



# MESSAGE BY UON SINGAPORE PRO VICE-CHANCELLOR AND CHIEF EXECUTIVE OFFICER

2016 marks the 10<sup>th</sup> anniversary of UON Singapore's establishment as a wholly-owned entity of the University of Newcastle, Australia. With over 3,700 graduates in the last 10 years, UON Singapore (UONS) plays an important role in contributing to human capital development in Singapore and the region. The formation of the ASEAN Economic Community and the emergence of India and China as the new economic powerhouses prove that the opportunities for our graduates in this region are enormous. The University of Newcastle takes pride in delivering its world class programmes in Singapore and ensuring that our students have the knowledge, skills, tools, and competencies to meet the emerging industry needs in Singapore and the wider region.

I am delighted to see the UONS Business Club playing a pivotal part in complementing the University's efforts to provide a quality student experience to its students. The efforts of the UONS Business Club in knowledge sharing, networking, development of soft skills, preparing for the business world, cultural literacy, and networking cannot be underestimated, and I take great pride in our business students, and future business leaders who are embarking on these endeavours.

The UONS Business Club magazine, *Connections*, is an extraordinary effort by our business students and alumni and I am very proud of their enthusiasm in coming up with a channel to communicate their ideas, share their experiences, and provide insight into the challenges and opportunities faced by our students and graduates.

I would like to take this opportunity to congratulate everyone involved in the UONS Business Club and the student magazine for giving their personal best. Well done!

**Professor Amir Mahmood**  
**Pro Vice-Chancellor (Singapore)**  
**Chief Executive Officer (UON Singapore Pte Ltd)**

# WELCOME MESSAGE

Dear faculty members, students and alumni!

Welcome to the second issue of the UON Singapore (UONS) Business Club's student magazine – Connections! I am very pleased to see this publication has been well received by all groups of stakeholders.

This magazine is an important platform to exchange information and experiences among UONS students, staff members, and alumni. I want to share three key points with you in this issue. Firstly, both hard and soft skills are very important to students (as future employees) in order to excel in their careers and their lives. Thus, you should spend some time in engaging in non-academic activities in order to acquire and develop some soft skills. By joining UONS Business Club, you will have many opportunities to hone your leadership, management, communication and entrepreneurial skills. In other words, there should be a balance between academic and non-academic activities in your student life. Secondly, another benefit you can gain when joining UONS Business Club is a good opportunity for networking. You will be likely to move forward with the support and energy from a network of like-minded associates. Such networks will also facilitate work collaboration and/or business opportunities in the future. Thirdly, don't mind hard work! Take it as a challenge to train yourselves to be resilient and adaptive to the constantly changing environments! Take it as an opportunity to learn new things and to enrich your resume with academic and non-academic achievements!

It would be a big mistake if I do not express my great appreciation to (i) all authors who have spent much time and effort to write and submit their contributions, (ii) CPA Australia, Singapore branch for their generous sponsorship, (iii) Ms. Isabel Kum for editing all the write-ups, (iv) Mr. Randy Hardianto for the design and layout of the magazine, and (v) the UONS Business Club committee members for their contributions. On behalf of the editorial board, I would also like to thank UONS management for their support.

Finally, I encourage you to submit your write-ups, such as articles, poems, photos, self-introduction, etc., to share (i) your study experience, your career goals, your job search strategies and your successful (or even non-successful) stories as a student or an alumnus, and (ii) any other academic and non-academic activities which are deemed relevant to UONS Connections! Feel free to send me an email anytime at [Huong.Ha@newcastle.edu.au](mailto:Huong.Ha@newcastle.edu.au) if you have any questions. We, the academics at UON Singapore and the Business Club committee, are always here for YOU!

**Dr. Huong Ha**  
**UONS Business Club Advisor**  
**Senior Lecturer (Business), UON Singapore**  
**Academic Coordinator (MBA, BBUS and BCOM programs)**

# HOW TO STAY FOCUSED AND BOUNCE BACK FROM TOUGH TIMES AS A STUDENT

My dear students,

Greetings to you all! I am so glad to know that this second issue of our own student magazine will be published very soon. It is an important medium of information to provide readers with highlights about UON Singapore (UONS) students' achievements.

