Commemorative Cake specially created by SHATEC pastry students

The Industry Mentorship Programme @ SHATEC Celebrates 1st Anniversary

CONTINUE ON PAGE 2

The Industry Mentorship Programme @ SHATEC celebrated its 1st year anniversary on 12 August 2016, bringing together mentors and mentees under one roof, where mentors rejoiced over mentees’ achievements and where mentees expressed heartfelt appreciation to mentors for their guidance. Special guests at the event included Chief Executive, Singapore Workforce Development Agency, Mr Ng Cher Pong, Mr Albert Teo, President of the Singapore Hotel Association (SHA) Board, Mr Loh Lik Peng, Chairman of the SHATEC Board, notable industry veterans and leaders.

Event highlights included a panel discussion led by Mrs Diana Ee-Tan, Co-Chairperson of the SHATEC Mentorship Advisory Council, where panellists and members of the audience explored how effective mentor-mentee relationships are established and the impact of mentoring on career building for young hospitality professionals. A commemorative cake towering over half a metre in height designed and crafted by SHATEC pastry mentees was also unveiled at the event. Towards the end of the ceremony, every mentor was presented with a gift of handmade marshmallows by mentees in recognition of their contributions towards the programme.
NURTURING TALENTS FOR THE HOSPITALITY INDUSTRY
The Industry Mentorship Programme @ SHATEC Celebrates 1st Anniversary

12 August 2016
- Celebrated the 1st Anniversary of The Industry Mentorship Programme @ SHATEC.
- Pairing strength increased to 75 mentors and 200 mentees.

31 July 2015
- Official launched of The Industry Mentorship Programme @ SHATEC.
- Kicked off with 40 hospitality professionals and 21 mentees.

For its fourth cycle by January 2017
- The scale of the programme is expected to increase to at least 100 mentors by the end of 2016 and more than 500 students to benefit from professional mentorship by the year 2020.

Featured Mentee’s Story
Stephanie Tan Shi Ya receives Excellent Service Award (Gold Category) at Shangri-La Hotel Singapore’s Italian restaurant, The Waterfall.

SHATEC is proud to share that Stephanie Tan Shi Ya, graduate of SHATEC’s WSQ Advanced Certificate in Food and Beverage Supervision programme who interned at Shangri-La Hotel Singapore’s Italian restaurant, The Waterfall, was awarded the Excellent Service Award (Gold Category)! To be bestowed this prestigious award, staff or trainees at Shangri-La Hotel Singapore must have delighted at least eight guests in a month, with guests writing in personally to commend their quality service or attitude.

Thrilled by the award, Stephanie relates how being in the Industry Mentorship Programme has played a part in her stellar performance at Shangri-La Hotel. Stephanie shares with SHATEC Times how her mentor, Mr David Amador, Executive Assistant Manager of Rooms at Shangri-La Hotel (and her two restaurant managers Mr Andreano Carbotti and Ms Sandy Lee), has helped her attain the award. In a telephone interview with Mr David Amador, the jovial mentor complimented his mentee on her positive traits.
SHATEC Times (ST): What is one important advice given to you by your mentor?

Stephanie Tan (ST): Mr David taught me the importance of being mindful of the smallest details. For instance, he once looked over at a table near where we were sitting and asked me if I noticed anything amiss. Everything seemed normal at first glance, but Mr David highlighted to me that the handle of the tea pot should be placed in a convenient angle for guests to grip it easily. He tells me that service excellence is found in such little details.

ST: How has this helped you in your day-to-day role at The Waterfall?

ST: We have quite a few regulars patronising The Waterfall and I will try to remember their dietary preferences and usual orders to show that the service team do care about them. It makes their day when you serve them their order without them having to ask for it. Keeping Mr David’s advice in mind, I try my best to make customers’ visit to The Waterfall as enjoyable as possible. There is a guest who frequently reads the newspapers at the restaurant. To increase his comfort, I placed two pepper bottles on his desk for him to rest his newspapers on them.

ST: What are your thoughts on the Industry Mentorship Programme so far and what more do you hope to achieve from it?

ST: I have never thought I would be mentored by one of the leaders in the hospitality industry. The programme is indeed a great opportunity for students like us to gain exposure to the industry, pick up valuable knowledge and skills and also build meaningful connections that will help us in our future career in the industry.

