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SHA 57TH AND SHATEC 35TH: ANNIVERSARY

A Culinary Theatre for the Senses



Speech by Guest-of-Honour Mr. Chee Hong Tat, Senior Minister of State for Trade and Industry and Education.

27th September 2018 (World Tourism Day), marked two significant milestones: The Singapore Hotel Association (SHA)'s 57th and SHATEC's 35th Anniversary. It sure was a whirlwind evening filled with gastronomical delights and indelible surprises!

A stunning round of dishes created by six SHATEC Alumni chefs, from appetizer to desserts, replete with exciting lucky draw wins, commanded the attention of over 500 guests.

The dinner featured a star-studded guest list including notable personalities, accomplished hoteliers and industry leaders, from GOH Mr. Chee Hong Tat, Senior Minister of State for Trade and Industry and Education, Mr. Albert Teo, President of Singapore Hotel Association, Mr. Loh Lik Peng, Chairman of SHATEC, to celebrity host Justin Misson with his quick-fire humour.

Distribution of SHATEC furry friends to surprised guests



[SHA] will continue to work closely with members to be an effective liaison for the industry, engaging all our partners in the tourism ecosystem to drive beneficial outcomes for Singapore as a preferred and must-visit destination in a growing Asia.

– Mr. Albert Teo, President, SHA

A Timely Reminder

“Advice for these young people, they would have to be very creative, very dedicated, have lots and lots of passion. Without the passion, it just doesn't happen.”

– Mr. Noel Hawkes, Vice President, Engagement & Partner Relations, Resorts World at Sentosa Pte Ltd



Mr. Albert Teo, President, SHA



Our students who worked this night with aplomb!



Thank you to our SHATEC Alumni for curating a standout menu for the night!

GOH Mr. Chee addressed two crucial aspects the hotels and their stakeholders are striving towards in the Hotel Industry Transformation Map: the need for innovation using new technologies; and for upskilling and upgrading of workforce to adapt to a revolutionising hospitality sector.

In line with SHA's strategic role in championing the transformation of the hospitality industry, SHATEC will continue to nurture competent talents and develop future leaders.



A wifie not to be missed!

Reflection

“Celebrating 35 years of hospitality excellence is indeed a milestone for SHATEC! It has been a meaningful journey for us to be able to nurture the many talents for the industry. Even more rewarding to know is that many of them are holding key positions in the industry not only in Singapore but all over the world. SHATEC is truly the industry school and I would like to take this opportunity to thank all our stakeholders for your support. The school looks forward to working even more closely with the industry in the years to come.”

– Ms Margaret Heng, Chief Executive, SHATEC and Executive Director, SHA



Revealing the lucky draw winners!



Left to right: Ms. Chua Siew Beng, Director, Academic & Student Development, SHATEC; Ms. Margaret Say, Regional Director, USA Poultry and Egg Export Council (USAPEEC); Ms. Margaret Heng, Chief Executive, SHATEC.

The brightest star of the night—The ‘SHATEC Globe’, was unveiled, in all its dazzling glory as a show-stopping spherical croquembouche celebratory confection, representing the Association's and the school's commitment to the vision of upholding the highest standards in service excellence.

For the truly memorable night, we thank the host of culinary and hospitality professionals and students who have worked long and hard by the sidelines and behind the scenes; the hotels and tourism and hospitality stakeholders as prize sponsors; and all premium ingredient sponsors for elevating the menu in freshness, colour and splendour!



Congratulations to SHA and SHATEC!

THE STORY OF THE SHA AND SHATEC JOINT ANNIVERSARY CAKE: OUR SHATEC GLOBE

A stunning array of gold-dusted choux pastries on this croquembouche symbolises the SHATEC alumni shining like beacons in the hospitality industry around the world! They also pave the way for our future hospitality talents and SHATEC graduates to emulate.

Designed and created by SHATEC pastry chefs, Chef Amy Lee, Chef Chan Phui Yoke and Chef Xavier Lee, here's how this inspiring masterpiece came to be!

- With 357 choux pastry used, this celebratory cake weighs over a whopping 50kg!
- The SHATEC chefs overcame the challenge of getting the globe size and its pillar just right!
- It took just 3-4 days to complete! We enlisted the students' help in painting edible gold on the choux pastry and affixing them onto the globe.