On this occasion, let me write a short message in respect to your decision to study with UONS. Pursuing a degree is work that will pay off for years to come but, make no mistake, it is a work in progress. There will be times when you want to put off an assignment, intentionally turn in less than your best work, or maybe even drop out.

Make a commitment to yourself to work hard, do your best work and finish what you've started. Successful students persevere – especially when they feel like quitting. Everyone has those feelings at one time or another. But successful students find the help they need to get through tough times.

UONS has mechanisms that may help you to get through those difficulties. Our lecturers are your first place to get help for your academic issues and possibly other issues as well ☺. UONS has allocated four hours a week of consultation times where students can just come and knock on our doors without having to make any appointment at all and ask a lecturer anything related to academic issues. You also have the UONS teaching and learning service unit who can give you advice and assistance on ways to approach your assignments and workload. Your friends or colleagues from the PASS group are also an important point of help as they are high performing students who are ready to share their strategies for getting the best marks in a module. In addition, your connection or friends around you can be your source of ideas, inspiration and even cheerleaders throughout your journey to success.

Doing what it takes to get the job done also includes looking after yourself well. Your body, mind and spirit are interconnected and they cannot perform well if you have physical or emotional challenges. How do you take care of yourself? Eat healthy foods. Get at least eight hours of sleep each night. Avoid self-medicating with alcohol and/or illegal drugs. Maintain healthy relationships and personal support systems. Be as kind to yourself as you are to your friends.

Take care and I wish you all the best in your studies.

**Dr. Rita Pidani**  
**Lecturer (Business), UON Singapore**

## ACADEMIC SUPPORT AT UONS!

Dear all,

I'm very pleased to have been asked to contribute to the second issue of the UONS Business Club student magazine, which is an important source of information for both our undergraduates and postgraduate students.

UON Singapore is unique in that it has a Teaching and Learning unit to provide learning support for our students, particularly those who are making the initial transition to tertiary education, or those who are coming back into education after spending some years in full-time employment. Our goal is to ensure you have help and support with learning, assignments, and academic writing/referencing, and any other academic issues you might face during your time with us. We are always happy to hear from you and ready to help wherever we can to ensure that you have a wonderful experience studying with UON Singapore.

Best wishes,

**Isabel Kum**  
**Teaching & Learning Adviser, UON Singapore**

# UON SINGAPORE BUSINESS STUDENT CLUB INTRODUCTION OF COMMITTEE MEMBERS

## **THE NEW UONS BUSINESS CLUB COMMITTEE HAS BEEN ELECTED!**

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The clock showed 1.30 pm on 21 January 2016, and snacks and drinks were laid out to welcome students who were interested in becoming committee members and members of UONS Business Club. Dr. Huong Ha opened the election and students confidently nominated themselves or others for the desired positions. Everyone introduced themselves as well as gave the reasons that they wanted to become a committee member.

The fair and professional election resulted in eight committee members:

President:	Indri Novina Sulih (MBA 116)
Vice President:	Sooryanarayanan Rajaraman (MBA 116)
Secretary 1:	Kevin Reynaldi Anggriawan (BBUS MM 315)
Secretary 2:	Brian Martin (BBUS MM 315)
Events and Public Relations Manager:	Meriam Philip (BBUS MT 315)
Committee Members 1:	Vigneshwaran Ravichandra (MBA 116)
Committee Members 2:	Ariel Zhang Wan Yi (MBA 215)

The other students automatically become members and will be included in our upcoming exciting club activities.

