

# ON COURSE

The newsletter of the  
International College  
of Hotel Management  
Adelaide, Australia  
Semester 2, 2005



International  
College of Hotel  
Management

In partnership with



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Hôtellerie Suisse Management  
Board member responsible for ICHM,  
Jean-Michel Illi



**Graduate in the starting blocks**

**Anita Balint takes on major multi-sport event management—the Melbourne 2006 Commonwealth Games.**

*See over for details of her role and the importance she places on remaining calm under pressure.*

## Strong ties that bind

For 120 years the Swiss Hotel Association (SHA) has been the leading brand in hotel management education and has graduates on every continent. It established the model that every other hotel school sets out to follow. Why? First and foremost, says ICHM Chief Executive, Gerald Lipman, the SHA is an association of hotel owners and managers—an employers' association and, as such, the shortest line between the industry and student. 'ICHM is immensely proud of its association with Hôtellerie Suisse, the name under which the SHA operates, which has led to a program focused on developing skills, academic knowledge and professional attitude. And a key component is an industry placement program more extensive than any other hotel management school in Australia,' he said.

*See over for Jean-Michel Illi's comments about the strong ties that bind the SHA and ICHM and why they have grown exponentially over the past decade.*

'Work hard party hard', an ICHM catchphrase

# Events & Placements

Industry placements July-December 2005

## Graduation Ceremony 10 September

The President of the Academic Board and the Principal of ICHM request the company of... Each year the invitation goes out to the event that is the culmination of three or four years of study and hard work: the Graduation Ceremony at the Adelaide Hilton.

The Hon. Steph Key, Minister for Employment Training and Further Education and Jean-Michel Illi

International College of Hotel Management



## Industry Placements July-December 2005

### International

#### Canada

Lang, Jim The Sutton Place Hotel

#### China

Risi, Damian Hilton Shanghai  
Zhang, Jessie Four Seasons Shanghai

#### Hong Kong

Byun, John (Jung Hyun) Grand Hyatt Hong Kong  
Chan, Ken (Long Kin) Grand Hyatt Hong Kong  
Lo, Jason (Yun Nam) Mandarin Oriental Hong Kong  
Chan, Ivory (Yu Ting) Novotel Century Hong Kong  
Chou, Michael (Wing Fung) The Peninsula  
Lo, Hestor (Hong Ting) Sheraton Hotel And Towers

#### New Zealand

Pollock, Michelle Huka Lodge

#### Scotland

Lee, Alice (Kwun Yi) Crieff Hydro  
Mong, Steffen Crieff Hydro

#### Singapore

Agnew, Jill Pan Pacific Hotels & Resorts  
Lee, Jie Young Pan Pacific Hotels & Resorts  
Muliadi, Sutji (Sutjiawati) Pan Pacific Hotels & Resorts  
Park, Denise (Kyu Ri) Pan Pacific Hotels & Resorts

#### Korea/South Korea

Fraterrigo, Elena Grand Hyatt Korea  
Chong, Lay Westin Chosun Beach Hotel

#### Taiwan

Huang, Douglas (Hao Jung) Ambassador Hotel Hsin Chu  
Mo, Meg (Yi Chun) Far Eastern Plaza Hotel  
Yeh, Cathy Far Eastern Plaza Hotel  
Fang, Yvonne Grand Hyatt Taipei  
Yang, Eliza (Yu Chieh) Grand Hyatt Taipei

#### Thailand

Jamaludin, Feizal Dusit Thani, The  
Ganglani, Ravi Peninsula Bangkok, The  
Manibhandu Skanda Dusit Thani, The

#### United Kingdom

Bartlett, Joel Dukes Hotel  
Petre, Jae Renaissance Chancery Court  
London

#### United States of America

Ng, Siew Siew IP3 Rooms Division  
Hyatt Regency Chicago  
Ottesen, Panida IP3 Rooms Division  
Hyatt Regency Chicago