SHATEC GLOBAL IN PAPUA NEW GUINEA – HOSPITALITY MANAGEMENT TRAINING WITH CORAL SEA HOTELS

Management Coaching & Mentoring – a six module hospitality programme designed by SHATEC Global for executives and supervisory employees, was officially launched in the sunny isles of Papua New Guinea (PNG) in April 2018, in collaboration with Coral Sea Hotels group.

A training and development initiative by the leading group of hotels in PNG, the Professional Certificate programme marks the beginning of an exciting line up of customised training programmes with a coaching and mentoring focus, as PNG looks to Southeast Asia for the very first time to address gaps in local leadership and staff development.

Riding on Papua New Guinea's burgeoning hospitality scene, Mr. Marc Ehler, Group General Manager of Coral Sea Hotels, recognises the expertise of SHATEC Global in this strategic cooperation. The six-module programme will develop their managers' competencies in providing guest services and delivering other key performance results.

Mr. Victor Seah, Divisional Director for Business Development of SHATEC Global, draws similarities between Singapore and PNG, where there is urgency in enabling more local talents to step up and be at the forefront of helming senior management positions in the hotel industry.



Being responsible for the revamp of the Coral Sea Hotels group in Papua New Guinea, I focused on hastening the improvement of national managers in regard to technical know-how and its application, while building up the managers' confidence to apply these new managerial skills on the job. Recalling my previous experience of a similar challenge in South-East Asia, the effectiveness of SHATEC's Management Development programme, then applied to another chain of hotels, came to mind.

SHATEC, being a South-East Asian based institute offering **avant-garde hospitality know-how** delivered by its pool of **globally-experienced trainers**, is well-positioned to understand cultural sentiments that are key to the development and delivery of the high-level 6-module Professional Certification programme which Coral Sea Hotels has offered to 18 national managers in 2018. It was indeed a **great success**, with many managers already assuming more responsibilities, and making promising headway for a promotion in the future.

– Mr. Marc Ehler, Group General Manager, Coral Sea Hotels, Papua New Guinea

Mr. Alan Lowe, Director for Planning and Compliance, SHATEC (standing row: sixth from left) was seconded to conduct the first module on "Managing in an Era of Change" for Coral Sea Hotels group. Photo taken at Grand Papua Hotel - Port Moresby, Papua New Guinea.



About SHATEC Global

SHATEC Global is the international arm set up by the Singapore Hotel Association to undertake businesses beyond the shores of Singapore, providing consultancy services for the setting up and operation of hospitality training institutes. They include training in human resources, providing the use of proprietary programmes and curricula in host countries, and offering training services in the fields of hotel operations and hospitality.

Visit https://sha.org.sg/shatec_global for more information.

REVOLUTIONISING HOTEL HOUSEKEEPING

SHATEC Times caught up recently with Ms. Pei Sin Yee, SHATEC Alumna (Diploma in Hotel Management, 2009), who have had almost 10 years of industry experience in professional housekeeping, to explore recent trends and the integration of housekeeping practices, old and new in the digital economy.



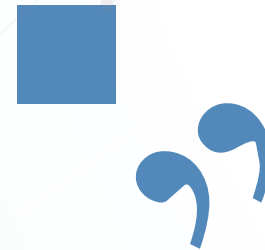
BEHIND-THE-SCENES HOSPITALITY

In thinking about housekeeping, generally one might associate the nature of such roles as a 'dirty job' with no progression. One could contest that such widely held perceptions are in part, correlated to a substantial number of foreign labour assuming housekeeping roles locally, while natives frequently look past this option as a career of choice in pursuit of other job passions in the hospitality field.

Treading the path where few of her fellow hotel management course mates would, Sin Yee nonetheless found great job satisfaction in her role as a housekeeping

coordinator. "Our job involves implementing hands-on procedures efficiently and finding real-time solutions," she recounted. "Staff strength has a huge implication on our preparation of room assignments in daily reports, because room attendants and their supervisors work hand-in-hand to prepare and inspect rooms. The housekeeping department has one of the strongest team dynamics in the organisation."

