

MIGHTY TRUNKS GROW FROM SMALL SEEDS

澗苗成樹 • 木秀而繁

Nurturing hospitality students
to reach their full potential



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“ It is not often that the opportunity arises to work on a book such as this. This is not just a book to commemorate the 35th anniversary of the Vocational Training Council (VTC), but is also a collection of personal stories from 35 VTC hospitality and tourism programs alumni.”

The VTC alumni interviewed for this book, each with their own stories to tell, are representative of the students, both past and present. There are similarities, of course. Many alumni spoke about the good times they had at VTC and the long-lasting friendships they built during their time studying. They also talked about being able to hit the ground running upon entering the workforce after the placements they did as part of their program curriculum. The dedication, commitment and the hard work of lecturers was mentioned numerous times, as well as the time and effort they themselves invested. In most cases, it came down to having the mentorship from people who had worked or were working in the industry that ultimately helped to lead students down their chosen paths.

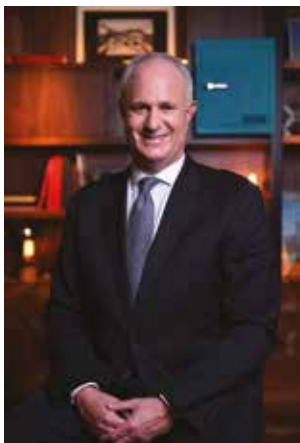
VTC has always been committed to nurturing students from seedling stage and helping them grow into strong ‘trunks’ that can bend and sway with the changing winds.

“ 能夠有機會見證這本特刊出版實屬難能可貴。它不僅標誌着職業訓練局(下稱職訓局)成立35週年，同時亦輯錄了35位職訓局酒店及旅遊課程畢業生的個人勵志故事。”

受訪的校友代表着不同時期的學生，為讀者分享其學習及事業發展道路上的難忘經歷與心得，故事既獨特又有共通之處，校友們更不約而同地回憶起在職訓局讀書時的美好時光，及從中建立到的深厚友誼。

當中，不少畢業生提到工作實習確實有助投身社會，發揮所長，將其學到的專業知識及技能應用到事業發展上。更有學生藉此機會感謝導師們，為其提供專心致志及悉心指導致敬，使芸芸學子們能夠成功踏上青雲路。職訓局一直致力培育學生，從幼苗階段栽培成茁壯的大樹，縱使面對環境的幾番變遷，仍能審時度勢，隨機應變。

Foreword 序言



David Udell

Group President – Asia Pacific

Hyatt Hotels Corporation

Chairman

VTC Hotel, Catering and Tourism Training Board

亞太區集團總裁

凱悅國際酒店集團

職業訓練局酒店、餐飲及旅遊業訓練委員會 主席

This commemorative book captures intriguing stories of the alumni of Vocational Training Council (VTC) and reminds me of my own story in the hospitality industry which began at the Hyatt Regency in Singapore. As a Corporate Management Trainee, I learned a great deal about working with people, communication, the work done in different departments and about the industry in general. I have gained so many wonderful experiences thus far in hospitality. The industry and work have always been dynamic and each and every day is different. It's been more than three decades since I was a trainee, but my belief in the importance of solid and practical experience has not wavered and has, in fact, grown.

In Europe, there is a long-established tradition for vocational education and training in hospitality. In Hong Kong, VTC has been working in cooperation with organisations in the industry to provide those wishing to pursue a career in hospitality with the skills and professional training they need to succeed. VTC has helped to elevate the level of professionalism of its graduates as well as affect positive changes in the industry itself.

This publication not only highlights the growth and development of VTC, but also provides a comprehensive overview of the industry and the changes it has undergone. It is also a very personal book with 35 VTC alumni sharing their stories and a message with readers.

It is truly my honour and pleasure to present to readers this celebratory 35th anniversary book. I congratulate VTC on having such a strong and inspiring group of alumni as well as for supporting the growth and transformation of the hospitality and tourism industry in Hong Kong.

「十年樹木，百年樹人」，教育是任重道遠的工作，推行款待業的職業教育及培訓也不例外。歐洲在這方面擁有悠久而優良的傳統；而在香港，職業訓練局也肩負重任，一直與業界緊密合作，為有志投身酒店服務及旅遊業的人士提供優質的教育及培訓，助他們掌握所需技能，逐步踏上青雲路。同時，職業訓練局亦與時並進，不斷提升畢業生的專業水平，為行業發展帶來正面影響。

正所謂「萬丈高樓從地起」，這句話對有志在款待業開創一番事業的人士來說儼如金石良言，因為只有擁有堅實的基礎知識和技能，加上持續進修及不斷累積經驗，提升自己，方能在機會來臨時好好把握，達至成功。這本特刊中35位職業訓練局酒店及旅遊科畢業生的勵志故事，正好印證此言非虛。

他們的分享，也讓我憶起自己入行三十載的點點滴滴：我的事業發展始於在新加坡凱悅酒店當管理實習生，從中我學到與人共事及待人接物的技巧，了解酒店不同部門的職能及業界運作。在充滿活力、瞬息萬變的款待業，我度過了無數難忘時刻，獲得寶貴的經驗。至今，我始終堅信鞏固和實際經驗的重要性。

職業訓練局多年來為款待業培育了眾多出色人才，促進業界蓬勃發展和不斷進步，我為此致以衷心祝賀。我亦很榮幸能夠向大家介紹這本紀念特刊，除了畢業生的分享，亦收錄了香港酒店及旅遊業在過去35年蛻變的歷史，標誌了職業訓練局成就和貢獻。

Mr David Udell

Chairman

VTC Hotel, Catering and Tourism Training Board

職業訓練局酒店、餐飲及旅遊業訓練委員會 主席

Foreword 序言



Dr Clement Chen Cheng-jen, SBS, JP 陳鎮仁博士

Chairman

Vocational Training Council

職業訓練局 主席

I have worked closely with the Vocational Training Council (VTC) since 1989 and was appointed Chairman in 2012. I have witnessed the dedication and commitment of staff to educating and nurturing young people to support manpower development in Hong Kong.

Over the years, Hong Kong has moved from a manufacturing-based economy to a diversified one with a growing number of service-related jobs. In fact, hospitality and tourism have been identified by the government as a major pillar of Hong Kong's economy. To support the growth and development of this major industry, Vocational and Professional Education and Training (VPET) is crucial, and serves as a strong foundation from which to grow. As students graduate from VTC, they are able to expand from what they've learned and develop a strong 'trunk' from which further branches of skills, knowledge and experience will grow as the industry itself grows and transforms. We are incredibly proud of our alumni, many of whom have made significant contribution to the overall development of the industry.

This year marks an important milestone in the history of VTC. Thirty-five years ago, the Council was established with five technical institutes with 35,000 students. Today, the VTC as a leading VPET provider has 13 member institutes with a quarter of million learners every year – including 50,000 full-time students. Since its establishment, the VTC has committed itself to offering a dynamic environment for learners to grow and excel beyond the four walls of the classroom.

Looking ahead, VTC will continue to serve Hong Kong by offering high quality VPET programs and services, in order to sustain the growth of the hospitality and tourism industry in the years to come.

我與職業訓練局（VTC）結緣於1989年，並於2012年獲委任為主席，見證着同事春風化雨，為年輕人提供悉心教導，支援香港的人力發展。

香港經濟從製造業主導，發展到今天的多元模式，服務業佔有相當重要的一席位，其中款待及旅遊業更是香港經濟砥柱之一。為了支援行業長足發展，職業專才教育扮演着極其重要的角色，為行業的持續進步，提供穩固的基礎。VTC畢業生憑藉在校所學，以及累積得來的經驗，應對行業環境的轉變，盡展所長。而他們為業界所作的貢獻，亦讓我們深感驕傲。

今年，是VTC發展的里程碑。35年前，在VTC成立之初，我們僅有五間工業學院、35,000名學生。時至今日，VTC已發展成擁有13個機構成員的機構，為約25萬名年輕人及在職人士，提供職業專才教育，其中包括50,000名全日制學生，助他們開啟機會之門。自成立以來，VTC致力為學生提供充滿活力的學習環境，使他們能盡展潛能，發揮所長。

展望未來，VTC會繼續為香港服務，提供高質素的職業專才教育，繼續為款待及旅遊業培育優秀專才，促進香港經濟及社會發展。

Dr Clement Chen Cheng-jen, SBS, JP
Chairman
Vocational Training Council
職業訓練局 主席

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Overview

Overview of Vocational and Professional Education and Training in Hospitality and Tourism

As Hong Kong has grown and changed, the manpower needs of this thriving city have also experienced growth and transformation. To meet the changing needs, formal vocational education was introduced and five technical institutes were established to provide vocational education and training at craft to technician level in the 70s. The Haking Wong Technical Institute (now known as Hong Kong Institute of Vocational Education (Haking Wong)) in Cheung Sha Wan was established in 1977 and continues to serve the community to this day.

Establishment of Vocational Training Council

It was not until the establishment of the Vocational Training Council (VTC) in 1982 did Hong Kong have a statutory organisation dedicated to the development of vocational education and training.

During the 1990s, local vocational education faced new challenges as manufacturing operations progressively relocated from Hong Kong to the Mainland and the local economy moved towards more service-based activities. The VTC responded by shifting its training focus from manufacturing to services and by upgrading the skill content from craft to technician and higher technician levels.

The advent of formal training in Hospitality and Tourism and the Hong Kong Institute of Vocational Education (IVE)

The increasing manpower needs in the hotel and tourism industry prompted the establishment of the Hotel-keeping and Tourism Studies Department to offer a wide range of courses on a full-time, part-time day-release and part-time evening basis. Haking Wong Technical Institute was the first vocational education and training provider in the field of hotel and tourism. The establishment of the department was the first attempt by the government to offer formal education and training in hotel, catering, travel and tourism due to the growing need for trained personnel.

In 1993, two technical colleges were set up to take over the Higher Diploma and Higher Certificate courses previously offered by the Hong Kong Polytechnic and City Polytechnic, followed by an amalgamation of all technical colleges and technical institutes together to establish the Hong Kong Institute of Vocational Education (IVE) in 1999. By doing this, vocational education offered by VTC was extended to post-secondary level. The relevant departments at Chai Wan and Haking Wong became IVE Hotel, Service and Tourism Studies (HoSTS).

New programs for the growing leisure and sports industry

One of the fastest growing industries in Hong Kong currently is the leisure, recreation and sports industry. To support the growth, the city has experienced a rapid expansion of services and facilities in the public and private sectors. Amongst other things, the number of private residential clubhouses has increased, government development projects such as the West Kowloon Cultural District and the Kai Tak Development have completed a number of phases and work continues. There is also growing demand to meet the needs from various industry sectors. VTC supports the manpower needs through the provision of high quality leisure and sports-related programs to prepare graduates to join the workforce.



1977
Haking Wong Technical Institute (TI)



1982
Vocational Training Council (VTC)



1984
Hospitality Industry Training and Development Centre (HITDC, now HTI)



1993
Chai Wan Technical College (now IVE (CW))



1999
Hong Kong Institute of Vocational Education (IVE)



2000
Chinese Culinary Training Institute (CCTI, now CCI)



2003
School for Higher and Professional Education (SHAPE)

The T Hotel
Training Professionals
2011
T Hotel



2012
Technological and Higher Education Institute of Hong Kong (THEi)



2014
International Culinary Institute (ICI)

Development of HTI/CCI/ICI Articulation opportunities

To provide a wide range of programs with practical training for secondary school leavers wanting to enter the hospitality industry, the Hospitality Industry Training and Development Centre was first established in Kowloon Bay in 1984. The second centre was set up in Pokfulam in 1992 and both were renamed Hotel and Tourism Institute (HTI) in September 2015. In March 2011, HTI opened The T Hotel, Hong Kong's first training hotel operated by students under the supervision and guidance of a team of experienced trainers. The T Hotel provides a platform for HTI students to apply their skills and knowledge in a real world setting.

The Chinese Culinary Institute (CCI), formerly Chinese Cuisine Training Institute, was established in 2000 with the aim of raising the standards of Chinese cuisine in Hong Kong, improving the qualifications and status of chefs as well as promoting and maintaining its gastronomic traditions.

The International Culinary Institute (ICI) was established in 2014 offering diploma and higher diploma programs in a diverse array of international cuisines, including European, Mediterranean, Middle Eastern, Asian and others, to prepare students for a career in the international culinary profession.

VTC believes that the employability, competitiveness, and personal development of an individual can be enhanced through lifelong learning. Since 1999, the VTC, in collaboration with prestigious universities in the UK, Australia, Mainland China and Hong Kong, has been offering top-up degree programs tailored to its higher diploma graduates to pursue a higher qualification. The ever-growing popularity of these programs was the driving force behind the establishment of the School for Higher and Professional Education (SHAPE) in 2003.

SHAPE has been collaborating with a number of selected overseas partner universities since 2003. The articulation arrangements with the partner universities enable IVE HoSTS graduates to gain maximum benefit from their higher diploma studies, and allow them to complete their relevant degree in a one-year full-time top-up program in Hong Kong.

For degree programs in what may be considered niche areas that combine areas of study not often found in Hong Kong but are much needed, the Technological and Higher Education Institute of Hong Kong (THEi) was set up in 2012 by the VTC. The Faculty of Management and Hospitality offers degree programs in hotel operations, leisure and recreation and culinary arts management. The programs are vocationally- and professionally-oriented with significant industry input, enabling students to apply specialised knowledge and skills to real-world issues. All programs include meaningful industry attachments with international and local firms in Hong Kong and overseas to provide students with first-hand experience of working in the real world. THEi admits higher diploma graduates into senior years of the degree programs.

Exploratory experience in selected professions

VTC is constantly innovating and updating programs in line with changes in the market and in education. Since 2003/04 VTC has been offering a variety of Applied Learning (ApL), formerly Career-oriented Curriculum, courses in support of the government initiative to diversify the curriculum of senior secondary students with the aim to provide them with exploratory experience in the selected professions and to enhance their interest and understanding in the industries. Two ApL programs, Western Cuisine and Hotel Operations, are offered by VTC and both are pegged at Qualifications Framework (QF) Level 3.

Robust quality assurance for all programs

VTC, as the leading provider of vocational and professional education and training (VPET) in Hong Kong, maintains a robust quality assurance system that underpins rigorous program development and ensures that the programs meet the highest demands from industry and students. All VTC programs are accredited by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ). Under the Program Area Accreditation status approved for VTC, four program areas, namely Catering, Food and Beverage Services; Hotel and Tourism; Recreation, Leisure and Sport Management; and MICE and Event Management, are under HoSTS discipline's purview.

Vocational and Professional Education and Training sustains manpower development

VPET continues to thrive and VTC continues to grow and change with the needs of the market. VTC serves the community by providing high quality education and practical training to all students and helps to ensure that the human resource needs of industries are met.



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2014
International Culinary Institute (ICI)



概述

款待及旅遊業的職業專才教育概況

隨着香港持續發展，行業對人力的需求亦不斷轉變。為了應付這些需要，政府在70年代開始，推行正規的職業專才教育，並成立五間工業學院，提供各種由技工到技術員程度的職業教育及訓練課程。位於長沙灣的黃克競工業學院(現為香港專業教育學院IVE(黃克競))於1977年成立，至今仍繼續為香港服務。

成立職業訓練局

職業訓練局成立於1982年，為政府轄下的法定機構，專門負責發展職業教育和訓練。

到了90年代，由於工業生產工序逐漸遷移到內地進行，加上香港的經濟漸趨以服務業為主，本地職業教育面臨新挑戰。有見及此，VTC將培訓重點由製造業轉移到服務業，並將教學內容從技工、技術員程度提升至高級技術員程度。

成立香港專業教育學院(IVE)提供款待及旅遊業專業培訓

由於酒店及旅遊業對專才的需求不斷，促使了酒店及旅遊學系成立，提供包括全日制、部分時間給假訓練及晚間課程，是政府首次針對酒店及旅遊行業所需而提供的正規職業教育及訓練，而黃克競工業學院亦是首間開辦此類課程的學院。

1993年，兩間香港科技學院相繼成立，接辦由香港理工學院及城市理工學院提供的高級文憑及高級證書課程，將職業專才教育延伸至專上教育程度。1999年，工業學院和科技學院合併，成立香港專業教育學院(IVE)，並將柴灣及黃克競工業學院的相關教學部門，改為酒店、服務及旅遊學系(HoSTS)。

支援康體文娛及運動業開辦新課程

康體文娛及運動業是香港目前增長極迅速的行業之一，從各公私營機構迅速擴展其服務和設施便可見一斑。除了私人屋苑的會所數目有所增加之外，仍在進行的政府發展項目如西九文化區和啟德發展計劃，也已完成多個階段的工程，而各行業對相關的人力需求，亦在不斷遞增中。VTC為支援行業對人才的需求，開辦高質素的康體文娛及體育運動課程，為業界培育相關人才。

酒店及旅遊學院(HTI)、中華廚藝學院(CCI)及國際廚藝學院(ICI)

首間旅遊服務業培訓發展中心於1984年在九龍灣成立，為有志投身款待業的年輕人提供廣泛的實務培訓課程；其後於1992年，再於薄扶林成立第二間中心。兩間中心於2015年9月重新命名為酒店及旅遊學院(HTI)。2011年3月，HTI開設了香港首間培訓酒店—T酒店，讓學生在經驗豐富的導師指導和監督下，負責酒店的日常營運工作。T酒店為HTI的學生提供了一個實際的工作環境平台，讓他們實踐所學。

中華廚藝學院(CCI)於2000年成立，旨在提高香港的中菜水準、提升中廚的專業資格和地位，以及推廣和保存中華美食的傳統。

於2014年成立的國際廚藝學院(ICI)，提供歐洲、地中海、中東、亞洲及其他地方等多種國際美食的高級文憑及文憑課程，為有意投身國際廚藝專業的學員作好準備。新校舍將於2018年投入運作。



1977
黃克競工業學院



1982
職業訓練局



1984
旅遊服務業培訓發展中心



1993
柴灣科技學院



1999
香港專業教育學院



2000
中華廚藝學院



2003
才晉高等教育學院



2011
VTC T酒店



2012
香港高等教育科技學院



2014
國際廚藝學院

升學機會

VTC相信終身學習能提升學生的就業能力、競爭力，有助他們的個人發展。自1999年起，VTC與英國、澳洲、內地及香港多間著名大學合作，為高級文憑課程畢業生提供學位銜接課程，助他們考取更高學歷。隨着學位銜接課程的需求增加，才晉高等教育學院(SHAPE)遂於2003年成立。

SHAPE自2003年成立以來，已跟多間特選的海外伙伴大學合作，為酒店、服務及旅遊學科(HoSTS)的高級文憑畢業生，提供學位銜接課程。畢業生只需於香港完成一年的全日制銜接課程，便能取得相關的學士學位。

此外，VTC亦於2012年成立香港高等教育科技學院(THEi)，配合業界未來所需，開辦專業為本的學位課程。其工商及酒店旅遊管理學院提供酒店營運管理、運動及康樂管理，以及廚藝及管理專業學位課程。學院採取學習與實踐並重的教學方針，鼓勵學生以專科知識及技能解決實況問題。學院所有課程均提供到本地及海外機構實習的機會，讓學生掌握實務工作經驗。THEi亦同時為高級文憑畢業生提供銜接學位課程。

探索專業發展

VTC因應市場和教育發展的趨勢，為課程內容增添創新及現代化的元素。自2003/04年起，VTC開辦多個應用學習課程(ApL)(前稱職業導向課程)，以支持政府在高中課程推行的多元學習理念，讓學生能透過課程，了解不同的專業，發掘事業興趣。VTC開辦的西式食品製作及酒店營運應用學習課程，已被納入為「資歷架構」第三級別的課程。

課程質素保證

作為香港最具規模的職業專才教育機構，VTC設有完善的質素保證系統，確保課程發展及質素切合業界及學員之最高需求。VTC所有課程均獲「香港學術及職業資歷評審局」(評審局)認可。VTC獲得「學科範圍評審資格」，其中四個學科，包括：餐飲及食品服務、酒店及旅遊、康樂、休閒事務及體育管理，以及會議展覽及節目管理，為酒店、服務及旅遊學科之學術範疇。

職業專才教育 支援人力市場發展

隨着職業專才教育不斷發展，VTC也不斷求變，以應付市場的需求。VTC為學生提供優質的職業專才教育，以支援社會持續發展，同時滿足各行各業的人力需求。



1977
黃克競工業學院



1982
職業訓練局



1984
旅遊服務業培訓
發展中心



1993
柴灣科技學院



1999
香港專業教育學院



2000
中華廚藝學院



2003
才晉高等教育學院



2011
VTC T酒店



2012
香港高等教育科技學院



2014
國際廚藝學院

Newspaper clippings related to the development milestones of the hospitality, tourism and leisure industries

tember 21 and 22, average city block, and \$9.11

7,000 more hotel rooms for HK

At least 24 new hotels or extensions to existing hotels are ready, under way or planned this year and in the next couple of years, it was learnt yesterday from a reliable source.

A list of projects Business Gloucester Road, 180 rooms; New obtained disclosed that, YWCA addition, 76; hotel at when all are completed, they junction of Nathan and Salis- will provide more than 7,000 bary Roads, 880; resort hotel rooms — which must be added to the 7,643 rooms the Colony had at the end of 1969.

Here are the projects on the list, with the year for completion.

1970: Alko Hotel, 120 rooms; Pearl Island Resort Hotel, 83; Peninsula Court, 135; Park Hotel addition, 80; Empress Hotel addition, 24; new YWCA in Kowloon, 88.

1971: Miramar extension, 180 rooms; Holiday Inn, 650; Pearl Island Resort addition, 180; Fairland Hotel, New Territories, 280; Sincere Hotel, 280.

1972: Fu Centre, 615 rooms; Asian House, 270; Leo Gardens, 900; Jardine Gardens, East Point, 1,200.

Projects awaiting approval include Dynasty Hotel,

7,000 more hotel rooms for HK (SCMP, Jul 1, 1970)

At least 20 new hotels to be built

Hongkong's booming tourist industry has attracted much interest from both local and overseas financial syndicates with more than 20 new hotels being built or planned, reliable sources said last night.