The one-year programme may be short but I believe the friendship built with my mentor will be a lifelong one.

Interview with Mr David Amador

ST: Mr David, what was your first reaction when you heard that Stephanie has been awarded the Excellent Service Award?

David Amador (DT): I was very happy for her. (I was) Not surprised though, as I knew she had the potential to do really well in the hospitality sector.

ST: What do you think are some of the positive traits exemplified by Stephanie that are important for mentees to have?

DA: Stephanie takes the Industry Mentorship Programme very seriously because she knows the importance of it. It is not just something that she ticks off her to-do list. She takes the initiative to arrange for meetings and make sure that they happen. It is important for both mentors and mentees to be committed to the programme, to have open conversations and to set time and effort aside to fully benefit from the programme.
SHATEC officially launched the Diploma in Culinary Skills (Part-Time) in tandem with the *SkillsFuture Study Award for Food Services Sector introduced in last quarter of 2015 by SkillsFuture Singapore (Singapore Workforce Development Agency). The programme was warmly received by the industry as a timely opportunity for current mid-career chefs to upgrade their knowledge and deepen specialist skills. The programme, spanning 8.5 months, will cover a comprehensive mix of management modules, theoretical studies as well as advanced practical practices, to level up trainee’s leadership competencies in addition to professional capabilities. The first class, which commenced on 4 October 2016, counted 17 trainees who are currently working in the hotel, F&B and healthcare industries. Some of the trainees were sponsored by their employers while Singaporeans with minimum 3 years of work experience are also eligible to apply for the SkillsFuture Study Award. Mr Henry Hoe Ying Jie and Mr Tan Boon Hwa are among the first 18* Singaporeans who received the Award from SPRING Singapore in 2016. SHATEC Times offers heartiest congratulations to both Mr Hoe and Mr Tan for clinching this prestigious award!

Mr Hoe shared with SHATEC Times that it is especially refreshing to return to school after more than 10 years. He decided to seize this opportunity to upgrade himself after being informed by his HR department and look forward to acquiring new skills in order to contribute to his company. Mr Tan, on the other hand, had been constantly taking up new courses to reskill and deep skill himself. Currently holding both a full-time and a part-time job, Mr Tan is a strong believer of lifelong learning who constantly engages himself in short courses to improve his skills and knowledge. He was delighted when SHATEC reconnected with him earlier in the year and offered him a place of study. “SHATEC is a very famous hospitality school - the best in the industry, it is an opportunity not to be missed,” he told SHATEC Times.

Kudos to SHATEC’s very first recipients of the SkillsFuture Study Award and all the best to our class of DCS-10-16P!

*Information provided by SPRING Singapore is accurate as at time of print.

The next intake for the Diploma in Culinary Skills (Part-Time) is scheduled for April 2017, together with the first intake of the Diploma in Pastry and Baking (Part-Time).

For more information on both programmes and the SkillsFuture Study Award for Food Services Sector, please refer to SHATEC website www.shatec.sg/skillsfuture or contact Student Administration at enrolment@shatec.sg.
Social media is all around us. It pervades lives in many aspects. From Facebook to Instagram to Twitter and Snapchat, many of us use social media on a regular basis to showcase parts of our lives or to keep connected with our friends. Today, it has become essential for organisations, especially those in hospitality, to have a social media presence. SHATEC, having recognised this need, recently introduced a module “Social Media Engagement in Hospitality (SMEH)”, to equip students with the knowledge and competencies to manage social media accounts and leverage on them to engage their guests.

Ms Pei Sin Yee is the trainer at SHATEC that teaches SMEH. She feels that the introduction of this subject into SHATEC’s curriculum is timely. “Social media takes up a part of everyone’s life. It’s not enough just to be able to handle social media; it’s also about engagement for companies to sustain their presence on social media. It is challenging but necessary,” she shares.

The SMEH module requires students to be actively hands-on. As part of the assessment, they have to create Facebook pages, Instagram accounts and websites representing simulated hotels and engage their would-be guests in any way possible. This goes on for 10 weeks and at the end of the module, they are marked on the likes and feedback given by other netizens.