Impeccable service is important to the housekeeping function. While there have been occasional challenges such as language barriers or "elaborate" requests from guests (such as four dozens of bottled water and a dust-



With e-solutions covering basic guest needs, we can channel more time and manpower resources towards value-adding engagement by housekeeping staff. It also allows us to re-evaluate the areas of personalised services tended towards guests.

free room!), Sin Yee assured us that there have also been numerous instances of appreciation shown to the housekeeping department for going the extra mile.

Staff appreciation is an important part of the organisational culture, so in addition to thank-you notes from guests, supervisors like Sin Yee will also make it a point to check on staff welfare regularly through personal touches like ensuring they have ample time for meals or breaks.

Contemplating staff recognition by the hotel, Sin Yee explained, "Our brand standard is that everyone should feel welcome, across all departments. Every employee is a talent to us and we appreciate their work."

HOUSEKEEPING IN AN EVOLVING HOTEL SECTOR

Adhering to the plan outlined by Singapore's Hotel Industry Transformation Map (ITM) to foster a competitive industry and strong workforce, the burgeoning hotel sector is fast integrating industry-wide productivity initiatives with "future-proof" systems to overcome manpower shortage woes, while pushing for higher yield.

Apart from an increase in room numbers and jobs created, demands for specific service roles such as assistant housekeeping managers and guest relations officers are expected to intensify as a result of consumer needs driven by inbound tourism. There is strong focus on customer-oriented competencies, as delineated in the industry-applied skills framework and career progression re-design by SkillsFuture Singapore and Workforce Singapore.

Now in the AccorHotels' Learning & Development team, Sin Yee has aligned her service philosophy with her employer's brand promise: to make their hotel accommodation "a home away from home" for all guests.

Recent developments have seen the rise of mobile e-housekeeping applications which are automating daily operations and streamlining communications through



smartphones and tablets devices. These disruptive technological tools present opportunities for hotels which are honing in on competitiveness, increasing room occupancy and enhancing guests' experiences.

GROWTH IN HOUSEKEEPING ROLES

Learning needs and areas of employee development are quickly being transformed by these automated systems, including the advent of robots serving as digital butlers at Park Avenue Rochester Hotel & Suites.

On her L&D role, Sin Yee shared, "With e-solutions covering basic guest needs, we can channel more time and manpower resources towards value-adding engagement by housekeeping staff. It also allows us to re-evaluate the areas of personalised services tended towards guests."

Besides teaching her staff on use of robots, Sin Yee also encourages them to work on communication skills, as well as facilitates job trainings where digital savviness is key.

"Learning doesn't just stop at any one position. [Housekeeping staff] are not resistant towards such technologies – they know these tools will help them with their work, not hinder it."

Sin Yee was also quick to point out the challenges in the shift to a mobile-oriented workflow. There are learning curves to overcome and extra time required to develop digital proficiencies. The fluidity of staff movement, daily-changing duty rosters, absenteeism or even having inexperienced interns on the team are real-life work conditions which will continue to drive the need for manual systems and paper reports. Nonetheless, when balancing the fine needlepoint between having greater savings without compromising on service quality and exercising more sensitivity towards staff wellbeing, helping our professional housekeeper embrace the new digital workplace may still be the way to go.

IMBIBING SUCCESS

A Vinous Journey with Lei Dong, the Certified Sommelier

Lei Dong, SHATEC Alumnus and Certified Sommelier of The American Club, Singapore, won the title of 1st Runner-Up at the Finals of the 2018 Singapore Best Sommelier in French Wines Competition on 2nd October. He will go on to represent Singapore in the 2018 Asia Best Sommelier Competition in French Wines in Seoul, South Korea this December.

We caught up with Lei Dong to find out more about his journey as a wine professional, and how he had first caught the vinous bug!

WINE EDUCATION

How did you become a Certified Sommelier?

I self-studied and prepared for half a year before flying to Auckland, New Zealand for my examination. I passed last June. In fact, many people who pursue a career as a sommelier do not go to the extent of getting themselves certified. They can follow the guidance of a mentor, such as a head sommelier and slowly gain the knowledge they need through experience.

However, if you wish to become a Certified Sommelier, you will need to pass the examinations conducted by the Court of Master Sommeliers, an organisation established in London, UK.

Did your time at SHATEC influence your interest in wines?