### Australia

#### South Australia

Kim, Jae Yeon Adelaide Convention Centre  
Lie, Andre Adelaide Convention Centre  
Wu, Cathy (Xian) Adelaide Convention Centre  
Zhang, Xuan Adelaide Convention Centre  
Kim, Jeoung Tae Hilton Adelaide  
Kim, Na Youn Hilton Adelaide  
Kwon, Anna (Hyeon Ji) Hilton Adelaide  
Lau, Naomi (Shing Mun) Hilton Adelaide  
Pham, Robert (Binh Thanh) Hilton Adelaide  
Kim, Romi (Soo Jeong) Medina Grand Adelaide Treasury  
Wang, Alec (Xu Fang) Mercure Grosvenor  
Cahyadi, Joselin Oaks Plaza & Pier  
Iu, Wing Yan Pacific International Suites  
Sakurai, Takako Stamford Grand, Adelaide  
Zhong, Kelvin Hilton Adelaide  
Sutton, Yana Jolley's Boathouse Restaurant

#### New South Wales

Wong, Adrian (Man Chun) Avillion Hotel Sydney  
Chan, Remy (Wing Man) Four Points Hotel Sheraton  
Kim, John (Jong Man) Four Points Hotel Sheraton  
Loh, Kevin (Junwei) The Observatory  
Fu, Tom (Tian Yi) Sheraton On The Park  
Huang, Jilisa (Yu-Ling) Sheraton On The Park  
Huang, Winnie (Yun Ting) Sheraton On The Park

Lee, Alex (Huei Ming)  
Lei, Livia (Lan Fong)  
Simforoosh, Ali (Mohammad)  
Tan, Wing (Wing Man)  
Tan, Charmine (Hui Tjin)  
Shih, Tim (Yen Chung)  
Chu, Pak Yee  
Ahn, Bo Hyung

Sheraton On The Park  
Sheraton On The Park  
Sheraton On The Park  
Sheraton On The Park  
Swissotel Sydney  
Swissotel Sydney  
Vibe Hotel

#### Queensland

Feasby, Nicole Hilton Brisbane International  
Jonsson, Jacklyn Hilton Brisbane International  
Lee, Ally (Do Kyung) Cairns International Hotel  
Leung, Sam (Cheuk Pong) Cairns International Hotel  
Park, Ga Ram Cairns International Hotel  
Aiba, Kanako Hilton Cairns  
Kwan, Winnie (Wei Yee) Reef Casino Cairns  
Moon, Ja Young Reef Casino Cairns  
Ng, Siu Yan Reef Casino Cairns  
Yam, Yammi (Mei Ting) Reef Casino Cairns  
Yang, Chang Bong Reef Casino Cairns  
Yoon, Lleyton (Hyung Joon) Reef Casino Cairns  
Zhu, Lisha Reef Casino Cairns  
Chun, Stella (Da Young) Shangri-La Hotel Cairns  
Ko, Lauren (Hui Yee) Shangri-La Hotel Cairns  
Kim, Sarah (Young Sun) Radisson Treetops Resort  
Preston, Adele Radisson Treetops Resort  
Robinson, Michael Radisson Treetops Resort  
Kim, Bryan (Sehun) Sheraton Mirage Port Douglas  
Lam, Michelle (Wing Yee) Sheraton Mirage Port Douglas  
Lin, Tom (Kuan-Nan) Sheraton Mirage Port Douglas  
Su, Cathy (Ling-Jung) Sheraton Mirage Port Douglas  
Wang, Kevin (Shih Kai) Sheraton Mirage Port Douglas  
Yeung, Connie (Yuk Ka) Sheraton Mirage Port Douglas  
Lawder, Daniel Holiday Inn Cairns  
Lee, Anton (Chang Gon) Tangalooma Wild Dolphin Resort  
Tjou, Karno Courtyard By Marriott Surfers Paradise  
Wang, Ruby (Yi Xuan) Courtyard By Marriott Surfers Paradise  
Yoon, Bo Gyu Courtyard By Marriott Surfers Paradise  
Wong, Benedict Holiday Inn, Cairns