**Indri Novina Sulih (MBA 116)**  
**President, UONS Business Club T1, 2016**

## **UONS BUSINESS CLUB – COMMITTEE ELECTION**

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The New Year brought a fresh start to the UONS Business Club - a new Committee has been elected! On 21 January 2016, delectable snacks and drinks awaited eager students who were keen to join as committee members of the UONS Business Club. At 1.30 pm, after everyone had warmed up following a round of self-introduction, the mood transformed from one of unfamiliarity to one of camaraderie. Amidst enthusiastic applause, Dr. Huong Ha opened the meeting with an overview of UONS Business Club's mission and vision. With a full understanding of each committee position's responsibilities, students proceeded to nominate their candidates for positions that they believed were most suitable. Each nominee then confidently outlined their curriculum vitae as well as their motivation to be a committee member. After more than an hour of intense

campaigning and lobbying, eight students were voted into the committee in a fair and professional election. Other students who did not become official position holders became ordinary members and ready to support the Club's activities. The new committee members wasted no time after the election and fervently began preparing plans for new events. Keep a look out for upcoming exciting and meaningful activities from the Club!

**Ariel Zhang Wan Yi (MBA 215)**  
**Committee Member, UONS Business Club**

## PROFILES OF COMMITTEE MEMBERS OF BUSINESS CLUB (Tri 1, 2016)

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### President

**Indri Novina Sulih (MBA 116)**



Hi everyone, I hope everyone who is reading this is having a really good day. I am excited at the opportunity to serve as your President of UONS Business club and I will do my best to carry out all of the duties to the best of my abilities. My vision while in this position is to provide a platform for UONS business students to develop their own interests and career opportunities by participating in events and interesting activities. Moreover, another task for all the members and me is to create meaningful events and generate exposure for students, which is useful for future development and curriculum vitae building. Finally, I believe that all students can play a significant role in their own lives by joining this club so that they can take the first step into their social entrepreneurship development.

### Vice President

**Sooryanarayanan Rajaraman (MBA 116)**



I am Soorya, from India. I am the Vice President of UONS Business Club, and encourage you to be a part of this club as it promotes personal growth and self-esteem. It brings people together as a team. Thank you for such a wonderful opportunity. I will give my best to build a team and work accordingly. We can make a difference. All is well :-)

### Secretary

**Kevin Reynaldi Anggriawan (BBUS MM 315)**



Hello, my name is Kevin and I am from Indonesia. Now, I am studying at the University of Newcastle program in Singapore and taking the Bachelor of Business programme with a major in marketing and management. The reasons why I joined UONS Business club is because it gives us experience on how to manage other people, build networks with other people and provide us with information about job opportunities in the future. In this club, we will manage various events, workshops and also publish our club magazine. If anyone from the UONS student body is interested in joining our club, do join us!

### Secretary

**Brian Martin (BBUS MM 315)**



Hello, I'm Brian!

It's my pleasure to be given an opportunity to join the UONS Business Club and I am now serving the club as Secretary. I am currently studying for a degree in business with a double major specialising in management and marketing. My goal is to become a successful entrepreneur who will run and operate my own business in the future. Learning while helping others is fun and interesting as we can experience something new and further develop our skills and abilities. Let's build a convenient learning environment together!

### Event and Public Relations Manager

**Meriam Philip (BBUS MT 315)**



It gives me immense pride to serve in UONS Business club as the Event Manager. I am currently pursuing my Bachelor's degree in Business, majoring in marketing and tourism. I hail from Kerala, a south Indian state, but completed my schooling in Kuwait. After that I joined PSB Academy to take my Diploma in Hospitality and Tourism. I hope my time in the club will be the perfect platform to hone my leadership skills. I appreciate learning and teaming up with students from various cultural backgrounds as it enhances my adaptability and outlook. Let this club be a stepping stone to our future careers and networks.

### Committee Member

**Ariel Zhang Wan Yi (MBA 215)**



Hi friends, I am Ariel from Beijing, China. In my spare time, I enjoy painting and playing the piano. I also like making new friends and joining the UONS Business Committee will allow me to interact more with my fellow students and lecturers. With my organisational abilities and leadership skills, I believe I will be able to contribute to the University and there are also plenty of opportunities to learn from everyone. Hope that everyone will enjoy the activities that the Committee organises.