Oh yes! I first learned about wines when I was pursuing a Diploma in Hotel Management at SHATEC. My first wine mentor was Mr. David Chan (previous Assistant Director of Food and Beverage Studies). He was one of the most senior wine trainers in SHATEC back then. He imparted valuable knowledge which helped build my foundation as a professional sommelier today.

Is there adequate education and training opportunities for aspiring sommeliers like you in Singapore?

There are increasingly more institutions providing wine courses in Singapore. At SHATEC, there are WSET (Wine and Spirit Education Trust) courses. However, if we look at more advanced or more specialised qualifications, to be a Certified Sommelier, for example, we will have to fly to countries like Hong Kong or Australia for the examinations. These exams are usually conducted only twice a year and are usually held overseas instead of in Singapore.

Do you feel it is important for people today to learn about wines?

Definitely. Wine appreciation is very much a part of our F&B culture and a common social activity these days. Wine knowledge will give us more confidence in selecting wines, thereby enhancing our social etiquette as hosts.



HIS RECOMMENDATIONS

Having tasted so many different kinds of wine over the years, is there a particular wine region, grape variety or varietal wine you prefer?

I personally enjoy the off-dry Riesling from Alsace, France. It is a white wine with a hint of sweetness to it and goes very well with Asian cuisines. Asian dishes tend to be spicy and the sweetness in the off-dry Riesling complements that taste.

Share with us some wine etiquette tips you think anyone can take note of right now.

We should take note that when in a restaurant, sparkling wines or even red wines should be opened as quietly as possible. The "pop" sound is not good wine opening etiquette. A restaurant is not a private party function and we should not be disturbing other guests. As hosts, we should also offer the wine to our guests first before pouring for ourselves.



Feeling inspired?

Check out our WSET (Wines and Spirit Education Trust) courses on <http://bit.ly/shatecwinecourses> to jumpstart your 'winsome' career now!

SOMMELIER AMBITIONS

Tell us what a sommelier's role entails.

A sommelier does many things! It is not just about wine service or suggesting food and wine pairings. A professional sommelier is also responsible for staff training, managing profit and loss of the outlet, handling negotiations and networking with suppliers, maintaining wine lists, and more. It is similar to what a service staff does, except that we have more knowledge about wines.

What type of red wine would you recommend for beginners?

We usually recommend light-bodied wines like Pinot Noir and Gamay which are lower in tannins and are generally more fruity, which makes them easier for beginners to accept. If we start them off with a full-bodied Cabernet Sauvignon or Shiraz, beginners may not be able to appreciate them.

After being a sommelier for so long, are there any pet peeves that get to you over the years?

Many sommeliers will encounter this situation: guests who bring their own wines to the restaurant, or BYO (Bring Your Own), complaining about the corkage charge. This is definitely a pet peeve with many sommeliers!

Most restaurants will charge a corkage fee on wines usually ranging from \$10 to \$50. Sommeliers do not just open a bottle and pour the wine. We provide professional services such as maintaining wine glasses, preventing breakages and so on. The corkage charge takes all these costs into consideration.

Tell us more about career pathways for sommeliers.

We usually start off as Assistant or Trainee Sommelier, after which we can proceed to be a full-fledged Sommelier. We can step up to become Head Sommelier and eventually, clinch the spot as Wine Director.

Sommeliers also go into other professions in related fields, such as Beverage Manager in hotels and Sales Manager in the wine trade. In fact, many SHATEC graduates such as Lim Hwee Ping¹ and Timothy Goh² are doing very well in the wine industry right now.

What would be your career goal?

My long-term goal is to become one of the best Wine Directors in Singapore. For now, I am working towards being Head Sommelier at my current establishment, The American Club.

¹ Lim Hwee Ping graduated from SHATEC (1992 – 1994) with the Higher Diploma in Hospitality Management. Among his many professional qualifications and portfolios, Hwee Ping is an international wine specialist, a French Wine Scholar and a Certified Wine Educator. A wine expert of numerous achievements, he was more recently recognised by the Singapore Wine and F&B industries as 'Sommelier Mentor of the Year 2017' and by the Wine Scholar Guild as 'Best Instructor – French Wine Scholar Program 2017' in January 2018. He is the founding partner of WineCraft Marketing & Services.

