ntuc this week

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Upturn the downturn

Exec Attack

100 Join Union After UWEEI Helps 5 Members Get Jobs Back

The news spread like wildfire: The United Workers of Electronic and Electrical Industries succeeded in reinstating five executives which a local contract manufacturing company had terminated.

This piece of news was enough to set all the other executives in the company asking: "Why am I not in the union?" It didn't take long for them to come to a decision: "I want to join the union! Where can I find Hamzah Osman?"

"I was 'attacked'!" said Mr Hamzah, the Branch Chairman.

"Suddenly, my handphone was ringing, my office telephone was ringing, I was alerted to new email messages... Out of every two or three persons I met, one asked me how to join the union. You cannot guess how many have signed up – 100!"

In December 2008, the company terminated about 20 executives because it deemed them to be under-performing. Out of this group, five are UWEEI members. UWEEI studied the five members' individual cases and decided to help them.

Being executives, the five are not covered by the Collective Agreement which the management had signed with the union. However, the union can represent them under the Industrial Relations Act with limited representation. The union appealed on behalf of the five members to the Minister of Manpower under section 35(3) of the IR Act for reinstatement. Discussions were held in January this year and the five got their jobs back.

As soon as the five were reinstated, they told their colleagues about it. And that was when Mr Hamzah was "attacked" by the executives.

"Recruiting executives is a lot more difficult than signing up rank-and-file workers. They see the lifestyle benefits which they can do without, but they cannot see the relevance of the union at the workplace which they cannot do without. We work for workers everyday. It is what we believe in. It is what we do," said Mr Hamzah.

They say the best advertisement is by word of mouth. UWEEI has been tried and tested – and it has passed with flying colours.

"I am glad that UWEEI has been able to protect the rights of the affected executive members. Ensuring fairness at work and upholding employees' dignity remain a core priority of unions. I hope that employers will not try to cut costs during this downturn through disguised terminations and dismissals to avoid paying retrenchment benefits."

Halimah Yacob, NTUC Deputy Secretary-General and UWEEI Executive Secretary

By
Jansen Yeo

Look Here For Jobs
e2i
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Spread The Word To PMETs

The United Workers of Electronic and Electrical Industries organised a seminar on 2 April 2009 to share with PMETs (Professionals, Managers, Executives and Technical People) how NTUC membership is relevant to various aspects of their lives. There's pro bono legal services they can turn to, courtesy of a joint initiative by NTUC and The Law Society of Singapore, if they feel that they have been unfairly treated at the workplace. They can also seek the union's advice on industrial matters. Additionally, they can enjoy many lifestyle benefits and affordable prices and discounts. About 100 attended this seminar.

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Strong Spirit, Steadfast Foundation To See Through Tough Times

by
Ong Chin Ang
Centric Director (Union)

The Chinese believe that success is dependent on the culmination of the climate, land and people (**天时, 地利, 人和**). The lack of any one factor can impact on the outcome. In the context of the economic situation we are in today, the overall climate is certainly not in our favour. The financial tsunami swept the world into turmoil since the fourth quarter of last year and Singapore is not spared. Consumer confidence dipped and our exports declined sharply.

The current downturn is probably the worst we ever faced. This overall climate (**天时**) is a factor beyond our control. Under such adversarial operating environment and climate, we need to focus on the other two factors; namely **地利, 人和** (land and people).

"Land" in this context is a steadfast foundation. Over the years, we are fortunate to have fostered a strong foundation of tripartism. This relationship had been tested over several crises over the past two decades or so.

With this strong foundation, our tripartite partners were quick to come up with the tripartite guidelines on managing excess manpower and the Skills Programme for Upgrading and Resilience (SPUR). The Government has introduced a $4.5 billion Jobs Credit Scheme to cushion the impact of the downturn. This helps us to leverage on our strong foundation and enables us to cope better to achieve a better outcome.

The next factor we need to focus on is**人和** (people). The people must work closely together and unite to face the challenges. Leaders must lead and members must feel that they are not alone during adversity.

A resilient leader is flexible, optimistic and willing to accept changes, not defensive or cynical about the situation. He has a sense of reality and the ability to navigate during hard times. He understands what is going on and spends time to reach out and communicate what he knows.

Communication and reaching out help build strength among our workers. During bad times, leaders must listen, engage and communicate. Strong leadership can mean confronting difficult issues and take tough decisions where necessary. It also helps to leverage on the two factors, land and people, while turning the third factor, environment, to our advantage. To lead, we must have a sense of reality, a positive mindset and the courage to move forward.

Today, many union leaders have frequent communication and dialogues with workers. By keeping close to the ground, the leader is able to hear, see and know things. Through this, workers have greater confidence in him, and he himself will be more confident to face the uncertainties caused by the crisis. Only then, can we achieve synergy with the people we lead, that is, **人和**.

The cornerstone of strong leadership is trust and confidence. A crisis offers an opportunity to enhance it. To earn this trust, one needs to be humble and honest. Credibility is to be earned. The people decide who is credible and hence entrust him with the right to be a leader.

Leaders are not do-it-all heroes. Fighting the battle alone in this crisis will be putting unnecessary pressure on oneself. Leaders should recognise and take advantage of the skills and talents of the people around them. Just like in a football team, all the players have different skills and roles, but they need to work together and be well coordinated to be even stronger. It is not about just you. It is about you and the people around you.

Good leadership is needed at all times but is most tested during difficult times. This crisis is a leadership opportunity. As long as we all do our best to work on building on a steadfast foundation and a strong people, there is no doubt we will be able to turn difficult times to opportunities.

Be Connected And Win i.Tech Clip V Bluetooth Headset (UP $68)

Win an i.Tech Clip V bluetooth headset (UP $68). Answer 3 questions and post your entry coupon to us. Answers can be found at **www.ntucthisweek.org.sg**

Mailing Address
NTUC This Week Online Contest
1 Marina Boulevard #14-01 NTUC Centre
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Terms & Conditions
1. Only 1 form per person.
2. Incomplete entries will not be considered.
3. All forms must reach us by 30 April 2009.

NTUC This Week
Be Connected And Win i.Tech Clip V Bluetooth Headset.

Question 1: Name any 2 articles featured in News Break.
Answer 1: _____

Question 2: How many Social Enterprises are there in the Labour Movement?
Answer 2: _____

Question 3: What is the cost of NTUC This Week for NTUC Members?
Answer 3: _____

Name: _____
Address: _____
NRIC: _____ DOB: _____
*Union: _____ Occupation: _____
Contact Number: _____ Email: _____

*Compulsory Fields. Closing Date: 30 April 2009.

NTUC Welcomes New Ministers

The National Trades Union Congress has welcomed the appointments of Mr Gan Kim Yong (top picture, right) as Minister for Manpower and Mr Lee Yi Shyan (picture, right)as Minister of State in the Ministry of Manpower by the Prime Minister's Office with effect from 1 April 2009. Mr Lee is also Minister of State for Trade and Industry.

NTUC President John De Payva said in a statement that Minister Gan has contributed much to the strengthening of tripartism in Singapore: "Under his leadership, the Manpower Ministry has worked in close partnership with the Labour Movement and employers in the formulation of manpower policies and programmes.

"He also spearheaded the launching of the Skills Programme for Upgrading and Resilience (SPUR) and the Professional Skills Programme (PSP), which have been instrumental in helping workers and companies cope with the economic downturn. We congratulate Minister Gan and look forward to working closely with him and his Ministry to upturn the downturn for the benefits of our workers and businesses."