#### Victoria

Giddens, Ryan Como Hotel  
Lai, James (Yu San) Crown Towers Hotel  
Tsang, Jasmine (Ming Ying) Crown Towers Hotel  
Vu, Jolie (Hai Ha) Crown Towers Hotel  
Lee, Eddy (Kee Ho) Crown Towers Hotel  
Cordero, Jose Hilton Airport Hotel  
Sue-Yek, Guy Hilton Airport Hotel  
Perry, Joanne Hilton On The Park Melbourne  
Chu, Michael (King Wa) Langham, Melbourne  
Kwong, Carol (Tsz Ching) Langham, Melbourne  
Lam, Vu Langham, Melbourne  
Min, Karl (Sungki) Langham, Melbourne  
Suen, Olivia (Wai Tung) Langham, Melbourne  
Wende, Cornelia Langham, Melbourne  
Wong, Chloe (Siu In) Langham, Melbourne  
Wong, Hank (Chun) Langham, Melbourne  
Law, Ming (Chung Ming) Le Meridien At Rialto Melbourne  
Cai, Anya (Ya Tian) Mercure Grand Hotel On Swanston Melbourne  
Feng, Kerry (Qi Hui) Mercure Grand Hotel On Swanston Melbourne  
Huang, Joanne (Zhengying) Mercure Grand Hotel On Swanston Melbourne  
Jeon, Ki Hoon Mercure Grand Hotel On Swanston Melbourne  
Oh, Jung Hyun Mercure Grand Hotel On Swanston Melbourne  
Tokimoto, Saho Mercure Grand Hotel On Swanston Melbourne  
Wirasedana, Ocha (I Wayan) Mercure Grand Hotel On Swanston Melbourne  
Karmadi, Bibin RACV Club  
Lee, Phoebe (Ching Man) RACV Club  
Gartshore, Matt Radisson Melbourne  
Hurley, Nick Sebel Melbourne, The  
Agustin, Novi The Pinnacle Valley Resort  
Koo, Mike Sofitel, Melbourne  
Ting, Ginny Grand Hyatt, Melbourne  
Forsman, Eddie Medina, Melbourne

#### Western Australia

Kim, Min Soo Crowne Plaza Perth  
Bett, Diana Duxton Hotel Perth  
Lian, Jerry (Liqiang) Duxton Hotel Perth  
Gao, Daniel (Xian Liang) Hilton Parmelia Perth  
Park, Hae Mi Hilton Parmelia Perth  
Park, John (Sung Jin) Hilton Parmelia Perth  
Ng'ang'a, Mumbi Hyatt Regency Perth

# Achievements

Testing times, but Anita is up to it

## Endurance test

*The relief on the faces of ICHM graduates Jaime Footner and Dharmik Kumar when Daljit Rao made her way through the lobby of the Mumbai Hyatt after midnight during the recent monsoon said it all. 'I felt like I was being welcomed home by my family,' she said. She was almost at the end of her trip to India when severe flooding brought about by the monsoon had her literally fighting for her life.*

Daljit says that people had often spoken to her about the Indian monsoon and how rains starting from the south and finishing in the north sweep across the continent. On the fateful day, Wednesday, 26 July, when she got to experience monsoon conditions first-hand, she had set off on what she thought would be a normal day of meetings with various institutions and potential ICHM students.

Daljit continues: 'Driving through heavy rains from our last appointment at 5 pm the taxi hit something, which resulted in the car becoming airborne and landing in a pool of water. Within minutes we had 9 inches of water in the car and it was at headlight level outside. The car then stalled, and that's when we realised we were really in trouble. I called home and work to say I was caught in a storm but I was OK. Little did I know how difficult and challenging the next several hours would be.

'We had to abandon the taxi and walk toward our safe haven—The Hyatt hotel. We left all our belongings in the taxi and started walking before the current became so fierce that our chances of reaching our destination would be remote. It took us five hours to travel 8 km (crossing eight bridges), often through chest-high stormwater and heavy rain.

When we finally made it we found a hotel lobby full of people; they were the fortunate ones. Thousands of people drowned trying to get to safety and there were many more casualties. Added to the general disaster, the airport was covered with oil spills so no aircraft could land, which meant I was stuck in Mumbai for some time. The experience not only tested my endurance, but also my ability to stay calm and focused—on getting home to Adelaide. **ON C**

**It took us five hours to travel 8 kilometres often through chest-high stormwater and heavy rain**

Daljit Rao joined ICHM as Director of Marketing and Operations more than two years ago after two decades in hospitality and conventions, more recently as general manager, responsible for the opening of a \$52 million hotel property in South Australia. Among many high-profile industry appointments, she has been president of the Australian Hotels Association South Australia (Residential Division) and on the National Accommodation Division Board as National Secretary. She holds an MBA and serves on a number of curriculum advisory boards.



Dalji Rao (back) with Dharmik Kumar, Club Lounge Manager and Jaime Footner, Director of Rooms Division at the Mumbai Hyatt

## Calmness personified continued from page 2

'This is a dream organisation because you are able speak thoughts and ideas freely. No one person has all the answers and it might just be that a suggestion I have leads to a faster, better or more cost-effective way of doing things.