To welcome the expected surge of visitors, the Government has approved a number of new hotels and extensions to existing ones. The list of projects is as follows:

1970: Alko Hotel, 120 rooms; Pearl Island Resort Hotel, 83; Peninsula Court, 135; Park Hotel addition, 80; Empress Hotel addition, 24; new YWCA in Kowloon, 88.

1971: Miramar extension, 180 rooms; Holiday Inn, 650; Pearl Island Resort addition, 180; Fairland Hotel, New Territories, 280; Sincere Hotel, 280.

1972: Fu Centre, 615 rooms; Asian House, 270; Leo Gardens, 900; Jardine Gardens, East Point, 1,200.

Projects awaiting approval include Dynasty Hotel,

At least 20 new hotels to be built (SMCP, May 15, 1970)

Ocean Park booked out on Sunday

Tickets for Ocean Park on Sunday have again been sold out.

However, a spokesman for the park gave an assurance yesterday that everything is being done to cope with demand.

"While we are trying to accommodate more people at a very early date, only itself can provide us with the operational experience necessary to develop smooth crowd flow," he said.

"In the meantime, we must keep admissions at a reasonable level so that we can maximise the personal enjoyment of our guests."

"What we especially do not want to happen is to have people arrive at the entrance gates this Sunday expecting to be able to purchase admission tickets."

"There are no more available."

Since the public was first admitted last Saturday morning, nearly 35,000 people have visited Ocean Park.

Ocean Park booked out on Sunday (SCMP, Jun 21, 1977)



Hong Kong-Beijing Relay Marathon to celebrate handover at Wan Chai Sports Ground (Photo: SCMP, 1997)

Out and back to new beginning

Out and back to new beginning: Chek Lap Kok lacks the excitement of a...

South China Morning Post (1997-Carrier), Jul 7, 1997. (Photo: Historical Newspaper: South China Morning Post)



Out and back to new beginning (SCMP, Jul 7, 1998)

Hotels time makeovers to reflect the takeover

Hotels time makeovers to reflect the takeover

Hotels time makeovers to reflect the takeover

Hotels time makeovers to reflect the takeover (SCMP, Jun 22, 1997)

HK needs zest and talent in tourism board



FIVE MONTHS AFTER: Amy Chan Cheng Yi-yin resigned as executive director of the Hong Kong Tourist Association (HKTA), our premium tourism industry body remains without a day-to-day chief. What's going on? HKTA chairman Selina Chow Liang Shuk-ye insists a replacement will be on hand when the existing body whizzes its last and is replaced in April by the sparkling new Hong Kong Tourism Board (HKTB).

Rumours are rife. Names ricocheting around hotel lobbies and airline offices include bankers, marketing types and event organisers. All are from outside the industry and all are vociferous.

Insiders say the successful candidate has been identified and an announcement is imminent. But some suggest a young, high-flying career financier who was considered ideal withdrew because the pay package of about \$3 million a year—including housing and perks—was not considered sufficient.

Despite the lack of someone to run the show, the drive to demolish the existing HKTA structure and replace it with a statutory board is shipping along. Tourism Commissioner Rebecca Lai Ko Wing-ye expects an amendment bill to go to the Legislative Council this month. This will allow new members of the proposed board to be named.

Until last year, the HKTA had eight board members. Selina Chow has already expanded this to 11 with a strong business presence (George Magnus, deputy chairman of Cheung Kong, representing hotel owners) and a welcome media representative (respected publisher and broadcaster Robert Chow Yung-kwong).

By April, the new HKTB will have 20 members, including all incumbents, to ensure a smooth transition. "It's premature to discuss names," Mrs Lai says.

Well, I would like to discuss it—before a deal is done and the rest of the board is named. For one thing, I suggest the former-tourism commissioner Mike Rowe be wrestled on to the board. He did a brilliant job and his initiative and energy next would be welcome. The board should have a Disney representative, as the theme park is linked to vast tourism developments, and someone from the Mass Transit Railway Corporation (MTRC) which is vital to connect attractions for mass visitors.

And what about restaurants? A sensible caterer on the board may be able to prod our tardy bureaucracy to finally do something to permit after-school dining, allowing us to catch up with the rest of the planet.

When the HKTA was established in 1957, it was a membership-based operation. All 1,112 ordinary members automatically became members of the Association of Better Business and Tourism Services. They are retailers, food and entertainment outlets, and other tourism-related businesses. This takes over the Quality Tourism Services scheme, which seeks to improve what we do for visitors. The other 300 ordinary HKTA members—hotel operators and owners, airlines, cruise companies and big travel agents—have their own powerful lobbying groups and over the recent years have had little need for direct help from the HKTA.

James Lu Shien-hwai, the veteran chief of the Hong Kong Hotels Association, is a conservative industry figure in favour of the changes. He contends the present HKTA system has been tolerated for far too long.

"A membership system is a limiting factor for a national tourism organisation, and its removal opens up new opportunities for the total industry to be involved," he says.

The HKTA was never able to control quality, especially among non-members, he pointed out. The shoddy actions of some small players gave Hong Kong a bad name. They still do.

Kevin Sinclair is a Hong Kong-based journalist.

HK needs zest and talent in tourism board (SCMP, Jan 8, 2001)

Smooth ride, says Sir Murray

Smooth ride, says Sir Murray

Smooth ride, says Sir Murray

Show offers everything made in Hong Kong

Show offers everything made in Hong Kong

Show offers everything made in Hong Kong

Show offers everything made in Hong Kong (SCMP, Nov 26, 1988)

Farewell to Kai Tak

Farewell to Kai Tak

Farewell to Kai Tak

Farewell to Kai Tak (SCMP, Jul 5, 1998)



A chorus of color (SCMP, Jan 18, 2004)



Dazzling start to Disney carnival (SCMP, Sep 13, 2005)



HK 'close to Olympic deal' (SCMP, Jan 27, 2005)

City's hotels are urged to offer free nights to lure back visitors

Sandy Li

The Hong Kong Hotels Association has invited all its 79 members to offer a three-month promotional scheme of "buy two nights, get one night free" from July 1 as part of its campaign to lure tourists back to Hong Kong.

Under the proposed scheme, tourists visiting from July to September will enjoy a third night free if they stay two nights at a member hotel. The promotion is voluntary and it will take some time to determine how many will join.

At the same time, the hotels may also give visitors a voucher for another "free third night" next year as a way of attracting them back to Hong Kong.

The campaign was launched after the average occupancy rate at the city's hotels fell below 10 per cent last month following the

WHO's advisory against unnecessary travel to Hong Kong. The advisory was lifted last week.

Although occupancy rates picked up early this month, the performance was still a shadow of the 87 per cent achieved during the same period last year.

Yesterday, hotels including Marco Polo, The Peninsula, Shangri-La Asia group, Great Eagle Hotel and the Harbour Plaza confirmed they had received invitation letters to join the scheme.

Marco Polo Hotels area director John Girard said they would join the campaign. The Peninsula said it also hoped to join, while the others had yet to make a decision.

Mr Girard said his hotels' occupancy rate had rebounded to 30 per cent, mainly driven by the sales of local promotional packages.

More corporate bookings for July and August had been received

following the lifting of the WHO travel advisory on May 23. "Leisure tourists will start to come by the end of the year," he said.

Apart from joining the campaign, Mr Girard said Marco Polo was also offering other incentives, such as discounts of up to 35 per cent on food and beverages and special packages for potential customers from its major markets such as Guangdong, the Philippines and Thailand.

A spokeswoman for The Peninsula group said the luxury chain intended to join the drive, but they had yet to make a final decision.

Meanwhile, an Ocean Park spokeswoman said they were in discussions with the Hong Kong Tourism Board to offer discounts to attract tourists. Their promotion next month will offer fathers a discount of 50 per cent to celebrate Father's Day at the park.

City's hotels are urged to offer free nights to lure back visitors (SCMP, May 30, 2003)

Avenue of Stars gets pre-launch shine

Carrie Chan

Days before Hong Kong opens its answer to Hollywood's Walk of Fame, tourism chiefs are taking up its pulling power, despite the industry's doubts.

Tourism Board executive director Clara Chong Ming-wah yesterday predicted a half-million people a year would visit the Avenue of Stars – more than three times the 150,000 figure the board gave two weeks ago.

Both estimates assume 70 per cent of the visitors to the waterfront attraction will be Hongkongers.

The board says the 440-metre avenue in Tsim Sha Tsui East, featuring screen stars' handprints and plaques honouring other movie greats such as the late Bruce Lee, will be one of the best spots from which to see the Symphony of Lights show of music and lasers projected from 18 buildings across the harbour from Hong Kong Island.

A special fireworks show will accompany the avenue's opening on Tuesday, and will also be staged daily from May 1 to 9.

Twenty-four stars – including Jackie Chan, director John Woo Yium and actress Michelle Yeoh Choo Kheng – have added their handprints to the strip, alongside the plaques honouring 49 film

greats. Nine "milestones" also mark the history of Hong Kong's film industry.

The New World Group has built and will operate the \$40-million avenue – the biggest addition to Hong Kong's roster of visitor attractions this year.

Industry figures have doubted the pull of the Avenue of Stars. Hong Kong Association of Travel Agents chairman Michael Wu Si-ling has said his company, Gray Line Tours, will not include the avenue on tours for mainland visitors.

Inbound travel agents in Hong Kong and Shenzhen say they and their customers know little about the attraction.

Avenue of Stars gets pre-launch shine (SCMP, Apr 24, 2004)

New exhibition venue no threat to smaller rival, operators say

Vivienne Chow

Hong Kong's newest exhibition venue was formally launched yesterday with the operators insisting it would not pose a threat to the convention and exhibition centre.

Allen Ha, deputy chief executive of AsiaWorld-Expo, said the venue was aimed at a different market.

"We are different to the CEC," he said. The venue was "larger scale and more international".

The outlook for business next year was promising. "We hope that the (new venue) can further enhance Hong Kong's exhibition industry development by bringing more new shows to Hong Kong."

"From the studies we did, there's a demand for extra venues. We can hold shows that can't be held at the CEC. We can take heavy equipment or machines which cannot go to the upper floors of the CEC," he said.

Monica Lee-Muller, business development director for the exhibition centre, said they were targeting first-class exhibitors with an international reputation.

"We aim at an international market and set our rental rate with reference to international prices," AsiaWorld-Expo chairman Mike Rowse echoed Mr Ha's opinion.

Built for \$2.35 billion, AsiaWorld-Expo is Hong Kong's largest exhibition and event complex. The venue offers 70,000 square metres of rentable space.

It includes 10 columns-free exhibition halls, including the arena, a purpose-built entertainment venue which can hold 11,500 people, making it the city's largest.

The government has a 76.5 per cent stake in the venue, and the remainder is owned by the Airport Authority, Dragnages Hong Kong – a construction company – and Yu Ming Investments.

More than 30 events are scheduled for next year, including a concert by the British group Oasis and exhibitions that have never been held in Hong Kong before. These include the International Telecommunication Union Telecom World 2006, which has been held for more than 30 years in Geneva.

Meike Hinrichs, chairman of Global Sources, chairman of Global Sources, said they were targeting first-class exhibitors with an international reputation.

"We aim at an international market and set our rental rate with reference to international prices," AsiaWorld-Expo chairman Mike Rowse echoed Mr Ha's opinion.

New exhibition venue no threat to smaller rival, operators say (SCMP, Dec 22, 2005)

Cable car opening gives shop owners a lift

Donald Asprey and Agnes Lam

Ngong Ping Village means they were herding a sign of relief ahead of today's opening of the Ngong Ping 360 cable car.

But 19 out of 24 shops are still closed and some tenants have called in a refund of three months' rent.

"About bloody time," said Peter Cheung Fat-hoi, 46, owner of Kaifoon Lam photographic supplies, a franchise of Kodak Express. "We've been ready since May 24, who was financially trying to complete the renovation of his shop to open for business."

McChung relocated his shop to Ngong Ping Village from The Peak in May, but said he had seen "very little business" as the interesting period, during which he had had to go to his shop staff. The renovations and tracking up had been completed in June, and he had nothing to do but wait since then.

His sentiments were echoed by James To, 41, owner of Oriental Massage Centre, who wanted a refund of three months' rent, and management and promotional fees.

"The management told me to pay first and arrange the refund later, but I haven't heard anything since. They really ought to refund us as they haven't kept their side of the bargain," he said.

Building his hands in anticipation of the start of business, Mr To hoped to capitalise on the weary legs and hot of tourists.

"I am offering 15-minute massages to soothe their pain after climbing the 268 steps to the Buddha," he said.

Village Man Yuen-tung, 51, recruited his house just outside Ngong Ping village to match the Ngong Ping 360, and split his revenue into a career and seasonal shop.

"There was no way I could compete with 7-Eleven, so I decided to make a few changes. I don't want to copy the shops in the village as I still haven't decided what to stock in my seasonal shop. But I can afford to wait and see as I am not paying rent," he said.

Things were again hectic for the

revenue manager of La Dolce Vita, who was financially trying to complete the renovation of his shop to open for business.

"We would have been ready for the original opening but management told this huge gap (in the kitchen that we didn't want, and right to the spot where I intended to put one of the refrigerators)," Mr To said.

"After the cable car opening was delayed, we decided to suspend work. I guess we were lucky. Our neighbours have returned, but haven't been to pay their staff while receiving only the old customers."

Mr To also criticised the operators for the short notice given to shop owners of the opening.

For Cheung, owner of at the Hong Kong Oriental Chinese restaurant that has been open for three years, months, said: "The important thing is to look forward, not backward."

The tourism industry predicts the cable car attraction could bring 20 per cent more new groups to the city.

Travel Industry Council executive director Joseph Tsang Yau-chung said the new attraction would bring more mainland visitors to the city next month.

"We have high expectations. There may not be too many tourists on the first day of an official opening but we believe there will be more after one or two weeks of promotion," Mr Tsang said.

"I think the number of tourists from the mainland will increase in the golden week (the holiday week following National Day on October 1).

But he believed the Tourism Board, which had estimated that the total number of visitors would reach 27 million this year, was being too optimistic.

"I think we will have about 25 million this year, compared with 23 million last year, which is almost an increase of 7 to 8 per cent," he said.

© Editorial - ANS



Cable car opening gives shop owners a lift (SCMP, Sep 18, 2006)

Ferries and buses to be diverted for Games' opening ceremony



A boat is lit up in the harbour in Wan Chai last night during a rehearsal for the East Asian Games opening ceremony on Saturday. Photo: Dickson Lee

Joshua But
Tens of thousands of ferry and bus passengers will have to take alternative transport when Victoria Harbour is sealed off for three hours for the opening ceremony of the East Asian Games on Saturday night.
The government said yesterday that 14 ferry routes – seven for the inner harbour and seven for outlying islands – would be suspended during the ceremony, and over 90 bus routes would be suspended or diverted.
The HK\$40 million ceremony will be staged on a floating platform off the waters of the Cultural Centre in Tsim Sha Tsui. Police expect more than 300,000 people to line both sides of the harbour to see the festivities and fireworks display.
The Marine Department said a navigation ban on Victoria Harbour would be in place from 7pm to 10.15pm, an hour longer than was usual for fireworks displays on National Day and Lunar New Year. It said the ferry suspensions would affect about 20,000 passengers.
Thirteen large television screens will be set up in Central, Wan Chai, Tsim Sha Tsui and West Kowloon to broadcast the ceremony live.
Permanent Secretary for Home Affairs Carrie Yau Tsang Ka-hai called on the crowd to wear red on the day of the ceremony.
“We are now fully geared up for the preparation,” she said. “We should wear red clothes and accessories on the day to show our solidarity to support this first-ever regional sports event in Hong Kong.”
The East Asian Games Company said tickets for the opening ceremony, together with 14 sports events, were already sold out. Less than 30 per cent of tickets remained in the two offices.
Yau said that although the tickets were going fast there might not be a full house for some preliminary events, including soccer, that start today.

Ferries and buses to be diverted for Games' opening ceremony (SCMP, Dec 2, 2009)



Heavy rain has spoiled the grand appearance of the Kai Tak Cruise Terminal overlooking Victoria Harbour. Photo: K. Y. Cheung

Kai Tak's rough and ready take-off

New terminal is functionally ready but not in the best form to welcome first travellers next week

Amey Ng
amyng@scmp.com

A week before the HK\$6.2 billion Kai Tak Cruise Terminal welcomes its first vessel, it is largely functional but not quite ready to face the world.
The immigration counters, connecting bridges, waiting halls and one of the two planned berths are completed ahead of the arrival of cruise passengers on board the *Mariner of the Seas* next week on Wednesday.
But a clean-up exercise is in order. Yesterday, scaffolding re-

mained straggled around dome-shaped roofs on both ends of the building, while streaks of water stained the marble floor after the wet weather of recent weeks.
Secretary for Commerce and Economic Development Gregory So Kam-leung said the problem of water leakage became known two weeks ago during a black rainstorm – the highest of three storm warnings.
“They were installing water drainage channels near ventilation facilities during the rain,” So said. The remedial works were almost finished, he added.
If the stain did not fade, the floor tiles would have to be replaced, he said.
The authorities have yet to announce an exact date to officially throw open the doors to the public. What is confirmed, however, is the shops and restaurants will not open until the fourth quarter.
The cruise terminal can accommodate the world's largest cruise ships, of up to 220,000 gross tonnes.
The biggest draw will be a 25,000 square metre rooftop garden – one of the largest in the city – from which visitors can enjoy a panoramic view of Victoria Harbour and Kowloon.
Plans are under way to hold public exhibitions in the halls, including one in September show-

casing cruise packages. Conventions and banquets can also be held.
Green facilities are ready to roll, including energy-saving lights, photovoltaic systems and a rainwater recycling system for irrigation. The building is also equipped with double layers of heatproof glass panes that reduce the loss of air conditioning.
Cruise operator Royal Caribbean International said when the *Mariner* approached the harbour next week, it would switch to marine diesel fuel that had less than 0.1 per cent of sulphur content.
Also yesterday, the Hong Kong Tourism Board signed a pact with its Taiwanese counterpart to co-operate closer on the promotion of cruising in Asia.

Kai Tak's rough and ready take-off (SCMP, Jun 6, 2013)



Crowds watch the action at the Formula E race from the Apple Store in Central. It is the first time the event has been held here. Photo: Chen Xiaomai

Formula E race may be bigger next year

But event brings complaints over traffic congestion and a lack of tickets

Chris Lau and Harmander Singh

The government and organisers have dropped hints of an expanded Formula E next year if this weekend's races prove popular.
The action yesterday drew a mixed crowd of the curious, passionate and disappointed both inside and outside the grandstands.
There was praise about the atmosphere inside the racetrack and the environmentally friendly concept of electric car racing, which is quieter than Formula 1 and almost as fast.
But some complained about traffic inconvenience, a shortage of tickets, high prices and a lack of public engagement, with more hardcore fans expressing disappointment over what they

dubbed “toy cars” due to the absence of the usual roar from conventional Formula 1 engines.
The main race featuring streamlined Formula E cars along the 1.8km Central Harbourfront circuit begins today at 4pm.
During yesterday's action, local celebrities and professional racers showcased their driving skills in the e-Touring Car Challenge, coupled with a 30-minute Formula E test-drive session.
Earlier, Hong Kong Automobile Association chief Lawrence Yu Kam-kee told the *Post* that the organisers intended to turn the race into an annual extravaganza.
Secretary for Commerce and Economic Development Greg So Kam-leung, who attended the event, said: “The race is in line

with our plan to turn Hong Kong into a hub for high-profile activities to bring in high-quality tourists.”
Citing official figures, he said that a quarter of those who attended were tourists.
Some complained that the grandstand tickets – at HK\$2,300 – were too costly, but So countered

sold in advance, while 400 eVillage tickets costing HK\$300 each were available on a first-come first-served basis for the two-day event.
The 200 eVillage tickets available yesterday were snapped up in an hour.
One person who attended, who declined to be named, said he was disappointed after paying HK\$300 to enter the eVillage to watch the race on a big screen.
“They can't see a thing,” he said.