### Committee Member

**Vigneshwaran Ravichandra (MBA 116)**



Hi everyone! I'm Vigneshwaran Ravichandran and I'm from India. I'm happy to present myself as a committee member of the UONS business club. It's a wonderful opportunity to open several doors through this club and I wish the same for the current and future members. I'm more than happy to be a part of this club.

# ACTIVITIES

## CAREER WORKSHOP (7 July 2015)

The career workshop was organised on July 7, 2015 by Dr. Huang Ha and supported by the pioneer members of UONS MBA and Business club. Students from all disciplines including undergraduates, postgraduates and diploma students eagerly participated in this event. Dr. Ha inaugurated the event and introduced the guest speakers who were all experienced academics of UONS and external speaker, Mr. Victor Heng, Chief Representative, Bank Central Asia, Singapore.



Photo: Workshop Panel

The event started with an informative session about CV preparation by Ms. Isabel Kum. It was an enlightening session for graduating students who were unclear about their CV preparing process. Dr. Hassan Ali's presentation shared an entirely different view of CV preparation for engineering students.

The next session was on 'grooming' which helped interviewees get through the interview with flying colours. A UONS alumnus and a business professional gave us an excellent presentation about grooming, which included the importance of grooming, the type of formal attire to wear for the interview, the way of greeting the interviewer and the follow up emails.

The third session was a mock interview where two students had the chance to 'attend' an interview conducted by the panel members. This session was very helpful for the participants and other students as it showed the real situation of an interview. The students came to know how to handle the tough questions and answer them in a convincing manner to nail the interview. The panel members gave suggestions to improve the interview process in terms of communication and presentation.

The session came to an end with a CV consultation session where the students showed their CVs and got clarification from the panel members.

**Monisha Supreetha (Alumna, MBA 314)**

## CULTURAL SEMINAR (28 July 2015)

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A cultural seminar was organised by the MBA club on 28<sup>th</sup> July, 2015. Guest speakers were Dr. Ryoko Nakano, Assistant Professor from NUS and Mr. Guy Peters, executive director at Swiss education group who explained Japanese culture and how to work with the Japanese in an organisational context.



*Photo: UON Singapore students in their traditional costumes*

Our MBA students from UONS, Mr. Jatin and Ms. Swetha explained Indian culture and showed a nostalgic video explaining the diverse culture of India. A dance performance by Ms. Vaishnavi and fashion showcase by Ms. Harvindeer and team added a fun element to the event. Ms. Harvindeer explained about Singapore's culture as she is a Singaporean. A warm send-off for the graduating founding members of MBA club was done and Dr. Ha welcomed the newly-elected members of the club. The cultural seminar gave us good memories which we can cherish forever, as we are now alumni of UON Singapore.

**Lakshmi Sarada (Alumna, MBA 314)**

## PROJECT SHOWCASE (28 July 2015)

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**Lakshmi Sarada (Alumna, MBA 314)**

Project showcase night was organised by SCS (Singapore Computer Society) and BIT (Bachelor of IT) students of UONS. We had guests-of-honour from DHL and other prestigious companies. Our MBA students showcased their projects. Twelve teams participated, out of which two teams were from the MBA programme. Two teams explained about Amazon and McDonalds. Students who had presented about Amazon explained their project from the marketing perspective. Team members who had presented about McDonalds explained their project from the economics perspective and the strategies McDonalds has used in order to boost its profits. We had a good networking session with the professionals and had a good time meeting the students from BIT program.

## CPA CAREER EXPO (2016)

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Attendees of the recent CPA Career Expo 2016 greatly benefitted from one of the University's largest industry-specific career events. After CPA Australia's CEO Alex Malley's rousing and inspiring speech, students purchased his book and posed with him for pictures. Many soon-to-graduate UONS students also inquired about employment and internship opportunities with the exhibiting companies. Resume correcting and other professional development sessions were also scheduled. This Expo not only provided students with career opportunities but also assisted them in expanding their professional network. The Club looks forward to fellow students' constructive suggestions and feedback on the Expo for us to do better for next year's event.



