OnCourse

ICHM proudly presents a representative example of graduates in international hotel chains in Melbourne. ‘We’ve been blown away by the number and their successes, and we believe they bring a whole new level of professionalism to hotel management’, says Chief Executive Gerald Lipman. And if earlier graduates who followed the same path are anything to go by (see page 7), the question for these graduates is: ‘London? Shanghai, Dubai? Just where will I take my career next?’
Career options
Overall, ICHM has more than 50 graduates in five-star hotels in Melbourne. And just as many again are in boutique hotels or outside the hospitality industry. Their fields range from information and communications technology, through to human resources and marketing and events. Many are heading up their own businesses.

The hoteliers here are an ambitious lot, but close, keeping in touch, supporting each other and socialising most weekends. And they appreciate the value of their network, knowing they can just pick up the phone to take the next step.

**Park Hyatt**

**Jade Gosling**
Position: Sales & marketing Coordinator
Country of Origin: New Zealand
ICHM: 2006–2009

**Internships:**
1 Holiday Inn, Surfers Paradise, Queensland
2 Language studies, Spain
3 Hyatt Melbourne

**Ambition:** to be based in central or South America (Colombia) or Spain

**Advice:** be prepared to take the little steps, and don’t be afraid to tell people what you are interested in achieving

“We’ve all proud of the ICHM level of education and training and its affiliation with the Bursia Hotel Association. Rather than a traditional university, ICHM provides knowledge gained by practical lecturers with real-life experience, which is backed by internships. This study/ experience combination gave me the confidence to go out and do things.”

**Grand Hyatt**

**Camilla Bets**
Position: Laundry Manager
Country of Origin: Australia
ICHM: 2006–2008

**Internships:**
1 Hilton London Heathrow Airport
2 Park Hyatt, Philadelphia, US

**Ambition:** to transfer to the US, Canada or Europe within the chain

**Advice:** be prepared to give up a lot of social activities, especially if your friends are working 8–5

“ICHM opened my eyes to how much there is out there for you to do. It’s not just a small stage. Time management was one of the biggest things; you had to look ahead and plan ahead to get assignments done. But everybody is there to help each other; and everybody was welcomed with open arms.”

**Park Hyatt**

**Danielle Butler**
Position: Front Office Manager
Country of Origin: New Zealand
ICHM: 2006–2008

**Internships:**
1 Hyatt Regency Perth
2 Sheraton Mirage, Port Douglas

**Ambition:** to be part of an opening team somewhere in Asia

**Advice:** Make the most of every opportunity and don’t let an opportunity pass you by

“ICHM gave me a lot—work ethic, motivation, fantastic friendships and the idea that I could achieve anything. And I’ve achieved so much; an advanced diploma, a degree and wide-ranging experience and skills. ICHM was better than any other study I could have done.”

**Grand Hyatt**

**Annabelle Coats**
Position: Front Office Team Leader
Country of origin: New Zealand
ICHM: 2006–2009

**Internships:**
1 Crown Melbourne
2 PENNYHILL PARK, UK
3 French language studies

**Ambition:** to be a Director of Sales & Marketing in Australia or wherever the opportunity comes up

**Advice:** Get into campus life—I loved it ‘ICHM, so far, has taken me from New Zealand to Adelaide, the Gold Coast, Spain and now Melbourne, where I am in a position to have my own corporate clients and develop my own business plan. What I learnt gave me the confidence to take on a strategic business role.’

**Grand Hyatt**

**Sophie Christie**
Position: Guest Services Office, Grand Club
Country of Origin: Australia
ICHM: 2007–2010

**Internships:**
1 Quay West Suites, Southbank, Melbourne
2 Garden Beach Hotel, Juan-les-Pins, French Riviera

**Ambition:** to work in the US or Dubai and France down the track

**Advice:** Really enjoy your time on campus; I did ‘I’ve never been so set on a decision (as ICHM) in my life. ICHM gave me not just an education, but also a network of friends and taught me independence. I grew up. Plus I have a much more exciting life than if I had stayed in Perth. I’ve lived on the French Riviera’