Formula E race may be bigger next year (SCMP, Oct 9, 2016)

SPORT



Young riders compete in the Kids and Youth Rides event in Tsim Sha Tsui as part of yesterday's cyclothon. Photo: Jonathan Wong

Record numbers hit the city's streets on two wheels

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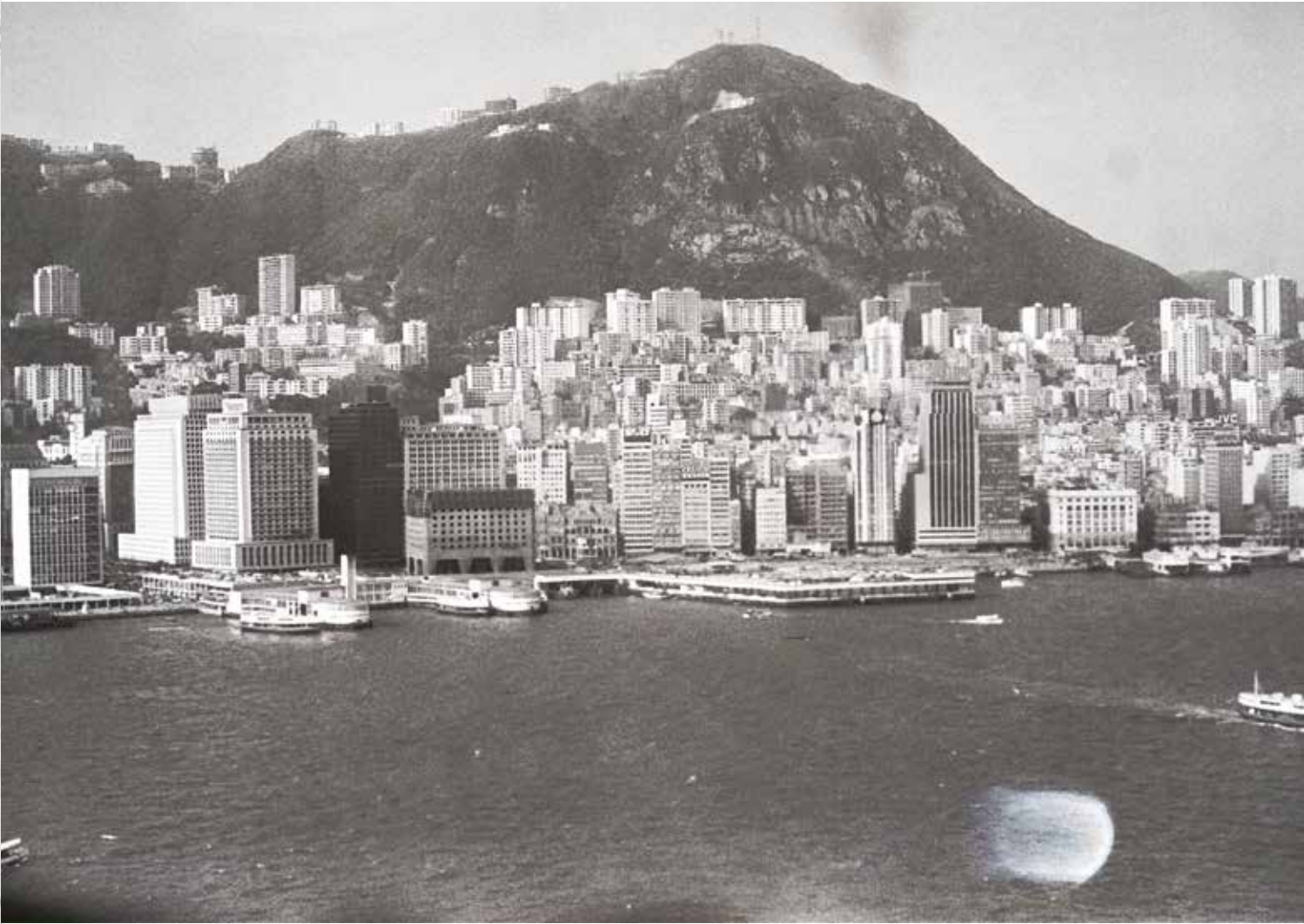
A record 4,900 professional and amateur cyclists battled it out in Hong Kong yesterday at the annual cyclothon, even as participants said the city had much work to do to transform itself into a truly bike-friendly place.
A wide range of races were held from dawn to dusk in sweltering autumn heat to entertain the estimated 60,000 spectators.
In one of the races was cyclist Sol Rhoellin Clark, who is visually impaired. He completed the 50km route on a tandem bike with his partner Li Tam-hang, who is hearing-impaired. “He can't talk, and I can't see. But when he really steps on it, I know I have to step on it too,” said Tsui, who has 30 per cent vision in his left eye.
The biggest challenge for the duo, who began training last month, was adjusting and coordinating their pace on the bicycle.
Unlike in 2015, when a shortage of staff and lack of road signs

resulted in chaos, participants said they had no problems with the arrangements this year.
“The road signs were clear, and there were enough staff at the turns,” said cyclist Veron Lau, who completed a 50km race yesterday morning. “It was great riding along the Tsing Ma Bridge. I was really enjoying the views there.”
But to make Hong Kong a truly bike-friendly place, Lau said, the city still had a lot of work to do.
“There should be more cycling paths in Hong Kong. It would be great if there was a path that went from Kowloon to Hong Kong Island,” the 40-year-old said.
Lau suggested that a channel on multi-lane roads could be reserved for cyclists. And he said it was troublesome for cyclists to have to remove the wheels on their bikes to get on MTR trains.
Another participant, Simon Cheung, 22, said: “Hong Kong is not a bike-friendly city. When you are cycling on the roads, the drivers are not friendly. It is also annoying that you have to take the wheels off while taking the MTR.”
Edwin Ng, 24, said he wanted more cycling paths in Hong Kong because most of them were in the New Territories. It was also ironic that cycling was not allowed outside the Tseung Kwan O Velodrome Park, he said.
The full-day cycling event included the city's first Union Cycliste Internationale class 1.1 road race, featuring 100 seasoned cyclists from around the world.
Slovenia's Matej Mohoric finished first, followed by Australia's Robbie Hacker and Japan's Yukiya Arashima.
According to the Tourism Board, 17 cyclists suffered minor injuries yesterday morning.
For the 50km race, only 4 per cent of participants, or 109 of them, could not finish. For the 30km race, 7 per cent, or 113 cyclists, could not finish.



Executives and officials at the cyclothon event. Photo: Jonathan Wong

Record number hit the city's streets on two wheels (SCMP, Oct 9, 2017)



An aerial view of Central

(Photo: SCMP, 1972)

1977



Ocean Park opened

Mainland China lifted its ban on inbound tourism



Haking Wong Technical Institute (TI) was established – the first vocational education and training provider in the field of hotel and tourism

1979



Guangzhou-Kowloon Through Train service resumed

1981



Development of Tsim Sha Tsui East – Kowloon Shangri-La, Grand Stanford hotel and other hotels opened

1984

For the first time, Mainland Chinese could travel to Hong Kong to visit relatives by joining tours organised by China Travel Service

Hotel and Tourism Institute (HTI), formerly the Hospitality Industry Training and Development Centre (HITDC), was established

1988

The Hong Kong Convention and Exhibition Centre opened

1990

The Hong Kong Sports Development Board (SDB) was established

1994



The Peninsula Hong Kong extension completed with the first hotel rooftop helipad

1996

The Hong Kong Tourism Association (HKTA) organised its first Chinese New Year parade

Ms Lee Lai-shan won Hong Kong's first-ever Olympic gold medal in windsurfing at the 1996 Summer Olympics

1998



Kai Tak Airport closed
Hong Kong International Airport at Chek Lap Kok opened

1999

Tourism Commission was established



Haking Wong Technical Institute and Chai Wan Technical College amalgamated to form the Hong Kong Institute of Vocational Education (IVE)

2001



The 28-year-old Furama Hotel closed

HKTA was reconstituted as the Hong Kong Tourism Board

The Regent Hong Kong rebranded as InterContinental Hong Kong

2004



A Symphony of Lights was launched



The Avenue of Stars opened

2006



Ngong Ping 360 opened

2008



2008 Olympic Games – Hong Kong was the host of the equestrian competitions

The Cross Harbour Race revived

Government of Hong Kong abolished wine tax

2010



The Ngong Ping Piazza opened

2013



The Kai Tak Cruise Terminal opened

2015



1st Hong Kong Cyclothon was held

2017

Vocational Training Council (VTC) 35th Anniversary

1978

Travel Industry Council of Hong Kong (TIC) was established

1980

The Regent Hong Kong opened

1982



Development of Harbour City and the first Marco Polo Hotel opened



Vocational Training Council (VTC) was established

The first Regal Hotel opened to meet the increased demand from the influx of overseas tourists

1985

Hong Kong Dragon Airlines was established

1989

Grand Hyatt Hong Kong opened

JW Marriott Hong Kong – the first of three 5-star hotels opened in Admiralty Pacific Place

1993



The Big Buddha on Lantau Island opened. It is the world's tallest seated outdoor bronze Buddha

Chai Wan Technical College (TC) was established and offered hotel and tourism programs

1995



Hilton Hotel closed after 32 years

1997



Hong Kong Handover Ceremony



Hong Kong Convention and Exhibition Centre opened new extension



The Hong Kong-Shenzhen Marathon was launched

2000

Chinese Culinary Institute (CCI), formerly Chinese Cuisine Training Institute (CCTI) opened

Leisure and Cultural Services Department (LCSD) was established

2003



The Closer Economic Partnership Arrangement (CEPA) was signed and followed by the implementation of the Individual Visit Scheme (IVS)

Langham Place Hotel, now Cordis Hong Kong, opened in Mong Kok

2005

Four Seasons Hotel Hong Kong opened



Hong Kong Disneyland opened

AsiaWorld-Expo opened

2007



1st Hong Kong Games were held

2009



LCSD launched the "Sport for All Day" program

5th East Asian Games were held in Hong Kong

Hyatt Regency Hong Kong, Sha Tin opened

Hong Kong Wine & Dine Festival was launched

2011



Following the closure of its Central property, the Ritz-Carlton, Hong Kong opened in Kowloon. It is the tallest hotel in Hong Kong

The T Hotel opened

Hong Kong became a wine trading and distribution hub in Asia

2014



The International Culinary Institute (ICI) was established

Ocean Park introduced its development plan including a new hotel development and Water World project

Lantau Development Project announced

2016



The first FIA Formula E was held in Hong Kong

Timeline depicting the Hospitality, Tourism and Leisure Industries in Hong Kong (1977 – 2017) linked to the stories of 35 VTC alumni



Night view of Victoria Harbour
(Photo: Hong Kong Tourism Board)

ALUMNI STORIES

OUR ALUMNI ARE A TESTAMENT TO
VTC'S DEDICATION AND DEVOTION
TO PROVIDING STUDENTS WITH THE
KNOWLEDGE, SKILLS AND EXPERIENCES
NECESSARY FOR SUCCESS IN THEIR
CHOSEN FIELDS.

“Change is inevitable. Keep an open mind and keep learning.” 「變遷是在所難免，要持開放態度，並繼續學習」

Daniel Tam 譚偉強

General Manager
總經理

Tour East (Hong Kong) Limited



Graduate of IVE Tourism and MICE Program
IVE旅遊及會議展覽課程畢業生

After finishing secondary school, Daniel decided to study Tourism because his favourite subject was English, a skill that was essential for the industry. His first job was a tour guide at Tour East where the work was 100% inbound tourism, putting his English skills to good use. His studies at IVE included knowing the layout of the airport and the location of many hotels, so Daniel was well-prepared for his first day of work: meeting North American and European guests at the airport and transferring them to their respective hotels. In the 70s, the tourism industry was flourishing in Hong Kong. It was during this industry boom that Daniel became the first graduate in tourism studies from Haking Wong Technical Institute (now IVE).

When Daniel made a change and started working at Cathay Pacific Airways in 1990, the airline already had its hotel and tour programs. Daniel worked on expanding and growing these programs which led to the establishment of the Cathay Pacific Holidays brand. It was an opportunity for him to learn about the airline industry, and about building partnerships with other organisations through his destination marketing work.

During the Asia financial crisis in the late 1990s, the airline partnered with 55 hotels in Hong Kong and launched a “Buy one, get one free” campaign including air tickets, hotel stays and other added value offers. The promotion ran for two weeks in which 85,000 tickets and 150,000 room nights were sold. This successful campaign and learning experience is one that Daniel looks back on with pride.

Daniel was also part of the Venetian Macao Resort Hotel opening team. The complex was the first integrated resort in Asia, located at the Cotai Strip in Macau. Its opening helped to shape and transform the city into the international tourism destination it is today.

“Transforming a destination and increasing its international appeal takes careful planning, hard work and time. Tourism may bring changes and challenges to a destination, but it also opens many new opportunities to the people living there,” he said.



酷愛英文科的譚偉強(Daniel)於中學畢業後，決定繼續進修，希望能成為一名導遊。當時正值香港70年代，入境旅遊發展蓬勃，於是他報讀了黃克競工業學院(IVE前身)，成為第一屆畢業生。

畢業後，他首份工作是負責到機場接待歐美訪港旅客入住酒店，IVE的課程讓他更瞭解機場的區域及各酒店的背景，令工作得心應手。後來Daniel轉到國泰航空工作，負責入境旅遊，這不單讓他有機會認識到航空公司的日常運作，也學會了與其他機構建立伙伴關係。

在97年的亞洲金融危機期間，國泰與55間酒店合作推出「買一送一」機票及住宿推廣優惠，短短兩星期便售出了8萬5千張機票及15萬晚的房間住宿，他常以此而自豪。

及後，Daniel再作新嘗試，成為澳門路氹金光大道首個綜合度假區—澳門威尼斯人的開業功臣之一。他認為，旅遊業難免會令一個地方出現變遷，但也會為當地人帶來一些新機遇。



(Photo: SCMP, 1977)

Ocean Park booked out on Sunday

Tickets for Ocean Park on Sunday have again been sold out. However, a spokesman for the park gave an assurance yesterday that everything is being done to cope with demand. “We must keep admissions at a reasonable level so that we can maximise the personal enjoyment of our guests,” he said.

Since the public was first admitted last Saturday morning, nearly 35,000 people have visited Ocean Park.

海洋公園週日門票售罄

週日的海洋公園門票再次售罄。不過，海洋公園發言人昨天保證，會因應需求做足所需措施。他說：「我們必須合理地管制入場的人流，務求令每位賓客都能夠盡興而歸。」

自上週六上午首次開放給公眾入場以來，已有近三萬五千人到訪海洋公園。

(SCMP, Jan 22, 1977)

“Working in tourism has meant international travel, friends from around the world and creating experiences that bring people happiness.”

「從事旅遊業意味着周遊列國、相識滿天下及為別人帶來歡樂的體驗」

Dr Brandon Lau 劉展強博士

Executive Director
Cherie Travel
執行董事
欣悅旅遊

Graduate of IVE Tourism and MICE Program
BBA, RMIT University (AUS)
MA, Middlesex University (UK)
PhD Hotel and Tourism Management, Hong Kong Polytechnic University
IVE旅遊及會議展覽課程畢業生
澳洲皇家墨爾本理工大學工商管理學士
英國密德薩斯大學文學碩士
香港理工大學酒店及旅遊管理博士

As a teenager, Brandon loved sports and being active. His aim was to get into one of the universities in Hong Kong until he attended an IVE program talk. He thought, “The tourism industry is booming and really interesting ...” and so began his foray into tourism. He started a career in tourism before going on to further studies at the Hong Kong Polytechnic University and eventually earned a Doctorate.

Brandon has seen many ups and downs in the industry and is grateful for the support of alumni that helped pave the way for him at his respective jobs, and supported him throughout his career. “Appreciate what you have and make the best of your opportunities,” he added.

One opportunity that Brandon was able to take advantage of was to join a European tour with an IVE alumnus as the guide. At that time, he worked as a guide for short haul destinations. Shortly after the European holiday, a manager abruptly left the company and Brandon was asked to take a group to Europe as the guide. His recent trip was certainly serendipitous! His colleagues all helped him prepare for the trip with intensive European history lessons. Although he was not the most

experienced tour guide, his clients appreciated his commitment and diligence. Brandon was promoted to long haul tour guide shortly thereafter.

Brandon moved on to become a tour planner, product manager and was the first Chinese Managing Director for a global travel solutions company, and helped the company to expand its corporate travel, MICE and cruise business.

“As a tour guide, I always wanted ‘excellent’ as feedback. When I became a member of senior management, I still wanted to bring the best experience to customers. I was just happy to do ‘extra’ to make my guests happy,” he said.



原本打算升讀大學的劉展強(Brandon)，參加了IVE的課程講座，了解到行業的發展潛力後，便毅然決定報讀及從事旅遊業。畢業後，他一直在旅遊業發展，同時也不斷進修，最終取得香港理工大學酒店及旅遊管理博士學位。

當年仍是香港本地導遊的Brandon，一次參加了由所屬公司主辦的一個歐洲旅行團，想不到因此而得着。不久公司一名外遊部的經理突然離職，他臨危受命要當一個歐遊團的領隊，各同事因此紛紛給他補習歐洲歷史。縱使他並非很有經驗的導遊，但客人都讚賞他盡責和勤奮。不久他獲升為長線旅行團的領隊，繼續周遊列國，積累旅遊管理的經驗。

Brandon後來轉當旅行團策劃及產品經理，拾級而上，及後更成為一家國際旅遊公司的香港區總經理，協助公司擴充企業旅遊、獎勵旅遊和郵輪業務。他表示，從前作為導遊及領隊，他希望被客人評為「出色」，而成為管理層後，他仍想為顧客帶來最佳的體驗，願意多做一點點去為客人帶來歡樂的旅遊體驗及難忘的旅程。



(Photo: SCMP, 1979)

“A smooth ride” said Sir Murray

Canton to Kowloon in 178 minutes in air-conditioned comfort – that is what the through train service starting yesterday between the two cities means. And everyone on board the inaugural run, including the Governor, Sir Murray MacLehose, had nothing but praise for the first through train in 30 years.

麥理浩爵士：「一趟舒暢的車程。」

往來廣州及九龍兩個城市的空調直通火車於昨日投入服務，車程全長為178分鐘。所有參與此三十年來首次直通旅程的乘客，包括總督麥理浩爵士在內，俱對新服務表示讚揚。

(SCMP, Apr 5, 1979)

“Vocational training is essential for the future of the industry.”

「職業訓練是款待業未來的基本要素」

Dr Bryan Cheung 張俊文博士

Head, Department of Hotel, Service and Tourism Studies
Hong Kong Institute of Vocational Education (Haking Wong)
酒店、服務及旅遊學系系主任
香港專業教育學院 (黃克競)

Graduate of IVE Hotel and Catering Program
BSc Hotel Administration, Cornell University (USA)
MBA, University of Strathclyde (UK)
PhD Hospitality Administration, Oklahoma State University (USA)
IVE酒店及餐飲課程畢業生
美國康奈爾大學酒店管理理學士
英國斯特拉斯克萊德大學工商管理碩士
美國奧克拉荷馬州立大學餐飲旅遊管理博士

Bryan considers himself a rich man. He is not referring to material wealth, but the riches he has accumulated from teaching students during his tenure at IVE. His enthusiasm for education and helping students is apparent as he talked about his decision to become an educator.

After working for a good number of years in hotels witnessing the astonishing development of hotels in Tsim Sha Tsui East, Admiralty and Wan Chai in the 80s, Bryan decided to further his education in the US. After getting his BSc from Cornell and returning to Hong Kong, he realised that he wanted to devote his time and talent to training others to enter the hospitality and tourism industry. “I have benefited tremendously from vocational education myself. It gave me a solid foundation to develop my career in the hospitality industry, so I knew I wanted to teach and help others develop and reach their potential. My greatest reward as an educator is my students. I am a rich man because of them,” he said.

Bryan did not only teach, but continued his own studies and obtained an MBA followed by a PhD. Some of Bryan’s students have followed in his footsteps and have returned to teach at IVE after gaining valuable industry experience. He is thrilled that his former students want to contribute to building future leaders and added, “We put our hearts into teaching and I believe our students know it.”

For Bryan, he has helped to provide many students with the scaffolding they needed to build their careers. An immense sense of satisfaction comes from guiding students through knowledge and experience sharing, helping them navigate their career paths and sometimes positively affect their life journeys as well. “Many students have exceeded my expectations,” he proudly said.



03

張俊文博士(Bryan)常自覺「心中富有」，他的財富源自其IVE的學生。張博士在酒店業工作多年，見證了酒店於80年代在尖東、金鐘及灣仔令人驚嘆的發展後，決定到美國進修，他在美國康奈爾大學取得理學士學位後返港。由於他深深感受到專業教育助他建立了穩固的根基，令他在這個行業得以發展，所以他決定奉獻自己的時間和知識，幫助年輕人發揮潛能。

在教學期間他不斷繼續進修，更取得碩士和博士學位。在過去二十多年的教育生涯，他感恩，因為有學生以他為榜樣，在得到一定的實際行業經驗後回到IVE任教。能向學生傳授專業知識和經驗，令畢業生在事業上更上一層樓，更定立清晰的人生方向，使張博士感到十分滿足。當中更有很多學生的成就超越他的期望，令他非常驕傲。



A number of hotels were established along the Tsim Sha Tsui East Promenade, a few more are expected to be built in the next few years. 多間酒店座落於尖沙咀東海濱長廊沿岸，預計未來數年有更多酒店相繼落成。

(Photo: SCMP, 1986)



Development of Harbour City and the first Marco Polo Hotel opened. 海港城的發展和第一家馬哥孖羅酒店開業。

(Photo: SCMP, 1986)

“Working in a hotel is like working in a small community.” 「成為酒店團隊的一員，有如在 小社區工作」

Stanley Chui 崔永賢

Programme Director (Academic & Student Affairs), HTI/CCI/ICI
課程總監(學術及學生事務)
酒店及旅遊學院、中華廚藝學院、國際廚藝學院

Graduate of IVE Hotel and Catering Program
HC in Hotel, Catering and Institutional Management, Hong Kong Polytechnic
BA Hotel and Catering Management, Hong Kong Polytechnic University
MSc Hotel and Tourism Management, Hong Kong Polytechnic University
IVE 酒店及餐飲課程畢業生
香港理工學院酒店、飲食及機構管理高級證書
香港理工大學酒店及飲食管理學學士
香港理工大學酒店及旅遊管理學理學碩士



As an industry veteran and a programme director at the HTI/CCI/ICI, Stanley Chui has been helping students gain the practical skills and expertise to be successful for almost two decades. He believes that VTC graduates, himself included, have the fundamentals covered and are able to pick up duties at work at a faster pace.

“While it is important to stay on course while studying, grades are not the only thing determining whether or not someone is successful in their chosen career,” he said. “Enjoying one’s work and having a good attitude are essential.”

Guidance and support from VTC lecturers and internships help students understand what they really want to do. Stanley spoke about one of his own internships working at the front office taking lots of telephone calls, answering questions and meeting guests. Though challenging, Stanley accumulated insight into the service industry as well as the ability to identify different accents.

Being culturally sensitive is something that usually comes from experience and observation. When Stanley worked at a hotel with a Scottish general manager (GM), the GM arranged for beds for colleagues that could not make it home during bad weather and set-up mah-jong tables so they would be entertained. It showed the GM’s understanding of his employees’ wants and needs.

For Stanley, the success of VTC graduates in the industry is one of his greatest rewards. The industry itself is a community within Hong Kong that has seen exciting changes that give Stanley hope for the future.

擁有豐富酒店及餐飲業資歷的崔永賢(Stanley)，是HTI/CCI/ICI的課程總監，在過去20年，他傳授了不少實際經驗和專業技能給學生，助他們在這行業踏上成功之路。他常對學生說：「求學不是求分數，分數的高低並非決定一個人在事業上成功與否的唯一因素，投入自己的工作和態度良好同樣重要。」

他憶述當年在款接部實習時，職責是接聽電話、接待客人及回答查詢，那次機會讓他見識了服務業的實際工作。而透過累積經驗和細心觀察，讓他明白到不同文化的差異及其特性。Stanley後來在一家酒店工作，當員工因天氣惡劣而需要在酒店留宿時，蘇格蘭籍總經理會安排他們玩麻雀耍樂，顯示出他能明白員工的需求，因而能在酒店內培養出團隊精神。對Stanley來說，VTC畢業生在事業上取得成功是最大的回報之一。酒店業的運作可比擬一個香港小社區，眼見它有着令人興奮的改變，令Stanley對行業的未來充滿着期望。

Opening of HITDC 旅遊服務業培訓發展中心開幕

In response to the rapid growth of the hospitality industry, Hospitality Industry Training and Development Centre (now HTI) was opened in 1984.