Kevin Fernendes, a hospitality management student at SHATEC feels that the SMEH module has been very useful in his journey in becoming a hospitality professional. “SMEH helped us to learn the ways social media can boost a hotel’s image. I now understand how to use it to my advantage, such as to send out new promotions and to keep track of our competitors’ movements in the social media field. A very useful subject,” he enthused.

Social media is definitely a phenomenon that is here to stay and SHATEC has blazed the way in ensuring that its students have the necessary skills and competencies for them to be assets in their future companies’ social media spaces.

Get the Most Out of Your Social Media
Beginner Tips 101

1. **Have a catchy caption**
   Use funny and easy-to-read captions to get your fellow social media users interested in your content.

2. **Use popular hashtags**
   Check out what the popular hashtags are and leverage on them to get as many people as possible to see your content.

3. **Develop attractive content**
   Nobody wants to read, see or watch boring stuff. Make your content interesting so that more people will tune in.

4. **Post during ‘social media active’ hours**
   The best times for posting content is during the morning and evening rush hours, lunchtime and between 10pm and midnight. These times are when many people go online to check their social media accounts and this of course increases your chances of them seeing your content.
PARENTS ENGAGEMENT DAY
SHATEC Brings Back the Good Ol’ Days
20 August 2016

The décor really brought out the theme of the event and there were many interesting assortment of desserts such as ‘ondeh ondeh macaron’ and ‘teh terik cupcake’. They taste great too!

Rohani Sidek, parent of pastry student Adi Irfan, was very impressed by the students’ efforts.

Students were also excitedly displaying their newly learned skills to their family members. Hospitality student Jared Ong summed up the students’ feelings perfectly when he quipped,

“Parents’ Engagement Day is an excellent opportunity for us to showcase to our family all that we have learned in SHATEC. It’s also a great chance for us to bond as a family!”
Welcome to the very first SHA and SHATEC staff dinner!” bellowed the enthusiastic emcee as staff members of both organisations gathered at their tables bursting with anticipation. What awaited them was a night full of fun games, drool-worthy prizes and, scrumptious food at one of Singapore’s most luxurious hotels, the Pan Pacific Singapore.

This was a night of many firsts. Not only was it the first SHA and SHATEC staff dinner, it was also the first time the two close-knit companies were giving out long service awards to their most loyal and dedicated staff members. In addition, there was a lucky draw with over 70 prizes generously contributed by the industry partners. “Singapore Night” was the theme of the dinner and the ballroom was covered in a sea of reds and whites, colours representing Singapore’s vibrant multi-cultural community.

The best-dressed lady was Ms Lillian Lim from SHATEC, who beamed from ear to ear as she received her prize to thundering applause. “This win means so much to me, especially since the “baju” (dress in Malay) I am wearing belonged to my beautiful late mother. She would be so proud. I am very proud to have a piece of her on, and in, me!”

Suffice to say, everyone had a memorable night at the SHA and SHATEC staff dinner. Certainly, the combination of the happy people, the electric atmosphere and the generous sponsorship of prizes from industry partners made partygoers leave with one thought on their mind, ‘Oh, what a night!’
The third wave of SHATECare Movement propagated on 29 August 2016, amplifying the spirit of caring and giving in SHATEC’s culture statement while also instilling the love of volunteerism in students and staff. Titled “Love in a Bento”, the Corporate Social Responsibility effort was initiated by a team of SHATEC alumni, in partnership with the South West Community Development Council, JTC, TOUCH Home Care, Dorcas Home Care and Thye Hua Kwan Home Help Service West.

Students were given the opportunity to apply their skills in culinary and hospitality to help the less fortunate within the community, cooking up four different set meals – catering to normal diets, porridge diets, diabetic diets, and vegetarian diets – to satisfy the dietary requirements of the beneficiaries. These hot dinner bentos were then served with love to more than 200 beneficiaries in a comprehensive coverage of 17 locations within the South West district.

The school buzzed with excitement on the day of the initiative, and a large group of over 100 volunteers from SHATEC and JTC was mobilized. Ms Low Yen Ling, Mayor of South West District, together with Ms Margaret Heng, Chief Executive of SHATEC, also joined in the action of delivering bentos to the doorsteps of the beneficiaries.