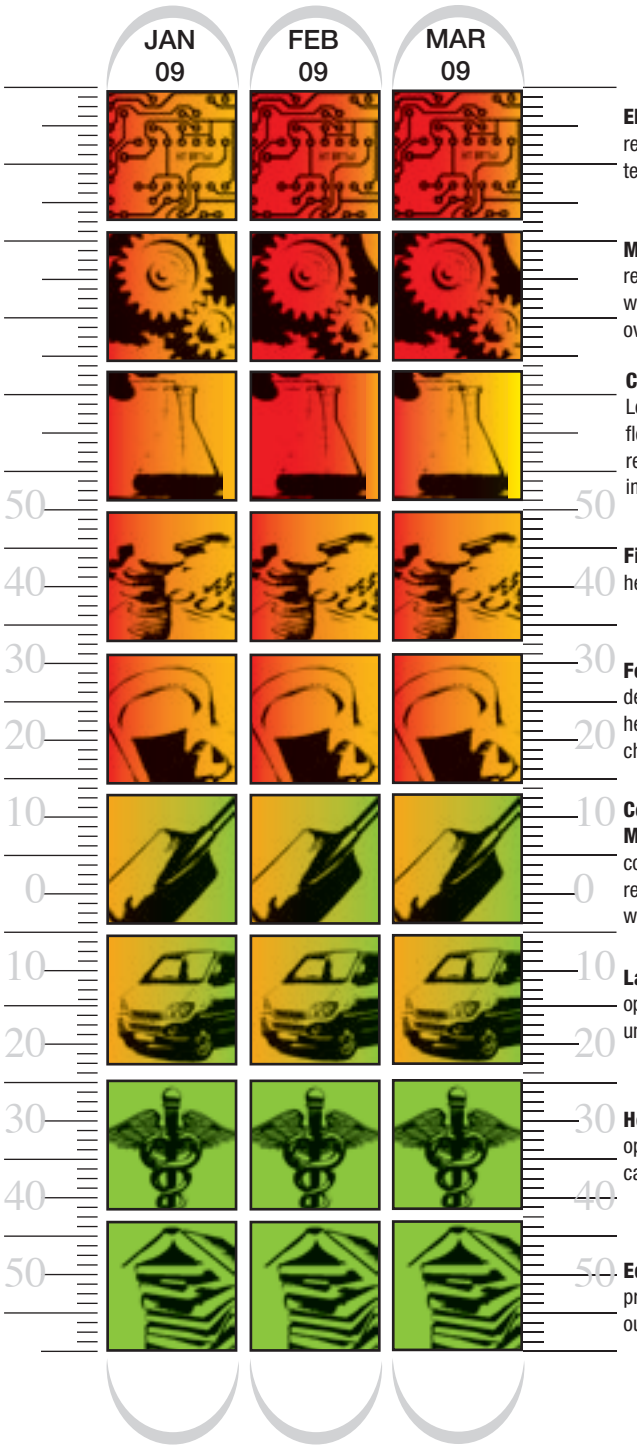
Also sworn in on the same day by President SR Nathan (right) was Singapore's first female full Minister Mrs Lim Hwee Hua. She was appointed Minister, Prime Minister's Office, and Second Minister for Finance and Transport. She was Senior Minister of State in the two ministries for a year.

Prime Minister Lee Hsien Loong (second from right) welcomes Manpower Minister Gan Kim Yong and Mrs Lim.

Keeping Track

The outlook for sectors such as Electronics and Metalworks remain "gloomy" and "bleak" respectively. The Construction/Building Management and Financial sectors face uncertain prospects. With more companies in the Food & Beverage/Hotels sector suffering from a decline in demand, the second half of 2009 will be a challenge for the sector. On a positive note, the outlook for the Chemical/Petrochemical sector has improved with a slight increase in orders. Sectors like Land Transport, Healthcare and Education are still hiring and there will be more job fairs coming up to help jobseekers.

INDUSTRY THERMOMETER



Electronics: Low demand, retrenchments, shorter workweek, temporary layoff, gloomy outlook.

Metalworks: Low demand, retrenchment, wage cuts, shorter workweek, temporary layoff, reduced overtime work, bleak outlook.

Chemical/Petrochemical: Low demand, headcount freeze, flexible working arrangements; slowing retrenchment, slight increase in orders, improving outlook.

Financial: Cost-cutting measures, headcount freeze, uncertain prospects.

Food & Beverage/Hotels: Declining demand, cost-cutting measures, headcount freeze, cautious approach, challenging outlook in 2009.

Construction/Building Management: Declining demand, cost-cutting measures, some recruitment, uncertain prospects, weakening outlook.

Land Transport: Recruitment opportunities, flat growth in ridership, uncertain prospects.

Healthcare: Continued recruitment opportunities, rising demand expected, cautious but positive outlook.

Education: On-going recruitment for pre-school sector; cautious but positive outlook.

LEGEND:

Red
Massive retrenchments, shorter workweek, temporary layoff. Drastic decline in business volume. Environmental Scan: Gloomy outlook.

Amber
Moderate or no retrenchments, shorter workweek, temporary layoffs. Decline in business volume. Environmental Scan: Weak or uncertain outlook.

Green
Stable and positive growth. Environmental Scan: Cautious but positive outlook.

Indicators: Purchasing Managers' Index down, Non-oil Domestic Exports (qtr-to-qtr: negative), Business expectations (negative), tourist arrivals (qtr-to-qtr: negative).

Born 1959, Still Going Strong

50 Years Young, SMMWU Marks Jubilee Year

The Singapore Manual & Mercantile Workers' Union (SMMWU) celebrated its 50th Anniversary with a gala dinner and launched its commemorative book chronicling the union's eventful journey "Through the Years". It was also a reunion of friends comprising veteran and younger unionists, Government and business leaders to celebrate the spirit of tripartism.

SMMWU is Singapore's largest NTUC-affiliated union with 240 branches and 85,000 members.

by
Marcus Lin

On the cusp of its 50th year, guest of honour, Prime Minister Lee Hsien Loong, hailed SMMWU's track record and said: "As one of the oldest and the largest union in Singapore, SMMWU has important responsibilities during this downturn. You must continue to work with companies in your sector to stave off job losses, and in particular, encourage them to use the $650 million Skills Programme for Upgrading and Resilience (SPUR) to upgrade workers. So far, 735 companies have committed to upgrade 38,000 employees.

"You can help to add more companies to the list. You also have to help workers who lose their jobs, especially to take care of their families. I am glad that SMMWU is a strong supporter of the U Care Fund which NTUC is putting together, and is also building up its own funds. They will be a much needed lifeline for workers who become casualties to the recession. Finally, you need to encourage retrenched workers and job seekers to go for re-training and accept alternative jobs, which can still be found."

He added: "Many jobs are still available. NTUC's e2i (Employment and Employability Institute) has 13,000 openings available for job-matching, of which about half are in the service sector. Workers should take full advantage of these opportunities to find a job even during these difficult times."

SMMWU Secretary-General and NTUC President John De Payva said: "While SMMWU has had its fair share of highs and lows in the last 50 years, I am proud to say that the fundamentals of SMMWU have not changed. Our members' interests and welfare remain firmly our key focus, purpose and inspiration. What have changed are the approaches we took to protect and enhance our members' rights and welfare. Industrial peace has prevailed over industrial actions."

With regard to the commemorative book "Through the Years", Mr De Payva explained: "In the last five decades, SMMWU has seen many selfless, passionate and caring union leaders and industrial relations officers. Through the book, we acknowledge the many invaluable contributions of our past and present SMMWU leaders like Brother Joseph Tan Meng Kwang, Brother Chan Sie Seng, Brother Joseph Tan Kee Seng and Brother Eric Cheong Yuen Chee.

"We also pay special tribute to SMMWU Executive Council members and branch officials, both past and present, whose strong and faithful support for SMMWU have benefited our members, the Labour Movement and Singapore's economy and society as a whole."

Mr De Payva also announced that with generous donations from fellow unions, cooperatives and management partners, $500,000 has been raised. SMMWU will pledge $100,000 to the NTUC U Care Fund set up earlier to help needy union members and workers affected by the economic downturn.

SMMWU will also set up a similar U Care-SMMWU Fund with the remaining $400,000 to help its own members tide over the economic downturn.

