

# Metropolitan Attachment Programme 2016 – Sharing from Lingnan Student Interns



**Angel Yu**  
**BA (Hons) – Contemporary English Studies, Year 2**  
**Placement Organization: UNSW Global Pty Limited, Sydney**

I worked in the Marketing Communication unit of UNSW Global Pty Limited. UNSW Global Pty Limited is a non-profit provider of education, assessment and expertise services and a wholly owned enterprise of University of New South Wales (UNSW) Australia. It has been established since 1999 to support the initiatives and activities of UNSW Australia in international education, assessment, large-scale international assessments, training and advisory services.



The Marketing Communication unit mainly focuses on Digital Marketing. Graphic designing, webpage designing, webpage developing, social media managing, online promotion are the main domains they work on. Indeed, I was not proficient on technology-related aspects. When I first received this job offer, I doubted about whether I could manage the jobs assigned. Later on, I found that my worries are unnecessary. All the team members are very patient and kind. They showed me the functions of different editing tools, such as Fireworks, Illustrator, InDesign, Photoshop, to name but a few. Later on, I am able to put what I have equipped into practice and manipulate these editing tools. Apart from photo editing, I also sourced images and achieved document-preparation in InDesign. I am really grateful for having such opportunity to improve my weaknesses during the internship period.



**Harry Poon**  
**BSS (Hons), Year 3**  
**Placement Organization: EF International Language Schools, Sydney**

I am happy to work in EFSydney. I made a lot of friends here and had many unforgettable moments there. Everything was good and I didn't feel stressful in my working environment. EFSydney looks like a big family and I enjoyed every single moment here. My colleagues are very nice and their encouragement gave me a lot of confidence and motivated me to tackle the problems. I am glad to work with our school director Rico. He is a close and nice person. He encouraged us to deal with our tasks, even the task was simple. This gave me a lot of confidence to complete the tasks well. I truly understand if the staff works with an optimistic and good attitude, they can serve the customers with better service. Therefore, the customers (student in school) will be satisfied with our help and create a good impression to the public. That is an essential concept of doing a business. I have never met a boss like Rico whose passion makes everyone in EF being joyful. He looks like my family member without carrying the bureaucratic relationship of manager and

subordinate in the company. He is the role model that I need to learn the working attitude from him.



**Sam Huang**  
**BBA (Hons) – Marketing, Yr 2**  
**Placement Organization: Roscon Group – GreenShareCar, Melbourne**

I worked in GreenShareCar which belonged to Roscon Group in Melbourne, Australia. It was my first internship, and to be honest I have no idea about what was going to happen before the departure. I was worried about whether I will be good enough for the job, whether my English is good enough etc.

My colleagues and employers were really nice and easy to get along with. My job was not difficult but with a wide range of variety, including sending email, making promotion phone call, sorting data etc. They were not challenging duties, so sometimes I might feel a bit bored. But when I realized that my colleagues doing the same job without complaints, I felt a bit of ashamed.



**Nicole Poon**  
**BBA (Hons) – Accounting, Yr 1**  
**Placement Organization: TeleResources Engineering (Aust) Pty Ltd, Sydney**

I have gained a lot of amazing experiences in terms of working and travelling. For the working part, I now have a more in-depth look on the running of a company. Also, I have had a deeper understanding on the work of an accountant. For the entertaining part, I have tried my first time on many different things, for instance, taking the helicopter, sand surfing, snorkeling, scuba-diving and rafting etc. I enjoy those activities so much. These experiences make me become a braver person. I am now dared to receive new challenges.

This program brings me lots of invaluable experiences, I have also learnt a lot. I would definitely look forward to a similar program in the future.



**Ronald Wan**  
**BSS (Hons) – Psychology, Yr 3**  
**Placement Organization: Manhattan Group Pty Ltd, Melbourne**

I am glad that I joined the MAP this summer. Both the work and group living experience took me on a remarkable ride which I will always relish. The company that I worked for is Manhattan Group Pty Ltd which is in Melbourne. Manhattan Group is one of the leading hospitality executive search company firms in Australia which provide effective recruitment solutions to clients from all over the world.

During the two-month internship at Manhattan Group, Manna (HKBU student) and I worked as an assistant to Axel Koster, the Group General Manager of the company who heads all Senior Hospitality recruitment on a worldwide scale. As a Recruitment Associate at Manhattan Group,



I was assigned to a wide range of duties providing support in all activities that required us to successfully deliver results to our clients.

The key strength of Manhattan Group is its Social Media presence which it uses extensively during its search for the right candidate and also to brand itself. Axel told me that engagement with your followers and industry peers is a must and very important. Encouraging or inspiring your followers/peers is always a good way to make yourself popular in social media. The first thing that I learnt was managing and analyzing online presence on social platforms such as Twitter and LinkedIn. I was acquainted with Hootsuite to manage various social media platforms.

Axel also uses YouTube as a platform to attract more candidates. Having received job orders for filling roles with Chinese candidates, I conducted videos in Mandarin. Being a complete novice, I never seen any recruitment companies make such extensive use of YouTube, I was totally stumped. I only knew how to speak in Mandarin! At the beginning, I totally had no idea on how to record a very informative video. With some practice and Axel's direction, I created videos in Mandarin and posted them online - this was a tough one - I had never faced the camera before for such a reason - taking selfies is much easier.