The initiative is the third collaboration with South West CDC and SHATEC hopes to strengthen its efforts in such collaborations. SHATEC speaks to Mayor Low in an exclusive interview on the initiative.
SHATEC: Mayor Low, would you like to share with us some of the work that the South West CDC does?

Mayor: Our work essentially involves ABC – Assist the Needy, Bond the People and Connect the Community. For example, today’s programme “Love in a bento” brings warmly prepared, home-cooked food to our vulnerable residents who may not be mobile enough to get out to buy food or prepare their own meals.

Although we may come from different walks of life, what binds us all are some common interests and passions, whether it is brisk walking or our interest in environment sustainability. Through some of these common interests and passions, [we hope to] strengthen the community spirit.

SHATEC: How do you think SHATEC can work closer with the South West CDC to help the people in the district?

Mayor: The South West CDC sees SHATEC as a very important partner in this journey to fulfill our ABC mission. For example, two years ago, we started a project with SHATEC – the Food Connect @ South West Initiative. Today, we have strengthened our partnership with “Love in a bento” where SHATEC students personally cooked healthy meals for a few hundred of our vulnerable residents but more importantly, personally delivering these warmly prepared healthy meals to our vulnerable residents.

And if you have seen the residents’ reactions and their expressions, you can tell that the residents are very touched by the sincerity, love and dedication of the students. So I think SHATEC students can certainly put their culinary skills to good use, not just in the workplace but also to give back to the less fortunate in society.

SHATEC: Do you have any words of encouragement to our students at SHATEC?

Mayor: In my two years of interaction with SHATEC students, I find them very energetic, very creative and innovative. And what sets them apart from other youths is that they have a lot of zest and talent for culinary. I hope that they will continue to put it to good use and explore ways to translate their culinary skills to give back to the community. Sometimes it’s also about igniting the passion in younger Singaporeans, so that they can believe in themselves and aspire to be good chefs in the future.
Korean students Park Jonghyun, Jung Baejin and Og Geon made SHATEC proud at Battle of the Chefs 2016, each bagging two medals in the categories "US Potatoes Challenge" and "San Remo Hot Pasta Dish Challenge". The large-scale biennial event was judged by over 60 prestigious chefs from the region and saw a turnout of over 1500 competitors, with our students pitting themselves against more than 100 qualified competitors in each category.

Competition was intense, as our students, aged 19, and easily the youngest among the competitors, raced against time to prepare their dishes and to assemble their food into an aesthetically delightful plate of art. The stipulated 45 minutes was barely enough for Jonghyun’s elaborate potato dish which involved the use of many ingredients and different cooking techniques. Nevertheless, he beat time to clinch a Gold in the category, impressing the judges with his incorporation of Korean products – kimchi and seaweed – into his dish. SHATEC heartily congratulates our students on their achievements!

**CATEGORY 1: US POTATOES CHALLENGE**

- **Gold - Park Jonghyun**
  Cottage Cake With Citrus Flavoured Carrot Puree, Kimchi Potato Fondant, Cream Cheese & Nuts Stuffed With Purple Sweet Potato Croquet, Korean Seaweed Chip & Chicken Jus

- **Silver - Jung Baejin**
  Brandade Cake With Gnocchi, Sweet Pumpkin Puree, Glazed Carrot, Bisque Sauce

- **Bronze - Og Geon**
  Mashed Potato With Basil On A Bed Of Chicken Breast Confit

**CATEGORY 2: SAN REMO HOT PASTA DISH CHALLENGE**

- **Silver - Og Geon**
  2 Kinds Of Korean Fermented Sauce Pasta With Bulgogi Spring Roll

- **Silver - Jung Baejin**
  Bisque Pasta With Crispy Prawn Wanton

- **Bronze - Park Jonghyun**
  2 Kinds Of Korean Fermented Sauce Pasta With Bulgogi Spring Roll
“CACAO BARRY CHOCOLATE ENTREMETS”
COMPETITION 2016
14 October 2016

Life was like a box of chocolates. You never know what you’re gonna get.” So said Forrest Gump’s mother. Indeed, those were the very sentiments of the 3 judges at the Cacao Barry Chocolate Entremets Competition 2016, held on 14 October 2016 at SHATEC. 13 original creations conceived by our pastry students, each holding a different confectionery surprise, were carefully evaluated based on recipe, food cost, creativity, overall taste and texture, visual appeal as well as hygiene and cleanliness in the production process.