'Stakeholder and customer service are key to delivering an extremely successful event. We constantly collectively focus on our end users-spectators, athletes or the media-and as often as possible we are encouraged to take a moment to "walk in their shoes".

We all need to know and understand our customers and stakeholders-both internal and external-and make sure that in everything we do we strive to exceed their expectations.

'It is tough, there is no question about it, but so was ICHM and once you get through the SHA program you can handle anything that seems tough. I loved ICHM, and recommend it to everyone interested in my field especially.'

She says what she learned in the Engineering & Environment subject (one of her favourites at ICHM) with lecturer Kevin McMahon, she has taken with her and to this event especially. 'We are striving to make the Melbourne 2006 Commonwealth Games a carbon-neutral, low-waste and water-wise event, which will be achieved in numerous ways, such as the planting of 2.5 million trees, encouraging the use of public transport, event recycling at all venues and waste water avoidance and minimisation. We are also very eco-friendly in our offices at headquarters!

A particular asset Anita brings to the M2006 is a sense of humour. 'I make everyone around me laugh. Someone has to be the funny one and I'm it; the one who cheers people up when things aren't going as planned. I like being that person. It comes naturally.'

She also likes systems, policies and procedures and everything to run smoothly. 'I'm organised at work (even if my house is disorganised-how can that be?). I'm pedantic about keeping everything in order. And my creativeness in putting menus and packages together has been a tremendous

help here as I have critiqued and organised (in conjunction with the contractors and our Sponsorship Department) all of the food and beverage menus and packages available for corporate and sponsor hospitality during the games. I'm not the best cook in the world—far from it, but I'm a whiz at putting these elements together!'

The issue of change control is something over which she says she can 'lose it'. 'Now that we are in the Operational Period (after our original Planning Period phase), if someone makes a change to a plan, procedure or policy it can affect a million other things that have been put in place and planned for. I've had to hold back a few tears and screams when something like this has happened to one of my venues and it affected my planning tremendously. But you work around it and talk about it together and come up with a different solution or plan. It all works out for the good in the end'.

There is no such thing as an average day, and she can spend most of her time at the computer one day and going to 1001 meetings the next. And although the job has taken over and she hasn't had much of a social life over the past 13 months, Melbourne Cup Spring Racing Carnival is a time when she endeavours to take time out and enjoy herself.

Anita has just bought a home in Melbourne, (a city she loves) by the beach and says she would find it hard to move somewhere like London for the 2012 Olympic Games or something equivalent.

'But then again, I wouldn't mind spending my days on a beach somewhere in the world! I have no idea what I want to do after this. I'm going to be unemployed as of 30 April.' Takers anyone? **ON C**



## Moving on from The Ritz



Around about the time new graduate Maybe Yu took up a management traineeship with The Ritz Carlton Singapore (see back page) Cameron Clarke moved on.

Profiled in a previous edition of On Course (September 2004), Cameron had made some stellar career moves at the group's San Francisco property before the desire to create, manage and build success on his own terms kicked in.

The time had come where I had to make a decision to sign on at The Ritz for a new term, but I knew it was time to fulfil a personal desire to create my own business and build my own success'.

Cameron had moved to The Ritz Carlton San Francisco as Banquet Manager from the group's Sydney property, rapidly moving to Assistant Director of Banquets, Director of Banquets, Director of Dining Services to Assistant Director of Food and Beverage.

Back in Australia (based in Melbourne) after four months travelling through South America and Europe, Cameron and his partner have set up a company providing small, medium and large businesses with a 100% browser-based business efficiency solution—Slipstream. Cameron says Slipstream's technology has already been successfully implemented in the transport and shipping and staff management industries.