**Grand Hyatt**

**Tim Chatfield**
Position: Sales Executive—Corporate
Country of origin: New Zealand
ICHM: 2005–2008

**Internships:**
1 Holiday Inn, Surfers Paradise, Queensland
2 Language studies in Spain
3 Sheraton Shanghai Pudong, China

**Ambition:** to be a Director of Sales & Marketing in Australia or wherever the opportunity comes up

**Advice:** Get into campus life—I loved it ‘ICHM, so far, has taken me from New Zealand to Adelaide, the Gold Coast, Spain and now Melbourne, where I am in a position to have my own corporate clients and develop my own business plan. What I learnt gave me the confidence to take on a strategic business role.’

**Grand Hyatt**

**Yota Ogura**
Position: Front Office Manager
Country of origin: Japan
ICHM: 2003–2006

**Internships:**
1 Langham Melbourne (formerly the Sheraton Melbourne)
2 Grand Hyatt Dubai

**Ambition:** to continue to ascend in my career

**Advice:** Strive for excellence in service delivery; while setting a good example for your peers, managers and team members

‘ICHM taught me the fundamentals of this industry and what to expect in my first role. I believe this has been instrumental to my career progression as I can relate to all aspects of the hotel.’

**Grand Hyatt**

**Katherine Cross**
Position: Meeting, Incentives, Conventions & Exhibitions Sales Trainee
Country of origin: New Zealand
ICHM: 2007–2010

**Internships:**
1 Huka Lodge, Taupo, New Zealand
2 Language studies in Spain
3 Quay West Suites & Nobel Suites, Auckland, New Zealand

**Ambition:** to experience the hospitality industry in a variety of overseas destinations and eventually land a senior position within a Global Sales Office

**Advice:** Have realistic expectations and be prepared to prove yourself first ‘As do most graduates I started with an entry-level position, but I was able to progress because of the experience gained from internships. I think being out of my comfort zone and travelling to Spain when I couldn’t speak a word of Spanish really challenged me. That experience then allowed me to know who I was and be confident that I could take on a challenge with success.’
Advice:
Go wherever a good job takes you.

Ambition:
To set up a food and beverage-related business.

Internships:
1 Ramada Resort Port Douglas (formerly Radisson Treetops), Port Douglas, Queensland
2 RACV Club, Melbourne
3 Language studies in Spain
4 Como, Melbourne (work-based degree project)

Ambition:
To be located in either Shanghai or Singapore.

Advice: There are opportunities, but if they don’t come straight away keep your confidence.

‘Once you get to know each other on campus it’s so much fun. I have no regrets. There is quite a lot of study pressure, but the teachers are very professional and you really get to know them. I made lots of lifelong friends from all over the world, and met my husband (Kevin Loh). We’re now both permanent residents and plan to stay in Melbourne in the short term.’

Fiona Winger
Position: Night Manager
Country of origin: New Zealand

Internships:
1 Ramada Resort Port Douglas (formerly Radisson Treetops), Port Douglas, Queensland
2 RACV Club, Melbourne

Advice: If you do the degree online be prepared to put your social life on hold for six months, it’s worth it.

‘ICHM lived up to expectations; I absolutely loved it and got the job at the Crowne based on my experience. ICHM has many industry professionals who have hit their straps, overcoming every challenge to make it into top positions in prestigious properties around the world. On Course asks about the ride to the top.

See Page 7, Top Notch Hoteliers

For full profiles
Go to www.community.ichm.edu.au
Events

End of Course 1 July 2011

Lipman Hall, Regency International House

ICHM was fortunate to have Andrew Baggaley (representing James Allen, newly appointed General Manager of the InterContinental Adelaide) at the End of Course Ceremony, at which successful students were presented with their Swiss Hotel Association International Hotel Management Diplomas and ICHM degree medals. Anna Hurley was Dux of 3rd Year, and her top performance earned her the IHG Award. She also gave the farewell address on behalf of the students.