為應付旅遊業的迅速發展，旅遊服務業培訓發展中心（現為酒店及旅遊學院）於1984年成立。



(Photo: VTC, 1984)

Opening of the Hong Kong Marriott 香港萬豪開幕



James Marriott (centre), Chairman of the JW Marriot Hotel, and Eugene Sullivan (right), Executive Director of the Hong Kong Tourist Association, officiating at a ribbon-cutting ceremony which marks the opening of the first hotel in Admiralty Pacific Place.

JW萬豪酒店董事長James Marriott (中)及香港旅遊協會執行董事Eugene Sullivan (右)一同主持剪綵儀式，標誌著集團第一家酒店在金鐘太古廣場正式開幕。

(Photo: SCMP, 1989)

“Think positive and be happy.”

「樂觀積極地面對困難和挑戰」

Simon Lee

李偉光

Food & Beverage Manager – Restaurants
Hong Kong Convention and Exhibition Centre
(Management) Limited
飲食部經理—餐廳
香港會議展覽中心



Graduate of IVE Hotel and Catering Program
IVE旅遊及餐飲課程畢業生

As an almost 30-year veteran of the F&B industry, Simon knew right from the start of his hotel and catering program at IVE that he wanted to work in F&B. He started his career as a trainee at Marco Polo Hotels, where he bussed tables and served the bread and butter. He has held various positions including Chef de Rang, Assistant Maitre D' to Restaurant Manager. He currently runs an immense operation at the Hong Kong Convention and Exhibition Centre (HKCEC) which hosts over 1,000 events with 5.5 million visitors a year.

“In my previous jobs in hotels, we planned seasonal and regular promotions, but at HKCEC, we must cater to locals, visitors and delegates attending events that are diverse in nature. Our clientele is diverse, so providing them with suitable products and services can be challenging, yet incredibly rewarding and fun for myself and my team,” said Simon.

Simon's work has taken him to Xiamen, China and Davao, Philippines as part of the overseas task force and pre-opening team for Marco Polo Hotels. The project gave him the opportunity to develop the job certification programme and set up the policy and procedures from the ground up for the hotel in Davao. However, Simon stressed that the most important thing for anyone in the industry is the right attitude. When faced with difficulties, he said, “It is important to be able to bend with the wind,” and continue to be positive.

30年前，剛入讀IVE的李偉光(Simon)已經清楚了解到自己熱切希望投身餐飲業。他曾在馬哥孛羅酒店當實習侍應生，而隨後亦擔任過多個職位，如高級侍應生、助理侍應生主管及餐廳經理。

其後，由於馬哥孛羅酒店在中國廈門和菲律賓達沃開設新酒店，他被委派到當地擔任開業前的籌備工作，為達沃酒店訂定工作認證計劃和酒店營運程序。他強調，在這行業最重要的是擁有正確及樂觀的態度，縱使面對困難時，也能懂得從善如流。

目前他在每年舉辦逾千個活動、接待550萬多名訪客的香港會議展覽中心(會展)工作，照顧場內所有餐飲安排。從前他在酒店工作主要是策劃季節性及定期的餐飲推廣活動，但在會展參與活動的客人多種多樣，有本地居民、訪客和出席活動的代表及貴賓等，為他們提供合適的產品和服務是極大的挑戰，但這也為他及其團隊帶來無限的鼓勵和樂趣。

05

Show offers everything made in Hong Kong

The best that Hong Kong can offer to the world went on display at the new multi-billion dollar Hong Kong Convention and Exhibition Centre. Most of the visitors attending Showcase yesterday were impressed with the size of the centre and the huge exhibition. The Chairman of the Hongkong Bank, Mr. William Purves, said: “It is a marvelous setting and it really puts Hong Kong on the map. They have done a great job given the pressure of the labour shortage.”

透過展覽會展示本港可提供的產品和服務

香港將透過新落成、投資達數十億港元興建的香港會議展覽中心，展示香港能為世界提供的優越服務。大部分於昨日參觀了展覽中心的到訪者對中心內的展覽廳及其大規模的展覽活動留下深刻的印象。

匯豐銀行行長 William Purves 先生說：「這是一個非常難能可貴的國際級會展設施，有助香港在世界的會展舞台上爭一席位。」

(SCMP, Nov 26, 1988)



A fire boat display in Victoria Harbour to herald the opening of the Hong Kong Convention and Exhibition Centre. 一艘消防船於維港上進行表演，為香港會議展覽中心的啟用典禮作序幕。

(Photo: SCMP, 1988)



Lydia Dunn, Chairwoman of the Hong Kong Trade Development Council, speaking at the inauguration ceremony of the Hong Kong Convention and Exhibition Centre. 香港貿易發展局主席鄧蓮如在香港會議展覽中心啟用典禮上致辭。

(Photo: SCMP, 1988)

“Communication is not just about words.”

「溝通並不局限於以言語來進行」



Frances Wong 黃思樂

Group Director of Food & Beverage
Regal Hotels International Limited
集團餐飲總監
富豪酒店國際有限公司



Graduate of IVE Hotel and Catering Program
IVE 酒店及餐飲課程畢業生

If you have ever been to opening of a hotel or a restaurant and wondered who made it all happen – the quality and presentation of the food and drinks, deciding what services guests would receive, the presentation and grooming of the servers and everything else involved – Frances is the perfect person to talk to.

Having worked in the Food & Beverages industry for over 20 years, Frances has either been involved in or in charge of numerous opening teams, big and small. All these have provided her with opportunities to demonstrate her perseverance and stamina as well as her strong organisational and communication skills.

Some of the large-scale projects Frances was involved in include the opening of one of the hottest clubs in town in the 80's in the Grand Hyatt Hotel, trendy Aqua Dining in Hong

Kong, historical Hullet House 1881 and the restaurants in Hotel Eclat in Beijing and Taipei. Frances knows the bigger the project is, the more demanding and challenging it will be; but these are also the reasons why she continues to be so motivated.

“I’ve had moments when I would feel frustrated, but I would tell myself not to give up. I will continue on in this industry as long as I am still capable of providing more and doing better. It’s incredibly rewarding when I can help to make a difference.”

“Communication is not just about words. During my traineeship in Switzerland, my homestay parents and I did not have a common language. We used gestures and body language to ‘talk’. It helped me to realise how important a person’s demeanour and attitude are, which are so important in hospitality,” she explained.

位於香港君悅酒店的Club JJ’s可說是風靡一時的城中餐飲熱點，黃思樂(Frances)正是其中一位開店幕後功臣。及後，她參與了多個大型餐飲項目的策劃，包括時尚的 Aqua Dining、海利公館1881，以至北京和台北怡享酒店內的多間餐廳。憑着卓越的組織能力、正面態度、溝通技巧，以及凡事追求盡善盡美的毅力和耐力，Frances所籌劃的酒店和餐廳實在不計其數。她認為，從IVE學到的知識鞏固了自己的根基，並強調「人」的因素在酒店業的重要性，因此建立事業和建立關係同樣重要。Frances說：「溝通並不局限於以言語來進行。當年我在瑞士受訓時，與寄住家庭的父母言語不通，彼此只靠手勢和身體語言來『交談』。這讓我明白到在酒店業中，個人的風度和態度是多麼的重要。」

Opening of Grand Hyatt Hong Kong 香港君悅酒店開幕



The Grand Hyatt, currently under construction, is scheduled to open next year.

正在興建的君悅酒店預計將於明年開幕。

(Photo: SCMP, 1988)



Mr Peter Jentes (left), General Manager of the Grand Hyatt Hong Kong hotel, and Mr Cheng Yu-tung, Chairman of the New World Hotels International, toasting during the opening party of the Grand Hyatt.

香港君悅酒店總經理彼得·詹特斯先生(左)，以及新世界酒店國際集團主席鄭裕彤先生在酒店開幕禮中祝酒。

(Photo: SCMP, 1989)

“If you are passionate about your work,
you develop your own ‘charm’.”

「當你熱愛所做的工作，
便自然散發出個人魅力」

Mono Wan 尹志航

Group Human Resources Manager
Regal Hotels International Limited
集團人力資源經理
富豪酒店國際有限公司



Graduate of IVE Hotel and Catering Program
HD Hotel Management, Hong Kong Polytechnic University
IVE 酒店及餐飲課程畢業生
香港理工大學酒店管理高級文憑

Mono Wan’s father worked in F&B and it was a natural progression for Mono to develop a career in the industry. His first summer job was in a restaurant where he discovered that he really enjoyed working in F&B. He went on to study at IVE and later as a part-time student at Hong Kong Polytechnic University.

Mono has very happy memories of his time at IVE. “It’s been a long time since I finished my studies at IVE, but I still meet up with my ex-classmates,” said Mono.

An internship in the back office of a hotel in the Human Resources department changed the way Mono viewed hotel work. He had discovered an area that was previously unknown to him and it was where he decided to develop his career. “I don’t like routine jobs. I get bored easily. HR is very dynamic and has been a good fit for me,” he added.

Working in HR means that Mono sometimes has to deal with difficult people management issues. Dealing with these issues with empathy and professionalism can make a real difference. “Even small changes can make a difference. Mutual respect is essential when working in people management or any job,” noted Mono. “When people enjoy their work, it shows on their faces, in their attitude, in their body language – their ‘charm’ comes through.”

Each generation is different, and Mono believes that for management to be able to help employees to reach their full potential, they must take the time to understand what is important to their employees of all ages and backgrounds.

尹志航(Mono)的父親從事餐飲業，因此很自然他亦投身這一行發展。Mono的第一份暑期工是在一間餐廳渡過，從而發現自己真的喜愛餐飲工作。之後，他在IVE繼續學業，再於香港理工大學當兼讀生。Mono還記得在IVE讀書時的開心日子，至今仍與舊同學聚會。在酒店的人力資源部實習，令Mono改變了對酒店工作的看法，並決定向人事管理方向發展。當面對一些人事管理上的挑戰時，Mono常抱着同理心和專業精神來處理，而互相尊重更是當中不可或缺的元素。每一個世代都是獨特的，因此Mono深信管理層若要協助員工發揮所長，便要花時間了解不同年齡和背景的員工所重視的東西。



Workers preparing to remove the sign of the Hilton hotel on its last day of business. Built in 1963, the hotel was once the largest hotel in Hong Kong.

工作人員準備在希爾頓酒店營業的最後一天拆下招牌。酒店建於1963年，曾經是香港最大型的酒店。

(Photo: SCMP, 1995)



The establishment of Chai Wan Technical College in 1993.

柴灣科技學院於1993年成立。

(Photo: VTC, 1993)

“If you enjoy doing something,
you will do it well and be
successful.”

「努力做好自己熱衷的
事情，成功定必在望」

Edmond Tam 譚偉雄

Regional Director of Sales
The Peninsula Hotels
區域銷售總監
半島酒店



Graduate of IVE Hotel and Catering Program
HD Hotel Management, Hong Kong Polytechnic University
MBA, University of South Australia (AUS)
IVE酒店及餐飲課程畢業生
香港理工大學酒店管理高級文憑
澳洲南澳大學工商管理碩士

Edmond grew up in a family with an F&B business and talked about how much he loves his work. He tries to enjoy each and every day and has an incredibly positive attitude toward work and life in general. He has always been a people person, and when studying hospitality at IVE, his lecturers helped him to discover where his talents and interests lay.

Edmond explained that the placements and the casual F&B jobs he did as a student gave him valuable work experience and insight that really made a difference. “Experience is key!” he said. “People skills, practical skills, meeting people from different backgrounds and internships were all a part of studying at IVE. They really helped me to understand myself and what I could accomplish.”

The lecturers at IVE also offered tips and tricks that Edmond and his fellow students would test in real-world situations. “We took the education and training we received at IVE and applied the learning to real situations, it was both fun and really useful learning,” he added.

When it comes to work, Edmond is a firm believer in building good relationships between the owner-client-associate. For harmony and synergy to occur, everyone needs to be in sync. Working closely with management and bonding with colleagues, including organising a weekly running group, are things that Edmond works on to promote a convivial work environment. By making work an enjoyable place to be, he encourages people to succeed, take care of each other and perform better.

譚偉雄(Edmond)家族經營餐飲生意，順理成章造就了他報讀IVE的酒店及餐飲課程。善於溝通的他在就讀IVE期間得到老師的啟蒙，助他發掘了自己的才能和興趣。當年他從工作實習和在餐飲業打臨時工中汲取到的寶貴經驗和見識，對他影響甚大。

他認為經驗十分重要：「在IVE讀書時，我學習到管理人際關係的技巧和實用技能。此外，跟來自不同背景的實習生一起研習和做餐飲項目等，確實能幫助我去了解自己和找到個人的長處。」

Edmond非常熱愛工作，並深信上司、客人和工作伙伴三者之間，建立良好關係的重要性。他認為要達致和諧及協同效應，每個人都需要同步。為了提倡親切愉快的工作環境，他除了與管理層保持緊密合作，也跟同事建立了密切關係，如組織每週一次的跑步小組。Edmond享受每一天，並對工作和生命抱着十分積極的態度，他鼓勵大家努力向成功邁步，同時要互相照顧和做出更佳表現，使工作環境變成一個令人愉快的地方。

08

Peninsula ready for ‘lift-off’

The new extension will add 132 rooms and suites to the hotel, bringing the number of rooms to 300. “The new extension is more than a facelift and will reposition the Peninsula in the local market as a modern luxury hotel,” hotel representative Mr Moszynski said.

半島準備「起動」

擴建部分將為酒店添加132間客房和套房，將房間總數提高到300間。酒店發言人Moszynski先生說：「擴充不僅是一個翻新工程，它更為半島酒店在本地市場上重新定位為當代的豪華酒店。」

(SCMP, Nov 30, 1994)



Mrs Betty Kadoorie, the Duke of Kent, Peninsula veteran Mr Chan Pak, the Duchess of Kent, Mr Michael Kadoorie, Chairman of the Hongkong and Shanghai Hotels and a throng of sixty-six bellboys officiate at the grand opening of the extension of the Peninsula.

貝蒂嘉道理夫人、根德公爵、半島酒店老將陳柏先生、根德公爵、香港上海大酒店董事長嘉道理先生及66位行李生，一同為半島酒店的擴建部分主持開幕儀式。

(Photo: SCMP, 1994)

“Value and take care of your team.”

「重視及悉心照顧你的團隊」

09

Yik Ho 何易強

Assistant Vice President - Resort Services
Galaxy Macau
酒店助理副總裁—休閒渡假服務
澳門銀河



Graduate of IVE Leisure and Sports Program
BSc (Hons) Sport Business Management, Sheffield Hallam University (UK)
IVE康體文娛及運動課程畢業生
英國謝菲爾德哈蘭大學體育商業管理(榮譽)理學士

Growing up in Cheung Chau, Yik learned early from his small business owner father the importance of taking care of colleagues and providing them with the appropriate level of training.

Yik studied leisure and sports and was unsure where this area of study would lead as a career, but as he was introduced to more possible pathways, he knew that he wanted to develop a career in leisure management and hospitality.

Now working in Macau with Galaxy Macau, he said that his studies at IVE prepared him well for his departmental roles in management, marketing, event planning, retail and facilities management.

From his work, Yik has learned that staff training is invaluable. “Everyone makes mistakes, but we can learn from them. Recovery costs are high for mistakes that cause brand damage, so it’s best to prevent mistakes from being repeated. Good staff training helps prevent the same mistakes from happening again,” he said.

While Yik is grateful for the strong foundation he gained from IVE, he added, “Success comes from hard work. Sometimes we might fail, but if we deal with it as a team, we can learn together from our mistakes.”

Important step for Hong Kong

The Sports Development Board, which will attempt to pull together the various and often disparate sporting strands, was given approval by the Legislative Council. Howard Wells, director of the SDB, said sports organisations were being informed individually about how the board’s funding program would be operated. Presently, there are 17 sports bodies who receive this grant which contributes to staffing costs and development programs.

香港發展重要的一步

康體發展局得到立法局批准成立，嘗試將體育界各個分散的範疇加以融合。康體發展局局長Howard Wells表示，各體育組織已分別接獲通知有關資助計劃的詳情。目前有17個體育機構已獲得此項津貼，補貼員工薪酬和發展方案所需的經費。

(SCMP, Feb 5, 1990)



Atlanta 1996 Olympic gold medallist windsurfer Lee Lai-shan (2nd R) attends a celebration held in her honour at the Cultural Centre, shortly after her return to Hong Kong.

1996年亞特蘭大奧運金牌得主李麗珊（右二）回港後於文化中心出席慶祝活動。

(Photo: SCMP, 1996)

“Push the boundaries and challenge yourself to excel.” 「突破極限，挑戰自己」

Maurice Kong 江志恒

Assistant General Manager – Food & Beverage
New World Development Company Limited
助理總經理 — 餐飲業務
新世界發展有限公司

Graduate of IVE Hotel and Catering program
HD Hotel Management, Hong Kong Polytechnic University
IVE酒店及餐飲課程畢業生
香港理工大學酒店管理高級文憑



When we met Maurice at one of his trendy F&B outlets in Sheung Wan, we were enveloped by the enticing aroma of fresh brewed coffees and teas and surrounded by beautiful local and international art. Feeling a bit envious of Maurice’s “office” for the day, he explained how important culture, art and the younger generation is to him and his work.

Maurice was also nostalgic about his time at IVE when he and his fellow students applied their real-life work experience and materials to their school work. It was very hard work, but also a lot of fun.

As a management trainee with the Hyatt group, he was awarded a scholarship to the University of Hawaii which really influenced his career development.

For about a decade, Maurice also worked with the Mandarin Oriental group in Hong Kong, Hawaii and Kuala Lumpur. The work was challenging and exciting with interaction with superstars, politicians and diplomats, but also extremely interesting. One of the most memorable moments for Maurice was the 1997 Handover Ceremony.

“With many dignitaries and VIP staying at the hotel, a high level of security and safety measures were put in place. It was a historical world event that really pushed boundaries in our hotel, and in the city, in many ways,” Maurice reminisced.

When asked to “think out of the box”, Maurice would say “What are the boundaries?” – where does the box begin and end? He has always challenged himself to do better. “A business is only as good as the people working there, so it’s important to find the right people,” he said. By equipping people with the right skill sets and having the right attitude to maintain high standards, Maurice believes they will achieve more.

位於上環的一家時尚餐廳，就是江志恒(Maurice)的其中一個「辦公室」。相信很多人都會羨慕他的工作環境——茶香和咖啡香四溢，周圍擺放了漂亮的本地和國際藝術品。他表示，文化、藝術和年輕一代對他及其工作尤其重要。

Maurice亦非常懷緬在IVE與同學做個案研究時的日子，回想起他們如何將實際工作經驗及材料應用在課堂作業上，雖然過程辛苦，但卻有無限樂趣。

他在凱悅酒店當管理實習生時，獲獎學金到夏威夷大學進修，這對他的事業發展影響尤甚。其後他在文華東方酒店集團於香港、夏威夷及吉隆坡的酒店工作了差不多10年，接待過無數客人，當中包括超級巨星、政客和外交人員，工作極富挑戰性和趣味性。

而最令他印象深刻的，就是97年香港回歸交接儀式。他憶述：「當時文華東方酒店接待了無數的貴賓和政要，故此酒店採取了嚴密的保安措施。那是一個全球矚目的歷史時刻，酒店和香港在多方面都是在突破極限。」

Maurice愛打破常規，所以常自我挑戰要做得更好。他認為一間款待業機構的營運好壞全取決於員工，並相信若員工擁有合適的技能和幹勁做事，便能夠維持高水準的服務，並會精益求精。

A festival for our nation and a victory for justice

After the return of Hong Kong, the Chinese Government will unswervingly implement the basic policies of ‘one country, two systems’, ‘Hong Kong people administering Hong Kong’ and “a high degree of autonomy”. The socio-economic system and way of life will not change, and the laws in Hong Kong will remain basically unchanged. The Central People’s Government shall be responsible for the foreign affairs relating to Hong Kong and the defence of Hong Kong. The Hong Kong Special Administrative Region shall be vested, in accordance with the Basic Law, with executive power, legislative power and independent judicial power, including that of final adjudication.” (Presented by President Jiang Zemin at the Handover Ceremony)

慶祝回歸祖國及正義長存

香港回歸後，中國政府將堅定不移地實施「一國兩制」、「港人治港」及「高度自治」的基本方針，以維持本港以往的社會經濟體系、市民的生活方式及基本法律不變。中央人民政府將從此負責香港的外交及國防事務。香港特別行政區將根據「基本法」而被賦予行政權力、立法權和獨立的司法權力，包括終審權。（由江澤民主席在交接儀式上發表）

(SCMP, Jul 1, 1997)



(Photo: SCMP, 1997)

“We are in the business of making people happy.”

「旅遊是一個令人快樂的行業」

Simon Chong
莊禮權

Senior Manager
MICE & Marketing
Arrow Travel Agency Ltd
特項旅遊及市場部高級經理
雅達旅運有限公司



Graduate of IVE Tourism and MICE Program
IVE旅遊及會議展覽課程畢業生

He may have ‘accidentally’ signed up for the wrong course – inbound instead of outbound tourism, but Simon has no regrets about attending IVE. For Simon, understanding the needs and expectations of each client is crucial to coming up with the right experience for an event. While talking with clients to understand what their needs is key, at IVE, Simon was also taught to learn to read people and to come up with creative ideas to problems. “It is better to forget that a box exists than to just think outside of it,” he explained.

