WELCOME

The school staff would like to welcome you to GEOS Language Centre. We look forward to your arrival and in helping you make your stay enjoyable and successful.

Our friendly teachers, administration staff and counselors are all here to help and support you while you study and experience Singaporean life and culture. We are located in the city centre of Singapore, in the heart of Orchard Road, Singapore’s premium shopping district, in modern air-conditioned premises with excellent study facilities. The atmosphere in our school is friendly, caring and relaxed, whilst still professional and dedicated to serving our students’ needs.

To help you prepare for your trip, we have compiled the following information which will help you adapt more quickly to a new country, climate, school, customs and lifestyle.
Unique is the word that best captures Singapore, a dynamic city rich in contrast and colour where you'll find a harmonious blend of culture, cuisine, arts and architecture. A bridge between the East and the West for centuries, Singapore, located in the heart of fascinating Southeast Asia, continues to embrace tradition and modernity today. Brimming with unbridled energy and bursting with exciting events, the city offers countless unique, memorable experiences waiting to be discovered.

Singapore is not just one island but a main island with 63 surrounding islets. The main island has a total land area of 682 square km. A single day's trails will take you from the past to the future, from a colourful ethnic enclave to an efficient business centre, from serene gardens to sleek skyscrapers.

However, its compact size belies its economic growth. In just 150 years, Singapore has grown into a thriving centre of commerce and industry. Singapore is the busiest port in the world with over 600 shipping lines sending super tankers, container ships and passenger liners to share the busy waters with coastal fishing vessels and wooden lighters. One of the world's major oil refining and distribution centres, Singapore is also a major supplier of electronic components and a leader in shipbuilding and repairing. It has also become one of the most important financial centres of Asia, with more than 130 banks. Business dealings are facilitated by Singapore's superb communications network which links the Republic to the rest of the world via satellite, 24-hour telegraph and telephone systems. Singapore's strategic location, excellent facilities, fascinating cultural contrasts and tourist attractions contribute to its success as a leading destination for both business and pleasure.

Singapore is truly a city like no other, a world of possibilities. With its friendly and welcoming people, state-of-the-art infrastructure and something new happening everyday, your stay will be a memorable mix-and-match of all the things you have always wanted to do. Come and enjoy countless fascinating experiences, and take away memories that are uniquely Singapore.
TRAVEL IN THE CITY

Getting from point A to point B in Singapore is not just easy, it is also economical. An efficient public transportation network offers taxis, buses and the modern Mass Rapid Transit (MRT) rail system.

You can take the bus with an ez-link Card, which can also be used on the Mass Rapid Transit (SMRT Trains). The Card can be bought or revalued from any TransitLink Ticket Sales Office located in most MRT stations and bus interchanges. If cash is used for bus fares, exact fare is required. You can check with the bus driver on the appropriate fare for your destination. Ticketing machines for MRTs can dispense change.

Over 15,000 air-conditioned cabs provide comfortable, hassle-free travel at a very reasonable cost. They can be flagged down 24 hours a day on most roads, with well-marked taxi-stands available outside most major shopping centres and hotels.

WATER

It is perfectly safe to drink water straight from the tap in Singapore. However, for those who prefer bottled mineral water, local supermarkets and grocers always have ample stocks.

ELECTRICAL APPLIANCES

Singapore voltage is 220-240 volts AC, 50 cycles per second. When shopping for electrical appliances, do remember to check the voltage of the item against the acceptable voltage in your home country. The power plugs used in Singapore are of the three-pin, square-shaped type. Fit your appliances with Singaporean style plugs, which you can buy here.

CLIMATE & CLOTHING

Singapore has a warm and humid climate throughout the year with a daily average temperature range of 24 degrees Celsius to 32 degrees Celsius. Light and summer clothing made from natural fabrics like cotton is best for everyday wear. Casual dress is acceptable for most situations and occasions but some establishments may require a more formal dress code. It is always advisable to check beforehand on dress regulations, if any.
Hawker centres are where you will find a veritable feast of Chinese, Malay and Indian treats. It is best to find yourself a seat before you order. Placing a packet of tissue on the table will signal to others that the table has been reserved. Sharing a table with strangers is fine if you cannot find a vacant one.

Place your orders at each stall, state your table number and your selections. Most hawker centres have numbers on each table, however self-service is practised in some hawker centres and food courts. It is also a good way to ask Singaporeans about their favourite food or stall. Chinese dishes are served with chopsticks, though a fork and spoon will be made readily available upon request.

When ordering seafood, you should ask for the exact price you will be charged for the dish to avoid any misunderstanding.

Some favourite hawker centres in the city area include Bugis Street, Lau Pa Sat, Chinatown Food Street, Newton Food Centre, Boat Quay, Robertson Quay and Maxwell Road Market.

Food courts are basically air-conditioned, indoor hawker centres. They are popular because they offer diversity of choice in a clean, modern and sometimes even upmarket setting. As with hawker centres, it is best to find a seat before you order your food.

Some favourite food courts in the city areas include Bugis Junction, Clarke Quay, Picnic Food Court, Takashimaya Food Village, China Square Food Centre and Kopitiam.

