



# STUDY AS YOU WORK

A Fully Funded 4-Year University  
Degree Scholarship



TALENT OPERATIONS PROGRAMME  
Building Tomorrow's Leaders

**SUSS**  
SINGAPORE UNIVERSITY  
OF SOCIAL SCIENCES

 **Temasek**  
POLYTECHNIC

TALENT OPERATIONS PROGRAMME 2024 / 25



# About McDonald's Singapore

Our Golden Arches first set foot in Singapore more than 40 years ago, in 1979. Today, with over 150 restaurants islandwide, serving 6 million customers a month, McDonald's is a ubiquitous brand whose success stems from the 10,000 employees who oversee all aspects of the business.

From crew leader to restaurant general manager and business consultant or beyond, every member of the McFamily is a leader in his or her own right. Making leaders means that a robust Learning and Development structure must continue to be in place to support

every individual's aspiration and career goals. Every McFamily member knows that they're more than just holding on to a job - they're on a path to an exceptional career.

McDonald's is building new leaders and is launching the Talent Operations Programme in 2024. McDonald's is inviting an exclusive group of Temasek Polytechnic undergraduates to embark on a career with us, while we fully fund their four-year business degree from the Singapore University of Social Sciences (SUSS).

## Introducing the Talent Operations Programme

McDonald's Singapore is giving polytechnic undergraduates the opportunity to stay on top of their career.

Gain invaluable work experience and a recognised business degree, all at the same time. The Talent Operations Programme (TOP) is specially designed for bright and ambitious interns who

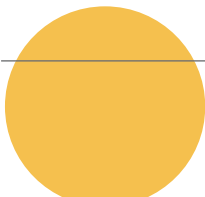
desire a four-year scholarship for a SUSS business degree.

Study as you work, and upon graduation, you are well on your way to a leadership role at McDonald's, managing a group of restaurants with a business degree in hand.



# Hear from our Temasek Polytechnic Alumni

Leadership skills, strategic thinking and real-world working experience – our Temasek Polytechnic alumni share what a career with McDonald's is like for them.



# Our Temasek Polytechnic Alumni



“ There're always ways to improve and achieve your personal development goals at McDonald's. The values and skills I've gained throughout my internship and career here... I can proudly say **I've become more confident leading my crew and speaking to customers.** My communication skills have improved too, and even my parents say I've become more responsible! ”

**Sharifah Aisyah, Assistant Manager,  
McDonald's Bedok Mall**

TP Diploma of Business Process & Systems Engineering (2018-2021)



“ When I joined the internship programme at McDonald's, it opened my eyes to a career beyond just preparing burgers, fries and drinks – **I gained experience in running a F&B restaurant from food quality checks to recruiting the right staff and building my team.** ”

**Benjamin, currently serving NS, former Floor Manager,  
McDonald's Waterway Point**

TP Diploma of Tourism and Hospitality Management (2020-2023)



“ I've spent over 10 years first as an external designer for McDonald's before taking up the challenge of Design Manager. I'm always **thankful to Temasek Poly for enabling me to pursue my interest in Interior Design and then to put into practice my learning at McDonald's – where my contributions impact many people, from customers to employees!** ”

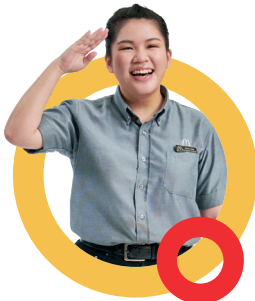
**Amanda Yeo, Design Manager,**

TP Diploma of Interior Architecture and Design (2009-2011)



“It’s not just about flipping burgers, it’s a people business and about connecting with people – customers and my colleagues. Being part of a big brand like McDonald’s, it can be challenging but just as rewarding. What I didn’t expect to but did learn during my career here is how dealing with different people and personalities can **sharpen your thinking skills.**”

**Fazly Aziz, Executive, Restaurant Solutions Group,**  
TP Diploma of Information Technology (2005–2008)



“There’s a lot to learn in becoming a leader. Besides running a restaurant, we need to **oversee training and providing hospitality to customers** as well as the **welfare of your crew and managers.** You will also **learn to think on your feet** as we need to lead our teams when faced with uncertain or impromptu situations, so we can work well with our team and serve customers well.”