² A few years after he graduated from SHATEC (2001 – 2003), Timothy Goh was drawn to the best cellars in Asia and joined Les Amis Group where he rose rapidly to the rank of Director of Wines. He was twice voted Sommelier of the Year at the World Gourmet Summit Awards of Excellence and awarded Manager of the Year in 2009. Timothy is currently the Director of Sales at Vinum Fine Wines.

ABOUT SHATEC

What do you feel was most special about your SHATEC experience?

I had a great experience at SHATEC, because there were very experienced trainers who imparted deep skills and really bonded with us students. My trainers were also my friends; they shared their industry experience and gave me career advice. As students, we were well-informed on industry news and this was beneficial when we first started out working.

Any word of advice for your SHATEC juniors who are aspiring wine professionals?

The SHATEC Diploma in Hotel Management is a very good starting ground for budding sommeliers. You get to take subjects such as Restaurant Service Skills, Food and Beverage Cost Control, Principles of Accounting and even Professional Development in Hospitality, which are essential skills for a professional sommelier. In F&B industry you must have patience and true passion. You work long hours – almost 10 to 12 hours a day, and diligence is a must. You must be diligent not only in work but in learning too, to achieve the goals you set for yourself.



ALL-ROUNDER AT THE BAR

As a sommelier, it is also essential to know about spirits, be able to make internationally renowned cocktails, and even possess well-rounded coffee and tea knowledge!

SINGAPORE TOURISM SCORE CARD IN “The World’s Best” 2018

The year 2018 has been an eventful one for our teeming island nation! Amid biennial mega-events like Food&HotelAsia 2018, Singapore Airshow, and yearly hot-ticket highlights like the Singapore Grand Prix, Singapore features enviably in multiple world ranking lists.

“The World’s Best” is a stellar record of Singapore at her finest, a riveting medley of dining or tippling hotspots with trend-setting concepts and award-winning establishments that drive the nation’s international prestige - and bring the world closer to Singapore!

In 2019, there will be greater opportunities for the economy to benefit from rebounding tourist arrivals, regional expansion and new collaborations.

The 25 Best Countries in the World 2018¹

16th
in Overall Best
Countries Ranking

23rd in
Best Countries to Travel Alone

13th in
Cultural Influence Rankings
Cutting-edge centers of art,
entertainment, and fashion

5th in
Best Countries to Start a Business
A market-oriented country which is a
haven for capitalists, entrepreneurs
and corporations

TIME’s 2018 World’s 100 Greatest Places²

COO Boutique Hostel & Sociatel
There is certainly room for capsule hotels
when you encapsulate the qualities of
a dynamic backpackers’ community
through tech design.

Atlas Bar
Housing a wealth of spirits
commanding Art Deco-style
opulence. Also ranks 8th in the
World’s 50 Best Bars.

The 2018 World’s Best Transportation³

Singapore Airlines

1st
in The Top 10
International Airlines

Singapore Changi Airport

1st
in The Top 10
International Airports

The 2018 World’s Best Hotels³

Raffles Hotel

A 131-year-old Singapore icon with memories abound in the
Tiffin Room and Long Bar held by visitors and guests. It continues
to refresh the culinary scene with 10 restaurant and bar additions
due early next year.

71st
in The Top 100
Hotels in the World

9th
in The 10 Best
City Hotels in Asia

The World’s 50 Best Restaurants⁴

The World’s 50 Best Restaurants will hold
its awards ceremony and events in
Singapore next year, the first for The Oscars
of global gastronomy to debut in Asia.

28th **Odette**
Demands a multi-dimensional
participation of artful and
textural proportions.

The World’s 50 Best Bars⁵

Singapore’s tippling scene comes out strong
this year, testimony to its ascending reputation
as a world-class cocktail destination.

Manhattan, The Regent - **3rd**
Atlas Bar, Parkview Square - **8th**
Native, 52A Amoy Street - **13th**
Operation Dagger, 7 Ann Siang Hill - **23rd**
28 Hong Kong Street - **34th**

Resources:
¹ <https://www.usnews.com/news/best-countries>
² <http://time.com/collection/worlds-greatest-places-2018/>
³ <https://www.travelandleisure.com/worlds-best>
⁴ <https://www.theworlds50best.com/>
⁵ <https://www.worlds50bestbars.com/>

A GUIDE TO CHRISTMAS PUDDING 2018

Nasi Lemak

Ho-ho-ho! Sedap lah!

