Orientation	22	27	27
NTUC Group Induction		15-16	
WSQ - Work Safely			11-12
WSQ – Interact With Guest		22-23	
External			
Adult First Aid	16-18	7-9, 21-23	11-13, 25-27
Senior Career Guidance Programme	2-3, 16-17		
Essential Skills for Managing Mature Workers		13	
Supervisory Staff			
Grievances & Discipline Handling		23	
Termination, Dismissal & Transfer			19
WSQ ESS - Communication and Relationship Management		20-21	
WSQ ESS - Initiative & Enterprise		16-17	
WSQ ESS - Personal Effectiveness			27-28
WSQ ESS - Problem Solving and Decision Making	15-16		
Non-Supervisory Staff			
WSQ ESS - Personal Effectiveness		20-21	
WSQ ESS - Problem Solving and Decision Making			5-6
WSQ ESS - Initiative & Enterprise		1-2	26-27
Corporate Make-Up		6	
Service Champion			15-16 & 22-23

Please do not hesitate to contact Jorelle Chan (ext:1616) or Hazel (ext:1876) for any further information.

Staff Feedback Form



We are constantly improving ourselves in order to better serve our members! If you have any feedback or suggestions for improvement, do fill up this form and drop it in the Marketing and Communications mailbox at Commercial Block, Level 3. All feedback will be kept strictly confidential.

Name: _____ Department: _____

Contact no: _____ Date: _____

Feedback details: _____

Transformers Meet & Greet Session

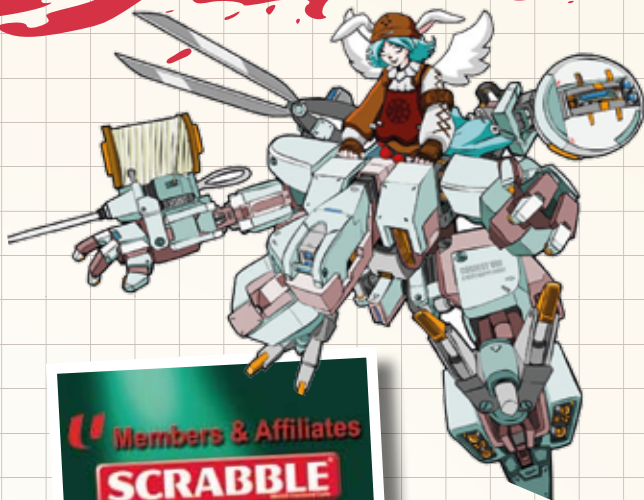
Get up close with everybody's favourite Transformers heroes at this event, where you can participate in stage games and have your pictures taken with Bumble Bee and Optimus Prime, two of the best-loved hero-bots in the popular franchise.

Date: 15 - 28 June (except Thursdays)

Time: 3.30pm and 7pm

Venue: Event Square

Free Admission



U Members & Affiliates Scrabble Competition

NTUC Club is organising a U Members & Affiliates Scrabble Competition in which teams of 3* (only 1 out of 3 members

Cosfest VIII: A Very Happy Event

Into its 8th year, Cosfest will feature popular event highlights such as Anime/ Cosplay performances, World Cosplay Summit and an Anime Karaoke Competition to introduce the art and charm of Cosplay (short for costume play, where fans outfit themselves in their favourite anime costumes) to the masses.

Date: 11 - 12 July

Time: 1pm - 7pm

Venue: D' Marquee

is required to be an NTUC, nEbO or U Live member) will participate in a word war. There are more than \$3,000 worth of prizes to be won.

Date: 4 July

Time: 4pm

Venue: D' Tent



The winning Resorts S-Class team

Stellar Service

Club's Resorts receives the S-Class recertification after first obtaining it in 2005, thanks to consistency in excellent service standards.

Congratulations to the Resorts S-Class team for the garnering the S-Class recertification (renewed for another 3 years), after first obtaining it in 2005.

Launched in 2003, the S-Class certification is awarded to various businesses but is particularly focused on those which are service-oriented. The certification confirms an organisation's commitment to delight its customers within all its business aspects, and this commitment is firmly ingrained into its

mission, objectives, core values and service culture. For a company to maintain the S-Class certification, SPRING Singapore will conduct a review after one and a half years to ensure that its management and systems are working well.

On how the team obtained the recertification, Engineering Manager Mr Abdul Manap from Costa Sands Resort (Downtown East) says, "It was a combination of teamwork and coordination from both the administrative side as well as the operations staff. By practicing the S-Class culture together, we were able to achieve a common objective."



The May Day Model Partnership Awards aims to recognise the value of teamwork and cooperation.

Model Staff

Every year, NTUC recognises its finest performers through the May Day Model Workers Award. This year, in view of the downturn, the format of the Award has been changed to recognise Model Partnerships, and to emphasise the need for people to help each other out during tough times. Two of the winners for the May Day Model Partnership Awards 2009 – Individual Category share with us their thoughts on winning the award.

Says Leela d/o Veerappam Raman, Customer Service Officer at the ihelp Station, "I feel very happy winning this award as it signifies more than an individual achievement- it is the result of a close working partnership with my department." Another winner, Lee Sew Huah, Guest Services Assistant from Leisurequest, says "I was surprised but happy to get the award. The best thing is that I enjoy my job very much- I am happy when my customers are happy."