Course Commencement 29 July 2011

Function Room, Grand Chancellor Hotel, Adelaide

A common refrain of Melbourne and, most likely, the vast majority of ICHM students and graduates is, ‘I love Course Commencement’. It’s the evening for ‘frocking up’, to celebrate academic achievement and welcome new graduates and 2nd and 3rd years returning ‘home’ from their internships.

Dux of 1st Year went to Nathan Rhodes, who also picked up the Cameron Sykes Memorial Scholarship and the Food & Beverage Incentive Award. Imalka Maddumapatabendi won Dux of 2nd Year and the Australian Hotels Association prize for the top student returning to 3rd year. The Uhak Channel Scholarship went to Violet (Heeyoung) Yoo and the KOSA award to Eun Bi Jun.

The newsletter of the International College of Hotel Management, Semester 2, 2011 → www.ichm.edu.au
Graduation 3 September 2011

The Grand Ballroom, Hilton Adelaide

The 2011 Graduation Ceremony was one of the biggest ever in ICHM’s history, with more than 200 students graduating with either the ICHM degree, SHA International Hotel Management Diploma or Advanced Diploma.

Graduations are family affairs as ‘the achievements of our students and graduates would not be possible without the support of their partners, family and friends’, says Gerald Lipman.

The Hon Russell Wortley MLC, Minister for Industrial Relations (representing the Minister for Education) gave the student address. Linda Parbs, representing sponsor Peter Lehmann Wines, also congratulated students and wished them the best in their endeavours, before introducing the selection of wines to the more than 350 guests.

Young Ae Lee was awarded Dux of Degree 2011.
Within only a few years of ICHM delivering the Swiss Hotel Association Diploma in Adelaide, graduates began expressing interest in a Masters degree to round out their education. Hence, ICHM's relationship with Oxford Brookes University in England in one of the world's most famous university cities.

Since ICHM aligned with Oxford Brookes in the mid-1990s, up to 20 ICHM graduates have enrolled in its hospitality focused Master of Science program at this leading British university.

There are three ICHM graduates studying the Oxford Brookes Masters program in 2010–2011: Gianna Palmaro from Madagascar, Frederique (Freddy) Page from France and Nicholas Ramanantsoa from Madagascar. L (front) Gianna Palmaro from Madagascar, Frederique (Freddy) Page from France and Nicholas Ramanantsoa from Madagascar L (back) Ryan Wong from Hong Kong and Sylvester Thang Fedor from Singapore.

ICHM promotes hospitality Masters programs in its prospectus, for example, at the University of South Australia, and in Melbourne, Sydney and Brisbane, and in Switzerland and the United States. However, Masters degree studies are far wider than the universities listed, with some graduates going on to further their studies in numerous other disciplines, such as accounting, finance and information technology.

But for graduate Freddy Page, Oxford Brookes appears to have provided the ideal qualification for a supervisory role. She finished her Masters Degree in September and is now in Qatar as Food and Beverage Supervisor for the newly opened Renaissance property in Doha.

Soenke Weiss, Founder and Chief Executive Officer of OPTii Solutions, was on campus on 12 August to present the company's housekeeping software package OPTii keeper to senior ICHM students.

Set to go mainstream, OPTii keeper is arguably the most recent and revolutionary software created for housekeeping management. It’s been adopted by a number of properties in Australia and is experiencing a rapid uptake in the Asia-Pacific region. The company has opened an office in Europe.

As well as presenting the package, Soenke Weiss spoke to students of its development, which reveals a solid foundation of revenue management and innovation. His August visit was one of a number to the campus since late 2009.