Eventually, it was Nur Fathiyah Bte Suhairi (Diploma in Pastry and Baking, DPB-07-16U) who melted the hearts of the judges with her tropical themed piped hazelnut dacquoise, a unique blend of tropical fruits and chocolate. As the overall winner of the competition, Fathiyah won herself a much coveted place at the Chocolate Academy Centre where she will attend a complimentary class in elaborate chocolate works. Congratulations Fathiyah!

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SHATEC, in partnership with USA Poultry and Egg Export Council, organised a 2-part event in July – a Masterclass (16 July 2016) educating participants on the preparation of kimchi and USA chicken and its benefits, and an exciting cooking competition (30 July 2016) that provided a platform for aspiring chefs to showcase their culinary passion for traditional local cuisines.

Competition was intense as participants were tasked to be innovative and bold in their fusion of the star ingredients kimchi and a boneless chicken leg. Although some were budding chefs with little experience in the kitchen, the pressures of the kitchen did nothing to deter them; the serious expressions on their countenances were telling of the effort they were putting into their dishes.

Team Collins’s Winning Recipe –
Kimchi Char Siew Chicken &
Chicken Kimchi Wanton Noodle

Ingredients | Quantity
--- | ---
Egg Noodles | 1 Bundle
Siow Bai Cai | 3 Stalks
Kimchi Paste | 10G
Noodles Sauce | 50G
Fried Wanton | 3 Pcs
Kim Chi Char Siew | 80-100G
Chicken Roulade | -
Poached Wanton | 3 Pcs
Soup Base | 160ml
Spring onion dice | 5G
Noodles sauce | -
Oyster sauce | -
Dark soya sauce | 10G
Sugar | 30G
Chicken seasoning | 10G
Light soya sauce | 60G
Water | 120G
Sesame oil | Dash

Wonton
- Wanton skin
- Minced chicken
- Chestnut
- Prawn meat
- Kimchi
- Seasoning
- Corn flour

Soup Base
- Chicken And
- Ikan Bilis Stock
- Soya Bean
- Rock Sugar
- Kimchi Paste

Soup Base Quantity
- 1.2L
- 150G
- -
- 50G

Methods of Preparation
1. Standby a pot of boiling water.
2. Heat up prepared stock.
3. Prepare chicken for deboning and marination.
4. Rest prepared chicken roulade w kimchi
5. Prepare wanton stuffing and wrapping
6. Standby sauces and condiments for noodles
7. Start roasting char siew roulade and ensure all ingredients and condiments are ready for plating and finishing
8. Once roulade is cook, let it rest for 5mins, while we prepare the veggie, wanton and noodles for plating
9. Once plating is almost done, start slicing the roulade for final plating.

A distinguished panel of judges comprising Mr Alfred Lee, Mr Eric Low, Mr Derrick Ang and Mr Choi Min Chul were given the difficult task of judging the interesting renditions of local dishes. After much deliberation and discussion, in what can be termed “a close fight”, the first prize was awarded to Team Collin’s Char Siew and Kimchi Wanton Mee.

Explaining the inspiration for their dish, David from Team Collin shared, “Wanton noodles is a popular dish in Singapore. You can see people having it for any meal in a day. We decided to add a twist to the dish – replacing pork stuffing with chicken and kimchi and using kimchi paste as a substitute for sambal chilli – and we are very glad it is well-received!”
Flaunting their culinary skills built over the years with a solid foundation from SHATEC, our alumni chefs cooked up a storm and delighted the crowd.

**MENU**

**Chef Randy Chow**
- Oolong Tea Smoked Chicken with Green Papaya Chutney
- Grain Coated Prawn with Mentalko Aioli on Salted Fish Rice Puffs

**Chef Saw Han Hun**
- Molten Cured Yolk and Seafood Croquette with Chilli Crab Sauce
- Pan Seared Quail Roulade, Duxelles, Citrus Beet Root Jam and Potato Mashed

**Chef Samuel Quan**
- Herbed Salt Baked Line Sea Bass, Crisp Cauliflower & Brussels Sprouts Fritter with Truffle Dip, Slow roasted Lamb Shoulder Oyster, Green Lentil Stew & Pickled Beetroot slaw, Juniper Berry Jus