But all along, I learnt that recruitment is not just hiring people. For a successful placement, a lot hard work and research goes in – I was better off studying with my books. Before I could even start the process of searching the right candidate, it took me through a lot of research about the company I was hiring for, browsing and understanding the previous candidates who worked for them and how to map our strategies to find an even better replacement. I was always given time for all research and had to discuss my findings on the next day. I also learnt how to headhunt for various positions - there's a secret I learnt but it also taught me to be patient. Recruitment is such a tough job - sigh, sigh!

I was assigned lots of research for future recruitment strategies. For example, I did a very detailed research on Blab, which is a video-streaming platform. Next I was asked to tutor Axel and our Managing Partners in Cape Town and Phuket - I experienced another nervous breakdown - how on earth are we going to "teach" these industry stalwarts! However, Axel took note of my nervousness and like a true friend, he sat down with us. He shared his life experiences with us (and a few funny situations he himself had experienced) to relieve us from our breakdown. We finally managed to give the tutorial a go. It was simply outstanding. All were very happy with our research and we had some laughs too. It was one of the memorable moments for me!

Last but not least, I would like to give some advices to potential MAP participants. As a student, you should grab every chance to go outside Hong Kong to explore more and learn more. Academic study is important but it should not entirely dominate your university life. Travelling and living on foreign country, you will widen your horizon.

## Metropolitan Attachment Programme 2015 –

### Stories from Lingnan Student Interns

#### **Janelle Gao**

**BBA (Hons) – Accounting, Year 3**

**Placement Organisation: SKD Partner (Melbourne, Australia)**



I worked in an accounting firm in Melbourne, located in the downtown area near China Town. Since my boss was an immigrant from Hong Kong, our company is somehow like a mixture of eastern and western culture. As an intern in the company, I started with some basic accounting tasks, for example, book-keeping. Even though those are simple accounting work, I find it kind of time consuming to become familiar with all the checking procedures and accounting skills. I start to understand the importance of experience since it's definitely going to help you work more efficiently and precisely in the future. One thing that made me like the company was that, though I was so inexperienced, all my colleagues and my supervisor were patient enough and they were willing to teach me. They treated my questions seriously when I was asking but they did let me think about things independently instead of directly giving a solid answer. I tried some cases in a higher difficulty level after a period of learning and I did feel a sense of achievement after finishing all my work.

#### **Christina Siu**

**BBA (Hons) – Finance, Yr 4**

**Placement Organisation: Roscon Group of Companies (Melbourne, Australia)**



During the 8-week internship, I had been exposed to the operations of the Roscon Group of companies in Melbourne. I went on a field trip with the Property manager to collect information on property reporting and facilities management business. I also worked for one of Roscon's branch company GreenShareCar in completing a pricing strategy and competitors' analysis for this car rental service company. When I got this task from my advisor I was a little bit surprise that the manager could trust an intern to get involved with GreenShareCar's pricing decisions. Honestly, I had pressure at first since I was not familiar with the Australian market and had encountered some difficulties to comprehend the Greensharecar's existing pricing model. My advisor Mr Sahil's encouragement and guidance had assisted me to complete the report and presentation successfully in a creative and methodical way that the management team was very satisfied with my performance. Luckily, I also had the opportunity to conduct marketing research on the feasibility of outdoor advertising, and had practical experiences in drafting ads, and even doing promotion in Melbourne Central.

My internship in Melbourne was definitely a fruitful, unforgettable and beautiful journey!

**Sally Zhou**  
**BBA (Hons) - Accounting, Yr 3**  
**Placement Organisation: Club Kidpreneur Foundation (Sydney, Australia)**



I worked as an accounting intern in Club Kidpreneur Foundation, which is a social enterprise. The seven weeks internship provided me a good opportunity to understanding the real work world. My routine duty was doing some basic accounts book keeping. It was my first internship and I remember that I was very nervous the first day I came to the company, but I have earned so much confidence from my colleagues' encouragement. They were very nice and taught me a lot. The most challenging work was doing a competitor research. I was confused at the beginning but my supervisor spent her spare time to give me some guidance. I finally finished the work independently. Joining MAP program, I have not only gained professional accounting skills such as seeking approval for invoices and managing reconciliations, but also had a good chance to experience the cooperative and flexible office atmosphere. It is worth to mention that my company also had two American interns. It gave me an opportunity to exchange ideas with youth from other countries and I got a better understanding of culture differences between the West and the East. Working with these colleagues, my English communication skill improved a lot. Besides, I really appreciated learning how to be passionate about the work from the team. We built up friendship and went barbeque together on weekends, I really want to thank them for their caring and kindly help.



**TSE Man Kei**  
**BSocSc (Hons), Yr 4**  
**UNSW Global Pty Ltd**

The organization that I worked for is called UNSW Global Pty Ltd which is under the University of New South Wales. My position is a Student Engagement and Communications Officer that works in the Student Engagement and Success Department. My duty is to engage potential and current students through dedicated communication.

For example, I took new foundation studies students to the Sydney Basic Tour to travel around the city. As most of them are Chinese, sometimes I needed to do the translation for them. I was also a part of Yellow Shirt Volunteer who helped with the orientation day of UNSW. I needed to lead a campus tour in English. It was challenging to me since I had to memorize all the names and locations of buildings of such a huge campus. I also helped with the students' pre-arrival project. One of the tasks was identifying the interests of students in the preparation of student newsletter. I really enjoyed my position. What I have learnt in every single tour or orientation is definitely more valuable than simply staying in the office.