Singapore has a wide range of differently priced menus to suit the needs of travellers. Local fare found at hawker centres and kopitiams or open-fronted local coffee shops are very reasonably priced while luxurious meals served at five-star establishments are still excellent value for money.

Most hotel restaurants and dining establishments levy a service charge of 10%, and government tax (GST) of 7%. Some suburban eating places and most hawker centres and food courts do not levy this charge. Tipping can be practised at your discretion.
IMMIGRATION & CUSTOMS

Generally, foreigners who do not require VISAs for entry and are visiting Singapore as tourists, may be given up to 30-day social visit passes upon their arrival in Singapore. Tourists, however, should have valid passports, onward / return tickets, onward facilities (e.g. visas, entry permits, etc.) to their next destination and sufficient funds for their stay in Singapore.

Items that are not allowed to be brought into Singapore include chewing gum, controlled drugs and psychotropic substances, endangered species of wildlife and their by-products, firecrackers, obscene articles, publications, video tapes/discs and software, and reproduction of copyright publications, video tapes, video compact discs, laser discs, records or cassettes.

AIRPORT

The facilities available at the Singapore Changi Airport include Internet Centres in all the 3 terminals, PC connection points and wireless internet access services in all terminals, banks, postal and telecommunications offices, 24-hour medical centre, Children's Play Area and over 30 food and beverage outlets in both terminals serving a wide range of cuisine.

Changi Airport is very well connected to other parts of Singapore, including the city which can be conveniently reached in under an hour. Various modes of transportation are available, and each of these can get you to your destination safely, comfortably and efficiently.

The Mass Rapid Transit (MRT) is a train system that links up most places in Singapore, and brings you from the airport to city centre in about forty minutes. Most tourist areas, such as Orchard Road and Marina Bay are directly accessible by the MRT.

To take in a more scenic view, you can opt to travel to the city via bus or taxi. Bus terminals and taxi stands can be easily found after clearing immigrations, simply by following the signs in the airport. An airport shuttle that offers transport from Changi Airport to hotels in the city is also available 24 hours a day.
SHOPPING IN SINGAPORE

For the latest in fashion trends, check out Orchard Road which is Singapore’s main shopping district. But if you’re looking for more cultural shopping, then the districts of Kampong Glam, Little India and Chinatown are most ideal. Here, you’ll find an assortment of ethnic products, textiles, antiques and more. Spanning almost 2.2km, Orchard Road is a swanky, one-way boulevard flanked by distinctive and iconic shopping malls, restaurants and hotels. The shopping belt offers nearly 800,000 sq m of retail, dining and entertainment options to please any taste or budget - from opulent brands to high street fashion, and exclusive restaurants to fast food joints. Orchard Road is a shopper’s haven and cosmopolitan playground set among a lush, tropical landscape that is ubiquitous in this Garden City. It is truly A Great Street!

ION Orchard
In 2009, ION Orchard opened its doors. Spread across eight levels, the 66,000 square metres mall is filled with international luxury labels, high street brands, an art and exhibition gallery, casual dining outlets and fine-dining restaurants. Fronting Orchard Road, ION Orchard is where six top luxury brands have built signature flagships in duplex units.

Knightsbridge
Within Park Hotel Group’s five-star hotel, Grand Park Orchard, stands Knightsbridge, a four-storey retail podium. Its collection of flagship stores includes Malmaison by The Hour Glass, a luxury emporium that houses Patek Philippe and Rolex Boutique Salons, Pierre Corthay shoes, a small selection of vintage Cartier objet d’art and artisan Frederic Malle perfume amongst other items.

H&M Orchard Road
H&M opened their first store in Southeast Asia. The 30,000 sq ft store spans three floors, offering fashion for women, men, teenagers and children, including accessories and footwear. Seasonal collections are created by about 100 in-house designers, together with buyers and pattern makers.

Orchard Central
Orchard Central distinguishes itself from other malls on Orchard Road with architectural and design forms. Fronted by an exterior featuring a digital art membrane, the mall offers cluster-concept shopping by grouping complementary offerings together for shoppers.

313@Somerset
313@Somerset is directly linked to the Somerset MRT station and features a concentration of mid-range retail and dining outlets. Retail options are made of a mix of popular local and global fashion labels including Zara, Uniqlo, New Look, Esprit and a Forever 21 flagship store that spans four floors. A fully integrated retail development, it also offers three dining precincts that cater to various tastes and appetites.
HEALTH ISSUES

Medical insurance is recommended as Singapore’s Medicare system does not cover visitors. If you study at GEOS Singapore on a Tourist Visa, YOU MUST MAKE YOUR OWN HEALTH INSURANCE ARRANGEMENTS (e.g. travel insurance) before you commence your studies.

Doctors are listed under Medical Practitioners in the Yellow Pages of the Singapore Phone Book. For an ambulance, dial 995. Pharmaceuticals are available from numerous outlets, including supermarkets, department stores, hotels and shopping centres. Registered pharmacists work from 9 am to 6 pm.