In his previous profile referring to the hospitality industry he stated: 'ICHM is a great introduction and from there it's up to you', but he is one of a growing band of graduates proving themselves outside the industry in diverse fields, information and communications technology (ICT) among them. **ON C**

Lateral, creative and strategic thinking pays off for Toby and Marcel

# Student news

Different aspects of ICHM make interesting reading

## Day of outdoor adventure makes news



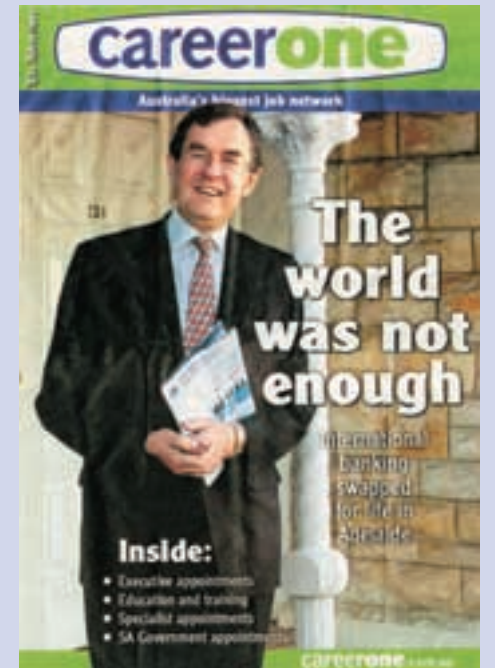
Picture Courtesy:  
Courier Mail

**So successful is the day of outdoor adventure for newly arrived first-years, that this year it made the news**



*So successful is the day of outdoor adventure for newly arrived first-years, that this year it made the news. The local Adelaide Hills' newspaper, The Courier, headlined the article 'Building trust no obstacle for international students'. Held each semester in Principal Dan Edmonds' garden at Aldgate, the day's team building and problem solving activities culminate in an 'Aussie' barbecue to give a real taste of Australia. Local Member of Parliament Isabel Redmond, ICHM College Council member George van Holst and Chief Executive Gerald Lipman added their support and third-year students took on mentoring roles. 'It not only introduces students to cultural differences, but also is a lot of fun with many friendships made on the day,' says Dan Edmonds.* ON C

## The world was not enough



### 'International banking swapped for life in Adelaide'

This was the banner on the front page of the Adelaide Advertiser, when Chief Executive made the front page of the city tabloid's Careers section. The profile piece detailed Gerald Lipman's life as an international banker—in Canada, Paris, Frankfurt, Singapore and China, before he returned home to Adelaide to take up the reins from ICHM's founder, his father Rex Lipman. In the article Gerald Lipman describes the particular challenge of coming from a company with 50,000 employees to three, 'But many of the same sorts of things have come into play here as before'. He went on to say:

'You're trying to help these people through. Students spend six months of the year studying and six months in work placements in hotels here and overseas.

'The industry focus to us is critical.

'You've got to talk with the students, you're not just selling a product. You're trying to help people make the right decision that's going to get them where they want to be.'

'The students come from Mexico, Slovenia, Iceland, Indonesia, Singapore, Korea, New Zealand and Japan. I want these students to tell their friends: "You should study hotel management at ICHM in Adelaide",' he says.

ON C

*The Advertiser*, 30 July 2005

**'You're trying to help people make the right decision that's going to get them where they want to be'**

Luke James, Dux of Third Year 2000, is going from strength to strength in the hospitality business in his home town Adelaide. With partners he set up The Banque club in the O'Connell Street, North Adelaide entertainment/restaurant precinct two years ago and has just taken over the prestigious The Manse restaurant and bar around the corner in Tynte Street.

Maybe Yu has been offered an 18-month management traineeship with The Ritz Carlton Millenia, Singapore, which has been voted 'Best Accommodation Experience' 2004 in the Singapore Tourism Board's Tourism Awards. Maybe, who is fluent in five languages, completed the ICHM Degree this semester. The Daydream Island and Spa resort Queensland was the location for her first industry placement. An offer of a management traineeship at the Ritz Carlton Bahrain came in at the same time, but she opted for Singapore where, after the traineeship, she will take up an assistant management role for a couple of years at the property's Greenhouse restaurants grooming her for Banquets generally.

Principal Dan Edmonds conducted a seminar on 'Leadership: A Hotelier's Perspective' in Perth. Attended by leading meetings industry and hotel executives, the seminar was convened by the Meetings and Events Association of Western Australia.

*Computer facilities improved*  
To assist students living in Regency International House (RIH) with their study environment, ICHM has acquired enough desktop computers for all students at RIH to have their own PC. This purchase started in 2004, and was completed at the start of 2005. With free internet access already available on campus, a significant improvement in productivity was immediately apparent!

