



January 2014

HoSTS e-Newsletter



Member of VTC Group
VTC 機構成員

Inaugural e-Newsletter

The Discipline of Hotel, Service and Tourism Studies (HoSTS) of IVE is proud to present its inaugural issue of e-newsletter with an up-to-date overview of the Discipline's activities, both within the campuses of IVE Chai Wan and IVE Haking Wong, as well as those of our industrial partners in the hotel, tourism

and sports and recreation industries, locally and internationally. Thanks to the industries' staunch support, we have been able to enrich the learning experience of our students, who learn not only in the classroom but also in the "real world" through industrial placement, which in turn prepare them well for

future employment as well as further studies.

We hope this newsletter plays an effective communicative role and helps to foster even closer working relationships between our Discipline and the trade, as well as our school partners.

IVE HoSTS Lecturers Get a Royal Treatment



In July 2013, more than 20 HoSTS lecturers attended a special training session delivered by a highly esteemed UK-based educator of butlers and housekeepers for the British Royal Family. The seminar covered a range of topics such as Protocol, Etiquette, Forms of Address, F&B Services and Food Safety along with other aspects of the hotel industry. The seminar allowed some lecturers to freshen up on their professional knowledge whilst also providing new learning opportunities for others.

Ms Patricia Paskins, trainer for the Certificate of Professional Butlers Programme, has been a hospitality professional for many years with industry experience that spans from luxury accommodation to hospitality events to royal household management. Patricia played an integral part in the development of The Savoy Butlers School in London and currently heads the delivery of the Diploma for Butlers within a number of the finest and iconic hotels in London as well as the Buckingham Palace and other private estates.

The Certificate Programme for Professional Butlers is an international collaboration between the London School of Hospitality and Tourism, winner of the prestigious Queen's Anniversary Award for Further and Higher Education in the UK, and the HoSTS

Discipline of the Vocational Training Council. The programme was first launched in Hong Kong in July 2012, and following an overwhelming feedback, seven more classes have been conducted; training over 160 industry practitioners from hotels, private clubs and exclusive establishments in Hong Kong.

If you are interested to find out more about our Butlers Programme, please [click here](#)



Managers of The Peninsula Shanghai Graduated with Flying Colors!



Managers at The Peninsula Shanghai have been toasting a new feather on their cap with their recent graduation from the VTC “Diploma of Hospitality and Tourism Management” in August this year.

The 14-month training, which begun in March 2012, is tailor-made for the

hotel and offers graduates the “Institute of Hospitality” (IoH) qualification, an internationally recognised award.

The customised VTC programme enables hotel managers in China the unique opportunity to study part-time, with face-to-face lectures delivered by an array of experienced local industry veterans and VTC lecturers, while working at The Peninsula Shanghai.

Seeing the successful results from this group of managers, the second class has started in November 2013.

IVE Hotel Service and Tourism Studies (HoSTS) of the Vocational Training Council was the first institute in Asia to be granted centre approval status by the IoH for the assessment and delivery of its international suite of awards.

If you would like to find out more about our in-service training, please [click here](#).



Training Program for the Travel Industry to obtain CPD



Seven Continuing Professional Development (CPD) seminars aiming to update the tourism knowledge of the travel insurance intermediaries of Zurich Insurance Company Ltd. were organized from April to July 2013. The series of seminars focused on “Introduction to Crisis Management and Best Practices in Travel Insurance Sector” and “Customer Service and Complaint Handling Skills”. More than 1000 travel agents who are also responsible for selling travel insurance have attended these seminars. A new series of training seminars focusing on different travel related topics will be offered to the industry in 2014. If you are interested in tailor-mak-

ing any HoSTS related training programs for your staff members, please do not hesitate to contact our in-service training specialist at spohosts@vtc.edu.hk.

Hong Kong Chefs Shine in Culinary Competition!



A team of young talented chefs from the Hong Kong Chefs Association (HKCA) rose to the challenge in Pattaya by winning the gold medal and first place in May 2013 at the Pattaya City Culinary Cup 2013 in Thailand. After an intense series of international competitions in November in Seoul, Korea and in Dubai, United Arab Emirates, the team competed at the final round at Salon Culinaire Mondial in Basel, Switzerland and won Gold Medals in every category and became World Champions!

The 2013 culinary team is comprised of a group of professional chefs from some of Hong Kong's top hotels and restaurants, including two representatives who are graduates of IVE HoSTS catering programmes. They are Mr. Jonathan Wan, Vice President of Hong Kong Young Chefs Club and Chef Mak Kam Kui, President of the Hong Kong Chefs Association and team mentor. They are also aided by Mr. Francis Lo, a lecturer from the HoSTS Department at IVE (Chai Wan).

Our heartiest congratulations to the team for their great performances that garnered distinguished accolades for Hong Kong.

We are delighted to announce that the team will be running a practice session within the next few months at IVE (Haking Wong) campus before they embark on preparations for the coming year. So stay tuned and don't miss the opportunity to sample their culinary masterpieces.

IVE Students See the World in AY2012/13!

To widen their horizons and enhance their international exposure, IVE HoSTS students were given ample overseas study and exchange opportunities throughout the academic year.



London, UK

Exchange Programme to London, UK with Hackney College during Paralympics in Sept 2012

Students from Higher Diploma in International Hospitality Management and Higher Diploma in Hotel & Catering attended training session delivered by the trainers of the London 2012 Olympics Volunteers' Programme at Hackney College as well as Fifteen London, a training restaurant owned by a celebrity chef, Jamie Oliver.

Tokyo, Japan

Exchange Programme to Tokyo, Japan with JTB Travel & Hotel College in June 2013

Students from Higher Diploma in Tourism & MICE Management attended an exchange programme at the JTB Travel & Hotel College. They visited major tourism attractions and a Japanese agency to learn more about tourism operations in Japan.

Singapore

Exchange Programme to Singapore in April 2012

Students from Higher Diploma in Tourism Management and Higher Diploma in Tourism & MICE Management joined an exchange programme at the Institute of Technical Education (ITE), Singapore in April 2012.

Hainan and Qingdao, Mainland China

Students from Higher Diploma in International Hospitality Management joined an exchange programme at the College of Tourism of Hainan University in March and Sanya Tourism College of Qingdao University in June 2013 respectively. Students also visited some hotels, resorts and recreation clubs in these two destinations.

Overwhelming Response for Airport Operations Management Programme



With the growing demand for air travel in Asia together with the 3rd runway expansion project now underway at the Hong Kong International Airport (HKIA), we at IVE HoSTS have developed a higher diploma in Airport Operations Management Programme with the invaluable support from the Hong Kong Airport Authority (HKAA), as well as Cathay Pacific Airways and its subsidiaries.

Briefing and interview sessions were held this past May and June for applicants. Prospective students were keen to learn about HKIA's development and the estimated new positions available in the next 10 years bringing the total employment of HKIA to 141,000.

More than 700 applications were received for 90 planned places. For more details and FAQs about this programme, please click here:



New Wine & Beverage Laboratory & Sports Facilities