U Games 08/09

brought to you by NTUC Club in partnership with Young NTUC

9-Ball Pool League | Premier Soccer League | Beach Games | Grandmasters Bowl | Track & Field | Sepak Takraw | Badminton | Captain's Ball | Street Soccer | U Dance | U Fame

Breathtaking Performances
Bring The House Down At PERSES–Bedok

The action was sizzling hot. The crowd was electrifying. The players did things that defied gravity. This was not some action adventure movie but the wonderful skills and passion shown by the sepak takraw players participating in the inaugural U Games provided the perfect platform for a show of the highest level.

The event was held on 22 March, Sunday at PERSES Bedok. It was a resounding success with 22 teams from 15 unions, and more than 300 spectators.

The players who are diversified in age as well as nationalities, showed great spirit and camaraderie in their skills and passion for the game and were cheered by the crowd to do their best and show their talents. The eventual winners were NTWU 'B' team, which beat the HSEU team in a very keenly contested game that saw amazing skills and strength. They won $500 for their hard work, skills and months of intensive training.

Adding on to the fun and excitement, the Singapore Sepak Takraw National team entertained the spectators with a friendly exhibition match by playing with a new rubberised ball. The union players and the spectators cheered our national team throughout their demonstration and also showed great support and encouragement for their upcoming SEA Games 2009 in Laos.

I hope my body doesn't ache tomorrow after all these scissor kicks!

Proud moment for the NTWU boys - all their hardwork paid off - Champions of the Sepak Takraw tournament

A special day for the fans and players-a photo opportunity with the Singapore Sepak Takraw team.

"It gives us great pleasure and a wonderful opportunity to collaborate and work with NTUC Club to promote Sepak Takraw to all the unions. The U Games is a great initiative to bring all the races and ages together. This is what sports and community building is all about!"

Mr Abdul Halim Bin Kader
President, Singapore Sepaktakraw Federation (PERSES)

The Big Ticket Event
The Premier Soccer League Finals

After 7 long months of grueling and exciting soccer season, we have reached the climax of the U Games- the Grand Finals of the Premier Soccer League. This event includes two of the most eagerly anticipated tournaments of the U Games and it will be played on **12 April**, Sunday at 8pm in Tampines Safra.

SPWU and SATSWU will start the evening by playing for the 3rd/4th placing and then we will move to the second game which is also the Finals between the media boys from SUBE and bankers from SBEU. This is definitely an exciting game worth waiting for with our best teams competing for the honour with a lot of goals anticipated.

Besides immersing in the heat of the game and the adrenaline rush from the anticipation, the spectators can also look forward to a special carnival with a variety of fun and soccer-related activities lined up. The event will also have lucky draw prizes, games, music and entertainment that would provide an evening of fun and leisure for the soccer fans.

Come and join us and let's make the soccer finals a day to remember for all.

SUBE Team - The Media Boys

SBEU - The boys from the bank.

U Games
Top Fifteen Unions

Rank	Union	Points
1	NCSU	1550
2	UWEEI	1520
3	HSEU	1235
4	SISEU	1220
5	NTWU	1170
6	SBEU	1150
7	AUPE	720
8	SPWU	600
9	EMSEU	520
10	SMMWU	400
11	STU	350
11	FDAWU	350
12	UWPI	335
13	SUN	320
14	CIEU	300
14	PUBEU	300
14	SMEEU	300
14	SIASU	300
14	UPAGE	300
15	SATSWU	290

** Correct As At 30/3/09
Completed Events:
9 Ball Pool League, Grandmasters Bowl, Beach Games, U Fame, Badminton, Captain's Ball, Sepak Takraw, Street Soccer.

Main Sponsors: MILO, CHOICE HOMES
Sponsors: FairPrice, OneMarina Property Services Pte Ltd, Canon, LearningHub, FOODFARE
Official Media: media
In Support of Sports Promotion: Singapore Sports Council, Let's Play
Partners in Sports: tote board, Singapore Pools
Giving Hope. Improving Lives.

Celebrating The Spirit Of Resilience

By
Naseema Banu Maideen

This year has tested the resilience of workers as they brace against the global downturn.

The Labour Movement's May Day celebrations this year will commemorate and celebrate the spirit of the workforce with the theme, "Upturn The Downturn".

May Day Awards Dinner

Our May Day celebrations start with the May Day Dinner and May Day Awards Presentation on 29 April 2009 at the Orchid Country Club, with Minister for Manpower Gan Kim Yong as guest-of-honour.

The Labour Movement will celebrate and honour the contributions of union leaders, management partners and tripartite members. This platform will also reinforce the Labour Movement's commitment to be the "Most Caring Labour Movement" in the world. Proceeds from the sale of tables will be donated to the U Care Fund which will be channelled towards the targeted $20 million.

The U Care Fund was set up to help alleviate the financial burden of low-wage, needy and retrenched workers.

May Day Rally

Our May Day Rally will see 1,200 union leaders gathered at the D'Marquee at Downtown East.

For the first time at the rally, 83 flag-bearers representing the National Trades Union Congress, 60 affiliated unions, six affiliated taxi associations, 12 Labour Movement Social Enterprises as well as four related organisations will march pass.

With the delivery of keynote addresses by Prime Minister Lee Hsien Loong and NTUC Secretary-General Lim Swee Say and May Day Resolution by NTUC President John De Payva, union leaders and tripartite partners will sing the song - "Solidarity Forever" – as they reaffirm their continued concerted efforts to tackle the challenges to ride out the downturn.

May Day Model Partnership Awards

There are stories of individuals' tireless efforts to fight on with resilience in this global crisis. There are as many stories of outstanding partners who have worked together with workers and companies in upturning the economic downturn.

These contributions will be recognised and honoured with the May Day Model Partnership Awards. This year, there will be two categories of awards – Institutional Partnership Award and Individual Worker Award.

The Institutional Partnership Award recognises partnerships between management, Government agencies, union and workers, that helped companies reduce costs to save jobs, manage excess manpower, build new capabilities, expand recruitment or promote and sustain tripartite initiatives.

The Individual Worker Award recognises partnerships between the worker and the people around him or her, who have helped the worker gain new skills and acquire new jobs to stay resilient, adaptable and positive.

More than 200 people, companies and unions will be honoured with a trophy and certificate.

In view of the recessionary climate, award recipients will receive NTUC FairPrice vouchers in place of the incentive trips that the Labour Movement organised in previous years.

These May Day Model Partnership Awards will be given out on 16 May 2009 at the D'Marquee, Downtown East. The event will be graced by a tripartite crew of guests of honour – Minister for Manpower Gan Kim Yong, NTUC President John De Payva and Singapore National Employers Federation Vice-President Bob Tan.

Solidarity Walk and Concert 2009

Young NTUC's May Day fiesta this year will take the form of a Solidarity Walk and Concert on 23 May 2009.

7,000 union members will gather at the Marina Bay Golf Course. Prime Minister Lee Hsien Loong will be the guest of honour and will be accompanied by other tripartite members.

This event will serve as the culmination of the Labour Movement's Care and Share efforts; the total amount raised for the U Care Fund will be announced at the end of the walk.

Marking a show of solidarity among all working people in Singapore, the entourage will kick off from Jalan Benaan Kapal and walk through a final stretch at Rhu Cross before heading to Marina Bay Golf Course.

A concert packed in after the walk will showcase the various talents from the Labour Movement – Team Young NTUC p.L.a.Y! (Performing with Love, by Active Youths) activists and U Fame winners will rock the golf course with their highly-charged performances.

May Day Family Day Out With U

The family carnival will engage and entertain 40,000 union members and their families of all collars, ages and nationalities. Held on 30 May 2009 at Downtown East, May Day Family Day Out With U aims to encourage bonding within unions as well as family members. Union members who support their teams for The Inter-Union Mega Tele-match Challenge 2009 can also immerse in the fun and entertainment at the U Games Grand Finale Awards Ceremony and concert at D'Marquee.

In support of National Family celebrations, the carnival will also pack a total family experience where all generations can engage in kampong-style family challenges.

Pull Out For Reference

ntucthisweekworkingfor

Let The Games Begin

Have You Got What It Takes?

by
Marcus Lin

This is the real deal. And the Marina Bay Sands Integrated Resort's promise to be "The World's Most Spectacular Integrated Resort" is not mere idle words. Nothing is being spared and no stone left unturned to make that vision a reality.