Ariel Zhang Wan Yi (MBA 215)

# CURRENT STUDENTS' WRITE-UPS

## MY EXPERIENCE, UON SINGAPORE!

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Hi, my name is Brian. I come from Jakarta and came to Singapore to embark on my tertiary education. I am seventeen years old and I am currently in my third year in the University of Newcastle in Singapore, undertaking the Bachelor of Business programme, major in management and marketing. Before I commenced my program in the University of Newcastle, I had successfully completed my diploma program in PSB Academy, majoring in business administration. So, I was allowed and also granted transfer credits to the University of Newcastle and I could directly enter the second year of the business programme. I would like to share my life and my learning experience in the University of Newcastle with you guys!

Firstly, I am glad that I chose my degree program with The University of Newcastle because the major that I am looking for is available there. The University of Newcastle is also ranked among the top 300 universities in the world (Times Higher Education, 2015) and the duration of studies there is also not very long, ranging from two to three years, depending on the major (Business Program). Moreover, the modules offered are also very interesting. Classes are conducted for about 2-3 hours a day which is not very pressurising for me as a student. Classes are conducted between Monday to Friday but since there are only four modules per trimester, i.e. a session per course is offered per week, leaving another extra off-day for self-study. The lecturers who teach us are also very experienced in both teaching and working. They are pretty flexible as well and most of them, especially the full time lecturers, are available for consultation outside the class on weekdays by appointment. So, I can say that they are very helpful.

Overall, life as a student in the University of Newcastle (Singapore) can also be really stressful sometimes as there are quite a lot of projects, assignments, as well as quizzes that need to be done. During this busy time, everything is very hectic and I need to be able to manage my time properly otherwise everything can spiral out of control. When the new trimester begins, everything is still quiet. Then as we approach the middle of the trimester, the busy life starts. Reaching the end of semester is the most stressful time as there is no study break to do all of the studying for exams. I have four modules to be tested in two weeks! I would be lying if I said that I am doing fine, but I think this is worth it and to be expected from one of the top 300 universities in the world.....

Besides lectures and tutorials, I am also engaged in school/campus clubs and activities (PSB Academy) such as Badminton club, Writing Club, and Photography club to learn and interact more with my friends there. It is good to be able to share and also chat with them as I can gain more experience from them. I am also joining UONS Business club. Well, I like to contribute to these clubs that I have joined.

I think that's all that I can share with everyone, and oh yeah! The reason I chose to study in UONS is that it is nearer to my hometown and the fees is cheaper than Australia due to the currency exchange. I hope that my experiences in my degree life that I share can provide you with necessary information. Life is definitely tougher as we are university students now, but problems are unavoidable and we must learn how to overcome them. I am sure that things will work out if you try your best! Work hard so that your goals can be achieved and your dreams are within your grasp!

**Bryan Martin (BBUS MM315)**

## **MY INSPIRATIONAL LEARNING JOURNEY**

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Time definitely flies and in the blink of an eye, I am in the final trimester of my MBA course. Completing twelve meticulously-planned learning modules with challenging assignments in less than a year, though loaded with anxiety, has nevertheless been fulfilling. My original major was unrelated to business, and thus, I faced tremendous difficulties during the early stages of my learning. However, the responsible and helpful UONS teaching staff not only cleared my doubts but also offered constructive suggestions on managing my studies. The lecturers' immense theoretical and working knowledge besides making their lessons interesting, also equipped us with the tools to be future managers. The Corporate Governance module lets me understand the need to raise the morality of a company through CSR. The Globalisation module built the foundations for us to be global managers and to be more connected with current events. The Cross Culture module cultivated open minds, crucial in today's multicultural society. At UONS, my classmates are from all over the world with different backgrounds and cultures. While working together on group assignments, I have learnt to communicate effectively to resolve issues amicably. It is without doubt that the past one year has developed my professional knowledge, nurtured my managing competence and improved my people skills. Now that my graduation is near, I would like to thank UONS for building this confidence in me and my future career progression.