There are two hospitals near the GEOS school:

- Mount Elizabeth Hospital Ltd
  3 Mount Elizabeth
  Telephone: (65) 6737 2666

- Gleneagles Hospital Ltd
  6A Napier Road
  Telephone: (65) 6473 7222

POST

There is one Singapore Post offices near the school:

- Killiney Road
  1 Killiney Road Singapore 239518
  Mon – Fri 9.30 am - 9.00 pm
  Sat 9.30 am - 4.00 pm
  Sun/P. Holidays 10.30 am - 4.00 pm

Letterboxes are also located around the city and suburbs, and mail is collected several times daily. You can receive mail and parcels using GEOS Singapore’s postal address and fax number. Please ask the sender to make sure that your name is clearly marked on your mail.

(Internal students) GEOS Language Centre Pte Ltd
Address of GEOS: 190 Clemenceau Avenue. Singapore Shopping Centre #06-18. Singapore 239924
Fax Number: +65 6738 6819

STUDENT SERVICES

GEOS Singapore assists with finding suitable accommodation like home stays, hostels and apartments, and student’s pass arrangements. We can also help you with a wide range of issues including academic counseling, teacher concerns, recreation etc. Furthermore, we are available to discuss, in strict confidence, any difficulties and personal problems (homesickness or health issues) that you may have from time to time.

We also provide advice on courses and post-graduate opportunities.

STUDENT DATA CONFIDENTIALITY

Not to worry, any information we have about you from survey forms, registration forms, accommodation forms etc. – even your quiet chats with us – will be held in the utmost confidentiality. Student data will be used solely for the purpose of course enrollment, accommodation placement and completion of course submission.
TEACHING METHODS
Our teachers are dedicated to helping every student to learn English as quickly and effectively as possible. The emphasis is on communication and a wide range of resources and the most up-to-date and appropriate methods are used to ensure that every learner achieves their potential. Teachers at GEOS Singapore use a variety of teaching styles grounded in GEOS’ communicative method of teaching to meet a range of learning styles and cultural backgrounds. You may be a little surprised by the new style of lessons in your first week but will soon find that you are able to communicate with others in the class and become independent outside the class. Please remember to tell a teacher about any individual difficulties you may have – they will always be happy to help you.

LANGUAGE DIFFICULTIES
Most of you may experience some difficulty speaking English. Not to worry, this is natural. Conversational English – what you will be using – is probably different from what you were taught in school. It will take time to become more proficient in your speech. Start by speaking English only in school, even during break times. When you talk with your host family, teachers or friends, ask them to speak clearly, slow down or repeat themselves. These people are excellent sources of new words and phrases. Ask them for assistance with your pronunciation and vocabulary. They will be happy to help.

If you become tired and frustrated when you do not learn as quickly as you would like, relax, slow down. Be patient, it takes time.

Asking for help...
If there is something you do not understand, or something you are not sure how to deal with, ask someone for help or advice. If you do not ask, we will not be able to help you.

❖ “I don’t understand /Can you explain this to me? / Can you help me please?”
❖ “I am (sad, confused, homesick). Can I talk to you about it?”
❖ “I would like some help with (homework, English, new friends).”

SCHOOL RULES
Studying should be a fun experience in a conducive environment. To keep a wonderful learning atmosphere at GEOS Singapore, please:

▪ Observe proper conduct and refrain from disruptive behavior at all times.
▪ Switch off mobile devices and pagers during lessons.
▪ Be punctual for all classes.
▪ Be properly attired when attending courses in the school (smart casual).
▪ Do not consume food and drink in the classrooms.
STUDENT GRIEVANCE PROCEDURE

Please tell us when you are not happy or when you are not satisfied with something, no matter how small it may seem. We are here to look after you and ensure you get a wonderful English learning experience in every way possible. We want to help you, and we want to improve, but we cannot do that if you do not tell us where we have gone wrong. You can refer any matter to your teacher, councilor or manager. Our doors and ears are always open.

We understand at times talking may not be the best method of communicating. You can fill up the feedback form located at the reception and pass it to any of us. You can also write, email or fax to us at the contact details below, about what is on your mind.

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#01 – 00
Singapore 239926
Tel: (65) 6734 7556, 6734 6833
Fax: (65) 6738 6819
Email: japanstaff@geosing.com.sg (Japanese)
Email: evelyn@geosing.com.sg (International)
Email: nanapyeon@geosing.com.sg (Korean)

We promise to respond to you within 3 days, and to work together with you to resolve the issues within 14 days.

Sometimes though, two parties do not always agree – we will have our own opinions and interests that we may find hard to reach an agreement. CASE Mediation Centre will be there for us to air our views in a third-party environment and seek resolution.

Yes, there is always the legal option in the end. But come, let’s talk first. We want to listen.

INFORMATION FOR YOUR FIRST DAY

Prior to registration, all students will have to enter into our student contract. Placement tests will be given to each new student prior to the start of each new course to determine their English proficiency level and to put them into the correct class.

Please be punctual for classes. There will be an orientation on the first day and a placement test. Remember to have a good breakfast especially on the first day, as lunch will be a little late due to administrative procedures.

What to bring: Notepad/paper
Pen/pencil

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