Welcome to the ICHM family

The air of excitement is palpable as first years arrive on campus and get down to the ‘hard work’ of finding out about each other and their learning environment. Helped along by a structured program of activities, quite soon in the semester there is evidence of a new maturity as individuals together start to create their own cohesive integrated community.

The Adventure Learning Day, a highlight of Induction Week activities, is conducted at the Adelaide Hills home of Principal Dan Edmonds and his wife Jill. This semester’s was held on a mild summer’s day perfect for the program of outdoor problem solving, team-building and communication activities.

‘It’s about mateship and having a go in the fresh outdoors’, says ICHM’s Manager of Student Welfare, Toni Schammer. ‘Exercises like the trust walk, spider web challenge and cross-country skiing challenge the students to go outside their comfort zones while others are just plain fun’, she says.

Third years are assigned a first-year student to mentor. ‘Neighbours, friends and their pets join in so students get to integrate with the broader community’, says Dan Edmonds. As usual, an authentic ‘Aussie’ barbecue topped off the day.

A fun part of Induction Week, the Amazing Race, takes first years on a challenging journey around Adelaide. Winners (see page 5) are awarded the much-prized Amazing Race perpetual trophy.

Throughout the year, on weekends and mid-semester breaks, ICHM’s full-time Recreation Officer Deborah Hocking runs a program of activities. ‘The program is geared to providing students with opportunities to experience Australian culture and encourage them to explore Adelaide and its environs’, Deborah says.

Activities organised and run by Deborah include:
- Temptation Sailing—a three-hour ocean cruise off the Adelaide coastline
- South Coast tour and strawberry picking—taking in the McLaren Vale wine region and finishing at Beerenberg Farm
- Yum Cha—where different cultures get to experience this particular Chinese cuisine style
- On-campus intra-school soccer competition
- Surf culture—conducted by professional surfers at a local beach
- Kangaroo Island—a three-day sightseeing tour staying in farm-style accommodation.
Student Representative Council

Graduates on the ground

Le Méridien Chongqing, Nan'an, China opened on budget and on time on 10 December 2009. Timothy O’Driscoll is General Manager— he was previously General Manager of Crowne Plaza Yantai in Shandong Province. Prior to that (from 2005 to 2008) he was General Manager for the Sheraton Dongguan Hotel.

Two ICHM graduates were in on the ground for the opening of LMCQ, and another two joined them as management trainees shortly after. On Centre asked Timothy O’Driscoll about the Le Méridien Chongming (LMCQ), Nan’an, and he lists the graduates.

A: At the first five-star hotel in the district, were there particular challenges?
B: Managing one of the fastest developing destinations, China, and Chongqing in the fastest developing city, was a major challenge. We were players in the five-star hotel market: so our job was to offer something different to our competition that would be desirable and give us an advantage over many other colleges. We are well aware that post-secondary education is a time of freedom, and as such we all have a responsibility to provide students with the best possible service. We have a Risk Management Strategy and internship in the event of a crisis. But we are responsible for any negative publicity that may arise due to our high school mindset in industry. We could fill each issue of On Course with success stories from people from different cultures. ICHM being off-campus internships, both during and since their traineeships. It is imperative for every ICHM student to be able to discover more about ICHM, Chongqing on a number of occasions and make a contribution to the local community.

Q: What do you think of ICHM, as demonstrated by graduate’s performance?
A: The ICHM graduates that have come on board at LMCQ have definitely not been held back. They were taken on as management trainees and given management assignments. They are Assistant Western Restaurant Manager in Food & Beverages, and Assistant Front Office Manager in Front Office. These two positions are the most senior opening roles and we are giving these responsibilities to ensure our staff members and managers are well trained by the time they start work. This has been a setup to partnership with outside companies, having with prospective suppliers, being heavily involved in the main equipment offers in China and communication directly with area managers and others to ensure brand compliance since opening in December. Those two graduates have joined Area Office and Area Food & Beverages. They quickly jumped into their management role, setting up our Guest Survey Index and giving feedbacks on areas and suggestions. This has been a bonus to our management role.

Q: Does any one graduate a situation comparable to LMCG?
A: The last graduate I have heard has been to work in the Westin Bund Centre Shanghai—a 5-star hotel in a major area of developing tourism city in China. The ICHM graduates that have come on board at LMCQ have definitely not been held back. They were taken on as management trainees and given management assignments. They are Assistant Western Restaurant Manager in Food & Beverages, and Assistant Front Office Manager in Front Office. These two positions are the most senior opening roles and we are giving these responsibilities to ensure our staff members and managers are well trained by the time they start work. This has been a setup to partnership with outside companies, having with prospective suppliers, being heavily involved in the main equipment offers in China and communication directly with area managers and others to ensure brand compliance since opening in December. Those two graduates have joined Area Office and Area Food & Beverages. They quickly jumped into their management role, setting up our Guest Survey Index and giving feedbacks on areas and suggestions. This has been a bonus to our management role.