When Simon was tasked with helping a client organise a company event in Penang, Malaysia, he and his team went to work to figure out a way to make the event extra special. They arranged visits to some of the city’s attractions including the Penang Art Street where artwork, including murals on buildings, is spread throughout the area. “As we took the group down one of the streets and turned a corner, we found ourselves standing in front of a ‘piece of art’ on a wall that was actually the company logo. The shock and delight on the faces of the delegates was priceless,” he said.

Simon continues to apply creative solutions to challenges – including logistical, budgetary, cultural constraints – which is what he learned at IVE. “Going the extra mile and being over-prepared has also paid off for us,” he added. “It helps to build trust and makes people happy. We are in the business of making people happy.”

當年莊禮權(Simon)可能是「意外地」報讀了入境，而不是出境旅遊課程，但他從沒有後悔入讀IVE，因為從課程中學到的知識，對他日後的工作有很大的裨益。Simon知道要明白每位客人的需要和期望，才可以為他們設計和策劃合適且富創意體驗的行程。

他說有一次要協助客戶在馬來西亞檳城舉辦一項公司活動，並安排客戶參觀檳城多個景點，包括喬治市藝術街，那裏是以建築物外牆畫上壁畫而聞名。他與同事們帶着一班客人在街上走，一拐彎，眼前牆壁上的「藝術品」竟是客戶公司的標誌，當時眾人臉上都流露出驚喜的表情，對他來說客人的喜悅是無價的。他覺得付出額外的努力和多做點準備，最終都會有回報。

11

Farewell to Kai Tak; Hundreds of thousands expected to witness historic final hours

Hundreds of thousands of people are expected to turn up today to pay their last respects and take a final souvenir photo of Kai Tak — their airport at the heart of their city.

告別啟德—數十萬人將目睹歷史的最後時刻
預計數十萬民眾將於今天前往啟德機場，向這位於心臟地帶的客運樞紐致以最後的道別，並拍下紀念照片。

(SCMP, Jul 5, 1998)



Residents take advantage of Sunday time off to watch airliners approaching Kai Tak International Airport on June 28, 1998 before the closing of the airport in a week's time.
1998年6月28日，距離機場正式關閉前的一星期，市民利用假期時間，觀賞飛越機場上空的航機。

(Photo: SCMP, 1998)



Art show - “Flying over ‘98, Farewell to Kai Tak Airport Exhibition” at Kowloon City Plaza rooftop.
在九龍城廣場天台舉辦的藝術展 - 「飛越98，告別啟德機場展覽」。

(Photo: SCMP, 1998)

“If you have passion for your work,
working hard makes you happy.”

「快樂的泉源是對工作滿腔
熱忱，並為此努力不懈」

Oton Wu 胡偉權

Ex-Regional Director
Tourism New South Wales
前北亞區局長
新南威爾士州旅遊局



Graduate of IVE Tourism and MICE Program

IVE旅遊及會議展覽課程畢業生

Oton Wu graduated from IVE nearly four decades ago, but his energy, passion and excitement for his work has not diminished. It was in the early 80s when Hong Kong's inbound tourism was booming that Oton began his career in tourism.

His first job was at a travel agency where he did inbound tours. As the company began to develop its outbound travel programs, Oton was selected to be part of the outbound team taking groups to destinations in Europe, North America and Australia. The work took him all over the world and he made many friends along the way.

One of Oton's most memorable jobs was a 9-day winter Australian tour after which he flew back to Hong Kong and exchanged suitcases with his wife at the airport, and then flew to Rome for the start of a European summer tour. "I worked very hard but there were so many rewards," he said.

In the run up to 1997, with many Hongkongers immigrating to other countries at the time, many operations positions had opened up and it was at this point that Oton decided to move into a management position.

Call it serendipity or luck, Oton was soon invited to fly to Australia to interview for a position to head up the North Asia office of Tourism New South Wales (NSW). He worked for many years with the NSW Australian government statutory authority to market and promote NSW tourism in China, Hong Kong, Taiwan and Korea, that was punctuated with a number of achievements.

從事旅遊業近40載的胡偉權(Oton)向來對其工作充滿熱誠，他的工作範疇涉及本地和外地旅遊兩方面，足跡遍及全球。97年移民潮令旅遊業的管理層出現大量人事流失，卻為Oton帶來了機會並轉到管理層工作。在因緣際會下，他獲邀到澳洲參加工作面試，獲聘任為澳洲新南威爾士州旅遊局北亞區辦事處的局長，帶領他的團隊負責在亞太區推廣悉尼及新州的旅遊產品。他憶述做領隊時，有一次完成帶領一個9天的澳洲冬季旅行團，回港後隨即與在機場等候的太太交換行李，便立刻出發到歐洲帶領另外一個夏季旅行團，這些經歷實屬是其職業生涯中難忘的一部分。

Oton不禁回想起自己當年的快樂時光，那些年工作雖然忙碌，但若是為自己理想的職業而奮鬥，仍可從工作中找到快樂和無比的滿足感。

12

Opening of Hong Kong International Airport at Chek Lap Kok 香港赤鱗角機場正式開幕

(SCMP, Jul 7, 1998)



The Hong Kong Children's Choir performed at the opening ceremony.
香港兒童合唱團於開幕禮中演出。

(Photo: SCMP, 1998)



Crowds at one of Chek Lap Kok airport's massive windows to watch planes land on July 7, 1998.
1998年7月7日，大批市民聚集於赤鱗角機場內的落地玻璃前觀賞客機降落。

(Photo: SCMP, 1998)



Crowds were thick on the first day of operations.
赤鱗角機場首度運作當日非常擁擠。

(Photo: SCMP, 1998)

“What we learnt was well-matched to the needs of the industry.”

「學以致用」

13

Benedict Ting

丁彥明

Recreation Manager

Citybase Property Management Limited

康體事務經理

港基物業管理有限公司



Graduate of IVE Leisure and Sports Program

Bachelor of Business Management, RMIT University (AUS)

IVE康體文娛及運動課程畢業生

澳洲皇家墨爾本理工大學商業管理學士

With an outgoing personality, Benedict decided to study leisure and sports as it involved working with people. While interaction and communication are key to Benedict's work in clubhouse management, one of the most important skills that anyone working with others must have is to be a good listener. "Sometimes people are very upset when they are expressing themselves and it is important for us to listen and work to diffuse the situation. Once people feel that we are on the same side and can cooperate, fixing any issues is much easier," he said. When someone who has come to make a complaint becomes a friend, Benedict says it is a wonderful feeling and a great motivator.

While maintaining the facilities and ensuring the safety of the clients are priorities, Benedict and his team also organise several events each year. Event management, organisational skills and creativity are all used when planning and executing different types of events.

Benedict started out with good foundation skills and knowledge from IVE, but he also said it is essential to continue to grow and develop - learn from those around you, share experiences, accept guidance and give encouragement. "There are lots of opportunities for people to enter this industry. If you are outgoing, enjoy working with people and are willing to work hard, this is a great area to be!" said Benedict. "My studies at IVE prepared me well."

對康體事務經理丁彥明(Benedict)來說，除了互動和溝通外，用心聆聽亦是有效的會所管理技巧，他說：「這讓客人覺得他們被理解，問題便容易解決。當投訴的客人成了朋友時，這感覺很美妙，也是一股推動力。」除了維持會所設施正常運作和確保客人安全外，Benedict和他的團隊每年還舉辦多個活動，在策劃和執行不同類型活動時，他從IVE學得的知識和技能，如活動管理、組織技巧和創意等全都大派用場。同時，他認為不斷成長和發展也是重要：要向身邊的人學習、吸收及分享經驗、及鼓勵別人。



The Hong Kong Institute of Vocational Education (IVE) was opened in 1999.

香港專業教育學院於1999年開幕。

(Photo: VTC, 1999)



45 councillors were present at the last full meeting of the Urban Council inside chamber on December 21, 1999. The Urban Council was officially disbanded on December 31, 1999.

1999年12月21日，45名市政局議員出席市政局最後一個內部會議。市政局於同年12月31日正式解散。

(Photo: SCMP, 1999)

“The ability to deal with
challenging situations opens
more opportunities to you.”

「挑戰帶來更多機會」

Chef Paul Wong 黃亞保

Director & Executive Chef
Cloudland Chinese Cuisine
雲來軒董事及行政總廚



Elementary Certificate in Chinese Cuisine, CCI
Intermediate Certificate in Chinese Cuisine, CCI
Advanced Certificate in Chinese Cuisine, CCI
Master Chef Course in Chinese Cuisine, CCI
中華廚藝學院初級中廚課程畢業生
中華廚藝學院中級中廚課程畢業生
中華廚藝學院高級中廚課程畢業生
中華廚藝學院大師級中廚課程畢業生

Chef Wong's family came to Hong Kong as refugees from Vietnam when he was a child. He only entered formal education in Hong Kong at Form 3, which was a tough transition and one that has stuck with Chef Wong. When he finished Form 5, he had only one pass in English and had failed all his other subjects. However, it was during his secondary studies that his interest in cooking competitions grew, and he participated in all the competitions that he could register for.

From what was a poor and somewhat chaotic upbringing, many things in life that others may consider tough are quite ordinary to Chef Wong. When faced with an estimated decade of professional training to attain his Master Chef qualifications, his father, who is also a chef, said, “If you live to be 70 or 80 years old, what’s 10 years of that devoted to study?” Chef Wong agreed, and is not only a Master Chef now, he has also competed in and won many cooking competitions.

His training at the Chinese Cuisine Training Institute (CCTI, now known as Chinese Culinary Institute) gave him a solid foundation as a chef and for winning competitions. In competitions, chefs are required to think and act quickly on their feet. “With whatever ingredients you are given in a competition, you must make a beautiful dish from it,” he added. “It also helps to have good English skills as everything is usually in English. My studies helped me master many skills that I use in competition.”

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兒時隨家人從越南逃難來港的黃亞保(Paul)，中三時才在香港受正規教育，會考只有英文科合格，但他在中學時已熱衷於參加各項烹飪比賽。在中華廚藝學院學到的廚藝知識成了他當廚師和贏得無數比賽的基石，因為在比賽中，廚師要心靈手巧，好好運用手頭上的材料煮出精緻的菜式。亞保在貧困及有點動盪的環境下成長，面對別人認為是棘手的難題，他卻覺得是小事一樁。要成為一名大廚需經過超過10年時間的學習和訓練，但同為廚師的父親對他說：「若你活到7、80歲，10年時間可謂微不足道。」亞保現在不單成為一名大廚，也在各項烹飪比賽中屢獲殊榮。

Schooling for the future: A new centre for aspiring chefs aims to increase Chinese culinary knowledge

After a year of planning and consultation, modifying plans and ambitions, it was finally given the go-ahead to set up the Chinese Cuisine Training Institute (CCTI). It will be an expansion of the existing one-year Chinese cooking program at the Hotel Industry Training Centre (HITC) in Pokfulam, and is scheduled to open late next year.

為未來作育英才——所讓身懷抱負的廚師增進中廚知識的學府

經過一年的規劃和諮詢，以及調整計劃與目標，開辦中華廚藝學院的辦學提案終告落實。這個項目將會是位於薄扶林的酒店業訓練中心開辦之一一年制中式烹飪課程的延伸，學院將於明年年底正式成立。

(SCMP, Dec 12, 1999)



Establishment of CCTI in 2000.
中華廚藝學院在2000年成立。
(Photo: VTC, 2000)



(Photo: VTC, 2000)

“Challenges are what make life interesting.
I like to face them head on.”

「我喜歡面對挑戰，挑戰讓
生活更有意思」

Cardi Chung 鍾鳳薇

Senior Manager, Event & Product Development
Hong Kong Tourism Board
節目及旅遊產品拓展高級經理
香港旅遊發展局



Graduate of IVE Tourism and MICE Program

BA Radio & Television and Speech Communication (Summa Cum Laude) and
MA Mass Communication (Summa Cum Laude), University of Houston (USA)

IVE 旅遊及會議展覽課程畢業生

美國休斯敦大學廣播及語言傳訊學士(最高榮譽)及傳理系碩士(最高榮譽)

No one would ever call Cardi a procrastinator. In fact, this word may not even exist in her vocabulary. After graduating from IVE, she started her career as an English-speaking tour guide. A quick learner and one who knows her mind, when she decided that having an additional language would be good, she earned a Diploma in Japanese while working full time at a travel agency. After working for 13 years, she decided to seek further education and move to the US for her studies.

“I didn’t want to look back and regret not investing in myself by giving myself a chance to gain more knowledge,” she said. So she moved to Houston where she was able to study at the University of Houston, work as a teaching assistant and maintain a 3.97 GPA. After earning Bachelor’s and Master’s degrees in just over four years, she was hired as a Council Aide at the Houston City Council to reach out to the Asian community. She also worked as a federal agent for the Census Bureau, where she gained additional exposure to the workings of the US government and met officials from around the country. Through her work and dedication to doing a job well, Cardi was able to earn the right to work in the country as well as many staunch supporters.

When Cardi chose to return to Hong Kong in 2001 after the terror attacks of September 11th, she had already secured a job to rejoin the Hong Kong Tourism Board, and has since tirelessly promoted Hong Kong as the “Events Capital of Asia”. Promoting events such as the HK Rugby 7s and the Hong Kong Marathon are all a part of Cardi’s event marketing and promotion work.

自IVE畢業後，鍾鳳薇(Cardie)馬上任職英語導遊。有上進心兼有主見的她，明白到多懂一國語言對工作的好處，於是便半工讀，考取了日語文憑。工作了十三年後，她決定放下電視台社區推廣經理的工作到美國進修，在休斯敦大學半工讀，並只用了4年多時間以GPA3.97取得了學士及碩士學位。畢業後她曾在美國多個政府部門工作，包括休斯敦市議會助理及美國商業部轄下的人口普查局擔任聯邦政府代理。自 911 恐怖襲擊後，Cardi 於 2001年回流香港，當時已獲聘用再次入職香港旅遊發展局，自此她便努力不懈地推廣香港為「亞洲盛事之都」，國際知名的香港七人欖球賽及香港馬拉松都是她推廣及宣傳香港盛事工作的一部分。



Selina Chow, newly-appointed chairman of Hong Kong Tourist Association (HKTA), believes Hong Kong needs “innovative and effective marketing” to boost its image as a travel destination. 香港旅遊協會新任主席周梁淑怡女士認為，香港需要「創新有效的營銷方案」，以提升其作為旅遊目的地的形象。

(Photo: SCMP, 2000)

HK needs zest and talent in tourism board

HKTA chairman Selina Chow Liang Shuk-ye insists a replacement will be on hand when the existing body is replaced in April by the sparkling new Hong Kong Tourism Board (HKTB). By April, the new HKTB will have 20 members, including all incumbents, to ensure a smooth transition.

香港旅遊局需要熱心人才

香港旅遊協會主席周梁淑怡女士表示協會將解散，並於四月份起由香港旅遊發展局(旅發局)取代。新的旅發局有一共二十名成員，包括所有協會現職人士，以確保順利過渡交接。

(SCMP, Jan 8, 2001)

“Wherever you work, a high level of service should be the standard.”

「無論在哪裏工作，高水平的服務都應該是個標準」

Gottfrid Tse 謝克剛

Director of Operations
Holiday Inn Express Hong Kong Causeway Bay
營運總監
香港銅鑼灣智選假日酒店

Graduate of IVE Hotel and Catering Program
BA Hotel and Hospitality Management, University of Strathclyde (UK)
IVE酒店及餐飲課程畢業生
英國思克萊德大學酒店及款待文學士



When Gottfrid used to dine with his family at hotel buffets as a child, he was impressed by all the well-dressed people working there. As a young adult, a hotel seemed to be a good place to work, so he decided to study hotel and catering management.

For the placement part of his first year of the program at IVE, Gottfrid worked in F&B where he learned about interacting with lots of people from varied backgrounds. During his second and third years, he was placed at the Regent hotel (now the InterContinental). “This is where I learned about what hotel work really involved – extraordinary service. It doesn’t matter how many stars a hotel has, service should always be at a high level,” he said. The experience had a huge effect on his career choices and he went on to work for the Regent group after graduating from IVE.

Experiences shape a person and when Gottfrid was offered the opportunity to work at an InterContinental property in Shenzhen as Front Office Manager, he took it. Though Shenzhen is near Hong Kong, there were still cultural differences that Gottfrid was quick to adapt to. He was able to improve his Putonghua language skills as well as further develop his management skills. “It’s important to learn to manage yourself before you manage others,” he noted. “Training and staff development are essential, but the most important factors for success are the right personality and a good attitude.”

「制服誘惑」是謝克剛 (Gottfrid) 投身酒店業的原因，兒時與家人到酒店吃自助餐，衣著考究的員工令他印象深刻；少年時他覺得酒店是個不錯的工作地方，於是便報讀了IVE的酒店及餐飲課程。第一學年的實習環節他被安排到餐飲部工作，學到了與不同背景的人共事。隨後兩年他在麗晶酒店(現為香港洲際酒店)實習，認識到酒店的工作其實是關乎卓越的服務，不論酒店的星級是多少，也應常常提供高質素服務，這些經歷對他的擇業有重大的影響。他認為員工訓練和發展是必需的，但要在酒店業站穩腳步，外向的性格和良好的工作態度同樣不可或缺。

16

Regent to help power Bass’s China progress; Hotel to become part of British firm’s InterContinental chain

Leading British leisure group Bass aims to consolidate its position in China with the acquisition of The Regent Hong Kong in Kowloon. “The Hong Kong market is very attractive as the economic fundamentals are strong and this hotel’s competitive set is growing (on a revenue per available room basis) at 12 per cent per annum.”

為增強於中國的地位，巴斯正式收購香港麗晶酒店

香港麗晶酒店將成為香港洲際酒店

英國酒店集團巴斯為鞏固在中國市場的地位，正式收購九龍的香港麗晶酒店。「香港的經濟基礎強勁，而這間酒店的競爭力也在不斷增加(以每間房間收入為基礎)，更每年錄得12%增長，反映本地市場充滿吸引力。」

(SCMP, May 22, 2001)



Richard Hartman, Asia-Pacific Managing Director of British hotel operator Bass Hotels and Resorts, announces the acquisition of The Regent hotel from New World Development. The hotel will be renamed The InterContinental of Hong Kong as part of a rebranding exercise.

英國巴斯酒店及度假村的亞太董事總經理 Richard Hartman 宣布從新世界發展公司收購麗晶酒店，酒店將改名為香港洲際酒店。

(Photo: SCMP, 2001)

“Keep promises.” 「以人為本，信守承諾」

17

Teresa Poon 潘小惠

Regional Quality Manager (International)
Langham Hospitality Group/
Acting General Manager
Eaton Hotel
區域優質管理經理(國際)
朗廷酒店集團/
署理總經理
香港逸東酒店



Graduate of IVE Hotel and Catering Program
IVE酒店及餐飲課程畢業生

從前，大概沒有人能想像到一家五星級酒店座落於旺角這個舊區，而今時今日香港康得思酒店(前為朗豪酒店)的聳立正正改變了這個社區的景觀。潘小惠(Teresa)回想當時向企業客戶介紹這幢位於旺角區全新豪華酒店，並且要改變顧客在舊區已既定的概念，實在是一個挑戰。然而，縱使多麼困難，Teresa從不放棄，更為自己作為朗豪酒店的其中一名開業功臣而感到無比自豪。

在IVE學習期間，Teresa曾於酒店多個工作崗位實習，嘗試過廚務及房務的工作，最後選擇了走到前線擔任起直接與客人溝通的工作，由市場營銷至今天的區域優質管理，務求以「以人為本」作事業發展的路向。Teresa盡用天生能言善道的才能，經常與酒店各員工溝通，確保他們明白如何達成企業的使命。她更常鼓勵員工對事物要有多角度的看法，並堅守對自己、客人及同事的承諾。憑藉她堅守承諾的信念，Teresa成功在酒店業建立了令人羨慕的成就。

A self-professed communicator with the gift of the gab, Teresa works hard to proactively communicate with each and every member of her hotel team. She makes sure they understand how they can help to achieve the corporate mission – whether it is the management team crafting plans to meet P&L targets or the dish washing team being aware of how much washing liquid they use – each task a member of staff performs is a contribution.

When Teresa was a student, she was sure that she should be in marketing and sales. As her program in hotel and catering helped her to see many possible paths she could take, she discovered that there was still so much for her to learn. Stints in the kitchen and in housekeeping, as part of her coursework and industry attachment, had her considering these as areas for possible career development. In the end, it was her people skills that shaped her career.

Teresa was part of the opening team at Langham Place Hotel (now Cordis) in Mong Kok. “It was definitely not an easy job. It was tough work, but one of the most rewarding things I’ve

done in my career,” she said. Changing peoples’ perspective of the neighbourhood, which is known as one of the most densely populated areas in the world, the upscale property development has helped to transform the landscape of Mong Kok. Teresa is proud of that.

People are core to Teresa’s work and she encourages employees to look at things from different perspectives and to keep promises – to oneself, to guests and to colleagues. With Teresa’s natural ability to bring people and teams together, she has built an enviable career in the hotel industry since graduating.



Financial Secretary Henry Tang Ying-yen (left) and Vice-Minister of Commerce An Min signing documents for the Mainland and Hong Kong Closer Economic Partnership Arrangement (CEPA) at Central Government Offices.
財政司司長唐英年（左）與中國商務部副部長安民在中央政府總部簽署「內地與香港更緊密經貿關係安排」協議書。

(Photo: SCMP, 2003)



A large golden statue - an enlarged version of the Hong Kong Film Awards statuette - is revealed at the launch ceremony of the Avenue of Stars at Tsim Sha Tsui Promenade.
在尖沙咀海濱長廊星光大道啟用儀式上展示的大型金像－香港電影金像獎獎座的放大版。

(Photo: SCMP, 2004)



View of Langham Place Hotel (right back) in Mongkok.
旺角朗豪酒店（右後）的全景。
(Photo: SCMP, 2003)

“Lots of seeds were planted during my time at IVE. They have grown and continue to bear fruit.”