**Ariel Zhang Wan Yi (MBA 215)**

## **NEW YOUNG GIRL IN THE CITY**

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It was around a year and half back, when I first came to Singapore with my father to join PSB Academy for my diploma in hospitality and tourism. An anxious 18-year-old who had never confronted the realities of life lands suddenly in a big city buzzing with life. Yes, I was lost, lost in every way. Things from ICA appointments to grocery shopping at FairPrice felt intimidating to me. New country, culture and people; however, before I knew it I was sucked into the whirlpool of city life. I built a sense of belonging in no time, thanks to my warm friends and my host family. I was fortunate to discover a family from the same part of the country as I hail from, and who were glad to take me in as their little girl. I was comforted with home-cooked traditional Indian food and they did everything they could to make me feel at home.

My school played an extremely crucial role in my smooth adaptation. The lecturers and staff were to a great degree welcoming and were dependably there, on the off-chance that I faced any challenges in academics or beyond. I was sharing my lectures with students from Asia and beyond. This enhanced my learning experience, helping me to know more about different cultures and how to appreciate and understand them better. In spite of the fact that we originated from such different foundations I made some friends for life. Outside home and school, the locals were exceptionally understanding and supportive.

There were no apprehensions for my family when I picked Singapore. The low crime rate and fool-proof public security left my parents with nothing at all to stress over. The standard of living with which I am being pampered right now makes me wonder if I would ever be happy and content elsewhere. I am at liberty to take off on vacations to any of the neighbouring beautiful Island countries of Indonesia, Malaysia or the Philippines, with the central location and hassle free Visa Processing. Nothing at all could have gone all the more right in my life, no other country or college. It is all I have ever needed served to me on one silver platter. Singapore made me change from the sensitive adolescent girl that I was, to the confident young woman that I have become, and my time here is a beautiful experience to cherish for life.

**Meriam Philip (BBUS MT315)**

## MY EXPERIENCE AT UON SINGAPORE

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As graduation nears, it is an opportunity for me to reflect on my experience with the University of Newcastle. It has been an emotional rollercoaster ride, with lots of stress, laughter, and even tears. The transition from a pre-university system in Junior College to university had me taken aback, as the flow is rapid. With three trimesters and twelve modules to take per year, it was hectic. Assignments, presentations, quizzes and deadlines to be met are norms in an undergraduate life. However, one will usually become accustomed to the university system after one or two trimesters. To be honest, I am glad to have chosen UONS because its accelerated program gives me opportunities to learn to be on task and deal with stress and deadlines effectively. These skills are very helpful for my future career as the working environment is even more hectic and dynamic, requiring me to be flexible and adaptive to changes. Thus, I am thankful to the UONS system which has equipped me well ahead of others to complete my degree faster and make me ready to tackle the challenges at work.

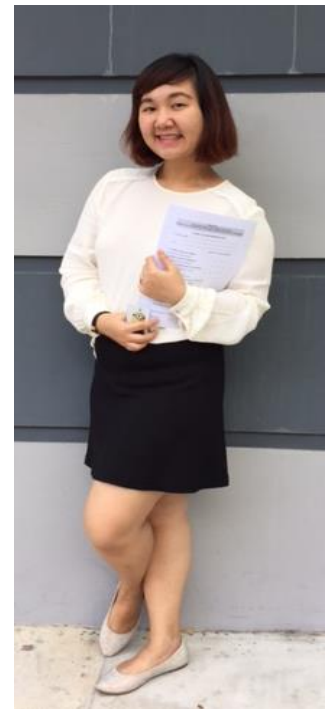
The well-structured program with various components such as group work and role-playing has made learning much more enjoyable and educational. Working in a team has taught me to get along with my peers and accept the ideas of others, and widened my social circle.