Student Chie Shimizu on industry placement at the Amangani Resort, about 20 kilometres out of Jackson Hole, Wyoming, United States—overlooking the Teton Mountain Range. The Asian-inspired resort, this year's Conde Nast Traveller Gold List winner, is the first of the Amanresort's North American properties.

*Staff travel grants*  
ICHM Vice Principal, Mike Brearley and his wife, Christine Brearley (a year one lecturer) both undertook a study grant to North America and Europe in July and August 2005. While overseas, Mike and Christine visited the University of Nevada, Las Vegas, and several hotel schools in Europe.

Unfortunately Jasper Lee couldn't make it to his Graduation Ceremony—he had to fly to the United States post haste where, at the Hyatt Hotel Atlanta, he found himself in the wake of Hurricane Katrina. The Hyatt was one of the shelters set up for evacuees from surrounding states. "I was really glad to be here and help by applying the knowledge and skills I learnt at ICHM to a devastating situation," he said. He sent particular thanks to the college for arranging to send his certificate and hood to his parents.

The Industry Placement Team has had a reshuffle. Darren Camilleri has taken a sabbatical to work with the University of South Australia and Aida Ashworth has returned from maternity leave to work with Lee Lawrie, Christina Hercegovac and Gemma McGowan.

Having picked up an Accor Vivier National Management Traineeship, Ben Krieg is getting the kind of department head exposure that will fast track his career. Previously at the Novotel Sydney Olympic Park, most recently Acting Front Office Manager, Ben says that the traineeship is promoted as a GM's of the future program, with something like more than 30% of graduates of the traineeship now in GM or Assistant GM positions. The traineeship selection process is rigorous, involving three interviews (including one by panel), a written assignment and then a week's wait until the good news came through.

Ian Heath, Lecturer in Sales and Marketing in both the SHA Diploma and the ICHM Bachelor Degree programs, ran a three-day Marketing seminar for Le Meridien Hotels and Resorts in Kuala Lumpur. Le Meridien senior, regional executives and sales and marketing teams in the Asia Pacific basin attended.

*Ambassadorial first*  
The Swiss Ambassador, his Excellency Christian Muhlethaler and Mrs Muhlethaler along with consular representatives took time out from a flying visit to Adelaide to tour ICHM facilities early this year. They stayed for lunch at Graduates' restaurant with the service provided by ICHM students.

His Excellency Christian Muhlethaler (right) with College Council President, Baden Teague



## Chief Executive's comments



*Teamwork, leadership and success*

Hotel Schools take pride in the success of their alumni. There is nothing that a principal likes more than to hear that a graduate has been appointed manager in a prestigious hotel. Of course there are many other ways to achieve success, as the pages of *On Course* like to show. Being promoted in the workplace or elevated from one job to a more senior one is not just the result of going to a good hotel school or having a good resume or CV. These might get you a job in the first place, but internal promotions are the result of one's own achievements.

Good performance, showing initiative and budding leadership: these are some of the reasons for promotion. At ICHM we believe that it is our responsibility to

nurture students from the day they enrol, to maximise the opportunities of success.

At the start of every semester an Adventure Day takes year one and year three students off campus to develop their teambuilding and leadership skills. For some of the games students are blindfolded, a technique requiring them to speak up to solve particular problems. The year two students have their own leadership workshops as well. Competing teams in hotel simulation exercises have become a tradition at ICHM among our year three students.

With 60 weeks of industry placement built into the ICHM curriculum, more than at any other hotel school in Australia, we provide lots of opportunities for students to spend time in hotels in Australia and around the world not only to work, but also to look, observe and report on. We have subjects in years two and three that take up different aspects of the industry placement for analysis and review.

Obviously in all years, from years one to four, students are expected to speak up in class, clarifying, probing and questioning.

All this is exactly what is wanted in the workplace. Of course supervisors and managers want their employees to get the job at hand done professionally and efficiently. They don't want staff questioning instructions to the detriment of customers! But at the appropriate time, ideas and suggestions are the sure sign of an enthusiastic employee—someone who is not just doing a job, but thinking about the task and working out how to do it better.

As our lecturing staff, industry placement coordinators and marketing staff travel around to see hotels where students are undertaking placements and working as graduates, the importance of promoting teamwork, initiative and leadership is reported time after time. Industry sees that this is vital. Our graduates and students on industry placement are commended for

their skills in these areas which, in turn, reinforces the importance of our philosophy of emphasising them.

