



Galaxy Entertainment Group Organizes Leaders Program to Enhance Leadership Competencies

February 27, 2014 - With a firm belief that an effective leadership team is vital in sustaining the long-term success of the company, Galaxy Entertainment Group (“GEG”) is keen to provide a variety of learning opportunities for its management staff. The “GEG Leaders Program” was launched in 2011 to offer the members of the middle management group a range of tailor-made training courses. With more than 300 participants completing the program in 2013, a certificate presentation ceremony was held at the Banyan Ballroom at Galaxy Macau™ on Thursday to acknowledge their achievements.

Joining the ceremony were the senior executives of GEG including the Vice Chairman Mr. Francis Lui, President & Chief Operating Officer Mr. Michael Mecca and Director of Human Resources & Administration Ms. Eileen Lui. During his speech Mr. Francis Lui commended the graduates for their hard work and dedication. “Our Mission, Vision, Values and our unique Galaxy leadership competencies taught within this program, indeed provide the blueprint for building a culture that inspires ‘World Class, Asian Heart’. Your efforts will motivate our team members to delight and impress our guests, and this is what our unique ‘Asian Heart’ service philosophy is about,” he said. In line with GEG’s on-going effort to promote internal career progression, especially for the local employees, 47 of the graduates received promotion last year and more than half of the graduates are Macau residents.

Rolph Wong, Executive Manager of Hotel Operations and one of the graduates of the program, thanked GEG for this valuable learning opportunity. “We all found this program extremely helpful in further enhancing our management skills, bringing us new insights and reminding us to think out of the box all the time. The program also helps us streamline our daily operations and also apply the skills to current projects,” he said. Program facilitator Catherine Chai said that the management staff are often highly educated and have to cope with a heavy workload, and she is very pleased that they



were allowed to take part in the workshops during working hours, and to see the significant progress made on both personal and organizational level.

Moreover, to provide participants with the opportunities to apply their knowledge, each of them was required to submit a final mission assignment upon the completion of the program. A judging panel formed by the senior executives singled out three assignments that described the application of the management theories taught in the courses of the program for special awards recognition.

Targeting members of the middle management group including Managers, Senior Managers and Assistant Vice Presidents, the program of 12 modules started in 2011, and until the end of last year, 450 participants have completed the training. The GEG Leaders Program strives to build GEG's "World Class, Asian Heart" culture and develop leaders who are balanced and integrated. Leaders not only use prudent analysis, logic, goal setting and planning to create predictable and consistent results, but also lead with an "Asian Heart", promote trust, and instill purpose to inspire and energize team members to deliver service from the heart. The "GEG Leaders Program 2014" has already commenced in mid-February.

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Photo Captions:



P001: Gratified with the outstanding achievement of the graduates, the senior executives of GEG hope that they can continue to contribute to the long-term success of the company.



P002: Vice Chairman of GEG Mr. Francis Lui believes that the program helps enhance cooperation within the management team by reinforcing GEG's leadership competencies among the participants.



P003: Vice Chairman of GEG Mr. Francis Lui (sixth to the right) presents the Award Certificates of Completion to the Vice Presidents and Senior Vice Presidents from GEG's leadership team.



P004: Three graduates received the “Best of the Best” Awards from Mr. Francis Lui, Vice Chairman of GEG (second to the right), for their exceptional performance during the training program.