**Chef Leons Tan**
- Smoked Duck Breast with Nutmeg Jam in Yam Baskets
- Teochew Crabmeat Dates, Yuzu Chili Marmalade
- Crispy Prawns, Rojak Dressing, Trout Roe

**Chef Eric Low**
- Smoked Duck Breast with Nutmeg Jam in Yam Baskets
- Teochew Crabmeat Dates, Yuzu Chili Marmalade
- Crispy Prawns, Rojak Dressing, Trout Roe

SHATEC’s Alumni Cookoff event took place on 31 August, gathering together alumni from the different years for a night of delectable food and hearty laughter. Filled to bursting point at The Sapling, the event housed close to seventy alumni – the experienced and the younger ones who enjoyed tales and advice to keep them going strong in the hospitality industry. Six of SHATEC’s illustrious alumni chefs, Chef Randy Chow (Singapore Chefs Association, Competition-in-charge, World Association of Chefs Society (WACS), Certified Master Chef), Chef Saw Han Hun (Gold Medalist, Salon Culinaire International Competition in 2000), Chef Samuel Quan (Head of Restaurant Operations in Amara Hotel, Element on Tras Street, Represented Singapore in International Tapas Competition, Spain 2014), Chef Leons Tan (World Chefs Without Borders Ambassador, Honorary Secretary, Singapore Chefs Association), Chef Eric Low (Chef Owner of Lush Epicurean Culinary Consultancy, World Association of Chefs Society (WACS) Certified Master Chef) and Chef Khong Jia Ming (Overall Champion (team of 2) in Singapore Bakery and Confectionary Championship 2016), were specially invited to cook for this meaningful event and to bear the task of feeding a famished and excited crowd.

Flaunting their culinary skills built over the years with a solid foundation from SHATEC, our alumni chefs cooked up a storm and delighted the crowd. Many interesting items on the menu not only had tantalizing names, but also looked and tasted the part in terms of presentation and flavour. The night drifted by as our alumni took their time over food to relish in the good times and to reconnect with their classmates.
A phrase has been used to illustrate the 21st century is the century of Asia for the hospitality and tourism industry. APacCHRIE was founded with the aim to bridge the gap between the industry and academia and to nurture the many bright young minds out there to develop Asian leadership in hospitality and tourism. It is all about defining the future of hospitality and tourism education and research in Asia Pacific. APacCHRIE was founded for such a vision.

ST: What would you consider as some of the high points of APacCHRIE since its establishment?
KC: APacCHRIE was founded by our School of Hotel and Tourism Management in 2002 and has made a name for itself as “the organisation” of hospitality and tourism educators in Asia Pacific. One of our high points was in 2011 when we held the largest conference at Hotel ICON in Hong Kong with more than 500 participants. The conference happened to coincide with the 4th Annual Conference of the International CHRIE (I-CHRIE), which we hosted for the first time. The conference was a huge success and showcased the potential of the Asia Pacific region as a hub for hospitality and tourism education. Additionally, in 2015, we held the largest ever APacCHRIE conference, which attracted more than 500 participants from across the Asia Pacific region.

SHATEC (ST): You are the man behind the setting up of APacCHRIE. Can you share with us how this came about and why you felt that there is a need for such an association?
Prof Kaye Chon (KC): In recent years, I have started using the term “Asian Wave” to illustrate that the 21st century is the century of Asia for the hospitality and tourism industry. APacCHRIE was established with the aim to bridge the gap between the industry and academia and to nurture the many bright young minds out there to develop Asian leadership in hospitality and tourism. It is all about defining the future of hospitality and tourism education and research in Asia Pacific. APacCHRIE was founded for such a vision.

Dean Kaye Chon with the students of Doctor of Hotel and Tourism Management programme at the Residential Workshop for “Asian Paradigm in Hospitality Management” in Bangkok, Thailand in August 2016.
with the opening of Hotel ICON, a unique upscale teaching and research hotel in our school.

ST: What are some areas where you feel APacCHRIE can do more and which members to look forward to in the years to come?