**Jolyn Ong, People Development Manager,**  
**McDonald’s Waterway Point**  
TP Diploma of Hospitality and Tourism (2018–2021)



“I wanted to build my career by **being part of a brand with a global reputation,** a highly recognised market leader with a commitment to quality and consistency, especially in my field of study. Only after joining the company did I fully appreciate the exposure to different functions and partner collaboration. The exposure to different points-of-views is invaluable in **honing my problem solving abilities, knowledge enrichment and professional growth.**”

**Glenn Wong, Consultant Quality Assurance,**  
TP Diploma of Applied Food Science and Nutrition (2008–2011)

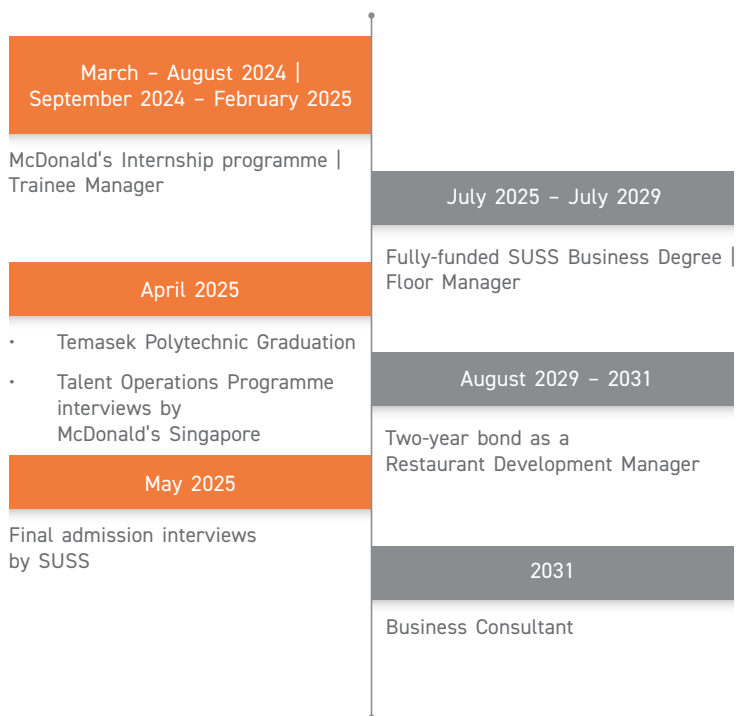
# Are you ready to embark on the Talent Operations Programme?

The TOP offers undergraduates the opportunity to study while you work.

Your TOP journey starts when you join our 2024 Internship Programme as a Trainee Manager. From December 2024 and upon graduating from Temasek Polytechnic, candidates who meet the eligibility criteria stated below will be shortlisted to undergo a series of interviews by McDonald's Singapore.

Selected candidates will then undergo a final round of selection and panel interview by SUSS.

Successful candidates will commence their fully-funded four-year SUSS studies in July 2025, while enjoying the security of a Floor Manager position at McDonald's Singapore.



In four years, you will achieve a Bachelor of Science (Bsc) in Business Analytics by SUSS while honing your leadership skills managing your restaurant's business. Throughout your work and study period, candidates will also be eligible to receive an **annual study allowance of up to S\$3,000** in addition to your pay package.

Upon graduating with your SUSS Business Degree, candidates will secure a 2-year bond with McDonald's Singapore and be in the talent pipeline to become a Business Consultant overseeing a group of McDonald's restaurant.

## Eligibility

The Talent Operations Programme (TOP) is an exclusive internship opportunity to select Temasek Polytechnic undergraduates. To be eligible for the TOP, undergraduates must fulfil the following criteria:

- Must be a Singapore Citizen or Permanent Resident
- A full-time final year Temasek Polytechnic student
- A minimum GPA score of 3.0 (as of 2023)

## Application

We welcome all interested and eligible future leaders to apply to be part of the TOP. You can submit your CV or questions to [recruiting@sg.mcd.com](mailto:recruiting@sg.mcd.com) and we will be in touch to kick start your career and leadership growth!



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