Christmas yearly celebrations are central to the hearts of many without fail! Gift-giving, making festive orders or dining out in fine establishments are prevalent options. Conversely, hosting a Christmas party, replete with a sumptuous spread presents more considerations that may deter the novice party planner or home cook.

But switch up your festive plans this year! We'll show you that Christmas planning doesn't have to derive from luxury – you can feed your crowd affordably with something delicious, using easily sourced, everyday ingredients!

Evolving Traditions

In the spirit of an occasion that dictates tradition as Christmas does, we take on the classic, unpretentious pudding, with a need to innovate!

The Christmas pudding has indeed stood the test of time as a quick-fix for frugal cooks using leftover bread.

Recognising the pudding as a dish of thrifty origins, we infuse this traditional recipe with a dose of local identity, adapting to common ingredients for hints of new flavours.

Everyday Ingredients

At the same time, as a quintessential comfort food, there is much room for creativity in varying this custard's form and flavour. Test the versatility of this dish using different types of bread and pairing complementary ingredients.

Here, we have reinterpreted and incorporated the elements of the popular local dish, Nasi Lemak, spinning off a unique take (and an equally affordable option) on this familiar treat.

This recipe that turns the traditional bread and butter pudding on its head will have your loved ones returning next year for more! Enjoy!



Recipe by Samson Lin, Chef, SHATEC

Nasi Lemak-Inspired Christmas Pudding

Serves 4

Ingredients:

Custard Mixture

5 slices	White bread
250 ml	Coconut milk
80 gm	Caster sugar
100 gm	Melted butter
2	Eggs (beaten)
5 ml	Pandan paste
2 stalks	Pandan leaves
2 slices	Young ginger (sliced)
1 stalk	Lemongrass (sliced)
2	Garlic cloves
5 gm	Salt

Garnish

50 gm	Roasted or sugar-coated peanuts
50 gm	Silver fish or fried anchovies

Hot-Tip!

Incorporate chilli paste in custard mixture for a kick!

Method:

- 01 Warm up coconut milk in a pot, stirring in sugar, salt, pandan leaves, garlic, lemongrass, and young ginger.
- 02 Infuse for 5 minutes, then strain the ingredients using a fine sieve to remove.
- 03 Pour the coconut milk gradually into eggs and mix well with pandan paste.
- 04 Grease a baking dish with melted butter.

HAVE IT YOUR WAY

Savoury Notes:

- Integrate cooked bacon pieces into soaked bread before baking, or top pudding with bacon before serving.
- Substitute sugar with 1 teaspoon of salt. This savoury pudding is perfect to go with turkey!

Pro-Touches:

- Use old bread for soaking the liquids more easily.
- Use the buttery rich Brioche as an alternative to spreading butter on bread.
- Infuse the coconut milk mixture for longer to draw out its flavour.
- Stir in 50ml additional milk for a softer pudding.

- 05 Butter the slices of bread generously, and layer in the baking dish.
- 06 Add custard mixture and leave to absorb into bread for 10 minutes.
- 07 Bake over a water bath (bain-marie) at 190°C, until the pudding is set and browned.
- 08 Sprinkle anchovies and peanuts to top it off before serving.



A SHATEC CHEF

GOES TO COPENHAGEN:

My Michelin Star Internship by Marcus Ong

Copenhagen: the capital of Denmark, a fixation for foodies the world over, meets one SHATEC culinary graduate.

Among the handful selected from a planetary pool of applicants to intern at the 1 Michelin star Restaurant 108, SHATEC alumnus Marcus Ong returns after his 3-month stint to share first-hand accounts of his breath-taking culinary pilgrimage 6,000 miles away from home.



"Choke-ing" Up on My First Day

My first task was to wash and scrub artichokes until its skin turns from brown to almost white, using my bare hands and a sponge. The pulp of the flower is baked and pureed while the skin is deep fried into chips. The toughest part of the scrubbing is the irregular shape and curves of the vegetable, making it virtually impossible for fingers to reach into the crevices to remove the trapped dirt. Having to hunch over working on the intricate ingredient for long hours also took a painful toll on my back.