KC: Our industry is one of the least innovative industries. Hotels, historically, are built based on what has already been done. To better serve guests and break out from commoditisation, the next generation of leaders must think out of the box. APacCHRIE should bridge the gap between the industry and academia by facilitating human capital development in support of the entire industry. APacCHRIE members can look forward to an innovative and interactive platform for the industry and academia to meet and discuss current issues and emerging trends in the industry with a view to advancing its development.

ST: What are some of the key developments or trends that you foresee will take centre stage in terms of business and design models in the hotel industry in the next 3-5 years?

KC: The (hotel) industry will realise that changes in demographics (e.g. millennials) and technology will redefine the way the hospitality and tourism industry will operate. Managers will need to retool their thinking but this can be a challenge because of the tendency for complacency in an industry that is so traditionally-driven.

ST: What are some challenges facing the hotel industry today and do you have suggestions on how the industry can deal with or address these problems?

KC: Human capital development. Our students – future employees in the industry – do not communicate in the way that we did. Social media has also changed the way hotels interact with their guests. The challenge would be how we manage that interaction with the consumers, and how we manage it from a positive standpoint.

Women in leadership positions. There are generally more female students than male students in hospitality educational institutions, but when it comes to senior positions in hotels, there are usually more men than women. Studies find that women make up close to 70% of the total workforce but they hold less than 40% of all managerial and supervisory positions and fill less than 20% of all general management roles. This really highlights the gender inequality in hospitality.

ST: Do you have any advice to SHATEC students on how they can make the most of a career in the hotel industry?

KC: They should have passion in what they do and they should also have a dream. Let me share my favourite quote from Mrs Eleanor Roosevelt: “The future belongs to those who believe in the beauty of their dreams.” Believe in your own dreams, work hard and your dreams will come true.

SHATEC TIMES: SHATEC is an active member of APacCHRIE since 2014. SHATEC was represented at the Annual Conference, one of the key activities of the Federation, which is held in different cities in Asia every year. The series of annual conferences present trends in the Asia Pacific region and function as an effective platform for the exchange of ideas and facilitate the formulation of solutions to present problems.

The Hong Kong Polytechnic University: Ranked 8th in the QS “50 Under 50” list of world’s top young universities 2014/15, 29th in the Asia University Rankings 2015 by Times Higher Education.
**FESTIVE ROAST SELECTION**

*All roast selections come with the following condiments: Roasted Herb Potatoes, Cinnamon Pumpkins, Glazed Carrots & Fine Beans

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<thead>
<tr>
<th>Item</th>
<th>Weight</th>
<th>Price</th>
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<tr>
<td>ROAST WHOLE TURKEY WITH SAGE &amp; CHESTNUT STUFFING, CRANBERRY SAUCE AND Giblet Dressing</td>
<td>3.5kg-4.5kg</td>
<td>$62</td>
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<tr>
<td>HONEY GLAZED BONELESS TURKEY HAM WITH PINEAPPLE RAISIN SAUCE AND APPLE SAUCE</td>
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<td>PEPPER-CRUSTED AUSTRALIAN STRIPLOIN OF BEEF WITH BROWN SAUCE</td>
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**FESTIVE CAKE SELECTION**

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<td>NUCCRAKER Caramel Bavaroise, Fleur-de-Sel Buttercream, Caramelised Sponge and Almond Rocher Glaze</td>
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<tr>
<td>BUCHE DE NOEL Traditional Christmas Yule Log Cake with Vanilla Crème Patissière</td>
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**FESTIVE COOKIES**

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<td>MAILANDER Butter Honey Cookies</td>
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<tr>
<td>CINNAMON STARS Spiced Hazelnut and Almond Cookies with Icing</td>
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</tr>
<tr>
<td>MANDELKRANZCHEN Traditional Almond Cinnamon Ring</td>
<td>$6.50</td>
</tr>
<tr>
<td>TRADITIONAL ASSORTED CHRISTMAS COOKIES</td>
<td>$6.00</td>
</tr>
<tr>
<td>GINGERBREAD MAN</td>
<td>$7.00</td>
</tr>
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</table>

Lovingly prepared by the culinary and pastry students of

SHATEC
THE INTERNATIONAL HOTEL & TOURISM SCHOOL, SINGAPORE

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**Editorial Team**

Editor: Ms Margaret Heng
Writer: Ms Gunasekaran and Ms Tan Yu Yu
Creator: Ms Foo Tien
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