Recently, the Raffles School of Hotel Management, Olympia College, Penang organised a hospitality forum which is the first in its series.

Hyatt Regency, Kuantan Human Resources director Gerard Christopher was invited as the main speaker on the topic “Hyatt’s Global Performance Model.”

Christopher began by speaking about the development strategies and the models that have been used by Hyatt Regency as it strives to be a leading global hospitality company, especially in terms of human resources. He mentioned that Hyatt was focused on enhancing its brand preference by continuously improving the performance of their existing hotels and successfully expanding the presence of their brand in selected markets worldwide.

Gerard said, “At Hyatt, we select and develop people from both within and outside the organisation who demonstrate the qualities we value in our leaders such as enthusiasm, a passion to learn and grow, a spirit of innovation and entrepreneurship, a willingness to ‘push the boundaries’ of what is possible in our industry, and respect for local cultures in which we manage our hotels.”

Invited panellists, The Northam Hotel general manager Anthony Ang and G Hotel human resource director Premala concluded the forum by suggesting that enhancing the organisation’s competitive strengths would enable them to survive in the industry. They were firm in their belief that the hospitality industry is suitable for those who are looking for a career and students must have a passion and love towards the industry. It should be their first choice and not because they do not have other options.

The college has affiliations and partnerships with international bodies and institutions such as Edexcel International, Schiller International University, American Management Association (AMA, US), BHMS Switzerland, and University of Information Technology and Management (UITM) Poland The college allows everyone from SPM to working adults entry at various points. Programmes conducted are both full-time and part-time.

Olympia College also offers scholarships to needy and outstanding students. The scholarships available are The Olympia College Principal’s Scholarship for Deserving Students and The Winston Pereira Premium Scholarship for Excellence. Study or PTPTN loans can also be arranged, subject to terms and conditions.

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The forum raised awareness of the diverse global interests in hospitality trends and the need to have greater participation in hospitality dialogues.