More information about the package can be found at www.optisolutions.com

Please see the website for a full list of OPTii keepers and OPTii KEEPERS ONLINE.
# Top-Notch Hoteliers

They started in Melbourne

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<th>The Professionals</th>
<th>The Challenge</th>
<th>Perks of the Job</th>
<th>What to say</th>
<th>What not to say</th>
<th>Highs</th>
<th>Lows</th>
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<tr>
<td>Paul Town</td>
<td>Vice President</td>
<td>Hotel Operations</td>
<td>Galaxy Macau</td>
<td>Launching a massive project from nothing. I could never fully anticipate everything.</td>
<td>The belief that the older you are the more experience you have (perception in Asia is that age = experience).</td>
<td>Immersion in different cultures, rather just gaining a holiday snapshot.</td>
<td>Yes! Certainly! With pleasure!</td>
</tr>
<tr>
<td>Peter Pyk</td>
<td>Assistant Director</td>
<td>Food &amp; Beverage</td>
<td>Grand Hyatt Erawan Bangkok</td>
<td>Adapting to the cultural differences from country to country and hotel to hotel.</td>
<td>Every day brings new challenges and you collect a wealth of experiences.</td>
<td>A hotel career is a luxury ride with lots of perks.</td>
<td>Word of advice: nothing is for free . . . and never abuse it.</td>
</tr>
<tr>
<td>Nicholas Lacey</td>
<td>Resident Manager</td>
<td></td>
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<td>Deciding on new job opportunity against the current one when both are good.</td>
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<td>Nawee Wattanasongsu</td>
<td>Executive Assistant Manager</td>
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## Chief Executive’s comments

On 30 September 1992 the Swiss Hotel Association and the South Australian Government signed the agreement that established the International College of Hotel Management (ICHM) as an education institution in the model of the famous Swiss Hotel Association (SHA) schools. The intention was to create a world-class hotel school in Adelaide.

In the ensuing years, young men and women signed up to ICHM—confident that the career success that graduates from SHA schools like Ecole Hoteliere de Lausanne would also flow to graduates of ICHM.

The feature story in this edition of On Course, which highlights graduate success in Melbourne, seems to prove the point. More than 50 graduates who were an ICHM in the years 2000-2009 are working in five-star hotels in Melbourne. An equal number are working in smaller hotels, restaurants, convention centres or outside the hospitality industry in accounting and finance, human resources management, information technology, marketing and real estate.

The ‘50 five-star group’ are not just Australians; they come from about 20 different countries on all continents, and see their positions as career launch pads. We remain mindful, however, of the shifting nature of Australia’s migration policy landscape and thus cannot guarantee that future graduates who have an overseas passport will be able to stay in Australia.

Of course, the careers of graduates do not end in Melbourne. We have highlighted four (left) who spent a few years in Melbourne after they graduated and then headed to bigger and better things in other countries.

As we speak to school leavers today we do not need to refer to the strong record of Swiss Hotel schools as evidence of potential career outcomes: we can refer to the success of our own graduates. This is true of our graduates in Singapore, China, Dubai and other overseas destinations, and it is also true as we look at Australia. Certainly, the ‘brand’ Swiss Hotel Association remains as strong as ever, but today the name and reputation of ICHM is independently as strong.

The fact that so many of our graduates are employed speaks for itself. Industry has a demand for this calibre of graduate. Maybe you are an Australian, maybe a Kiwi, or maybe from one of the 180 countries around the world.

Like our Melbourne graduates you can realise your career dreams through ICHM, as you:

- Study—at a first-class hotel school
- Work in Australia—as an intern and, potentially, a graduate
- Move fast into management—anywhere in the world

We look forward to telling you more!
The newsletter of the International College of Hotel Management, Semester 2, 2011

Charmaine Turner
Class of 1999

A graduate article is featured in each issue of On Course. Thanks to Charmaine Turner, Director, Human Capital and Development, Pan Pacific Vancouver for the article appearing in this issue.

Network, network, network… this phrase still echoes in our subconscious even though many graduates haven’t heard these words from Dr Whyte in quite some time. This mantra has provided a solid foundation for understanding the true value of meaningful business relationships and the willingness to connect with other professionals in the industry.

A quality business network provides great opportunities to share experiences with colleagues. It allows the exchange of ideas, best practices, and resolutions in managing particular business issues. Furthermore, it is ideal for recruitment and succession planning for key positions within your organisation, along with your own career advancement.