The restaurant has high volumes nightly, averaging about 150 persons on slower evenings and hitting 250 on our busiest nights. I was only able to complete washing around 5kg of artichokes working from morning till night, which were all used up within two days.

The Changing Room

Each morning, I climbed up three storeys of steep, old wooden stairs with the rest of the interns to change into our uniforms. Our changing room was in fact the dry store, with no privacy. Side-by-side, both male and female staff (interns as well as full-timers) changed into their uniforms together. Us interns had a large plastic box to hold our belongings, which we lined up along the old wooden floor. Only full-time staff were allocated lockers.

Morning Workouts

One morning, 50 bags of coal weighing 10kg each came in. We formed a human chain from the restaurant to the next building, tossing bag after bag to the next person in the line. Large ingredients like celeriac or rutabaga came in every two to three days in quantities over 200 kilos each time, which we moved in the same manner. This was how we began work each day with what we considered our usual morning workout!

From Kitchen to Table

Service staff are scarce in the restaurant, so all of us had to double up serving food to the guests and explain in detail what they would be eating and how they should eat it. We

would walk with calm and ease away from the guest into the kitchen – and once 'safely' behind the doors, rush madly to plate up for the next table!

Hygiene 101 (Times Two)

We do a thorough cleaning twice every day: once before we eat lunch where we do a full cleanse of the kitchen and set up for dinner; then again after service where we would deep clean the whole kitchen, including the stoves and kitchen countertops.

At One with Nature

On rest days, we volunteered to harvest for pine shoots, herbs, flowers or whatever the season had to offer. The foraging usually took about two or three hours in the morning.



A Taste of Nordic

In making the most of our internship, we also explored Copenhagen, savouring mind-blowing pastries with coffee in the mornings and sipping fine Nordic wines in the late afternoons.

Last Day

On our last day of work, our Chef de Partie took out a few bottles of wine to celebrate with the interns. We proceeded to our favorite spot, enjoying the wine with pizza, shooting the breeze with great camaraderie until the wee hours of the morning.



A Hearty Christmas Feast!

Sumptuous Food, Delectable Treats

**PLACE
AN ORDER**

for your
Christmas party now!

**CALL
6472 0933**

direct for
corporate orders.

HOME COMING
The Sapling is returning to SHATEC
- Stay tuned for more updates! -

**JOLLY GOOD
EARLY SANTA
SPECIAL!**

Order from now till 30th
November 2018 to enjoy
10% off on all orders!

Images are for illustration purposes only.

THE SAPLING BY SHATEC

☎ 6472 0933

🌐 www.thesapling.sg

Lovingly prepared by the culinary and pastry students of

SHATEC

THE INTERNATIONAL HOTEL & TOURISM SCHOOL
SINGAPORE



Terms & conditions: Ordering starts from now to 20th Dec 2018, 8.30am to 5pm (excluding Sundays & Public Holidays) • Get 10% off in our Early Santa Discount when you order from now till 30th Nov 2018 • Collection at The Sapling starts from 17th Dec to 24th Dec 2018, 2pm to 5pm (excluding Sundays & Public Holidays) • Orders received at The Sapling after 5pm will be processed on the next working day • Last day of collection is 24th Dec 2018, 5pm at The Sapling • Collection at SHATEC - Bukit Batok Campus starts from 17th Dec to 23rd Dec 2018, at 4pm only; and on 24th Dec, at 10am only (excluding Saturdays, Sundays & Public Holidays) • Orders received at SHATEC will be processed on the next working day • Last day of collection is 24th Dec, 10am at SHATEC • Do allow 4 working days after making your orders (excluding Saturdays, Sundays & Public Holidays) for collection at The Sapling and SHATEC - Bukit Batok Campus • Full payment by credit card or cash is required to guarantee your orders • All menu prices are subject to 7% GST • Items in the catering menu are subject to availability • Decorative items of the goodies may differ from images found in related promotional collaterals • The Sapling reserves the right to make any changes without prior notice.

**WSQ DIPLOMA IN
HOTEL AND
ACCOMMODATION
SERVICES
(PART-TIME)**

**COMMENCING
APRIL AND
OCTOBER 2019**

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SHATEC

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(SINGAPORE)



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