



GATEWAY

# Careers @ SATS Passenger Services

# WELCOME



**Our Vision:** At SATS, our purpose to feed and connect communities reflects our ambition to drive positive impact not just across our business but also for our customers, industry partners, shareholders and employees.

**Our Mission:** Focused on purposeful growth and transformation, our vision is to be the market leader by delighting customers with innovative food solutions and seamless connections.

# Our Valued Clients



# Opportunities at Passenger Services

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- ▶ Check-In & Kiosk Services
- ▶ Arrival & Departure Operations
- ▶ Transit & Delay Handling
- ▶ Special Services & Assistance
- ▶ VIP & Concierge Ambassadors
- ▶ Premium Lounge Management
  - SATS Premier suite of Lounges
  - Singapore Airlines Lounges
  - DBS Asia Treasures Lounge



## Passenger Services Progression Scheme for General Employees



- ✓ Regular performance appraisal & feedback
- ✓ Continuous learning & skills upgrading
- ✓ Opportunities to take on leadership positions
- ✓ All-round training to equip you with product knowledge
- ✓ Soft skills training to boost your service delivery
- ✓ Online modules and e-learning to enhance your learning experience

# Our Customer Services Agent (CSA) Package

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<b>Basic Salary</b>	<b>\$ 1,650.00</b>
<b>Variable Shift Allowance</b>	\$ 300.00 (average)
<b>PWM</b>	\$ 300.00 (upon confirmation)
<b>Overtime</b>	\$ 344.00 (average)
<b>Total Monthly Salary</b>	<b><u>\$ 2,594.00 (est)</u></b>

<b>+ Duration of Work</b>	<b>2 years (Subject to Approval from Ministry of Manpower) under Work Permit. Further extension allowed</b>
<b>+ AWS</b>	<b>Equivalent to 1 (one) month basic salary</b>
<b>+ Performance Bonus</b>	<b>Subjected to Company's performance</b>
<b>+ Medical Insurance</b>	<b>Covered for Hospitalization/Specialist and Covid-19</b>
<b>+ Outpatient Sick Leave</b>	<b>14 days (Covered for SATS Outpatient Benefit and Covid-19)</b>
<b>+ Annual Leave</b>	<b>12 days</b>
<b>+ Training Bond</b>	<b>1 (one) year. Penalty for breaching is \$3,300</b>
<b>+ Overtime</b>	<b>Allowed based on Operations requirements</b>

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