「在修讀IVE時所播下的種籽，如今已茁壯成長，並且開花結果」

Agnes Chan 陳倩瑜

Human Resources Director
Grand Stanford
人力資源總監
海景嘉福酒店

Graduate of IVE Hotel and Catering Program
MBA, University of Portsmouth (UK)
IVE 酒店及餐飲課程畢業生
英國樸茨茅斯大學工商管理碩士



Agnes finished her studies at IVE just as the handover of Hong Kong was about to occur. Hotels were expected to be fully booked with people flocking to Hong Kong to witness this moment in history. That wasn't quite what happened, but it was a moment in history that was the starting point for our conversation with Agnes.

Agnes works in Human Resources now, but her “dream job” was to work in public relations after finishing her secondary education. Her time at IVE changed that though. With exposure to the many possible paths open to her, Agnes realised that her talents and skills were suited to working in human resources. She credits a former IVE teacher for encouraging her to look at her own strengths and build from them.

While working in hotels, Agnes found her strength was in training and went to work at a local training firm. However, in 2003 when redundancies were common and SARS had affected many businesses, Agnes decided to return to an in-house hotel group position as Training Manager. With the hotel group, she also worked in Shanghai and then with another hotel group in Beijing, as Director of Training & Development. In both positions, she learned a great deal about national conditions in working in China, managing people and improved a lot in her Mandarin skills.

The seeds that were planted at IVE have been nurtured and fed with work experience and additional studies which have blossomed into a fulfilling career for Agnes.

陳倩瑜 (Agnes) 湊巧在香港97回歸前畢業於IVE，當時大家都預計來港見證回歸的人不可勝數，酒店房間會供不應求，但事實卻有點令人詫異。不過要跟Agnes談她的工作，便要由這歷史性時刻開始。

Agnes中學畢業後曾「夢想」當公關，不過入讀IVE後，她改變了想法。那時她發現眼前有不同的事業發展途徑，有賴一位IVE的老師鼓勵她發掘自己的強項，並加以發揮，最後她明白自己的才能最適合從事人力資源。在酒店工作幾年後，Agnes更發現她的強項在於培訓方面，因此轉職至本港一家培訓機構。然而，由於2003年的裁員潮和沙士影響了很多行業，於是她決定重返酒店業，在一個酒店集團擔任內部培訓經理，並獲得機會到上海和北京工作，從而學到許多有關在國內管理員工的知識，也令她對國情深入了解，普通話也進步不少。

Agnes在IVE時播下的種籽，透過工作經驗和進修作灌溉得以萌芽。至今，她的事業已見開花結果。

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City's hotels are urged to offer free nights to lure back visitors

The Hong Kong Hotels Association has invited all its 79 members to offer a three-month promotional scheme of “buy two nights, get one night free” from July 1 as part of its campaign to lure tourists back to Hong Kong.

本地酒店提供免費住宿吸引遊客

香港酒店協會邀請旗下所有79名會員於7月1日起提供為期三個月的「買二送一」住宿優惠，以作為吸引遊客到香港消費的推廣計劃之一。

(SCMP, May 30, 2003)



The airport was relatively empty again today as the territory's SARS outbreak is keeping people at home. 由於非典型肺炎在本港爆發，市民紛紛留在家中，香港國際機場顯得異常寂靜。

(Photo: SCMP, 2003)



Asia Pacific's first and largest mega ship “Superstar Leo” coming home after the SARS outbreak. 亞太地區第一艘及最大的郵輪「獅子星號」自非典型肺炎爆發後首度返港。

(Photo: SCMP, 2003)

“Exceed expectations.” 「喜出望外」

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Keith Wong 王毅俊

Assistant Food and Beverage Manager
The Hong Kong Jockey Club
助理餐飲事務經理
香港賽馬會

Graduate of IVE Hotel and Catering Program
Bachelor of Hotel Management, Griffith University (AUS)
MSc Hotel Management, Hong Kong Polytechnic University
IVE酒店及餐飲課程畢業生
澳洲格里菲斯大學酒店管理學士
香港理工大學酒店管理理學碩士



王毅俊(Keith)中學畢業後，選擇報讀IVE的課程，從而發現自己原來對服務業的工作充滿熱誠。之後，他遠赴澳洲進修酒店管理課程。由於Keith在IVE修讀的課程，大部分學分獲當地大學承認，令他可以提早完成大學學位。

多年來，Keith曾遇過不少挑剔的客人，但憑藉其良好的交際技巧及豐富的待客經驗，得以從容處理客人的各類型要求，結果往往令客人喜出望外。能夠扭轉種種不利的局面，得到正面的回饋，為Keith帶來無法抗拒的成就感。除此以外，Keith稱自己一直「真心」投入工作，同時亦把同事當作自己的家人看待，因為他深信快樂的團隊才能夠為客人提供更佳的服務。

Keith現在管理幾間餐廳，帶領20多位員工，他說：「衝破預期是我們團隊每天工作的共同目標。」

Keith enrolled in IVE after completing his secondary school and found his passion for doing a job well in the service industry. Keith explained that his lecturers gave him helpful guidance, and that the work placements he did gave him real-life experience that employers appreciated.

“The lecturers and the IVE connections in the industry have helped many students find jobs. My first job as a waiter at the Regent hotel (now the InterContinental) was from a referral from one of my lecturers,” Keith said. He went on to study hotel management in Australia where he learned that some of his credits could be transferred and was able to finish his degree earlier.

Over the years, Keith has dealt with demanding guests and he said, “These situations don’t scare me.” Equipped with strong people skills and extensive experience, Keith has the knowledge

and confidence to engage with difficult guests and exceed their expectations. “I enjoy the challenge of turning a negative situation into a positive one,” he added. He puts “real heart” into his work and his colleagues are like family to him. “A happy team will better serve our guests.”

Keith now looks after a number of outlets with more than 20 staff and said, “Exceeding expectations is what our team strives to do each and every day!”



Skyscrapers in Central are lit up by a combination of fibre optics technology, light-emitting diodes, lasers, spotlights and fireworks during the Hong Kong Tourism Board’s latest promotion.

香港旅遊發展局推出最新推廣活動，製作滙合光纖技術、發光二極管、激光、聚光燈及煙花的燈光滙演，點亮中環沿岸的摩天大樓。

(Photo: SCMP, 2004)

A Chorus of colour

Victoria Harbour lit up in spectacular fashion last night as Hong Kong welcomed its newest skyscraping attraction. Locals and tourists gathered along the Tsim Sha Tsui waterfront to enjoy changing light patterns created by a combination of fibre optics technology, light-emitting diodes, lasers, spotlights and fireworks.

色彩斑斕的匯演

維多利亞港昨晚迎來結合摩天大廈景觀的全新燈光滙演，顯得光影璀璨。滙演以光纖技術、發光二極管、激光、聚光燈及煙花滙聚而成，吸引了大批市民和遊客紛紛沿岸聚集，欣賞滙演。

(SCMP, Jan 18, 2004)

“Chefs can make a difference to people’s lives.”

「廚師可為人類生活帶來改變」

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Chef Mak Kam-kui 麥錦駒

Executive Sous Chef - Western Cuisine
Hong Kong Disneyland Hotel
副總廚
香港迪士尼樂園酒店

Graduate of IVE Hotel and Catering Program
Master Chef in Western Cuisine Program by ICI
IVE酒店及餐飲課程畢業生
ICI大師級西廚師課程畢業生



麥錦駒在修讀VTC的課程時，明白到成功的大廚不應該只擁有精湛的烹調技術，還需要有良好的管理技巧。

麥師傅深深明瞭，要管理好一個商用廚房需要有多方面的技能，如設計餐單、採購和製訂預算、時間及員工管理等，同時還需掌握出色的溝通技巧。從前，客人會請餐廳經理推介菜式；現在，很多客人會要求直接跟大廚對話，令大廚由幕後走到幕前。

人類需要進食以維持生命，可是對部分人而言，得到溫飽仍然是奢侈的渴求。有見及此，麥師傅與他在香港迪士尼樂園的團隊積極與兩個慈善機構——膳心連基金及啓愛共融基金攜手合作，義務利用樂園內各餐廳剩餘的食材煮成富營養的餸菜，每天提供給約80多個本地家庭食用。

當大廚雖然是一份花心思和體力的工作，但從中所得到的回報，使麥師傅認為相當值得。他說：「與跟我一起工作的人加強溝通及接觸是我的管理方式，因為一個快樂的團隊會令客人感受到喜悅。」麥師傅相信，廚師也能帶來改變。他很感恩得到公司管理層支持，能夠與不同慈善機構合作，共同扶持弱勢社群，把正能量帶給他們。

“When I started taking a culinary course at VTC, I knew that successful chefs were not only accomplished cooks, but also had good management skills,” Chef Mak said about seeking further education.

Running a commercial kitchen requires many different skills including menu planning, procurement and budgeting, time and staff management as well as excellent communication skills. Years ago, guests would want to speak to the restaurant manager for recommendations, but nowadays many guests will ask to speak to the chef. Chefs have moved out from behind-the-scenes to the front-line.

While people need to eat to sustain life, for some, this basic need is not always met. Chef Mak and his team at Hong Kong Disneyland work with charities Foodlink Foundation and J-life Foundation, by donating surplus food. The surplus food

at Disneyland hotels and park is collected and chefs volunteer their time to turn it into nutritious dishes. According to Chef Mak, they provide meals for about 80 families on a daily basis.

Working as a chef can be both physically and mentally demanding, but Chef Mak said that the rewards make the work worthwhile. “Engaging with the people I work with is a key part of my management style. A happy team means happy guests,” he said. Chef Mak believes that chefs can make a difference and is grateful to be able to make a difference with the support of his management team, through mentoring and partnerships with organisations.



(Photo: SCMP, 2005)

Dazzling start to Disney carnival

“It has been said Hong Kong is a playground for entrepreneurs and a shopper’s paradise. I hope that, with the establishment of Hong Kong Disneyland and other cultural and entertainment facilities, Hong Kong will further become a major tourist destination,” said Vice President of the People’s Republic of China Zeng Qinghong.

全城觸目的迪士尼公園開幕

中共國家副主席曾慶紅說：「香港是企業家的遊樂場和購物天堂，展望隨著香港迪士尼樂園和其他文化娛樂設施落成，香港將能夠進一步成為重要的旅遊勝地。」

(SCMP, Sep 13, 2005)

“Pay attention. Opportunities are everywhere.”

「要專注，到處都是機會」

Jennifer Lam 林淑芳

Associate Director
Savills Property Management Limited
助理董事
第一太平戴維斯物業管理有限公司



Graduate of IVE Leisure and Sports Program
BSc (Hons) Leisure Event Management, Sheffield Hallam University (UK)
MSc Housing Management, University of Hong Kong
IVE康體文娛及運動課程畢業生
英國謝菲爾德哈蘭大學康體文娛及項目管理（榮譽）理學士
香港大學房屋管理碩士

Jennifer began her career in facilities management in clubhouses and now handles an impressive portfolio of responsibilities for grade A commercial buildings. Voted Best Employee of the Year 2016, she is currently the youngest Associate Director at Savills Property Management Limited. A motivated self-starter, Jennifer said she paid attention to what others were doing around her which gave her a better understanding of the whole picture. Career-wise, she believes that if she didn't study at IVE, she would have taken a very different path. “There would have been no ‘entry ticket’ to develop my current path without my time at IVE,” she said.

Jennifer said that her management style is very much ‘work hard, play hard’ and she encourages her colleagues to do their jobs well and to remember to take some downtime. Jennifer herself is an accomplished table tennis player and has taught the sport as well. Being active both physically and mentally are important to her.

She credits the mentoring and advice she has received from her bosses and IVE lecturers for helping her to choose her path. “I’ve received a lot of support and guidance throughout my career for which I am grateful,” she said. Jennifer also gives back by teaching facilities management courses on a part-time basis. Jennifer believes that facilities management is a growth area and one which she is happily thriving in.

獲選為2016年第一太平戴維斯最佳員工的林淑芳(Jennifer)，是該公司最年輕的助理董事。她做事積極主動，並經常留意身邊的人所做的事，以便對事情有全面的理解。Jennifer在管理方面奉行「拼命工作，盡情玩樂」的宗旨，也常鼓勵同事這樣做。她是一名出色的乒乓球員，工餘時還教授這項運動，因為身心活躍對她同樣重要。

她覺得設施管理是個正在擴展的範疇，所以她樂於繼續在這方面發展。Jennifer很感謝上司和IVE講師給她的指導和建議，幫她選對了職業路向，她並當兼職講師，教授設施管理課程作為回饋。

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(Photo: SCMP, 2008)

HK ‘close to Olympic deal’

Hong Kong is set to get a piece of the 2008 Olympic Games pie, with the deal all but done to stage the equestrian events in the SAR. “Hong Kong has the experience of hosting the International Races meetings. They have first-class quarantine facilities – something that’s not available in China – and they have most of the training facilities in place,” said a source close to the International Equestrian Federation.

香港將主辦奧運馬術項目

香港於2008年奧運會中得一席位，主辦馬術賽事。「香港擁有舉辦國際賽事的經驗，能提供中國缺乏的一流檢疫設備，以及絕大部分的培訓設施。」

(SCMP, Jan 27, 2005)

“Appreciate having trusted people you can consult with.”

「令我最感恩的是有值得信賴的人可以請教」

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Stephanie Lee

李文鳳

Regional Project Manager

區域項目經理

AOSpine Asia-Pacific Ltd

Graduate of IVE Tourism and MICE Program

BA (Hons) International Hospitality and Tourism Management,
Northumbria University (UK)

MSc International Tourism and Convention Management,
Hong Kong Polytechnic University

IVE旅遊及會議展覽課程畢業生

英國紐卡素洛森比亞大學國際酒店款待及旅遊管理(榮譽)文學士

香港理工大學國際旅遊及會展管理理學碩士



A good friend actually suggested that Stephanie continue her education at IVE based on what she knew about Stephanie and her interests. IVE was not only a good fit, but one that opened Stephanie's eyes to numerous career possibilities. While at school, she started out doing tours on weekends and during the summer, and quickly realised that she was happiest working in event management. It all started from a visit and a project at the AsiaWorld-Expo our lecturers took the class there to gain an understanding about how international exhibitions were organised in this new venue. “I was drawn to the industry after learning more about the MICE industry and how good teamwork can create spectacular events,” she said.

Stephanie's job at a medical association involves a lot of business travel to India where she has a couple of direct reports. She has worked hard to learn about the different cultural mind-set and to make adaptations to her management style for each market. While she continues to learn and develop herself, Stephanie is also diligent about providing training to her staff. She herself has benefited from the guidance and support provided by those senior to her and understands its value.

“Teamwork is vital to success in our work. When organising an event, there are many things to plan and prepare for. A strong team can manage any potential issue. When things go wrong it means more work for the team, but the goal remains the same: to run a successful event,” she said.

多年前，李文鳳(Stephanie)在好友建議下報讀了IVE，也因為IVE，令她發現自己最愛的職業範疇是活動管理。她說：「當時老師帶全班同學到亞洲國際博覽館參觀，讓我們了解如何在這個新場地舉辦國際展覽。在深入了解會議展覽業的實際情況，及明白到團隊合作能辦出壯觀的活動後，我知道自己想在這行業發展。」

現於一個醫學機構工作的Stephanie經常要到印度公幹，在那裏她有數名下屬。她盡力了解當地文化背景和思維方式，並針對不同市場去調節自己的管理方法。此外，Stephanie除了不斷進修和自我增值外，也為員工提供培訓機會。她常常獲得上司的指導和支持而獲益良多，所以深深感受到其重要價值。

她說：「在工作上，團隊合作是我們成功的要素。當籌辦一項活動時，有很多事情要計劃和準備，一支強大團隊能應付任何有可能發生的問題。若不幸出了岔子，即表示大家要多做一些工夫，但目標始於不變：主辦一個成功的活動。」

New exhibition venue no threat to smaller rival, operators say

The outlook for business next year was promising. “We hope that the new venue can further enhance Hong Kong's exhibition industry development by bringing more new shows to Hong Kong,” Deputy Chief Executive of AsiaWorld-Expo Allen Ha said.

博覽館營運商：「新的會場不會對較小的對手帶來威脅」

亞洲國際博覽館副總裁哈永安說：「希望新的場地可以為香港帶來更多新的展覽會，進一步促進香港會展業的發展。」

(SCMP, Dec 22, 2005)



Chief Executive Donald Tsang Yam-kuen (middle) and Chairman of AsiaWorld-Expo Mike Rowse (right), attend the opening ceremony of AsiaWorld-Expo.

行政長官曾蔭權(中)及亞洲國際博覽館主席盧維思(右)出席亞洲國際博覽館開幕典禮。

(Photo: SCMP, 2005)



Before the Opening ceremony of AsiaWorld-Expo. 亞洲國際博覽館開幕典禮前。

(Photo: SCMP, 2005)

“Hard work and determination are essential to achieving what you want.”

「努力和決心是達成目標的要素」

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Lisa “Spider Girl” Cheng 蜘蛛女－鄭麗莎

Director

總監

Spider Lisa Management Services



Graduate of IVE Leisure and Sports Program
IVE 康體文娛及運動課程畢業生

First and foremost, Lisa considers herself to be an athlete, but she is also an entrepreneur, a body builder, a fitness instructor, a TV personality, an actress, a model, a spokesperson and a mother. Qualified as a coach in no less than 10 disciplines, Lisa has also won multiple bodybuilding and body fitness awards in Hong Kong, and is also the first Hongkonger to win the World Bodybuilding Championship in 2010.

At IVE, where Lisa studied sports management, she was a determined and dedicated student. All the textbooks and lectures were in English, which was tough for Lisa, but she knew she needed the foundation skills for her future success. She says that she wasn't a stellar student, but she values education and is currently expanding her skill set and studying drama.

“I am a newbie to theatre, but I have a goal and I work hard. I ask a lot of questions and I learn from those with more experience,” she said. “I believe in working hard in order to reach my goals.”

While she continues to compete in body fitness competitions, study, run a business and be ‘mum’ to her four children, Lisa is very aware of the need to take the time to figure out what is really important to her. “Everything is a learning experience, but it isn't necessary to do everything at the same time. Studying at IVE helped me to develop new skills and to grow as a person. I continue to learn and grow to this day,” she added.

集多重身分於一身的鄭麗莎(Lisa) 既是運動員，也是企業家、健美運動員、健身教練、電視名人、演員、模特兒、代言人及母親。她擁有10個以上運動項目的教練資格，贏過香港無數的健體和健身獎項，更於2010年贏得世界健美錦標賽，成為首位在此比賽獲獎的港人。Lisa在IVE修讀運動管理，她認為自己並非優秀學生，但明白到要有良好根基才能成功。她不斷學習新技能，作為一個藝術表演的新人，她現正修讀戲劇，她擁有目標及毅力，亦不斷從有經驗的人身上學習，她說：「我相信要努力才可達成目標。」



Donald Tsang Yam-kuen, HKSAR CE, officiates at the opening ceremony of 1st Hong Kong Games.

香港特區行政長官曾蔭權主持首屆香港運動會的開幕典禮。

(Photo: SCMP, 2007)

Curtain set to rise on Hong Kong Games

Olympic gold medallists and pop stars will attend the opening ceremony of the 1st Hong Kong Games on April 21 at Siu Sai Wan Sports Ground, where 1,265 participants will compete in athletics, badminton, basketball and table tennis.

全港運動會開幕典禮

奧運金牌得主及流行歌星將於4月21日參與假小西灣運動場舉行的首屆全港運動會開幕典禮，1,265名運動員將參加田徑、羽毛球、籃球及乒乓球比賽。

(SCMP, Mar 30, 2007)

“Positivity is innate in the travel industry. It’s a happy industry to work in.” 「旅遊業是充滿歡樂的行業，而積極的態度 是其不可或缺之道」

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Alex Au 區偉豪

Long Haul Escort
EGL Tours
長線導遊
東瀛遊



Graduate of IVE Tourism and MICE Program
BSc (Hons) Tourism Management, Sheffield Hallam University (UK)
IVE旅遊及會議展覽課程畢業生
英國謝菲爾德哈蘭大學旅遊業管理(榮譽)理學士

In 2008 the global financial crisis was affecting industries around the world. Turmoil in the financial world also opened up opportunities though. The Hong Kong government introduced a program to support the hiring of new university graduates and Alex was offered a prime position as a graduate trainee at EGL.

Alex was always interested in history and geography, so his segue into studying tourism at IVE came quite naturally. Alex also has a natural curiosity and enjoys engaging with people about a broad spectrum of topics, “I know a bit about a lot of different subjects which is useful when making conversation with clients. I meet a lot of people and I’ve learned a lot from them. Some have become friends,” he added.

Working in VIP outbound travel as an escort guide since 2010, Alex has had opportunities to see and experience things that not many people have had the chance to – flying in private jets, dining in Michelin-starred restaurants around the world, attending a private event at the Winter Palace in Saint Petersburg, etc.

For clients, Alex works to provide an authentic experience by taking them to sample various foods at local eateries and providing them with the history and background about a locale. “It’s not just about getting ‘the photo’, clients are interested in learning about how people live in other parts of the world,” he said. “As a professional guide, I make sure that I prepare well for trips and address clients concerns in a timely manner. Helping my clients to enjoy their holiday gives me tremendous satisfaction and I enjoy learning more about the world every day! I work in a very positive and happy industry.”

2008年的環球金融危機影響了全球各行各業，但這個動盪亦造就了一些機會，當時香港政府推出「大學畢業生實習計劃」，支持各行業聘用剛畢業的大學生，而Alex剛修畢銜接學位，因而獲聘用為東瀛遊的畢業實習生。

Alex一向都對歷史和地理感興趣，並順理成章地修讀IVE旅遊業課程。他天生好奇，喜歡與別人交流，而且話題十分廣泛。他說：「我對不同類型的知識領域均感興趣，每樣都稍有涉獵，這對於跟客人攀談時非常有用。在工作我遇到很多人，從他們身上可以學到很多新事物，有些客人更成為朋友。」

短短兩年間，Alex晉升為貴賓團的導遊，他擁有很多一般人難得的經歷，如乘搭私人飛機，在全球頂級的米芝蓮餐廳用餐、在聖彼得堡的冬宮出席私人宴會等等。對客人來說，Alex為他們帶來難得的旅遊體驗，如品嚐不同的地道美食、向他們講述當地的歷史和文化。他說：「現在的客人不是只為拍一些『照片』，而是想知道在地球另一邊的人是怎樣生活。作為一名專業導遊，我會先為行程作充足的準備，確保每一個客人都有特別的體驗，並會盡快為他們解決路途上任何問題。」他覺得，若客人享受由他帶領的外遊團，會為他帶來極大的滿足感，而他也十分享受自己的工作，可以去繼續認識這個多姿多彩的世界。

Rosy forecast sees 7pc rise in visitors’ spending in Hong Kong

Anthony Lau Chun-hon, the Hong Kong Tourism Board’s executive director, said arrivals rose last year thanks to a 6.5 per cent year-on-year increase in mainland visitors, to almost 18 million. The board expects a further 7.5 per cent increase in mainland visitors this year, and Lau said the mainland market would remain the growth driver in the city’s tourism sector. The number of visitors from elsewhere is expected to rise by only 1.7 per cent given the slow pace of recovery from the global economic crisis.