Q: What is special about LMCQ?
A: The hotel offers something for every possible taste. There are so many cultural experiences, which is what I think is the main difference between LMCQ and other hotel chains. Our hotel is famous for. Our hotel aims to give the guest a cultured experience, which is what Le Meridien is famous for. Our hotel is located in the middle of the city. We are not strongly recognised in the region yet which is a huge advantage for us. Being the first doesn’t come without challenges. Industry Training & Development (ITD) Managers and Davina Sheard, a Kiwi, remembers a welcoming party in the city, the finale of the Adventure Day, the activities led by the Recreation Council, and the extensive survey and report on the campus.

Q: How did ICHM graduates come to be working at LMCQ?
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**End Of Course Ceremony**

**11 December 2009**

The End Of Course Ceremony is the occasion at which the Swiss Hotel Association International Hotel Management diplomas and ICHM degree medals are awarded. At this Semester Two 2009 event ICHM bid farewell to campus Office Manager Gail O’Loughlin, who had been part of ICHM almost since its inception. ‘Gail is someone who made a big impact on students, the course and to me personally,’ said Principal Dan Edmonds. ‘We’ll find someone to sit in the chair, but not a replacement.’ ICHM wishes Gail and husband Royce much joy in the years ahead.

**Course Commencement Ceremony**

**12 February 2010**

Course Commencement Ceremonies are always spirited affairs, with formalities kept to a minimum. The 2010 event at the Hotel Grand Chancellor was no exception, as around 250 ICHM students representing in excess of 40 nationalities gathered to welcome new and returning students and acknowledge academic achievements.

‘It’s our returning students and new students who we welcome this evening. Course Commencement is one of those special times in the ICHM calendar when we take time out to get together to celebrate,’ said Gerald Lipman in his opening address. He went on to give special mention to Stewart McKenzie and Lynne McKenzie Sykes, for donating the Cameron Sykes Memorial Scholarship (in memory of their son). He also acknowledged Neil Lambie, ICHM’s agent in New Zealand, Mark Keith, Managing Director, HVS Executive Search and his wife Azza, Marian Crone and Ric-Jan de Bont, from Mondriaan International Hotel & Management School, the Netherlands; and Jenny Hurley, member of ICHM’s College Council.

Degree students Natalia Rodrigues and Katherine Cross gave the welcoming address and congratulated award winners. ‘Welcome to and welcome back to the ICHM family–returning to RIH is a feeling of coming home.’

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**Events**

1. **Joshua Seow, Dux of Third Year (July–December 2009)**
2. **Jennifer Chou, giving the students’ reply**
3. **Degree medals**
4. **The Year of 2009 July–December**
5. **Diploma medals**
6. **Degree students (in South Australia at the time)**
7. **Principal Dan Edwards and Gail O’Loughlin, who has retired**
8. **Hugh Thring and parents**
9. **Azza & Mark Keith**
10. **Ric-Jan de Bont & Marian Crone**
11. **Jenny Hurley**
12. **Brother and sister team Anna (2nd year) and Nick Hurley (graduate and now Market Analyst, Hyatt Regency, Perth)**
13. **Industry Training & Development Team – Aida Ashworth, Darren Camilleri & Deborah Buttignol**
14. **Thuy-Loan Pham (one of Dux of First Year Ceremony July 2009) and winner of the Cameron Sykes Memorial Scholarship (established by Mr & Mrs Lynne McKenzie Sykes)**
15. **Katherine Cross & Natalia Rodrigues**
16. **Amazing Race winners 2010: Lecturer and Amazing Race organiser Andrew Foster-Johnson with winners Max Syropoulo, Minh Le Ngoc, Ari Shapurkar & Adrian Hardie**
17. **Merit Award winners (January–July 2009)**
18. **Students and graduates from New Zealand, with Neil Lambie (back right)**
19. **Azza & Mark Keith**
20. **Ric-Jan de Bont & Marian Crone**
21. **Brother and sister team Anna (2nd year) and Nick Hurley (graduate and now Market Analyst, Hyatt Regency, Perth)**
22. **Industry Training & Development Team – Aida Ashworth, Darren Camilleri & Deborah Buttignol**
ICHM awarded its first $15,000 entry scholarship to a student who was in the final year of her International Bachelor of Hospitality Management degree. The recipient of the award was New Zealander Ned Allison who was selected from over 700 applicants to the scholarship. The purpose of the scholarship was to attract more students to hospitality and hotel management in New Zealand.

