

INDUSTRY EXPERT SHARES EXPERIENCE WITH HOTEL MANAGEMENT STUDENT



For greater exposures and making the learning close to real world, two special guests were invited to share their valuable experiences and industry knowledge with the third year students who are currently taking the elective tourism course - Human resource management in hospitality industry, course lecturer- Associate Professor Dr. Jennifer K.L.Chan. Accordingly, guest lecture is part of the learning and teaching for the course and it is vital that students access to the latest and updated knowledge while they are still in campus; as one of the way to gain firsthand knowledge. On 15 Nov, Mr. Andrew Steele – General manager of Shangri-la Tanjung Aru Resort and Spa was invited to the class to share a topic on key issues and challenges faced by human resource management of hiring the Generation Y. Mr. Steel highlighted the generation gaps between existing human resource manager and the future human capital –“Generation Y” in term of socioeconomic, demographic and lifestyle differences.



He cited interesting examples faced by the existing human resources due to the differences and how these can be overcome. Of course, the right attitude, what make you difference and work ethic – integrity, honesty, motivation and determination are still valid and important to be successfully in the career. Additionally, Mr Steele has pointed out the three criteria that should be owned by all employee is patient, perseverance, and time.. A week later, second guest speaker

Mr. Param (Director of Human Resource of Shangri-la Tanjung Aru Resort and Spa) focused on career path and interviews steps on 22 Nov. He shared with the students the career path and opportunities available at Shangri-La chain worldwide. He urged students to have the idea of having dreamt that that keeps generate ideas and as a form of burning desire to pursuit one's career. He gave students an insight into the steps of interviewing in term of how to interact with the interviewer, projecting confident, why the company must hire you, sharing your university activities involved as part of vital experiences, knowledge the weaknesses and tell the truth. These points may lead to a successful interview session and subsequently potential of getting the job. He also pointed out that jobs as such laundry manager, florist, executive pastry chef and good recreation manager are difficult to source and high demand within the context of star rated hotels. These two guest speakers to the class have enriched the understanding of issues faced by human resource management, in particular within the hospitality context and thus, help our students to prepare better for tomorrow.