遊客在港消費預料有7個百分點增長

香港旅遊發展局執行董事劉鎮漢表示，由於內地旅客人數按年增長約6.5%，去年入境人數已上升至近1,800萬人次，同時旅遊局預計內地旅客人數本年將再增加7.5%。劉先生表示，大陸市場將繼續成為本港旅遊業的增長動力。鑑於全球經濟危機復甦步伐緩慢，預計其他地區的旅客人數將僅上升1.7%。

(SCMP, Jan 20, 2010)



Fireworks launched at the opening ceremony of East Asian Games on Dec 5, 2009.

2009年12月5日東亞運動會開幕儀式上的煙花會演。

(Photo: SCMP, 2009)

“Vocational and professional education was the perfect next step for me after secondary school.”

「職專教育是最適合我走的路」

Patrick Ho 何成輝

Director of Human Resources
人力資源總監
The Murray, Hong Kong



Graduate of IVE Hotel and Catering Program
MSc Strategic Human Resources Management, Hong Kong Baptist University
IVE酒店及餐飲課程畢業生
香港浸會大學人才管理策略理學碩士

“My parents wanted me to continue my secondary education, but I was keen to study something that interested me. The day I was offered admission into IVE, I wanted to run home that very second and tell them,” an excited Patrick Ho said. The decision to continue his studies at a vocational and professional education and training institution was his own, and he knew it was the right one for him. His time at IVE is remembered as “a very happy time ... one of the happiest times” of Patrick’s life.

Patrick’s first job was at the Headland Hotel, which serves Cathay Pacific staff and their guests, as a waiter at the Western restaurant. He went on to work at the InterContinental Harbourside and then had the opportunity to work at the Peninsula Chicago in a restaurant where he learned a lot about human resources and training. The experience in the US prompted him to apply for a training officer position with the Mandarin Oriental Group which he was offered and accepted. “I was lucky to have this opportunity to enter training, and certainly my F&B experience was also a great help,” he said of the job.

“A good thing about the hospitality industry is that there are opportunities to move around within the same organisation

and also in different cities. So when I was approached by a hotel in Macau, where business was booming, I took the HR Manager offer right away,” he shared. The global financial crisis of 2007-2008 was a difficult time for many people. However with the help and support of people he had met through work, he secured an HR position at the Four Seasons Macau and eventually the Four Seasons Hong Kong.

Patrick believes that each generation can learn from the previous one and adapt things learnt to their own style. He continues to learn from his experiences and from those around him.

縱然父母希望何成輝(Patrick)繼續傳統中學的課程，但他仍然按照自己的興趣入讀了IVE的酒店及餐飲管理課程，並形容在IVE的時間是他人生中最愉快一段日子。畢業後，他首份工作是在國泰航空逸泰居的西餐廳當侍應，其後有機會遠赴芝加哥半島酒店的亞洲餐廳工作，從而學到很多人力資源和培訓等實務。

美國的工作經驗促使他申請並獲聘為文華東方酒店集團的培訓主任。酒店業提供相當廣泛的多向發展機會，所以當澳門酒店業勁步起飛，Patrick欣然接受新挑戰。而環球金融危機影響亞洲時，Patrick幸得在業界多年建立的關係，轉到澳門的四季酒店擔任人力資源經理，及後再回到香港的四季酒店任職。

Patrick相信每一代都能夠向前人學習，並將所學融入自己的處事方式。他認為年輕人應該多留意身邊的人和事，從中學習，可助找到適合自己的前路。

Four Seasons tops Central luxury

The six-star hotel’s opening marks the completion of the International Finance Centre luxury commercial and hotel development that began in 1996, and comes just two weeks after the opening of the plush Landmark Mandarin Oriental boutique hotel in Central. General Manager William Mackay was confident of many bookings as several trade shows and global conferences, such as December’s World Trade Organisation ministerial conference, are scheduled to be held here.

四季登陸中環成為最豪華酒店

繼文華東方精品酒店兩週前開幕，六星級的四季酒店亦宣布啟用。其開幕儀式標誌着於1996年開始的國際金融中心發展項目正式完成。而多個貿易展覽會和全球會議將於香港舉行，如12月的世貿組織部長級會議，因此酒店總經理威廉•麥凱 (William Mackay) 對其酒店的入住率充滿信心。

(SCMP, Sep 7, 2005)



A media preview of Four Seasons Hotel Hong Kong. 香港四季酒店的媒體預覽。

(Photo: SCMP, 2005)

“Be positive. Create connections.
Be approachable.”

「樂觀正面、喜歡溝通、親切友善」

Kelvin Chow 周嘉榮

Director of Rooms
Hyatt Regency Hong Kong, Sha Tin
客務部總監
香港沙田凱悅酒店

Graduate of IVE Hotel and Catering Program
HD Hotel Management, Hong Kong Polytechnic University
IVE酒店及餐飲課程畢業生
香港理工大學酒店管理高級文憑



對於任職酒店客務部總監的周嘉榮(Kelvin)來說，最令他感到自豪的，就是賓客告之他們在酒店度過愉快時光。這些讚賞都是Kelvin和團隊付出努力的回報。Kelvin的前任上司不但為服務訂下嚴謹標準，亦經常提醒團隊要說到做到，例如他總會早一點上班去迎接蒞臨酒店的貴賓。就是這樣做多一點點，不但令賓客感到賓至如歸，亦為團隊樹立了榜樣。因此，Kelvin亦同樣重視身體力行，以身作則。對於酒店工作，Kelvin永不嫌悶，因為他隨時隨地都可以從指導的學生，以至賓客及同事身上學習，而不斷學習及保持親切友善態度，對於酒店工作都十分重要。當你讓對方感到自在愜意時，溝通效果自然更理想。

“When you’re young, everything is fun,” Kelvin said. In his case, he was talking about his time studying at IVE. For him, it didn’t matter so much if the days were long and they needed to work at night to complete their restaurant projects, it was more about the learning and being part of a team.

As Director of Rooms at the Hyatt Regency Hong Kong, Kelvin now works with a large team and talked about the pride he feels when guests tell him how much they enjoyed their stay. The training, care and effort that he and his team put into work is all worth it when they receive compliments and positive reviews. It validates our efforts and means we’re doing a good job,” he said.

For Kelvin, his work is never boring. Part of his job involves mentoring students, “I can learn from the students we mentor, which is something I really enjoy. I also learn from guests, from colleagues ... it’s important to always learn and be approachable. Making people feel at ease allows for better communication,” he shared.

Setting a good example is also something Kelvin values. Kelvin’s former boss and General Manager of Grand Hyatt Hong Kong (now Group President of Hyatt) would always do just that little bit extra to make guests feel welcome. “My boss would get up very early in the morning, after working late the night before, to greet VIP guests to the hotel. He set high standards and always reminded us to ‘walk the talk’. He set a good example for the team to follow.” Kelvin said.

Luxury hotel eyes locals rather than tourists

Competition for business is driving one new luxury hotel in Hong Kong to see customers living next door rather than overseas. The five-star Hyatt Regency Hotel hopes to cash in on being next door to the Chinese University of Hong Kong and close to scores of multinational companies based at the Hong Kong Science and Technology Parks, plus cross-border travellers.

豪華酒店看準本地客

本港旅遊業界的競爭直接促使一所新的豪華酒店把服務對象重點放在港人身上。五星級酒店—凱悅酒店與香港中文大學相鄰，加上附近有數十家跨國公司座落毗鄰的香港科技園，而同時酒店位置亦方便跨境旅客，希望藉此獲得更高利潤。

(SCMP, Feb 12, 2009)



(Photo: SCMP, 2009)



Hong Kong Science and Technology Parks

(Photo: SCMP, 2004)

“I’m proud to call myself a chef.”

「我以身為廚師而感到自豪」

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Keith Chan 陳世駒

Advisory Chef
Nestle Hong Kong Ltd.
廚務顧問
雀巢香港有限公司



Graduate of IVE Hotel and Catering Program
IVE酒店及餐飲課程畢業生

陳世駒(Keith)自問並非優秀學生，但大家都認為他應該成為廚師。因為當年在IVE的廚房，他與同學有著無數的快樂時光，廚房是他們學習和訓練的地方，亦是他感到最自在和舒服的地方。所以他的抱負就是要成為專業廚師。

Keith最初在酒店的廚房由底層做起，亦是這個行業的慣例，他不斷努力提升自己的廚藝。不過，他也曾想過放棄當廚師，他說：「我當時處於人生低潮，有點兒走進了『死胡同』。」當時他在一家5星級酒店的意大利高級餐廳工作，有一晚，上司走進廚房，詢問他手上那碟意大利麵是由誰人所煮，Keith舉手示意是他，並預期會受到責備。

但上司對他說，那位客人想告訴Keith，他曾在無數地方吃過不少意大利麵，包括自己的老家意大利，但Keith所煮的卻是他一生嚐過「最美味的意大利麵」。這個讚賞成了Keith的事業轉捩點，亦激發他取得更大的成就。

後來他到澳洲為一家大型飲食集團工作，擴闊了自己的知識和經驗。在悉尼時，他學會了飲食集團的營運模式、澳洲的文化，以及在外國工作和生活的樂趣等。他良好的適應力有助他現時作為一個全球最大的食品和飲料公司當廚務顧問，負責設計餐單和提供產品知識訓練。

According to Keith, he was not a great student. But whether or not he was a great student, the question of whether or not he should have become a chef was never a question.

When Keith entered his first commercial kitchen, he felt he had an advantage because of the comprehensive training he had had in the fully-equipped kitchens at IVE. He started working in a hotel kitchen from the bottom and moved up through the ranks, as is the norm in the industry, always working on improving his skills.

“I wanted to give up on being a chef once. It was a low point in my life and I felt a bit ‘stuck,’” he said. At the time he was working at an Italian fine dining restaurant in a 5-star hotel. One night, his boss came into the kitchen and asked who had made one of the pasta dishes. Expecting to be reprimanded, Keith raised

his hand and acknowledged that the dish was his. His boss said the customer wanted him to tell the chef responsible that it was the “best pasta” he had had anywhere in his life, including back home in Italy. It was a turning point that encouraged Keith to achieve more in his field.

Keith went on to work for a large restaurant group in Australia and expand his knowledge base. In Sydney, he learned about how a large dining group is run, about Australian culture and how to work and live in a foreign country. His adaptability has also helped him in his current corporate job developing menus and providing product training as an advisory chef.



Workers putting the finishing touches on the set-up during the media preview for the first Hong Kong Wine & Dine Festival launched on October 20, 2009 at West Kowloon Waterfront Promenade. 香港首屆美酒佳餚巡禮於2009年10月20日假西九龍海濱長廊舉行。在媒體預覽中，工作人員為大型佈置進行了微調。

(Photo: SCMP, 2009)



Visitors enjoying the musical performance during Hong Kong Wine & Dine Festival at Kai Tak Cruise Terminal on 2 Nov 2014.

2014年11月2日，遊客於啟德郵輪碼頭舉行的香港美酒及佳餚巡禮期間欣賞音樂表演。

(Photo: SCMP, 2014)

“Know that you don’t know everything.” 「明白自己並非樣樣皆通」

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Seth Li 李茂然

Assistant Manager – Learning
Hyatt Regency Hong Kong, Sha Tin
副經理 – 進修發展
香港沙田凱悅酒店

Graduate of IVE Hotel and Catering Program
BSc (Hons) Hotel Management, Hong Kong Polytechnic University
Current Student of MSc Management (Human Resource Management), Hong Kong Polytechnic University
IVE 酒店及餐飲課程畢業生
香港理工大學酒店管理（榮譽）理學士
現修讀香港理工大學管理學碩士（人力資源管理）



When you talk with Seth, you can feel the enthusiasm he has for his work as he speaks. It was during his days at IVE that he had his first glimpse of what Human Resources work involved. For Seth, his time at school was very comfortable and “like going home”.

Seth is an advocate for life-long learning and encourages the people he trains, be their colleagues or student interns, to keep learning. He also believes that in the service industry it is important to “be aware of your strengths and weaknesses and to understand your position”. It is important not be remiss and have a positive attitude, but Seth is quick to add that the right skills and knowledge are always highly valued. “It doesn’t matter where you come from, it matters what you do with your strengths. Each person can show their ‘quality’ by what they do, not where they come from,” he said.

His boss is supportive of Seth’s training initiatives and has also helped him to attain a higher level of professionalism. “She has always encouraged me and has been key to my development,” he said.

Seth works with a great number of students and lecturers through an internship program, which means his job responsibilities also cover designing training materials and the teaching methodology. “Sharing knowledge with others is very rewarding and motivating for me,” he added.

李茂然(Seth)最初是從IVE的課程中理解到人力資源的工作性質。在訪問的過程中，不難感受到Seth對自己的工作滿腔熱誠。他提倡終身學習，亦經常以此鼓勵他所培訓的同事和實習生。憑藉這個信念，Seth也得到他上司的信任和支持，並且鼓勵他努力爭取更高的專業資格。

Seth深信，投身服務業能讓一個人了解自己的專長和缺點，因而明白到合適自己的崗位及位置。他表示，透過酒店與院校的實習計劃，他有機會與無數的導師和學生合作，而他的工作範疇亦因此而擴闊到設計培訓教材和教學方法的層面。Seth覺得與人分享學習及工作經驗能有效達至教學相長，而這對他而言，是充滿鼓舞的工作原動力。Seth還認為，若做事能抱著不怠慢、樂觀積極的態度，配合技能與知識，定能在工作上綻放光彩。



(Photo: VTC, 2011)

Opening of The T Hotel

The T Hotel, a training hotel operated by students of the Hotel and Tourism Institute (HTI) was officially opened in 2011. It is a training venue for students to acquire authentic work experience. Services ranging from room reservations, check-in/check-out, bell and concierge, in-room dining, housekeeping to spa therapy are all handled by students under the guidance of experienced instructors. Through serving travellers from around the world, students can sharpen their language and communications skills, gain confidence and acquaint themselves with the needs of the customers from different backgrounds and cultures.

T酒店開幕

由酒店與旅遊學院學生經營的T酒店於2011年正式開業，是學生獲得真實工作體驗的培訓中心。學生們可以在經驗豐富的導師指導下，處理客房預訂、入住及退房手續、行李和禮賓服務、客房用餐、房務和水療服務。為來自世界各地的旅客提供服務，有助學生可以提高語言和溝通技巧，從中獲得信心，並且了解來自不同背景和文化客戶的各種需求。

“Often the things that are most difficult are the most rewarding.”
「以能耐解決困難無比的事，
往往能獲得最大的回報」

Joseph Ma 馬家威

Assistant Leisure Services Manager
Leisure and Cultural Services Department
Hong Kong Special Administrative Region
一級助理康樂事務經理
香港特別行政區康樂及文化事務署



Graduate of IVE Leisure and Sports Program

Bachelor of Tourism and Hospitality Management, University of South Australia (AUS)

IVE 康體文娛及運動課程畢業生

澳洲南澳大學旅遊及款待管理學士

The Hong Kong Flower Show is an annual horticultural event organised by the Leisure and Cultural Services Department (LCSD) and the show in 2003 was when Joseph first caught a glimpse of the inner workings of the Leisure Industry.

As Industrial Attachment is part of the requirements of the program curriculum, Joseph was assigned to work at LCSD for his placement, and upon graduating, joined LCSD as a full-time employee. While Joseph's work at LCSD involves the maintenance of parks and playgrounds in designated parts of the city, it was the growing concern regarding tree collapses and Joseph's aptitude for his work that led him to a fulfilling career in the area of trees. He has been provided with training and educational opportunities by LCSD regarding the care and monitoring of trees and has become an expert in the field.

Joseph has found his industrial attachment and career development training to be invaluable to his work. He said, “Students who graduate from IVE programs are not afraid of hard work and just getting on with the work at hand. The training prepared me, and my fellow students well for real-life work situations.”

馬家威 (Joseph) 在2003年就讀康體文娛課程期間，透過學院安排，於康樂及文化事務署(康文署)一年一度的「香港花卉展覽」初次認識到康體文娛相關的工作。其後Joseph更被安排到康文署作實習生。畢業後，他成功考入康文署，成為全職僱員。

Joseph的工作包括負責香港特定地方的公園和遊樂場的管理工作。由於近年樹木倒塌問題備受關注，Joseph被署方委派負責管理及保養樹木，而康文署更為他提供有關照顧和監察樹木的訓練和學習機會。

Joseph認為，從工作實習中所獲得的經驗對未來的工作非常重要。他表示：「IVE的畢業生不僅無懼工作繁重，還會用心地完成負責的工作。工作實習為我及其他同學，做足充分準備，認識實際工作環境。」



Hong Kong Chief Secretary Matthew Cheung Kin-chung joins LCSD Sport For All Day 2017 at the Yuen Chau Kok Sports Centre in Sha Tin.

香港政務司司長張建忠在沙田圓洲角體育館參加由康樂及文化事務署舉辦的「全民運動日2017」。

(Photo: SCMP, 2017)

Games put HK in a sporty mood

The second Hong Kong Games, which will kick off on Saturday at the newly renovated Tseung Kwan O Sports Ground, aim to promote a “sports for all” culture in the city. “About 2,300 amateur athletes have signed up to compete in the event, with the youngest aged 12 and the oldest over 70,” said organising committee member Mr Chau. “We see the increased participation as a sign of growing awareness in the city about the benefits of exercise and sports.”

大型運動會帶動香港的運動氣氛

第二屆全港運動會將於星期六假新修葺完畢的將軍澳運動場舉行，旨在推廣城市「全民運動」的文化。組委會周先生表示：「約2300百名業餘運動員報名參加比賽，最年輕的12歲，最年長的則超過70歲。看到參加者的數目上升，標誌著市民越來越關注到運動帶來的益處。」

(Young Post, May 7, 2009)

“Every failure is a learning opportunity. Highs and lows are what make life interesting.”

「失敗乃成功之母，高低起伏
令人生更有意思」

Edmond Yapp 葉鴻輝

Goalkeeper

Hong Kong National Football Team and Eastern Football Team

守門員

香港足球代表隊及東方足球隊

Graduate of IVE Leisure and Sports Program

IVE康體文娛及運動課程畢業生

As a very active person, Edmond's biggest worry was being bored at school. However, at IVE he flourished and he became absorbed in his coursework. The theoretical and technical knowledge covering topics such as nutrition and anatomy gave Edmond a deeper understanding that was often immediately applicable and practical.

“The most important thing is to do something you enjoy. Being interested in something means that you will apply yourself to your studies, and exposure to opportunities can help to decide what to do as a career,” noted Edmond.

In his athletic career, Edmond has represented Hong Kong in international competitions visiting places such as North Korea and the Middle East. While the jet lag, the climate and the local food were things that he had to get used to, the experiences were

invaluable to Edmond. When the Hong Kong team won the gold medal at the East Asian Games in 2009, he said that the team developed a taste for winning. They first thought they didn't have a chance at all, but as the team kept winning games, their attitude and energy helped to propel them to victory. “The belief that we could win and the determination we put into each game helped us to bring home the gold,” said Edmond. “As a team we achieved more than we expected due to our positive attitude.”

Winning feels good, but losing also teaches people to appreciate the good moments even more. Edmond believes that it is important to fail sometimes in order to appreciate success and to learn from our mistakes.



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香港著名足球員葉鴻輝(Edmond)，曾代表香港到北韓和中東等地參加多個國際比賽。2009年香港隊在東亞運動會贏得金牌後，球隊的鬥心和信念與日俱增，因而令他們繼續贏得更多的比賽。

當年個性活躍好動的Edmond入讀了IVE的運動管理課程，他認為找到自己的興趣，做自己喜歡的事情是最重要，當你熱愛某個項目，便會專注去學習。而得到不同的機會去體驗亦有助他去決定自己的事業路向。他覺得課程中的專科理論和技術知識，如營養學和解剖學，令他對有關專業有較深入了解，這些知識都經常能學以致用。

成功令人有良好的感覺，可是失敗卻教人學會欣賞美好的時刻。Edmond相信有時候能經歷失敗是重要，這樣我們便會去欣賞成功，並能從錯誤中學習。

Ferries and buses to be diverted for Games' opening ceremony

Tens of thousands of ferry and bus passengers will have to take alternative transport when Victoria Harbour is sealed off for three hours for the opening ceremony of the East Asian Games on Saturday night. The HK\$40 million ceremony will be staged on a floating platform off the waters of the Cultural Centre in Tsim Sha Tsui. Police expect more than 300,000 people to line both sides of the harbour to see the festivities and fireworks display.

渡輪和巴士將於東亞運動會開幕儀式其間暫停服務

維多利亞港將在本週六晚因東亞運動會開幕儀式封閉三個小時，其間所有渡輪和多條巴士路線的乘客將要改乘搭其他交通工具。耗資約四千萬港元的儀式將在尖沙咀文化中心水域的浮動平台上進行，警方預計將有超過三十萬人前往維港兩岸觀看慶祝活動和煙花匯演。

(SCMP, Dec 2, 2009)



(Photo: SCMP, 2009)

“My greatest satisfaction comes from having the opportunity to educate and train people in this industry.”