Social media has made professional and social networking easier through LinkedIn, Facebook, Twitter or the many other similar sites. With a quick name search and a simple invitation to ‘connect,’ networking has never been easier or nearly as instantaneous.

With the fast-paced times and ease of technology, old-fashioned values like building trust, respect and maintaining old-fashioned values like building trust, respect and maintaining relationships are not always at the forefront of business relationships.

What is particularly interesting for me throughout all of this social media networking is the word connect. To connect is to form a relationship or feel an affinity with another. More often than not, I would like, I will receive an invitation to ‘connect’ with someone I don’t know through one of these social mediums. These invitations are sent via the standard template and indicate they are a ‘friend,’ but do not include a personal introduction and why they want to connect. Naturally, those invitations are declined.

I urge you to make real connections in your business circle by taking a few short minutes to properly introduce yourself, include the reason for the new connection and be truthful about the category of the relationship. Not only will you increase your chances of having your invitation accepted, you will also have a higher chance of communicating with this fellow professional in the future, benefiting from each other’s skills and experience and, potentially, opening up an avenue for career growth.

Networking is not a numbers game, although many would have you believe that the more people you meet and have listed within your network the better. Rather, it is really about the quality of your connections. The next time you invite someone into your network, take the time to ‘connect,’ like you mean it!

Graduates with information in which they think others would be interested, such as a property, the market, an occupation, a country or, indeed, a trend be interested, such as a property, the market, an occupation, a country or, indeed, a trend of ideas, best practices, and resolutions with colleagues. It allows the exchange of ideas, best practices, and resolutions with colleagues. It allows the exchange of ideas, best practices, and resolutions with colleagues. It allows the exchange of ideas, best practices, and resolutions with colleagues.

Network, network, network!

He’s currently caught up with a World Economic Event event in Dalian, China— the Annual Meeting of the New Champions. He then flies out to Jordan for the World Economic Forum on Middle East and North Africa, Dead Sea. After that Davos is on the agenda. In between, he’s at home base in Switzerland.

There will be more on graduate Patrick Gaugler and his role as Senior Event Operations Manager for the World Economic Forum in the next issue of On Course.

The World Economic Forum is an independent international organisation committed to improving the state of the world by engaging business, political, academic and other leaders of society to shape global, regional and industry agendas. Incorporated as a not-for-profit foundation in 1971, and headquartered in Geneva, Switzerland, the Forum is best known for its annual meeting in Davos, a mountain resort in Graubünden, in the eastern Alps region of Switzerland.

Network, network, network!

YTL-ICHM graduates took time out from their hectic study schedule on the long weekend in June, for a barbecue at the home of Chief Executive Gerald Lipman and his wife Louise. The group was in Adelaide for the ICHM degree, under arrangements set up in early 2009 with Malaysia’s YTL Hotels and Properties Sdn Bhd.

Navneet Singh and James Erkine

Vintage ICHM


Navneet was photographed at the wine industry’s 2010 Future Leader program, designed to develop the skills and potential of the next generation of wine sector leaders. The program, which has been running since 2006, involves participants from all facets of the sector—grape-growing, winemaking, research, sales and marketing.

James Erkine, who founded his wine label Jauma in 2009, was included in a feature on ‘natural’ winemaking. James, who is based in the Adelaide Hills, has worked as a sommelier in Europe and Australia. He featured in an article on ICHM graduates turned winemakers in On Course in 2008 (Semester 2), and in 2009 was voted Gourmet Traveller’s Australian Sommelier of the Year.

A jet-setting job

Henri Arnulphy (left) wasted no time, just five days after getting his SHA medal he was in Mauritius with graduates Christophe Desmarais (2001) and Estelle Kim-Lim (2004) was in Mauritius with graduates Christophe Desmarais (2001) and Estelle Kim-Lim (2004) was in Mauritius with graduates Christophe Desmarais (2001) and Estelle Kim-Lim (2004) was in Mauritius with graduates Christophe Desmarais (2001) and Estelle Kim-Lim (2004) was in Mauritius with graduates Christophe Desmarais (2001) and Estelle Kim-Lim (2004). Navneet,...