MBS, working closely with NTUC's Employment and Employability Institute (e2i) and the Singapore Workforce Development Agency with help from the $650 million Skills Programme for Upgrading and Resilience, are determined to make this IR a unique and unforgettable experience not just for visitors but for the 10,000 people who will work there. This is one industry where someone can start literally at the bottom and work right up to the top. Honest. Just ask those who are in the business.

The second phase of recruitment is well underway and opens up 4,500 rank-and-file and supervisory gaming jobs with positions also for Professional, Managers, Executives and Technicians (PMETs) as well as part-time positions. There are 22 different types of jobs waiting to be filled.

Prime Minister Lee Hsien Loong said at the The Singapore Manual & Mercantile Workers' Union's 50th Anniversary celebrations on 28 March 2009 that workers are taking training and upgrading more seriously during this downturn which "gives us an opportunity to improve our service quality, which is critical to the service industries, especially the IRs."

PM Lee added that it is a matter of not just skills, but also of attitudes and mindsets: "The business of the IRs is to sell a positive holistic experience. Guests visit the IRs to have a good time and want to feel pampered when they are there. That is why service is a high priority in places like Las Vegas, and casinos there place strong emphasis on service training and give awards to employees who perform well. We too must create such a culture of service excellence in Singapore, not just for the IRs, but throughout the service industry."

The good news is that for most of the positions, you don't need to be armed with a string of qualifications to make the cut. All you need is the right attitude and smile, smile, smile. Tip top service is the name of the game.

Candidates with skills gaps and who need training will undergo Pre-Employment Employability Training (PEET) conducted by e2i. Job-ready candidates will then be interviewed by MBS, after which short-listed candidates will be offered Letters of Intent to join the integrated resort.

"There is a wide variety of jobs from front-line to backend jobs and these jobs are open to Singaporeans from all diverse backgrounds. No prior experience and no minimum educational qualification are required for many of the jobs as training will be provided. But those interested must come with a positive attitude, and be able to work rotational shifts, weekends and public holidays," said e2i Assistant Director Jason Ang. "Integrity and reliability are also key attributes that employers look out for. For certain positions like dealers and cage cashiers, you would need to have normal colour vision."

Gaming Is Where The Action Is: Take Your Pick

Register for Gaming Career Briefings

To find out more about the jobs and/or apply for gaming jobs, you may register for a Career Briefing by 17 April 09 via the following channels:

- Call 6586 7700 from 9 am to 6 pm, Monday to Friday
- SMS e2i<space>MBS<space>Your Full Name<space>NRIC to 73300

Table Games

Dealer
The face and frontline of the industry. Ensure that guests have as much fun as possible by providing a friendly and courteous service. Facilitate the operation of table games.

Dealer Inspector
Similar to that of a Dealer's although the Dealer Inspector will also be a trainee for the position of Casino Pit Supervisor.

Scheduling Supervisor
Manage and coordinate the operations scheduling roster. Supervise and conduct training for Scheduling Clerks.

Pit Supervisor
Oversee Dealers operating the table games. Ensure that the Games are operated in accordance with the regulations, rules and procedures set forth by both company and the Government and ensure that guests are provided with the highest standards of customer service.

Scheduling Clerk
Assist the Scheduling Supervisor in creating, updating, reviewing and maintaining the scheduling programme.

Table Games Technician
Conduct on-going maintenance and repair of table games equipment.

Casino Project and Support Supervisor
Planning of gaming floor. Ensure coordination and communication with operations. Oversee the inventory of supplies and manage equipment for the gaming floor.

Casino Project and Support Assistant
Assist in distributing supplies to all gaming areas in a timely manner and help to maintain and repair all service areas.

Casino Project and Support Coordinator
Assist in following up on all gaming area supplies to ensure efficient delivery at all times. Help check and report any gaming equipment malfunction and ensure prompt repairs are carried out.

Cage

Cage Cashier
Handle all internal/external cash and cash equivalent transactions (including gaming chips, cheques, front money etc) to support casino operations.

Casino Accounting

Gaming Audit Officer
Audit the cage, slot, table game and VIP transactions in accordance with prescribed procedures and controls. Prepare daily revenue, expense and exception reports. Prepare daily journals.

Casino Accounting Officer
Conduct daily and periodic audits, prepare and verify journal entries and assist with month-end closings and reconciliation process.

Count

Count Cashier
Conduct the collection, counting and reconciliation of the casino cash counting requirements, in compliance with policies and procedures.

International Marketing

VIP Services Coordinator
Provide full back of house support for the Department. Coordination of services for VIP guests like arranging their travel and accommodation needs and any other leisure and entertainment activities during their stay.

Players Club

Rewards Club Representative
Sign patrons up and assist with various casino promotions.

Executive Host (Players Club)
Invite and organise players, provide personalised service to each of them, and promote the club.

Players Development Coordinator
Understand players' preferences and develop new events and incentives to attract new players.

Surveillance

Surveillance Operator
Operate the central monitoring/communication console, evaluate and analyse information and available statistics, respond to situations identified through surveillance and computer analysis systems, report illegal activities, and provide accurate information to customers.

Surveillance Technician
Set up monitoring equipment and networking systems. Conduct test and commission equipment. Plan for regular diagnosis and repair to prevent failures.

Slots

Slot Performance and Compliance Analyst
Develop and recommend programmes to improve slot revenue performance. Effectively analyse slot machine performance and revenue generation to ensure the Slot Department achieves budgeted revenue targets.

Slot Attendant
Attend to players' needs and provide slot players with excellent customer service. Ensure the machines are operating smoothly.

Slot Technician
Responsible for troubleshooting, repair, modification and preventive maintenance of electronic games.

Requirements

- Willing to work shifts and weekends/Public Holidays
- Positive Attitude
- Integrity and Reliability

No prior experience required and training will be provided.

Insights Into The Gaming Industry

There are 4,500 rank-and-file and supervisory gaming jobs in areas such as Table Games, Slots, Casino Finance, Player Development and Surveillance. As gaming is a new industry in Singapore, few understand the operations, requirements and career opportunities provided by this exciting sector. Here are some common misconceptions.

Myth: One needs gaming experience to be a dealer

Reality: For rank-and-file gaming staff, experience is not required as training will be provided. For a start, MBS offers up to 12 weeks of in-house specialised gaming training conducted by experienced trainers. Collectively, Las Vegas Sands Corp has trained over 5,000 gaming professionals in Asia.

Myth: There's little career advancement if one starts out as a dealer

Reality: MBS will offer continuous training opportunities for their gaming staff to learn new skills, hence increasing their chances to move up in the profession. Staff will also be regularly evaluated for their suitability to serve different groups of clients, for example, VIP Players.

Myth: The gaming industry is only for the young

Reality: Age is just a number. MBS is looking for people with a good attitude, pleasant personality, enthusiasm and integrity. For certain customer-facing jobs such as dealers and slot attendants, a service-minded attitude is a must.

Myth: Jobs in the gaming industry require long working hours and lots of shift work

Reality: Due to the nature of the gaming business, most gaming employees need to work on days when the customer traffic flow is heavy. However, MBS will ensure equal amounts of shift work for all gaming operational staff throughout the year. MBS will also recognise the importance of giving our gaming staff enough rest to ensure they are mentally alert to perform to the best of their abilities. Hence dealers get regular rest-breaks throughout the day to recharge.

Pull Out For Reference

ntucthisweekworkingfor

Retrenchment Does Not Mean Unemployment

e2i Employment and Employability Institue
better jobs for life

Look Here For Jobs

By **Jansen Yeo**

The Government announced a $20.5 billion Resilience Package during Budget 2009, providing help to companies and workers through initiatives such as the Jobs Credit Scheme and the Skills Programme for Upgrading and Resilience (SPUR). The Labour Movement and e2i (Employment and Employability Institute), too, are working on this.

These days, e2i is buzzing with activities as workers seek training to upgrade themselves to enhance their employability, gain new skills and confidence to take on new job roles or get job-matched with employers seeking new talent.