Some people seem to be born to lead; it comes naturally to them. But we see it as our role to equip all our students to be managers: after all, that's why they come to our school.

Gerald Lipman

# Feature

## Stamp of quality

cover story continued



'We are very proud of this school in Australia,' says Jean-Michel Illi. 'It is one of only five hotel schools in the world (three are in Switzerland and one in Spain) with agreement to use the SHA name and logo, and the quality of learning is exactly the same for students in Australia as it is in Europe.'

In Australia to address graduating students and others on campus, Mr Illi said the SHA is not to be confused with the Association of Swiss Hotel Schools, a wider grouping of hotel management schools.

'An employer anywhere in the world seeing the SHA stamp on a diploma knows they are getting a quality product, in this case a graduate or student. Quality is very strong with us and to achieve it we believe the diploma must be nothing less than three years, half in the classroom and half in industry'.

'This equal emphasis on industry placement that is carefully managed and controlled by the college, including written reports in conjunction with hotels, is a way of guaranteeing our students do the work for which they have been engaged'.

He told students they have a fantastic campus, accommodation and lecturers to equip them for exciting careers. The only difference in the Australian curriculum is a slight adjustment to make it more relevant to its position in the Asia Pacific, 'where more rice is eaten than raclette and where there are more beaches than mountains'.

He went on to say that hospitality is an industry in which employees are not judged by their knowledge from books and diplomas on the wall, but by the way they relate to their guests.

'The impression you create will depend on the level of your guests' satisfaction and whether your ultimate priority is their wellbeing.'

'The word hospitality implies generating emotions. Guests don't chose a building, but an atmosphere in which they feel important and comfortable. These are the things they'll return for.'

'True hospitality professionals talk about the heart in the industry, and your guest is the heart of your mission,' he said.

**It was Jean-Michel Illi's fifth and last visit to Australia as ICHM representative on the SHA board. He and his wife Heidi are retiring to the south of France and Spain. But he invited graduates of ICHM to introduce themselves to him as he would be delighted to meet them on his travels anywhere in the world.** ON C

## Calmness personified

# Graduate in the starting blocks

*'With more than 1 billion people watching on television, 1.5 million spectators, 3 million people involved around the city and 4500 of the world's best athletes (Asafa Powell, Lauren Jackson and the 'Aussie' swim team among them), the Melbourne 2006 Commonwealth Games Corporation (M2006) is no ordinary organisation to work for,' says Anita Balint. She took up the position of Cluster Manager, Non Competition Venues-Catering, Cleaning & Waste (CCW) on 6 September. 'Having recently passed the "200 days to go" milestone and many others thus far it's now about making the most of the coming months leading up to the games. 'This is my biggest challenge to date, and in an environment of constant change it's a matter of keeping head and emotions in check on a daily basis and being mindful of what this event will do for Melbourne, the Commonwealth and especially me,' she says.*



With parents owning and running a wedding and function centre, organising events was pretty much in Anita's blood. Lecturer James Kirk was also a major influence in steering her towards the Banquet/Function/Convention departments within hotels. She enjoyed her industry placements in these areas into which she segued after graduating. Her most recent position was Special Events & Business Development Executive with

the Melbourne Racing Club and prior to that Banquet & Convention Sales Executive with Carlton Crest, Melbourne.

The Caulfield Cup Carnival (Spring Carnival) was her previous biggest challenge each year and she says she spent the months leading up to it literally pulling her hair out. However, that was just in one venue. Now she is planning the operation of venues

throughout greater Melbourne. 'But look at me—I'm not bald so I cope and keep a level head most times.'

She says the M2006 goal is to create a seamless event both in and outside of venues and it runs like a well-oiled machine, which is about following and keeping timelines and deliverables—her own, and those set for contractors, venues and the CCW program area as a whole...continued page 6

# Industry speaks

## True class



Constant Engels (centre) and students

According to Constant Engels, General Manager of New Zealand's Huka Lodge, the key to success more often than not is being able to exceed expectations. And what a challenge that must be when expectations are so high.

Among many accolades, Huka Lodge is a Conde Nast Traveller and Travel & Leisure award winner and has hosted Her Royal Highness Queen Elizabeth (three times) and other members of royal families worldwide, heads of state, and a galaxy of film stars and business executives, from Bill Gates down. The success of the resort is driven largely by word-of-mouth recommendation.

