

**VALEDICTORIAN SPEECH BY VEREN CAROLIN  
DIPLOMA IN HOTEL MANAGEMENT  
GRADUATION DAY 2019  
27 NOVEMBER 2019**

On behalf of the graduating cohort of 2019,

A very good afternoon to our

- Guest of Honour, Mr Chee Hong Tat, Senior Minister of State, Ministry of Trade and Industry and Ministry of Education
- Ms Kwee Wei-Lin, President of SHA
- Mr. Loh Lik Peng, Chairman of SHATEC Board
- Ms Margaret Heng, Chief Executive of SHATEC
- Distinguished Guests, Parents, Trainers, and Fellow Graduands

It is my great honour and privilege to be standing before all of you today to deliver the valedictorian speech. I am really grateful to be selected as the valedictorian for this year's graduation as I know, I have so many outstanding peers in SHATEC.

In my time at SHATEC, I have met wonderful trainers, mentors, friends and school mates who have motivated and supported me. I have also been blessed with countless opportunities and even challenges that have transformed me positively.

After graduating from my senior high school, I chanced upon an opportunity to work as a service staff for a wedding reception in a hotel. That experience drew me to understand what the “Business of Happiness” means. I was able to be part of a team working in synchrony to create memorable guest experiences for international guests with varied needs and expectations. I had a “Eureka moment” and I realised then that I wanted to pursue a career in the hotel industry. After consulting my seniors, teachers and parents, SHATEC was an obvious choice and the rest, as they say, is history.

On this occasion, I feel it is fitting that I use the word SHATEC, as an acronym to sum up our many happy and fruitful learning experiences here.

S is for Synergy. In SHATEC, we truly understood and experienced what Synergy is. We worked with our peers in many ways. My fellow graduands, you must surely remember how we toiled shoulder to shoulder for long weeks leading to our Event Catering, more fondly known to us as EC. From ideating to planning, from coordination to actual execution, every culinary, pastry and hotel management student, pulled out all the stops to ensure that our events were a success. I’m sure you will remember the pride, joy

and relief we felt at the end of the EC, and the friendships that were forged in the process of working hard together.

H is for Humility. I have gleaned so many useful lessons in SHATEC about being humble and respectful. Many of us students came from all walks of life, but our trainers and the SHATEC staff treated us equally. I am most certain that the lessons of humility we have learnt from our trainers and members of the SHATEC Family will serve us well when we encounter diversity in our future workplaces.

A is for Action. In SHATEC, we were constantly tested to our limits by our trainers because they wanted us to excel. Their tough love helped us develop an “Actions Speak Louder than Words” mentality in pursuit of our academic and personal goals. Deadlines and the strictest code of conduct on grooming and attendance have instilled us with strong sense of self-discipline and responsibility in getting things done and doing them right. This, we must continue to apply in our future careers.

T is for Tenacity. I am sure you would wholeheartedly agree when I say our SHATEC experiences have made us hardy and resilient. Having gone through 1.5 years of academic rigours, we have built

a steely resolve that would certainly serve us well when we take on jobs in the fast-paced and competitive hospitality industry.

E is for Enthusiasm. SHATEC has taught me that enthusiasm and passion for the things we do are paramount in helping us keep going when the going gets tough. For me it was my passion for having a career in the hotel industry and desire to create a better life for myself and family that kept me going despite the many challenges I faced in my learning. I hope all my fellow graduands will also have or find a passion that would keep you motivated.

C is for Confidence. In SHATEC, we were given multiple opportunities to do presentations. From these experiences I gradually became more confident speaker. I believe this confidence will stand me in good stead as a leader in future.

Our eventful chapters in SHATEC would certainly not have been possible without the support of many people.

Fellow graduands, let us show our appreciation for all the trainers and staff of SHATEC who have mentored and guided us in one way or another with a round of rousing applause.

Next, let us thank our family members who have stood with us and loved us through our academic journeys in SHATEC. A round of applause for them please.

As we bid our farewell and prepare to embark on new and exciting journeys in our lives, I wish you all the very best and let us look towards our future with hope and conviction as we march forward.

Thank you!