More companies are sending their workers to the e2i for training under SPUR. Unions have been actively encouraging their retrenched members to turn to e2i and its partners such as NTUC LearningHub Private Limited for skills upgrading to enhance their employability and boost their chances of finding a new job soon.

Partners such as Marina Bay Sands Private Limited have also been working hand in hand with e2i in their recruitment efforts. e2i helps to screen and provide training for jobseekers to prepare them for jobs at the Marina Bay Sands Integrated Resort.

In Phase 1, 10,000 jobseekers were screened. Some 1,800 were shortlisted and invited to a job fair and of these 800 have been hired. With 18,489 jobs available at the e2i's Job Gallery, and more job fairs coming up, jobseekers should take comfort in noting that retrenchment does not mean unemployment - not for long anyway.

Jobs Done

Landscape Industry Preview

Date: 4 March 2009
The e2i organised a landscape industry preview on 4 March 2009. Some 107 people attended the landscape industry preview where National Parks Board, a landscape partner, gave a briefing on the industry. Some 46 jobseekers were found to be suitable and will be undergoing Pre-Employment Employability Training to equip them with knowledge to adapt and thrive in their new career.

Tourism Industry Preview

Date: 6 March 2009
30 jobseekers attended the tourism industry preview for the pilot Resorts World Sentosa recruitment for the position of Technician. Candidates were screened, via telephone and face-to-face, to assess their attitude and job fit. 19 candidates were offered the training option to build up individual confidence level and learn better service culture. After training, the e2i will be referring these candidates to Resorts World Sentosa for interviews.

Kindergarten Job Fair

Date: 10 March 2009
51 people attended this job fair targeted at Professionals, Managers, Executives and Technical (PMET) people, for a Place-and-Train Profession Conversion Programme for kindergarten teachers on 10 March 2009. Shortlisted candidates will be informed of their application status by early April and will attend up to 12 months' training in Advanced Diploma in Kindergarten Education - Teaching programme. This programme, supported by the Singapore Workforce Development Agency, is delivered by the Singapore Polytechnic and accredited by the Ministry of Education.

Professional Skills Programme Fair

Date: 13 March 2009
85 participants attended the Professional Skills Programme fair where participating Continuing Education and Training (CET) Centres and partners shared with them details of the respective courses available. The aim of the fair was to reach out to jobseekers to promote courses for mid-career candidates.

Bus Captains and Service Leaders Job Fair

Date: 20 March 2009
A joint job fair was organised by e2i, the National Transport Workers' Union, SBS Transit Limited, SMRT Corporation Limited to recruit Singaporean bus drivers for some 280 vacancies. 77 jobseekers, selected following two Industry Previews on 11 March and 16 March 2009, attended the job fair. They were interviewed by the two public transport operators, which selected 31 candidates for placement and are keeping in view another 40 candidates.

Security Industry Preview

Date: 25 March 2009
An industry preview for Security Supervisors was held on 25 March 2009 at e2i. 133 jobseekers were briefed on the security industry and assessed on their suitability.

Security Industry Job Fair

Date: 26 March 2009
A job fair to recruit Security Supervisors was held at the e2i on 26 March 2009; there were 60 vacancies available. Candidates who have been earlier screened and assessed at the security industry preview were invited to attend the job fair and be interviewed by the participating employers.

Construction Industry Job Fair

Date: 26 March 2009
e2i and Building and Construction Authority held a joint construction job fair on 26 March 2009 to recruit Electrical Wiring Installation Specialists. A total of 16 positions were available. 15 jobseekers were trained in generic skills such as personal effectiveness and apply teamwork, and vocational skills such as in electrical wiring installation, prior to participating in this fair.

Professional Skills Programme Fair

Date: 27 March 2009
A Professional Skills Programme (PSP) fair for PMETs was conducted on 27 March 2009. At the PSP fair, e2i invited training providers from the CET Centres to share more details on the PSPs that are available. Interested participants were screened and they were able to sign up for the courses on the spot.

General Job Fair

Date: 31 March 2009
e2i conducted a generic job fair on 31 March 2009 which was attended mainly by jobseekers who have gone through the necessary workshops and training at e2i, and are job ready. There were more than 40 vacancies for healthcare positions at the job fair.

Landscape Industry Preview

Date: 1 April 2009
e2i organised a landscape industry preview on 1 April 2009. At the industry preview, NParks briefed jobseekers on the landscape industry and assessed their suitability. Those suitable will then attend relevant training prior to participating in job fairs.

Jobs To Come

NTUC Social Enterprises Job Fair

Date: 30 April 2009
Venue: e2i
e2i will be organising a job fair for NTUC Social Enterprises (NTUC SEs) on 30 April 2009. The NTUC SEs are looking to hire more than 1,000 people in various job vocations. Those who go on to find employment with these NTUC SEs will be pleased to note that their future employers have pledged not to retrench during this economic downturn.

Attitude, Skills and Knowledge (ASK) Workshops

Date: Ongoing
Venue: e2i
Most rank and file jobseekers will be registered for ASK workshops, during which e2i officers will explain the current job opportunities in the market. A professional trainer will also help them build confidence to look for new jobs. Through the workshop, e2i will also profile the jobseekers to determine their skills sets and the training they need to go through. Workshops conducted in English will be held from 12 pm to 4 pm, Monday to Friday. Workshops conducted in Mandarin will be held every Wednesday and Friday from 9 am to 1 pm.

Executive Workshops

Date: Ongoing
Venue: e2i
This is the equivalent of the ASK workshops, targeted at helping PMETs prepare for job searching in the current labour market. The workshops began on 5 March 2009, and will be held once a week on Thursday from 9 am to 6 pm.

Ready To Work? e2i Will Help Match You

e2i Set Worker On Path Of A New Career

By
Naseema Banu Maideen

Mr Neville Jude had been jobless since June 2008 but he has kept current about market trends. So he knew about e2i's (Employment and Employability Institute) referral centre, the Employability Camps and Attitude, Skills and Knowledge workshops going on at the institute.

Hence, when he visited e2i in August last year, he expected to be placed on some form of pre-employment training. But the career counsellors at e2i thought otherwise.
Mr Neville, 43, displayed confidence in his expertise and expressed openness to accept the conditions of the harsh job market in this crisis.

Mr Neville, who was retrenched from his last job as a line supervisor in a manufacturing company, said: "The counsellor who assessed me directed me to the job vacancies that were available at e2i's job bank."

He had begun the job search after a few testing months. "I was originally offered a job with Sembawang Shipyard. It would have been a well-paying job with good career prospects. But I couldn't take it up because at that time, my mother suffered a stroke and heart attack."

He let the opportunity go. But as his mother gradually recuperated, he resumed his job hunt.

Of the various jobs available, the openings for assistant property officers with the Real Estate and Construction Centre (RECC) interested Mr Neville most. This job offered a smaller pay than that of his previous job but Mr Neville, who holds a National Institute of Technical Education Certificate in Mechanical Engineering, took up this job for reasons beyond the concern that good jobs are hard to come by in a recession.

He took up the offer of RECC which offers a train-and-place programme. He attended a three-week training programme and obtained a Foundation Certificate in Real Estate Maintenance and Management. RECC then offered him the position of assistant property officer at the ITE (East) campus.

"This job has opened my eyes to realise my people-oriented skill sets. I am able to hone my communication skills from interacting with people from many walks of life on this job. Working in an ITE campus has also proved to be an additional training ground as I also learn event management skills."

Making The Right Choice

Sylvia Choo moved from banking to industrial relations. Now deputy executive secretary of SISEU and deputy director of UCCW, she says it is the 'best move' of her career.

From Banking To IR

Eight years ago, I was doing compliance and credit control in the Treasury Department which was involved in trading of bullion and derivatives for proprietary and customer trading.

At the time, I felt that I needed to try new things to help me grow in terms of my personality and values. I wanted to be able to look back and say: "I have done some very good and memorable things in my life." I have an interest in Industrial Relations and thought that the Labour Movement would be a good place for me to learn.