Ned Allison is the son of Mark Allison, Managing Director, ICHM. Ned has been at ICHM since 2008 and has completed two years of his studies. He is currently in his final year of the Bachelor of Hospitality Management degree.

Ned Allison is treading in the footsteps of more than 1,000 graduates from ICHM who have subsequently found employment in the hospitality industry. Ned Allison is the first in a new generation of students who will benefit from the award.

‘My time at both ICHM and the Park Hyatt Sydney was precious. It gave me a fresh consciousness of the importance of being a professional hotelier. It also helped me realise the happiness I experience at being able to work in this industry.'

Junko Nisio

Junko Nisio, recipient of the 2010 Inako Memorial Scholarship, was on campus for three months in the last quarter of 2010. The scholarship, worth $15,000, is sponsored by the Japan Hotel Association.

Awarded to a young person of high potential studying in Australia, the scholarship is designed to promote an outward-looking and professional management style within the industry in Japan.

The scholarship covers travel, accommodation and tuition, with a program of placements at the Park Hyatt Sydney, one of the first times the property had accepted a Japanese student.

‘I regard my new position not only as a very important step for me personally, but also as a very important step for the development of the places I had worked at during my work placements. I can say that I got the job because my interview went very well and that I could establish that I was the right person for the job. However, I also want to say that my educational path was a very important part of my interview, with the University absolutely recommended by me as the place had worked at during my work placements.’

Congratulations Mark!

Vet Fee-Help builds base

ICHM as a not-for-profit educational institution ensures that all Australian students who study at ICHM, and travel nationally and internationally, with my work would truly be a dream come true.'

Vet Fee-Help is a scholarship program established by the Australian Government to support vocational education and training (VET) students in Australia.

In March 2010, Paul Mann, Principal of the Fort Elizabeth Campus and Grand Expressions President, and Jacqueline Watson, Programme Manager in front of Varsity College students and lecturers at your Campust. At the meeting, Stephen expressed heartfelt thanks to the South Africans’ hospitality, legends of ICHM and rest of all the people who has made them feel welcome. ICHM afternoon was an exciting invitation to Delaire Graff Estate, a fantastic invitation to the Graham Beck winery, a delightful invitation to Cape Town. At the graduation (and in Stellenbosch), Stephen was accompanied by Sybil de Chamley Labusch who had met in Adelaide, Australia. This is why ICHM students, graduates with the Student/Community Association, by September 2010, Mark thought that there would be a second South Africa’s graduate!

For those who don’t mind of envy, take a look at the Delaire Graff Estate website at www.delaire.co.za

On campus

Jacqueline Watson

Jaccie Watson, Clár Director of Human Resources, Clár Hotel Schools, Australia, spoke on the importance for ICHM to gain the skills an experience to excite all readers.

FINNAN TUTTLE, INNSNAP, QUEENSLAND

I could not get over how well the interview went. I was truly surprised at the unexpected outcome. I was not expecting to get the job. However, I also want to say that my educational path was a very important part of my interview, with the University absolutely recommended by me as the place had worked at during my work placements.

Graduates Caroline Handman, Janichi Tamasho and Luke James are now working for Jumeirah in Dubai.

Mark Keith

ICHM was delighted to welcome back to campus Mark Keith, Managing Director, Jumeirah Executive Search - Hong Kong based. Mark is an enthusiastic supporter of ICHM and has been involved with the college for many years as a guest speaker and a guest Advisory Panel member for career development. He has also been key to fund raising for a number of graduate initiatives in the college.

ICHM was pleased to announce recently, on the hospitality industry, with more than 750 projects globally, is one of the largest and most respected hospitality consulting firms in the world, and its clients read like a ‘Who’s Who of the Industry’. Before joining ICHM, Mark was with Hong Kong and the Middle Eastern offices of the Ferraez Mili Group. He was previously with the luxury hotel, Mandarin, International and Hilton International hotel groups. As well as speaking to students, Mark contributed to ICHM’s planning day helping to ensure future directions. He also attended the China Hospitality Convention accompanied by this wife Ann (see page 4).
A strong tradition

Since formation in 1993, ICHM has awarded a Swiss Channe to its top academic student each semester. There are four Channes, increasing in size incrementally from Years 1 to 4. The Channe (pronounced Shan) is a Swiss wine holder, used since the 15th century. It is also called a zin kanne (Swiss wine holder), used since the 15th century. It is also called a Swiss wine holder, used since the 15th century. It is also called a Swiss wine holder, used since the 15th century. It is also called a Swiss wine holder, used since the 15th century. It is also called a Swiss wine holder, used since the 15th century. It is also called a Swi...