The strict requirements in the academic quality of our work have pushed me out of my comfort zone to engage in extensive research and critical thinking. All these experiences that I went through will definitely help me in my future jobs.

Besides the well-structured programme, teaching staff at UONS also play a crucial role in enriching my university experience. There is a pool of dedicated staff who go beyond their duties in helping the students. Specifically, I want to thank the Teaching and Learning Adviser for her great teaching support in helping me as well as other students to overcome our language problems, and equipping us with the correct referencing skills that are mandatory in a university system. Additionally, I would always remember the engaging lectures and tutorials by our Marketing lecturer. The dedicated staff have helped to make my journey with UONS an enjoyable experience.

Overall, I am glad I chose UON as it has enriched my life in many ways.

**Nguyen Phuong Vy (BBUS MM 314)**



## WHY I THINK I AM A MOTIVATED PERSON

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Success is what most want to achieve. Be it good grades, a high-paying job, charisma, or even being good at cooking, everyone has their own standards that they want to meet. To me, success is when I can be proud of what I do because I do it well. As a university student, taking up leadership roles is one way I challenge myself to learn and grow, and striving to do well academically is another.



Being eager and serious in whatever I do, I may come across as desperate - and I am. And this desperation is what keeps me motivated and trying harder each time. Before university, my grades were not good - I did not work hard and the subjects were not my forte - I was not confident in anything, and felt like just another student to fill in the lower ranks in a reputable school. I struggled academically, and decided I cannot be bad at everything, and stepped out of my comfort circle to try new things - community service and leadership roles. Gradually, it became a part of who I am, as I changed ever so little - but significantly - after each little experience.

I am motivated now because university is a fresh start for me. I picked the course that I am adept at, and I feel that I can excel if I just focus and put in the effort. I think my motivation has two sides - I desire the end success, and I enjoy the process of working hard - allowing me to keep going. And more importantly, I have tasted failure before, and now I want to taste success.

**Hilda Low (BBUS 314)**

# ALUMNI'S WRITE-UPS

**Jap William (Alumnus, BBUS 313)**  
**Villa-finder.com**  
**Guest Relations Office**



I am currently working in a Singapore - French - Singapore Company called Villa-finder.com and I've been working for 6 months now.

Thank God I passed everything and had a decent GPA, and I am really grateful for all the lecturers who taught me in my study years. I myself did not believe it! I started at this company as a guest relations officer, and now cover the Travel Consultant work as well. As a guest relations officer, I am responsible for handling hundreds of customers checking in Bali, Phuket, Sri Lanka, or Koh Samui every week. About 60% of the guests come from Australia, and the rest come from Europe, Singapore, China, the USA, and the UK. The clients vary from teenagers, adults, CEOs, and even artists! It is fun to handle all their requests, and to coordinate with the villa manager, drivers and event organisers to ensure that the clients have the most amazing time at their villa!

However, there are indeed problems along the way, such as miscommunication, human errors, and language barriers. These problems could lead to a serious complaint and we, the guest relations officers have to cope with this. Nonetheless, I have to stay calm and rational in receiving their comments and I have to ensure that I give them the best service I can.

After all the hard work, especially during peak season, we are so relieved to receive good reviews from the client. This is what my work is about. We are a villa distribution company, promoting over a thousand villas around Bali, Phuket, Sri Lanka, and Koh Samui. In my office, I work with people from different countries and background. Some of us are French, Indonesians, Canadian, Singaporean, Australian, and Dutch. It is fun and exciting to work with people from different countries; we get to discover other cultures and get to know more about their personality, which can be applied to our customers.

Indeed, what lecturers have always said is true. Working is different from studying in a college, and studying in colleges is different from high schools. Important elements that I learnt at UONS are teamwork, responsibility, discipline, and Innovation. I am grateful to have had this experience, and to share my experience with you.

