



MGM and MGTO Collaborate to launch Tourism Ambassadors Training in support of Macao Courtesy Campaign

MGM and the Macao Government Tourism Office's (MGTO) jointly organized the training series "Together We Deliver Exceptional Hospitality as Tourism Ambassadors" to support the Macao SAR Government's "1+4" economic diversification strategy and MGTO's "Macao Courtesy Campaign". The opening ceremony of this training series was held today (May 21) at the MGM Theater in MGM COTAI, and was well-received by nearly 800 participants representing over 30 supporting organizations. Through this initiative, MGM aims to contribute towards enhancing courtesy awareness and training for tourism-related industries and communities at large, through a series of exciting activities.

Ever since MGTO launched the "Macao Courtesy Campaign" last year, MGM has been partnering MGTO to jointly organize several events, including the "'Mindfulness·Art·Emotion' Seminar for on Improving the Mental Health of Tourism Professionals" and "Seminar on Islamic Etiquette and Cultural Customs". These initiatives are in line with the government's aim to promote courteous hospitality and attract international visitors.

During the opening ceremony, **Kenneth Feng, President and Executive Director of MGM China Holdings Limited**, said: "MGM's ongoing partnership with MGTO on various training programs demonstrates our commitment to further cementing Macau's position as a World Center of Tourism and Leisure and fulfilling our social responsibility. We hope the participants will benefit from today's lecture and apply what they have learned in their respective fields to showcase Macau's hospitality."

Today's event featured the first quarterly lecture of the series, with the well-known Greater Bay Area artist and host Mayanne Mak serving as the speaker. She spoke to nearly 800 participants, including representatives from government departments, together with those from the tourism, social services, business, education, and transportation sectors, as well as teachers, students, and MGM's team members about the use of courteous language and etiquette in various situations. She also shared insights into the cultural differences between countries and regions, and intercultural communication skills.

In addition, MGM and MGTO jointly unveiled the "Macao Tourism Courtesy Short Video Contest", slated to launch in the third quarter this year. The contest – as part of the joint training series – is co-hosted by MGM and MGTO, and co-organized by the Macau New Chinese Youth Association. This competition is open to local high school and university



students aged 15 to 35. It aims to convey the value of hospitality to local youth and showcase Macau's unique charm as a tourist city through the creation of short videos.

The supporting units of the training series include the Municipal Affairs Bureau, the Consumer Council, Macau Hotel Association, the United Association of Food and Beverage Merchants of Macao, Association of Macau Small and Medium Enterprises of Catering, Association of Macao Tourist Agents, Macau Travel Agency Association, Travel Industry Council of Macau, Macao Federation of Trade Unions, General Union of Neighbourhood Associations of Macau, the Women's General Association of Macau, the Macao Chamber of Commerce, Industrial Association of Macau, the Industry and Commerce Association of Macau, the Industry and Commerce Association of Macau Northern District, the Industry and Commerce Association of Macau Central and Southern District, the Industry and Commerce Association of Macau ZAPE, the Industry and Commerce Federation of Islands of Macao, Macao Association of Taxi, Macau Hoteliers & Innkeepers Association, the Chinese Educators' Association of Macau, Macao Catholic Schools Association, Macau Civil Service Education Association, General Association of Chinese Students of Macau, University of Macau, Macao Polytechnic University, Macao University of Tourism, Macau University of Science and Technology, City University of Macau, University of Saint Joseph, Macau Institute of Management, Kiang Wu Nursing College of Macau, and Macau Millennium College (The supporting units' names are arranged in no particular order).

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About MGM

MGM is an abbreviation for MGM China Holdings Limited (HKEx: 2282) and is a leading developer, owner, and operator of gaming and lodging resorts in the Greater China region. We are the holding company of MGM Grand Paradise, SA which holds one of the six gaming concessions to run casino games in Macau. MGM Grand Paradise, SA owns and operates MGM MACAU, the award-winning premium integrated resort located on the Macau Peninsula and MGM COTAI, a contemporary luxury integrated resort in Cotai, which opened in early 2018 and more than doubles our presence in Macau.

MGM MACAU is a Forbes Five-Star luxury integrated resort inspired by the arts with every element of the resort infused with creativity and style. MGM MACAU has approximately 600 guest rooms and suites and boasts a number of distinguishing features, including the



architecturally stunning European-inspired Grande Praça, housed under a soaring glass ceiling. MGM MACAU's world class facilities include the MGM Art Space, dedicating over 5,000 square feet to display authentic works of art, conference and event facilities, spa, and seven signature restaurants and bars to fulfill any gastronomic craving. Our property is conveniently located on the Macau Peninsula and is directly connected to the luxury retail shopping complex, One Central.

MGM COTAI is the latest integrated resort of MGM in China. Designed as the "jewelry box" of Cotai, it offers approximately 1,400 hotel rooms and suites, Asia's first dynamic theater, meeting space, high end spa, retail offerings and food and beverage outlets as well as the first international Mansion at MGM for the ultimate luxury experience. The Spectacle at MGM COTAI becomes the record holder of the largest free-span gridshell glazed roof (self-supporting) on January 19, 2019, making it the first architectural and structural GUINNESS WORLD RECORDS™ title for Macau, China. MGM COTAI is being developed to drive greater product diversification and bring more advanced and innovative forms of entertainment to Macau as it grows as a global tourist destination. MGM COTAI is the only mega complex and hotel in Macau to gain three-star certification in both Green Building Design and Operation Label, as well as the first hotel in the Greater Bay Area and second in Greater China to receive the certifications.

MGM China is majority owned by MGM Resorts International (NYSE: MGM) one of the world's leading global hospitality companies, operating a portfolio of destination resort brands including Bellagio, ARIA, MGM Grand, Mandalay Bay and Park MGM. For more information about MGM Resorts International, visit the Company's website at www.mgmresorts.com.

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