



FOR IMMEDIATE RELEASE

Melco introduces 'In Your Shoes' program for management team to experience *A Day in the Life* of frontline colleagues

Leaders engage in housekeeping and F&B roles under new initiative to facilitate and enhance communications and deliver improved service quality

Macau, Tuesday, August 20, 2019 – Melco Resorts & Entertainment Limited has launched the 'In Your Shoes' program for its management team to experience *A Day in the Life* of frontline colleagues to facilitate and enhance communications and deliver better service quality. Under the new Melco initiative, the company's leaders including property presidents Mr. David Sisk of City of Dreams; Mr. Geoff Andres of Studio City; Mr. Andy Choy of Altira Macau and other senior management colleagues were invited to engage in roles at various hotel departments such as Housekeeping and Food & Beverage. To date, more than 70 colleagues have taken part in the program at five 'In Your Shoes' sessions held across Melco's resort properties. Further sessions are scheduled for the coming months with the objective to help the management team advance their knowledge on frontline roles, experience and identify the day-to-day complications faced by colleagues, and to then help devise and implement practical solutions, thus improving service quality and the employee work environment.

Ms. Akiko Takahashi, Executive Vice President and Chief of Staff to Chairman and CEO of Melco, said, "We recognize people and culture as key drivers of our success. It is also the reason why we can provide the highest-quality experiences to guests every day at our resorts. In our commitment to be an employer which people choose to work for and stay with, we believe in the importance of communication between colleagues of all levels. We trust that the 'In Your Shoes' program will effectively provide such an opportunity to benefit all colleagues and teams at Melco, enabling more effective teamwork in our bid to provide guests with the most memorable experiences."

After spending an afternoon in the life of a Housekeeping Attendant at Morpheus together with three other senior management colleagues, **Mr. David Sisk, Property President of City of Dreams Macau**, said, "With more than 8,000 people working at City of Dreams Macau, I am always looking for ways to gain their perspectives and ideas to improve what we do and how we do it. This project is a wonderful opportunity offering just that. It was insightful to get to understand in greater depth the operational ins and outs of the housekeeping team, to see the obstacles they are faced with daily and the teamwork and efforts required to overcome these."

Photo captions:



The City of Dreams senior management team, led by Mr. David Sisk, experiences a day in the life of a Housekeeping Attendant at Morpheus.



Mr. Geoff Andres, Property President of Studio City learns the ropes from chefs at *Bi Ying* and *Rossi Trattoria* as the day's "Super Junior Inexperienced Chef".



Mr. Andy Choy, Property President of Altira Macau and the management team experience life as F&B Stewards specializing in dishwashing.



At Altira Macau, colleagues offered the management team led by Property President Mr. Andy Choy useful Housekeeping tips for their various tasks as the hotel's Housekeeping Attendants.



###

About Melco Resorts & Entertainment Limited

The Company, with its American depositary shares listed on the NASDAQ Global Select Market (NASDAQ: MLCO), is a developer, owner and operator of casino gaming and entertainment casino resort facilities in Asia and Europe. The Company currently operates Altira Macau (www.altiramacau.com), a casino hotel located at Taipa, Macau and City of Dreams (www.cityofdreamsmacau.com), an integrated urban casino resort located in Cotai, Macau. Its business also includes the Mocha Clubs (www.mochaclubs.com), which comprise the largest non-casino based operations of electronic gaming machines in Macau. The Company also majority owns and operates Studio City (www.studiocity-macau.com), a cinematically-themed integrated entertainment, retail and gaming resort in Cotai, Macau. In the Philippines, a Philippine subsidiary of the Company currently operates and manages City of Dreams Manila (www.cityofdreamsmanila.com), a casino, hotel, retail and entertainment integrated resort in the Entertainment City complex in Manila. In Europe, the Company is currently developing the City of Dreams Mediterranean integrated destination resort project (www.cityofdreamsmed.com.cy) in the Republic of Cyprus, which is scheduled to open in 2021 and expected to be the largest premier integrated destination resort in Europe. The Company is currently operating a temporary casino, Cyprus Casinos, the first casino in the Republic of Cyprus and three satellite casinos with a fourth satellite casino scheduled to open by the end of 2019. Upon the opening of City of Dreams Mediterranean, the Company will operate the City of Dreams Mediterranean integrated resort and continue to operate the four satellite casinos. The Company also holds equity interests in Crown Resorts Limited (“Crown”), a company listed on the Australian Securities Exchange and which operates two of Australia’s leading integrated resorts, Crown Melbourne Entertainment Complex and Crown Perth Entertainment Complex. In the United Kingdom, Crown operates Crown Aspinalls, a high-end licensed casino in London. Crown’s development projects include the Crown Sydney Hotel Resort at Barangaroo on Sydney Harbour. Crown also holds equity interests in the Aspers Group and Nobu and has interests in various digital businesses. For more information about the Company, please visit www.melco-resorts.com.

The Company is strongly supported by its single largest shareholder, Melco International Development Limited, a company listed on the Main Board of The Stock Exchange of Hong Kong Limited and is substantially owned and led by Mr. Lawrence Ho, who is the Chairman, Executive Director and Chief Executive Officer of the Company.

For media enquiries, please contact:

Chimmy Leung
Executive Director, Corporate Communications
Tel: +852 3151 3765
Email: chimmyleung@melco-resorts.com