

THE SKYLIGHT WAY

VISION

To make Skylight Nha Trang a must-visit destination globally.

“If you’re in Nha Trang, you have to experience Skylight.”

MISSION

To create unforgettable memories that bring people together through Hospitality, Entertainment, and Energy.

Every guest. Every shift. Every interaction.

BRAND PROMISE

#CreatingMemories

You leave with photos to share and stories to tell.

THREE PILLARS

HEE

Hospitality How guests feel.

Entertainment What guests experience.

Energy What we bring.

CORE VALUES · WHO WE ARE

FRIENDLY

THÂN THIỆN

Kind and warm to everyone.

ENERGETIC

NHIỆT HUYẾT

Good vibes, energy up all night.

UNITED

ĐOÀN KẾT

We, not me.

THE SKYLIGHT STANDARDS · HOW WE DO IT

Service is meeting our guests' needs, and every venue can do Service. Our Standards are how we go beyond it.



WELCOME EVERYONE

CHÀO ĐÓN MỌI NGƯỜI



MAKE IT PERSONAL

CÁ NHÂN HÓA



STAY AHEAD

ĐI TRƯỚC MỘT BƯỚC



BRING THE ENERGY

LAN TỎA NĂNG LƯỢNG



TAKE OWNERSHIP

CHỊU TRÁCH NHIỆM

We are Friendly, Energetic, and United. We live our Standards every day. Through Hospitality, Entertainment, and Energy, we create unforgettable memories.

THE 5 SKYLIGHT STANDARDS

5 actions, every shift · How good service becomes exceptional hospitality



1

WELCOME EVERYONE

CHÀO ĐÓN MỌI NGƯỜI

"I make every guest feel welcome from the very first moment."



2

MAKE IT PERSONAL

CÁ NHÂN HÓA TRẢI NGHIỆM

"I create personal connections that guests remember."



3

STAY AHEAD

LUÔN ĐI TRƯỚC MỘT BƯỚC

"I anticipate guests' needs before they have to ask."



4

BRING THE ENERGY

LAN TỎA NĂNG LƯỢNG

"I bring positive energy that lifts everyone around me."



5

TAKE OWNERSHIP

CHỊU TRÁCH NHIỆM

"I take ownership of my work."

👉 **OUR ACTIONS · HÀNH ĐỘNG CỦA CHÚNG TA** · written by the team after each workshop

WHO WE ARE

We hire for these. They can't be taught.



FRIENDLY

THÂN THIỆN

We're kind and warm to everyone, guests and teammates alike.



ENERGETIC

NHIỆT HUYẾT

We bring the good vibe and keep the energy up all night.



UNITED

ĐOÀN KẾT

We work as one team. We not me. It takes all of us to create one unforgettable memory.



These values shape our culture and how we treat each other.

RAISE THE STANDARD

Eleven years ago, Skylight raised the bar for all of Nha Trang.
That's why we won: we didn't follow the standard, we set it.

NHA TRANG'S FIRSTS



BOTTLE PARADES

First to parade bottles spelling out our guests' names.



CHAMPAGNE SHOWERS

Key moments from the main stage, every single night.



INTERNATIONAL MIXOLOGISTS

World-class talent owning the bar, not just making drinks.



MASCOTS, MAGICIANS & PERFORMERS

A true festival vibe, far beyond go-go dancers.



LED LIGHT STICKS

A nightly ritual so guests light up the party with us.



NIGHTLY PARTY MCS

A host making sure everyone had the time of their lives!

Look around now, everyone does it. That's the proof: we set the standard for the whole city.

Today, we raise the standard with the most basic things: the 5 Standards.
The standard now lives in you.