「我最大的滿足感，來自有機會教導投身酒店業的年輕人」

Darry Cheng 鄭偉雄

Director of Banquets
The Ritz-Carlton, Hong Kong
宴會總監
香港麗思卡爾頓酒店

Graduate of IVE Hotel and Catering Program
HD Hotel Management, Hong Kong Polytechnic University
IVE酒店及餐飲課程畢業生
香港理工大學酒店管理高級文憑

Work and school go hand-in-hand for Darry. He started working in hotels as a casual worker before he decided to return to school to acquire the knowledge and skills that would help his career development. While at IVE, Darry learned about managing people, working in different divisions within a hotel and real-life application of the information he learned.

While he had aspirations to be a social worker when he was younger, it was ultimately his positive attitude, hard work and his drive that has led him to make his mark in the hotel industry. He mentors colleagues and interns as part of his work and has found this to be one of the most rewarding aspects of his job. But he is quick to say that though he has worked in banqueting for more than 25 years, he is still learning, “Empty the glass so that you can keep filling it. I try not to keep my glass too full,” he explained.

His advice for anyone considering working in the industry is to equip oneself with the skills to provide superior service. While he continues to learn and ask, “What can I do better?” Darry sums up his ethos with, “The more you can do, the more opportunities you have. Learning happens everyday. Take advantage of the opportunities.”



對鄭偉雄(Darry)來說，工作和學習之間的關係尤其密切。他初入行時，任職酒店的臨時工，後來為了尋獲更好的事業發展，他決定進修。在IVE學習期間，他學到酒店的人事管理及了解到不同部門的工作，並且學以致用。指導同事和實習生是Darry工作的一部分，也為此感到非常滿足。然而，儘管Darry在宴會部工作逾25年，他仍謙虛地認為自己仍在學習中。他不斷學習和反思如何能做得更好，並寄語想入行的年輕人要先裝備好自己，以提供優質的服務，「你多做一點，便會有多一些機會。每天都是學習，要好好把握這些機會。」

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Sky's the limit as world's highest hotel is opened

Sun Hung Kai Properties yesterday held the grand opening for its Ritz-Carlton hotel, the highest in the world, saying the company was upbeat about the prospects for the hospitality industry in Hong Kong. “The Kowloon Station project is one of the largest private developments in Hong Kong's history and Sun Hung Kai Properties is proud of its leading role,” said vice-chairman and managing director Thomas Kwok.

全球最高的酒店開幕

新鴻基地產於昨日為旗下新建成、世界最高的麗思卡爾頓酒店舉行盛大的開業儀式。集團對香港酒店業的前景樂觀。其副主席兼董事總經理郭炳江先生說：「九龍站項目是香港歷史上最大型的私人發展項目之一，新鴻基地產為能夠引領此項目感到自豪。」

(SCMP, May 4, 2011)



The grand opening ceremony of The Ritz-Carlton hotel, the tallest hotel in the world.

全球最高的酒店—麗思卡爾頓酒店的開幕儀式。

(Photo: SCMP, 2011)

“I’m the luckiest person in the world.”

「我是世上最幸運的人」

Wallace Lo 盧浩邦

Hotel Sommelier
The Park Lane Hong Kong, A Pullman Hotel
酒店首席侍酒師
柏寧酒店



Graduate of IVE Hotel and Catering Program
The Best Sommelier of Greater China Competition 2012 – 1st Runner-up
The Best Sommelier of Hong Kong 2013-2016 – Champion
The Best Sommelier of Asia & Oceania 2015-16 – 1st Runner-up
Hong Kong Representative of Asia & Oceania region to participate in the
World Best Sommelier Competition 2016 – Rank 23
IVE酒店及餐飲課程畢業生
大中華區最佳品酒師大賽2012 — 亞軍
香港區最佳品酒師大賽2013至2016 — 冠軍
泛亞太區最佳品酒師大賽2015-16 — 亞軍
成為泛亞太區香港代表並參加國際品酒師大賽2016 — 排名23

From working behind the bar washing glasses to international award-winning sommelier, Wallace Lo has had an enviable career in F&B. One of the youngest sommeliers in Hong Kong, he modestly admits to not being the best student when he was younger, but added “I had a passion for F&B.”

He fondly remembers his time at IVE where his lecturers shared their knowledge and experience that helped him to choose his career path. Having worked in the industry, they gave Wallace a very clear idea of what to expect in the ‘real world’. Wallace said his courses at IVE provided him with an “all-round education” and have served him well.

While studying at IVE, a placement in a pastry kitchen opened Wallace’s eyes to the realities of being a pastry chef. He very quickly realised the job was not a good fit with his outgoing personality – “The pastry kitchen was much too quiet for me!” Working in a hotel and with wine means that Wallace gets to meet and talk with people every day – which he loves.

“Being positive is essential to my job,” he said. “I like staying on the floor. I love my work. I get a lot of job satisfaction when guests appreciate my recommendations.”

身為香港最年輕的侍酒師之一，並曾代表香港贏過不少國際品酒大賽的盧浩邦(Wallace)，在餐飲界擁有令人羨慕的事業。然而，謙遜的Wallace表示，自己的成就不過是源於對餐飲業的滿腔熱誠，笑言自己從來不是最優秀的學生。他猶記得在IVE讀書的期間，導師們不時以第一身分享他們的行業知識和經驗，這直接有助他了解入行的一些先決條件，以及後來他選取的職業路向，因此獲益良多。

在IVE讀書時，Wallace曾被安排到糕點廚房裡實習，從中了解到糕點師實際的工作性質。因為工作環境較寧靜的關係，Wallace很快便覺知到這份工作並不適合自己外向的性格。

Wallace在酒店當侍酒師每天也有機會與客人交流。他說：「積極的態度是我工作的座右銘，我喜歡與客人接觸和溝通，當他們欣賞我所推介的餐酒時，我便會有莫大的滿足感。」

縱然Wallace在事業上已見有一番成就，謙虛的他仍然認為自己在服務業中只是團隊的一分子。他補充，自己和他的同事也同樣熱愛這個行業，而能夠每天做著自己喜歡的事，讓他覺得自己是世上最幸運的人。

Hong Kong’s fine wine auction sales exceed London’s

With Hong Kong emerging as one of the world’s important wine trading hubs, the stock of expensive wines has been swelling in Hong Kong since the government decided in 2008 to scrap the 40 per cent import duty. Major auction houses, merchants, storage companies and other related businesses promptly set up shop here in the hope of tapping strong Asian and mainland demand.

In 2009, Hong Kong’s auction sales of fine wine exceeded those of London. Last year they likely topped those of New York.

香港名酒拍賣成交超越於倫敦

自2008年政府決定取消40%的葡萄酒進口關稅以後，香港成為了世界重要的葡萄酒交易中心之一，進口到本港的名酒數量亦持續增長，以致大型拍賣行、商酒和倉儲公司等相關企業相繼在本地設立分公司，務求滿足亞洲和大陸的強大需求。2009年，香港的名酒拍賣量已超越了倫敦，去年更可望超越紐約的新高。

(SCMP, Jan 1, 2011)



Executives from the industry celebrated in a bar with red wine as the Financial Secretary announced the scrapping of the wine tax during the 2008 Budget Address.

當財政司司長在2008年預算案宣佈將酒稅取消時，業內人士在酒吧慶祝。

(Photo: SCMP, 2008)

“Nothing is impossible; all you have to do is keep trying.”

「世上沒有不可能的事，
重要的是你要不斷去嘗試」

Ivy Ng 吳敏慧

Director of Business Development
AsiaWorld-Expo Management Limited
銷售發展總監
亞洲國際博覽館管理有限公司

Graduate of IVE Tourism and MICE Program
MBA, University of South Australia (AUS)
IVE旅遊及會議展覽課程畢業生
澳洲南澳大學工商管理碩士



跟很多年輕人一樣，當Ivy中學畢業時，她並不清楚自己的事業發展方向，但IVE多元化的學習模式幫她找到了事業的路向。

在畢業前，Ivy獲選到美國佛羅里達州奧蘭多的迪士尼世界度假區當1年實習生，在那裏她遇見來自不同國家的遊客和同事，大大拓寬自己的視野。她說：「作為旅遊科的畢業生，去見識這個世界是重要的，這個體驗改變了我的人生及事業發展。」

Ivy的工作涉及各類展覽活動，這意味着她在一個瞬息萬變的工作環境下，會遇見來自世界各地的人，而她的工作伙伴，同樣都是高效率、充滿活力及解難的高手。這些團隊所散發出的活力，以及每個成功的活動都為她帶來無可估量的成就感，亦令她感恩自己是會展業的一分子。

在亞洲國際博覽館正式開幕前，Ivy已加入團隊，她讚賞和她合作的團隊，努力令到這個場地成為了世界級的博覽館。她說：「我們採取了全方位思考方式，並考慮到每個決定會如何影響不同部門的同事及其運作。」

Ivy said she is grateful for her time at IVE. As a student, it wasn't always clear what paths were available for her to take. She credits studying at IVE with helping her find her own path.

Before completing her studies at IVE, Ivy was selected for a one-year internship at Disney World Resort in Orlando, Florida. There she met people from different nationalities and the opportunity greatly widened her horizons “As a graduate from tourism studies, it's important to see the world. The experience was life-changing,” she said.

Working in the events industry means that Ivy continues to meet people from all over the world in a very dynamic environment. The people that she works with are highly effective and efficient with great problem solving skills. The energy of the

teams and each and every successful event gives Ivy a sense of accomplishment and appreciation for being part of the event industry.

Ivy joined AsiaWorld-Expo before it officially opened and credits the efforts of the teams she works with for making it the world-class venue it is today. “We take a holistic approach here and consider every decision we make and how it will affect different departments and colleagues,” she added. What may seem impossible becomes possible with our teams working together.”



Ngong Ping 360 with the Big Buddha statue as a backdrop.
以天壇大佛為背景的昂坪360。
(Photo: SCMP, 2006)



Visitors walking at the shops of Ngong Ping village on the opening day of the cable car service.
遊客在纜車服務首度啟用當日遊覽昂坪市集。
(Photo: SCMP, 2006)

Ensure views form cable car stay beautiful

Hong Kong's big-investment tourist attraction triumvirate is complete today with the launch of Lantau's Ngong Ping 360 cable car.

Tourism is not just about attractions that get people through entrance gates and into souvenir shops; it is about making a place worth visiting and ensuring that the experience translates into people coming back and, through word-of-mouth, their relatives and friends also making the trip. Hotels, restaurants, shops and transport providers are among the businesses that also benefit.

乘坐纜車欣賞別緻美景

隨著大嶼山昂坪360纜車於今日啟用，香港一大旅遊景區的投資項目亦正式完工。

旅遊不僅是為吸引旅客進入旅遊景點及紀念品店，也能使一個地方變得值得參觀，並且讓旅客透過體驗及享受，萌生重遊的衝動；同時通過良好的口碑，使他們身邊的人也來旅遊。以上種種皆能直接振興酒店、餐飲、零售及運輸業。

(SCMP, Sep 18, 2006)

“There is huge potential for the cruise industry in Hong Kong.” 「郵輪業在香港的發展無可限量」

Gloria Lo 羅慧君

Senior Marketing Manager
Costa Cruises Asia Pacific & China
市場推廣高級經理
歌詩達郵輪亞太及中國

Graduate of IVE Tourism and MICE Program
BSc (Hons) Tourism Management, Sheffield Hallam University (UK)
MSc Hotel and Tourism Management, Hong Kong Polytechnic University
IVE旅遊及會議展覽課程畢業生
英國謝菲爾德哈蘭大學旅遊管理(榮譽)理學士
香港理工大學酒店及旅遊管理理學碩士



Gloria works in the growing cruise industry and refers to cruises as “the most comprehensive tourism product”. On a cruise, the transportation, accommodation, dining and entertainment options are all easily accessible and there is something for everyone – both young and old.

“I first learned about cruise products during my work placement at a travel agency. I didn’t realise how many options were available at first. It was quite a discovery for me,” she said. “I gained a great deal of valuable experience studying at IVE. Apart from academic knowledge, the training provided at my internships helped me to understand the intricacies of the industry even before graduating.”

While studying, Gloria also had the opportunity to help out at major tourism events in the city including the Chinese Lunar New Year parade. The exposure to the inner workings of such large-scale events gave her a better understanding of the

operational functions and logistical details that are required for hosting successful events. Gloria commented, “Looking back, these various learning experiences helped me to form my own ideas and gave me the confidence to manage my own large projects.”

Working in marketing in the cruise industry, Gloria has opportunities to work with and meet people from around the world. Being able to communicate with people and bring them together in this dynamic industry is something Gloria “loves” doing. She believes she has found her niche in what she refers to a “very human industry”.



Gloria現於一所國際郵輪公司工作，她號稱郵輪為「最全面」的旅遊產品—因為一艘看似尋常的船隻竟然能同時包羅交通、住宿、餐飲和娛樂設施，而且老少咸宜。Gloria是在旅行社實習時首次認識到郵輪業，她說：「最初我並不知道郵輪產品可以有這麼多的選擇，對我來說是個新發現」。

在IVE時，Gloria曾參與本港一些主要旅遊活動的工作，如農曆新年花車巡遊，這讓她有機會接觸到大型活動的內部運作，了解到成功舉辦活動所需的運作職能和後勤方面的細節。各種不同的學習經驗賦予她構思新概念的條件，並給予她信心去處理自己的計劃方案。

Gloria的主要職務是市場推廣，這使她有機會認識世界各地的人以及與他們合作。在這個充滿動力的郵輪業與伙伴並肩作戰是她最享受的部分，Gloria相信自己已在這個「非常人性化的行業」中找到了理想和自在的位置。



(Photo: SCMP, 2013)

Kowloon malls hope money grows on seas

The Kai Tak Cruise Terminal, which opens today, will be a magnet for attracting big-spending visitors, say retail landlords and travel industry operators. East Kowloon’s retail market would see a growing number of visitors, attracting the attention of more local shoppers.

“The opening of the new terminal will bring more business opportunities to Hong Kong in the long term,” said Joseph Tung, executive director of the Travel Industry Council.

展望郵輪碼頭開幕能帶動經濟發展

啟德郵輪碼頭今天開幕，預計將吸引大量消費者，例如零售商鋪業主和旅遊行業經營者，相信東九龍的零售市場將會吸引越來越多本地人消費。

香港旅遊業議會執行董事董耀中先生表示：「新碼頭的啟用將為香港帶來更多的商機。」

(SCMP, Jun 12, 2013)

“If you don’t ask, you don’t get.” 「不去要求就不會得到」

Antonio Lai
黎振南
Beverage Director
飲料部總監
Tastings Group Limited



Graduate of HTI Hotel and Catering Program
HTI酒店及餐飲課程畢業生

Antonio was 16 years old when he started taking certificate courses in housekeeping, front office and F&B at the Hospitality Industry Training and Development Centre (HITDC, now known as Hotel and Tourism Institute). After completing his courses, he went on to work in a number of restaurants and bars including Planet Hollywood, Drop and FINDS in Hong Kong. He has accumulated a wealth of experiences by working at various countries including Malaysia, Italy, France, the United Kingdom and the United States.

“I chose the right field for me. I enjoy what I do and my parents have always been supportive,” he said. He doesn’t believe in forcing a square peg into a round hole and his parents agreed.

Antonio keeps abreast of trends in food and beverage and does not just wait for opportunities to come to him, he seeks them out. When he comes across a well-respected mixologist he wants to learn from, he asks if it would be possible for him to work in their establishment and learn from them. “The worse that can happen is that they say ‘no’. But if they say ‘yes’, then I will gain valuable experience and knowledge that I can use to create

something completely new in Hong Kong,” he explained. “I’m always learning. It’s important to keep learning as well as work hard.”

His time at HITDC was invaluable to him as the hands-on training and professional qualifications he obtained have prepared him for career entry. Antonio is the owner of 1-michelin starred VEA Restaurant & Lounge and one of the World’s 50 Best Bars Quinary. He also won Hong Kong & Macau Champion and Best Bartender of the Year in Diageo Reserve World Class 2015.

說到分子雞尾酒，便一定想到 Antonio Lai 這位國際級調酒大師。16歲時他修讀了旅遊服務業培訓發展中心（HITDC，現稱酒店及旅遊學院）的房務、酒店客務及餐飲證書課程，不單為他提供了實務培訓，證書更成了他入行的敲門磚。他其後在香港和海外多家餐廳及酒吧工作，包括香港的Planet Hollywood、Drop和FINDS及馬來西亞的咖啡店等，此外，他曾到意大利、法國、英國和美國工作，汲取經驗。Antonio緊貼着餐飲業的潮流，他不會等機會來到身邊，而是自己去發掘及爭取。當遇到備受尊崇的國際級調酒師時，他便自薦到其酒吧工作和學習。他說：「最壞的結果是被拒絕，但若他應承的話，我便可以獲得寶貴的經驗和知識，可以引入香港，開創一些全新的餐飲概念。」Antonio好學不倦，因為他覺得不斷學習和努力工作同樣重要。



The new campus of ICI will be operational in 2018.
ICI新校舍將於2018年投入運作。

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FIA Formula E first hosted in Hong Kong.
電動方程式錦標賽首次在香港舉辦。

(Photo: SCMP, 2016)



VTC 35th Anniversary in 2017
2017年，職訓局成立35週年。

International Culinary Institute (ICI)

The International Culinary Institute (ICI) is the latest member of the VTC group. ICI aims to train and develop students’ talent in culinary art, wine and event management to sustain Hong Kong’s status as Asia’s wine-and-dine destination. The new campus of ICI will be operational in the 2018/19 academic year.

國際廚藝學院(ICI)

國際廚藝學院（ICI）為VTC最新的機構成員，旨在為香港培育優秀廚藝、葡萄酒及項目管理人才，鞏固香港作為亞洲美酒佳餚之都的地位。新校舍將於2018/19學年投入運作。

(VTC, 2017)

VTC Hospitality and Tourism Program Offerings

The Programs

An array of hospitality and tourism programs offered by the VTC provide professional knowledge, training for technical competencies and communication and interpersonal skills that are necessary for success. The programs cover four major areas: 1. Hotel and Catering, 2. Tourism and Meetings, Incentives, Conventions and Exhibitions (MICE), 3. Leisure and Sports and 4. Culinary.

Facilities and Industrial Attachment

With our in-house facilities including front office and housekeeping workshops, training kitchens and restaurants, wine and beverage laboratory, e-tourism and travel centres, MICE training centre, spa facilities, as well as various leisure and sporting activity sites. Students are offered easily accessible facilities for reinforcing learning through practice. In addition, as part of their training, all students undertake industrial attachments to gain real-world work experience, and to build their network of connections within the relevant industry sector related to their studies. Armed with solid professional training, and local as well as international exposure, students gain a foothold in the industry and have a head start in their chosen fields.

Graduates have always been well received by employers as they are ready to perform from their first day at work. With the discipline's graduate support – including a career exhibition, mentorship program and interview workshops ... etc, students are equipped with practical soft skills and a positive outlook to start their careers with a seamless transition from school to work life.

Progression Pathways

With multiple progression pathways in mind when designing the curriculum, graduates who wish to continue with further studies are spoiled for choice. The discipline has linked up with local universities and renowned overseas hospitality, tourism and culinary institutions from different countries allowing students to select the most suitable pathway according to their life goals.

VTC 酒店及旅遊課程

課程

VTC 一系列的酒店及旅遊課程，為學生提供專業知識、技能訓練及實習培訓，幫助年輕人取得行業所需的實用軟硬技能，提升其就業競爭力。學科的課程涵蓋4個主要範疇：1.酒店及餐飲；2.旅遊及會議展覽；3.康樂文娛及運動管理；4.廚藝。

教學設施及實習培訓

學科備有各項專科教學設施，包括前堂及客房服務訓練室、實習廚房及餐廳、品酒工坊、電子旅遊及旅遊資源中心、會展旅遊中心、水療、康樂文娛及運動健身設施，讓學員將所學到的知識和理論融入實務訓練中。此外，學生亦會於課程中接受實習培訓，加強對業界的認識和了解，從中建立人脈，有助學生在行業早着先機。再加上學科安排由本地和海外業界人士與同學分享行業發展的講座，及多個國內與海外交流計劃，同學可取得緊貼行業的全面知識，更有機會到世界各地參觀相關機構進行考察，擴闊國際視野。

學科的畢業生一向受到僱主的高度評價，從踏入職場的初期，便能發揮到所需的專業知識，很快就能投入工作。學科給予學生畢業前的各項支援，包括職業博覽、師友計劃及職場面試工作坊等，加強其溝通技巧及人際關係的運用，使畢業生有積極的態度，從校園順利過渡到工作生涯。

升學出路

學科的課程設計，讓學生有多元的升學途徑。學科與多間本地及海外著名酒店、旅遊及廚藝學院簽署銜接協議，讓學生可根據其人生目標而選取最合適的本地或海外大學學位銜接課程。





VTC Hospitality and Tourism Program Offerings

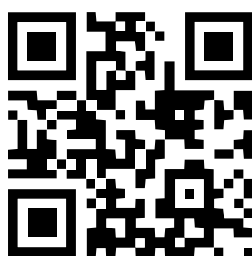
As the industry continues to change, so do the human resource needs. As member institutes of the VTC Group, IVE Hotel, Service and Tourism Studies, Hotel and Tourism Institute, Chinese Culinary Institute and International Culinary Institute will continue to serve as cornerstones for the nurture of talents and support the steady growth and sustainable development of the dynamic hospitality and tourism industry in Hong Kong.

VTC 酒店及旅遊課程

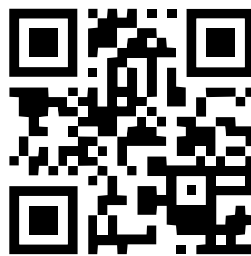
當商業世界不斷改變，對人力資源的需求亦在轉變，作為職訓局轄下的成員機構: IVE酒店、服務及旅遊學科、酒店及旅遊學院、中華廚藝學院及國際廚藝學院，我們會繼續培育本地的人才，為不斷發展和蛻變的款待及旅遊業，提供穩健及可持續發展的基石。



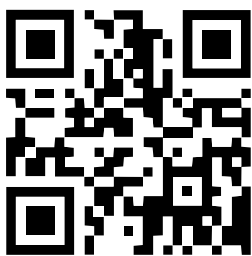
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