The Right Choice?

Some of my friends said it was a waste to throw away what I had achieved in the banking sector to start all over again. I disagreed and told them that I had made the best decision of my career and will captalise on my experience and what I have learned to move forward.

During the first six months with the NTUC, I went through a series of courses to familiarise myself with the various labour legislations, grievances handling and drafting of Collective Agreements. I had the opportunity to be attached to several unions on short stint such as the Chemicals Industrial Employees' Union, Metal Industies Workers' Union and United Workers of Electronics & Electrical Industries. On my own, I signed up for a Graduate Diploma Course in Human Resource Management to deepen my learning.

Frankly, I was a little apprehensive with the job switch until I started to handle unions and dealt with real cases.

Some Memorable Moments

First 3 Years At IRD: Union Leaders In The Financial Sector

I worked closely with the union leaders from the financial sector on the massive retrenchments in 2001/2002. Jobs were threatened due to technological advancements and workers found it hard to keep up with new industry requirements. I remembered that we had to meet the various government bodies and groups to discuss these issues and how we could prepare the workers for the changes. I was impressed by the passion demonstrated by our union leaders for the workers. The leaders showed fierce determination in their speech and actions.

Handled Grievances

I helped a worker to get back his salary arrears amounting to several thousand dollars. The company which was in the laundry business had owed him a few months of salary. He took leave to visit his relatives in India and returned to find that the company had terminated his contract. He approached NTUC and I helped him to get back the money. He was very thankful to me and he was almost in tears when I told him that the company will be paying him.

Don't Lose Hope

In the last two years, I have seen several retrenchments in the textile and garment sector and it was not easy to negotiate with the management given the tough situation they face. Workers on the other hand were lowly paid and skilled. Sometimes I feel sad when members said "Sylvia, we can settle for this amount." when I knew the amount would not last them three months. But, if we drag on, they can't cope for the next three months with nothing coming in. I have to know when to apply the brake at some point. Many of them are piece-rated workers who earn their income by the number of pieces they sew. We strongly encouraged them join a new sector or re-learn a new skill. For some, they succeed, for others, it takes a bit longer. To help them not to lose hope, our team of IROs will contact them from time to time to encourage them.

Alvin Toh

Always The Facilitator... Miss Sylvia Choo (centre), introducing Mr Nasordin Mohamad Hashim, General Secretary of BATU, to Mr Woon Chiap Chan, Country Managing Director of ISS Facility Services Pte Ltd, at a UCCW function recently.

My Advice

My advice to the new IROs/staff is to have empathy for the employees and need to handle pressure under different situations, and not be afraid to speak up for the workers and fight for their rights.

Not only must we be able to identify problems, we must also be problem solvers. We must be credible and discerning in distinguishing what is right and what is wrong. Earn the respect of the union leaders, management and members. Last but not least, remember that we are strong only if we work as a team.

I feel happy as I have found meaning in what I do. I have found like minded-people with the passion to do more good together.

Managing The Downturn
The UWEEI Way

by
Roy Chua
Industrial Relations Officer

In the current economic downturn, retrenchment exercises may be unavoidable, but with the union extending help to companies, the impact can be cushioned.

The United Workers of Electronic and Electrical Industries exemplifies the importance of such a supporting role in the recent retrenchment exercise conducted by Delphi Automotive Systems Singapore Pte Ltd. The union had engaged the company in advance to discuss the proper implementation of the exercise. A structured out-placement system was put in place after information-sharing between the company and UWEEI. It was arranged that affected workers would attend the Attitude. Skills.Knowledge (ASK) workshop at e2i (Employment and Employability Institute) to align them to the current realities of the job market, and to bring them up to speed on the changes in interview requirements by employers.

More importantly, the ASK workshop gave these workers the right mindset to approach the situation.

UWEEI Deputy Executive Secretary Ong Keau was present at the workshop. He stressed the need for the affected workers to practise prudence in managing their retrenchment package.

UWEEI Assistant Executive Secretary Loh Kian Hin highlighted the importance of UWEEI's membership, especially in times of need, when these members require all the support they can get from the union. UWEEI also distributed transport vouchers worth $40 to each of the affected members who attended the ASK workshop.

After attending the ASK workshop, workers would be attending a series of funded courses to boost their readiness to seek new jobs.

UWEEI Dragonboat Clinic, Teamwork In Rowing

Moving into 2009, Young UWEEI, the youth wing of United Workers of Electronic and Electrical Industries, decided to get their feet wet and try their hand at rowing dragonboats. It organised a Dragonboat Clinic for members, UWEEI executive council and staff, in March.

Some 50 participants took part in the clinic. Braving the afternoon sun, the participants rowed in the Kallang River in three boats.

They even engaged in a mini inter-UWEEI dragonboat race in which the boat comprised of mostly employees of JVC Electronics, emerged proud winners.

"We can see many happy smiling faces floating on that stormy sea-water. Many of us were counting 20 strokes, 30 strokes and we were rowing even more," said Mr Chua Choo Thing, IT Manager, JVC Electronics, after the event.

Judging from the smiles even as they sought shelter from the heavy downpour under the Singapore Dragonboat Association's limited zinc-plate shelters, it was clear that the clinic had been a success. – Roy Chua

Lunch And Learn To Strengthen Ties

by
Wong Zi Tian
Industrial Relations Officer

As part of its outreach series, the United Workers of Electronic and Electrical Industries held two lunches for Chief Executive Officers from 16 companies in January and March.

NTUC Secretary-General Lim Swee Say and Minister in the Prime Minister's Office Lim Boon Heng attended these two lunches, respectively. Union representatives and the invited management partners took the opportunity to network and discuss about industry challenges.

These gatherings serve as a platform for UWEEI to hear from companies on how they are coping with the downturn, which is taking the electronics industry by storm. Companies are plagued by drastic reduction in orders, with drops as high as 60 per cent in some cases.

During the lunch, companies provided positive feedback for the Skills Programme for Upgrading and Resilience (SPUR). To date, a total of 44 companies have already committed to SPUR training. The Jobs Credit Scheme will also help companies reduce labour cost by 4 to 5 per cent.

However, CEOs also urged for faster disbursements of the SPUR absentee payroll and asked for help in bringing down rents. These steps will help the companies who think that there is no recovery of the industry in sight.

By having constant engagement and establishing strong ties, UWEEI and its companies are braving this storm together.

发挥地利与人和 把不利变为时机

撰文：**王振安**

华人相信成就要有天时、地利、人和三大因素配合，缺一不可。环顾今日的经济形势，确实对我们不利。自去年第四季度以来，金融危机席卷了全世界，造成经济动荡不安，我国也不能幸免于外。因此之故，消费者的信心下滑，出口业也急剧下降。

当前的经济衰退或许是至今最恶劣的一次，整个形势由不得我们控制。处在这种不利的环境和气氛中，我们必须把精力集中在两个造就成功的因素，那就是“地利”与“人和”。

在这里，“地利”是指坚固的基础。多年来，我国劳资政三方协力合作，促进了国家发展。20多年来，劳资政三方经历了多场危机的考验。

有了这个强大的基础，才能够迅速推出劳资政指导原则，处理人力过剩和实施技能提升与应变计划。政府已经支付45亿元的雇用补贴，用于缓解经济衰退给工友带来的冲击。这个振兴措施，有助于我们借助坚固的劳资政协作基础，更好地应付挑战，求取预期的结果。

另一个必须集中精力的点是“人和”，也就是说人民必须密切合作、团结一心，共同面对挑战。对于领袖来说，他们必须起带头作用，让人民感受到他们在经济不景气的时候并非孤立无援。

有应变能力的领袖应该是那些处事灵活、态度乐观，愿意接受改变，而不趋向守旧，也并非愤世嫉俗的人选。他们讲求实际，能在困难的时期寻找出路。他们了解局势，愿意花时间和基层接触，进行沟通和交流，从而建立起群众基础。在不景气期间，他们必须深入群众，倾听群众的心声，并且在必要的时候，能够果断决策，做出对群众有利的事情。他们这么做也有助于发挥“地利”与“人和”的作用，促使第三个因素–“天时”朝着对我们有利的方向发展。