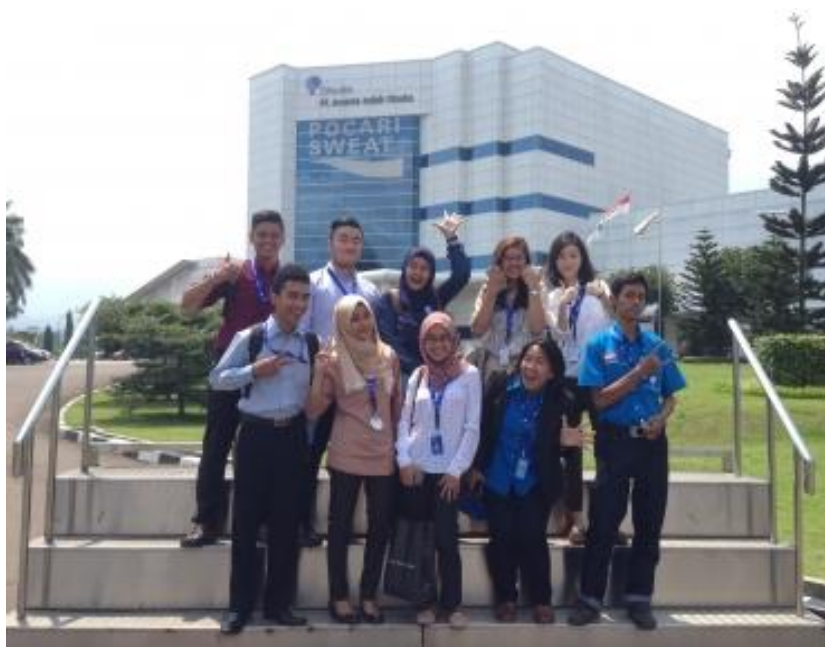
**Robin Ongky (Alumnus, BBUS 313, major in Management and Marketing)  
Amerta Indah Otsuka Co, Ltd (Affiliates of Otsuka Pharmaceutical Co, Ltd Japan)  
Key Account Executive/ Supervisor**

I still remember clearly the day I finished my last ever exam at UON, sitting and thinking of being a student, with some friends. One question that crossed my mind is “WILL I BE EMPLOYED?” Those questions haunted me for weeks until I finally got a job with Amerta Indah Otsuka (famous for its Pocari Sweat ion drink) in its management trainee program.

The company actually called me to join a focus group discussion to screen potential candidates. The candidates were all top graduates from their respective high ranking universities. Meanwhile, I am a mediocre GPA student armed only with confidence, trying to win the discussion and get hired. Now I am one of the five and the youngest candidate to be hired and also promoted to supervisory level. I currently handle key/important accounts of Otsuka products such as 7-eleven, Circle-K, Carrefour and create strategic business partnerships all around the nation with more than 50 staff and representatives in Indonesia.

I wanted to share my story and show that we UON students are intelligent and respected individuals. We often hear our lecturers tell us about hard work, perseverance, believing in yourself, and the importance of adaptation. When you start applying it, you make yourself valuable, and your employer will recognise you without the need for you to show them. There is a pride in being able to contribute to your job positively and loving your job.

There is no full stop in learning even after you graduate. Always put yourself in a listening mode to learn on the job. Invest in yourself for the future now, because it will be too “expensive” later. Wishing you all the best, my dear UON friends, and I hope to hear your success stories too!



*Photo: Robin and his team in front of our production plant*

# SPONSOR



## CPA Australia network

The Naked CEO Alex Malley, Chief Executive of CPA Australia, is inviting students and graduates to connect to his network of business leaders, CPAs, global influencers and game changers. Imagine having the connections of a multinational chief executive. Now you can be part of that network.

Join CPA Australia's exciting network and get instant access to the career edge you need including:

- **thenakedceo.com**  
Your 24/7 online mentor with jobseeking and career advice from Alex Malley, CEO of CPA Australia.
- **Career Expo**  
Meet and chat with leading employers.
- **Employer Partners**  
Be first to hear about internship and graduate employment opportunities.
- Plus networking events, professional development webinars, discounts and more!

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