On campus to conduct a Marketing Masterclass for third-year students to explore the special challenges of marketing an exclusive, premium-priced (NZ\$1600 a night) resort, Mr Engels also

made time to address other students on the campus. As well as outlining his own career path and sharing lessons learnt over a lifetime, he had words of high praise for ICHM and its students who, he says, do exceptionally well on industry placement at Huka Lodge.

'You are multi-skilled, confident and enthusiastic and are able to deliver on promises to cut across functional boundaries,' he said.

Michelle Pollock is on placement at the property on the banks of the Waikato River this semester. **ON C**

## One of a kind: ICHM welcomes newest partner

ICHM's newest partner, YTL Corporation Berhard—one of the largest companies in Malaysia—has contracted to deliver the ICHM Diploma program to its own key staff and, from January 2006, to create a hotel school open to the public.

To further develop this unique partnership, a large delegation of YTL senior managers and lecturers were recently on campus to immerse themselves in the ICHM curriculum and set up networks with their teaching counterparts in Adelaide.

Primarily involved with major infrastructure construction and management, YTL Corporation also owns a portfolio of outstanding hotels and resorts including the JW Marriott, the Ritz Carlton and the luxurious, all suite Residences in Kuala Lumpur as well as the multi-award winning Pangkor Laut Resort (voted 'Number One in the World' by Conde Nast Traveller, United Kingdom). The Vistana hotel chain, the Tanjong Jara Resort and the Chedi Resort, Phuket, make up the rest of this impressive group. **ON C**



Gurmet Kaur, Manjindarjit Kaur, Bernice Eu, Roy Cheng, Alex Kong and Leong Yin Kit

## Meet the 'old guys'

Each semester former students are invited back to ICHM to share with students reminiscences of their time on campus, talk about their career choices and pass on advice about those first crucial years after graduation.



From left to right (back row): Lecturer Ian Redman, Dan Edmonds, Ku-Il Choi, Lecturer Richard Hunter (Front row) Kyung-Yeon (Ken) Park, Dong-Kun Lee and Sung-Youn Choi

This semester, Korean graduates Ken Park and Sung Youn Choi, both of whom are in Human Resources at the Ibis Hotel, Seoul, managed to entice Don-Kun Lee, Human Resource Director of the Novotel Ambassador Gangnam, Seoul, to join them.

Sung Youn Choi is the current president of the ICHM Korean Students Association (KOSA), which provides networking and career support for Korean students and graduates. Each semester, KOSA sponsors a scholarship towards the Bachelor Degree for the most outstanding Korean third-year graduating student (see centre for winner this semester).

Profiled in the last *On Course* in her position as Manager, Human Resources for the Mercure Hotel and Hotel Ibis, Brisbane, Charmaine Turner was another 'oldie' to visit ICHM and address students. Those who had the time stayed back to talk to her one-on-one, where she stressed passion for the industry, even above skills, and the importance of staying on for another semester, 'This is your career, and whether you make it or break it is up to you.' **ON C**

**'Be passionate, innovative, determined, flexible, mobile and network with everyone you meet'**

Charmaine Turner



Charmaine Turner with students after her presentation

## Mirvac in action

Former student Bodelle Francis visited campus this semester representing Mirvac, as part of a program of information sessions being conducted by the group around Australia and New Zealand. Bodelle is executive secretary to the regional manager at The Como, Melbourne,

a boutique property frequented by international guests and celebrities. About 30 students were interviewed for positions at Mirvac properties as part of the program, a strategy that flags the group's commitment to meeting first hand the element they regard as their best asset—the staff they employ to deliver service to their guests. **ON C**

# Events

Degree graduates celebrate at Regency International House

## End of Course Ceremony 1 July 2005

Regency International House



Dux of Third Year  
Adam Henke

## Degree End of Course Ceremony June 2005



## Course Commencement Ceremony 29 July

**Heidi Eldridge**  
Dux of First Year  
Cameron Sykes Memorial Scholarship

**Cherlyn Tan** (July–December 2004)  
Dux of Second Year  
AHA Scholarship

**David Kwag**  
KOSA Scholarship

**Janina Gotze** (January–June 2005)  
Dux of Second Year  
AHA Scholarship

**Yu Na Kim**  
UHAK Channel Scholarship