今天有许多工会领袖经常与工友保持联络和沟通。为此，他们得以掌握具体情况，工友也因此对他们具有更大的信心。对于他们来说，有了群众的支持，就更有信心面对经济危机，应付不确定的局面。只有这样，我们才能够与群众为伍，共同协作。这就是所谓的“人和”了。

强势领袖的基础，来自群众对他们的信任和信心。这一层信任和信心，往往因为发生危机而得到增强。要赢得这种信任和信心，领袖必须谦卑和诚实。记住，信赖是靠争取得来的。惟有群众能决定谁值得信赖，然后才赋予领袖权力。

另一方面，领袖并不等于万能的英雄。想要单独与这场危机抗争无异于给自己带来不必要的压力。领袖必须知人善用，让手下发挥优势，互相配合。正如足球队那样，每一个球员都有各自不相同的技术，他们的任务也有所不同，但必须在球场上互相合作，彼此配合，才能把球队变得更加强大。

任何时候都需要有良好的领袖，良好的领袖得在艰难的时期经得起最大的考验，而当前这场经济危机，正是领袖接受考验的良机。

我们相信，只要大家借助地利，促进人和，必将能够在艰难时期，把危机转为时机。

NTUC LearningHub® has trained over
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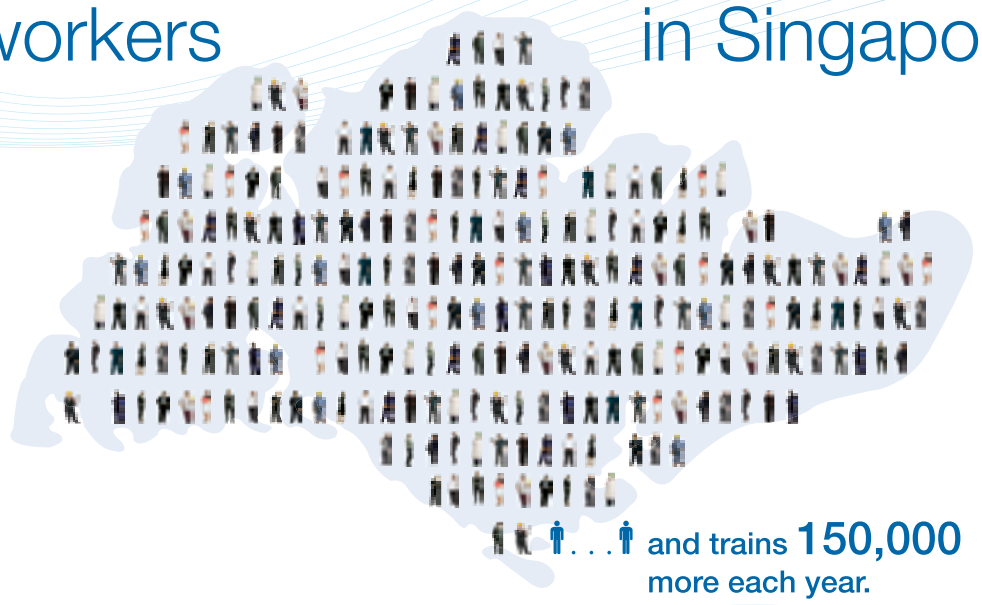

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保护执行人员的利益

100名执行人员因电子与电器业工友联合会协助5名同事复职而入会

“工会保护了执行级人员的权益，我很开心。其实工会的首要职责本来就是确保公平雇佣和维护员工的自尊。希望雇主们别趁着经济不景气，为了免于支付裁员抚恤金，而采取变相解雇或开除的方式进行实质的裁员。

— 电子与电器业工联执行秘书哈莉玛

电子与电器业工友联合会成功协助被本地一家代工厂家解雇的5名执行人员复职后，消息就象野火般迅速传播开来。

听到这个消息，其他执行人员不禁自问：“为什么还不参加工会？”其实他们不需要多久就做出决定：“我要参加工会！但是该到哪里去找分会主席韩沙奥斯曼呢？”

韩沙回忆那时的情景：“我受到很多同事的‘攻击’！”

“我的手机突然响起，办公室电话响个不停，也有人发送电子邮件给我。那阵子，每两三个遇见我的人当中，就有一人问我如何加入工会。猜猜看多少人加入了工会？100个！”

2008年12月，公司以工作表现不佳为理由解雇了20名执行人员。在这组人当中，有5名是电子与电器业工联的会员。为此，该会在研究了5个会员的个案之后，决定搭救。

在法律上，这5个会员是执行人员，不受到劳资集体协议的保护。不过工会可以援引工业关系法案中的第35条第三款，有限度地代表他们向人力部要求公司给他们复职。经过多次交涉和商讨之后，今年一月份公司终于改变初衷，恢复那5个人的职务。之后消息马上在公司内部传开，韩沙接着被其他的执行人员“群攻”。

韩沙指出：“以前招募执行人员入会比起招募普通员工更加困难。前者不在乎工会福利，但他们却忽视了在职场上工会能够帮助他们的事实，而这是每一名打工者不可或缺的一环。工会每一天都为工友服务。这是我们的信念，也是我们的工作。”

人家说最好的广告是口碑。电子与电器业工联历经考验，在保护工友利益的工作上，成绩耀眼，声名远扬。

工作态度、技能和知识研习班

过去他们大多数没有机会在中学读书，惟有在打扫课室，以及清洁桌椅时才进去课室。然而在2009年3月19日这一天，31名合约工友却在他们打扫过的课室内上起课来。

平时，他们是国专长老会中学和小学的清洁工、厨房助手和校工。在三月份的学校假期里，他们暂时改变身份，参加由职总的合约工人及散工单位主办的态度、技能和知识研习会（ASK）。

这批学员的年龄介于40到70岁，课表如下：

- **态度、技能和知识研习班** – 通过电脑，测试学员的读、写和计算能力。
- **CAT** – 职场读、写和计算能力培训课程。
- **WPLN** – 职业培训课程。

到了这个阶段，学员们就可以根据行业的需要挑选高级课程继续进修。

职总合约工人及散工单位选择在三月份学校假期主办课程，是因为这个时候学校放假，非教职员的工作量比较低，最适合在工作场所开办预备课程，以便工友继续上课，打好读、写和计算能力的基础。

循循善诱

62岁的黄欧凤是国专长老会中学的合约清洁工组长。虽然她只完成小学三年级的课程，却说得一口标准英语。这是因为她小时候跟随母亲在洋人的家里做清洁工，趁近水楼台之便跟洋人的孩子学起了外语。当她得知合约工人及散工单位决定为会员开设态度、技能和知识课程后，便立刻告诉同事有关的消息。

她说："有一两个同事问我为什么到了这个年龄还要接受培训。我回答说，工作多年后重回课室能够重温经验。我告诉同事我想报名学习，希望她们来做伴。"

如果每一个人都是因为这个理由而报读课程，他们不久将会找到另一个理由继续求学。

45岁的罗斯米雅在国专长老会中学担任清洁工已有三年的时间。她唯一接受过的培训是如何清洁不同类型的地板。

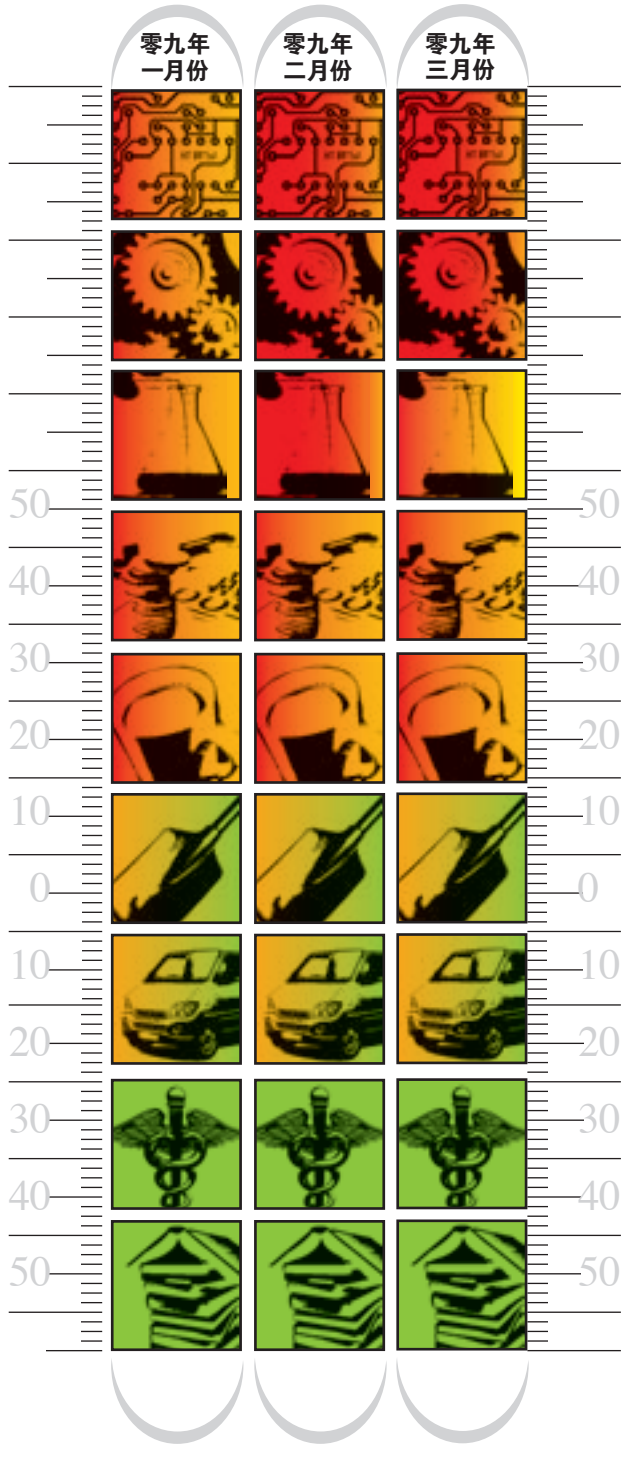
罗斯米雅讲马来语，她通过翻译员告诉记者："除了清洁工之外，我从来没有想过担任其他的工作。现在我知道在接受培训之后，可以做不同的工作，也有可能赚取更高的薪金。我认为掌握基本的算术、阅读和英语写作能力是很有帮助的。"

对52岁的蔡雄光来说，研习会启发他选择不同的培训课程。担任校工的他其实是一名有技能的工友，过去曾在造船厂工作过。

"我自从在三年前被裁员之后，就一直从事合约工作。参加研习会提醒我可以做的事情有哪些。因此我决定提升技能，说不定将来可以成为销售助理。"

若要实现这个心愿，蔡雄光必须在就业与职能培训中心完成基本受雇能力技能课程，然后进一步报读新加坡技能资格鉴定的零售业课程。

工业晴雨表



电子业：需求量低、裁员、每周工作日减少、暂时解雇、前景黯淡。

金属业：需求量低、裁员、削减工资、每周工作日减少、暂时解雇、超时工作减少、前景黯淡。

化学业/石油化学业：需求量低、停止招聘员工、实施灵活工作制、裁员放缓、订单少量增加、展望起色。

金融业：削减成本、停止招聘员工、展望不明朗。

餐饮业/酒店业：需求量下跌、削减成本、停止招聘员工、态度谨慎、2009年前景充满挑战。

建筑业/大厦管理业：需求量下跌、削减成本、少量招聘员工、前景不明朗、展望疲弱。

陆路交通业：招聘员工、搭客量增长平缓、前景不明朗。

保健业：持续招聘、需求预计将增加、前景审慎乐观。

教育业：学前教育业持续招聘、前景审慎乐观。

图示：

红色
大幅裁员、每周工作日减少、暂时解雇
生意量大幅下跌。
环境扫描：前景暗淡。

琥珀色
有节制的裁员或无裁员、每周工作日减少
暂时解雇。
生意量大幅下跌。
环境扫描：前景疲弱或不确定。

绿色
稳定和乐观成长。
环境扫描：前景审慎乐观。

指标：采购经理指数下跌，非石油国内出口（每季同比负数），商业展望（不乐观），游客抵境（每季同比负增长）

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U转逆势

认清形势 提升服务品质

“就业市场不景气正好是工友提升服务水平的大好机会。综合度假娱乐城尤其须要提升服务品质，因为客人拜访娱乐城是为了度过愉快的时光，都希望得到细致的接待。

— 李显龙总理

劳商工联是全国最大的工会，有240个分会，8万5000名会员，成立至今已有50年。左起：职总秘书长林瑞生、会长德培华、李显龙总理、劳商工联会长江瑞达、职总助理秘书长王乙康、劳商工联财政韩沙萨德为该会出版的《走过岁月》50周年纪念特辑主持发布仪式。

王得天报道

国人必须在经济危机时期更加团结，冷静和理智地面对难题，并加以一一克服。

李显龙总理于新加坡劳商工友联合会庆祝成立50周年的晚宴上表示，经济衰退，国人担忧失业，完全可以理解。然而，好多国家的人民却因此转而不满政府，甚而对进口产品、外来移民或外国劳工产生抵触情绪，造成社会不安、国家分裂。

为此他希望我国历史最久、规模最大的劳商工联在此困难时刻，能背负起重大的责任，继续跟公司合作，设法压抑裁员，尤其要鼓励公司参加技能提升与应变计划，提升员工的技能，并且援助失业者及其家人。

他认为劳资政三方在此困难时刻必定要一如既往，携手合作，向工友解释到底发生了什么事情，我们采取了什么解决方案，未来几个月或几年将会如何等，并且要把精力集中在务实和有效的措施上。如此，我们就可以渡过难关，变得更加坚强，也更加互信。

总理还表示：“我很高兴知道，劳商工联支持U关怀基金不遗余力，而且建立自己的基金。对于那些不幸被裁退的工友来说，又多了一条生命线。”

抓紧提升的时机

当晚，总理也分析当前的就业形势。他指出，我国的制造业、交通业、零售业、旅游业及物流业在这次衰退中受到严重冲击，影响了我国的工友。接下来，服务业也可能会出现裁员的情况。不过，幸运的是目前乌节路一些新建的购物商场，以及即将完成的综合娱乐城都在征聘员工。此外，在职总的就业与职能培训中心也有1万3000份工作等待配对，其中有一半来自服务业。他吁请工友们抓紧机会参加培训，以便在这个行业寻找工作。

在提到从事服务业时他着重指出：“就业市场不景气正好是工友提升服务水平的大好机会，综合度假娱乐城尤其须要提升服务品质，因为客人拜访娱乐城是为了度过愉快的时光，都希望得到细致的接待，因此在拉斯维加斯这种地方服务是优先重视的。他们的赌场非常重视服务培训，并且奖励那些服务水平较高的雇员。如果我们的综合度假娱乐城想要取得成功，也应该创造类似的工作氛围。”

总理最后以香港在1997年亚洲金融危机期间大力改革服务，最终取得成功为例，鼓励综合娱乐城、零售、酒店、餐馆和公共交通等服务业员工，乃至于政府部门的员工都应该乐于帮助顾客，满足顾客的需求。

劳商工联庆祝成立50周年晚宴于2009年3月28日在新达成国际会议中心举行。总理也在晚宴上为劳商工联推出的纪念特籍《走过岁月》主持推介仪式。这本著作记载该会在过去五十年来经过刻苦奋斗所取得的成就。

成立基金帮助会员

在工会、合作社和管理层伙伴的支持下，新加坡劳商工联最近筹得50万元，并决定将其中的10万元捐献给U关怀基金，协助贫困的工会会员和受经济不景气打击的工友。其余的40万元用作设立一个跟U关怀基金类似的基金会，帮助本会的会员渡过经济难关。