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Anna Cummins

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THE POWER OF PARTNERSHIPS

眾志成城

Rosewood Hotel Group's global internship programme provides invaluable international exposure to young aspiring professionals.

瑰麗酒店集團的環球實習計劃，為有抱負的年輕專業人士開拓國際視野。

By Anna Cummins

“
Rosewood wants like-minded partners in creating a meaningful and lasting impact on young people.
瑰麗酒店集團希望與志同道合的夥伴攜手合作，
為年輕人創造有意義和持久的影響。
”

Mehvesh Mumtaz Ahmed
Vice President of Social Impact at
Rosewood Hotel Group
瑰麗酒店集團社會公益副總裁
Mehvesh Mumtaz Ahmed



A good hotel is more than a place to catch a restful night's sleep. The best hotels embody their people, embrace a sense of place, and enrich the local community by giving back.

Rosewood Hotel Group has teamed up with the Vocational Training Council (VTC) to offer global internship opportunities to local youngsters studying hospitality courses at ICI and the Hong Kong Institute of Vocational Education (IVE).

Launched in 2022, the company's first global internship programme nurtures a new generation of industry talents and broadens their global vision, as well as promote equal access to opportunity through education and upskilling. The selection process is straightforward and rewards curiosity rather than experience or academic performance.

"As long as they have a strong passion for the hospitality industry and can demonstrate how they could benefit from this global internship programme, a candidate is considered," says Mehvesh Mumtaz Ahmed, Vice President of Social Impact at Rosewood Hotel Group. "It's about giving young people a chance to try something they otherwise wouldn't have access to."

The group's roadmap for social and environmental impact, known as "Rosewood Impacts", is split into two pillars: Rosewood Sustains and Rosewood Empowers. The former focuses on environmental responsibility, while the latter uplifts communities through equal access to opportunity, including seeking talent from underserved or underrepresented groups.

"Rosewood Empowers, one of the two pillars under Rosewood Impacts, encapsulates our belief that equal access to opportunity is the key to uplifting communities," says Ahmed.

家好的酒店，不僅是一個讓人安穩休息的地方；頂尖的酒店能夠體現人文關懷和地方特色，並透過回饋當地社區來豐富其內涵。

瑰麗酒店集團與職業訓練局攜手合作，為不少在國際廚藝學院和香港專業教育學院就讀款待業管理的本地學生，提供環球實習機會。

集團於2022年推出首個環球實習計劃，致力為業界培育新一代人才，開拓年輕人的國際視野，並公平地給予教育學習和技能提升的機會。選拔過程簡潔明確，注重候選人的好奇心，而非著重經驗或學業成績。

瑰麗酒店集團社會公益副總裁Mehvesh Mumtaz Ahmed表示：「只要他們熱衷於酒店款待業，並能夠證明他們如何從是次環球實習計劃中得益，就會考慮入選。這是為了讓年輕人有機會嘗試他們原本沒有機會接觸到的事物。」

為了向社區和環境傳遞積極影響，集團推出「瑰麗一心」計劃，分為「瑰麗綠延」和「瑰麗同行」兩大部份。前者著重保護環境的責任，而後者則透過機會平等的信念來振興全球社區，包括從被忽視或少數群體中發掘人才。

Ahmed表示：「『瑰麗同行』是『瑰麗一心』的兩大部份之一，體現了我們的信念，即機會平等是振興社區的關鍵。」

她又解釋：「這個先導計劃為來自非傳統學術背景的年輕人，帶來別具意義的酒店實習機會，為職業專才教育的學生提供平時無法獲得的全球視野，並賦予技能和知識，為他們的日後發展奠定成功的基礎。」

“The pilot programme, which connects young people from non-traditional academic backgrounds to meaningful internships in hospitality, provides global exposure not typically available to vocational students, and empowers them with skills and knowledge that can set them up for success in the long term,” Ahmed explains.

“Hong Kong is our home, and we wanted to start our social impact journey here first before scaling up on a global level.”

INTERNATIONAL INTERNSHIPS AT ROSEWOOD

International experience is essential for nurturing talent in the hotel industry, particularly in a global hub such as Hong Kong.

IVE student Henry Lee was among the first cohort to participate in Rosewood’s global internship programme, which offers two-month overseas placements for students in the Department of Hospitality at IVE, along with the support and guidance of a mentor at the hosting Rosewood property.

“I chose Abu Dhabi for my internship because it is a city that people in Hong Kong do not know much about,” says Lee, who was based in the front office department of Rosewood Abu Dhabi.

Working in the front office, with much time spent on reception, gave Lee the chance to interact with

guests daily. “I learned a few Arabic sentences to help me fit in better with the guests’ culture; they all appreciated my efforts,” he recalls.

Lee says that his lessons in the Higher Diploma in Hotel and Catering Management of IVE - particularly learning operations and supervision mechanisms - helped prepare him for the role overseas.

“During my studies at IVE, I gained a lot of knowledge in different hotel departments, such as front office, food and beverage, housekeeping, account and finance, and sales and marketing,” he says. “I believe these skills will be useful for the rest of my career.”

Ahmed says VTC’s ICI was a natural choice of partner for Rosewood as the foremost culinary institution in Hong Kong.

“As a hospitality group with a strong focus on culinary arts, promoting and empowering the culinary space is core to our business. But to do that, we start with the people,” says Ahmed.

“Rosewood wants like-minded partners in creating a meaningful and lasting impact on young people,” she continues. “We see this partnership with VTC as a joint effort to nurture and inspire our future generation to join the hospitality and tourism industries while providing the opportunity to gain early insight into these career paths.”

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PLANNING FOR THE FUTURE

After completing his internship at Rosewood Abu Dhabi, Lee is now taking a Bachelor of Arts (Honours) in Hotel Operations Management at the Technological and Higher Education Institute of Hong Kong (THEi), a member of VTC.

Lee says his Rosewood experience helped him realise he wants to join a room management team eventually. “My career aspiration after finishing the degree is to work at a brand that suits me the most and strive to become a management team member in the rooms division.”

“This internship helped me to do what I do best and also broadened my vision and provided me the chance to make contacts with new people from around the globe,” he adds.

The global internship programme has been so successful that Rosewood now has ambitious plans for expansion.

“With the success of this pilot, we are looking to replicate this model in other regions, such as Europe and the Americas, with our properties and their vocational institution partnerships,” says Ahmed.

“Hospitality is all about people, and Rosewood is a global group with a major leadership role in this area. We want to take on the challenge of putting people at the centre of our efforts.” ■

「香港是我們的家。我們希望首先從本地社區開始推動這個理念，並帶來積極影響，然後再往全球範圍進行深化和擴展。」

瑰麗酒店的環球實習機會

國際工作經驗對於培養酒店業人才至關重要，尤其是作為全球商業樞紐的香港。

香港專業教育學院的學生李享謙 (Henry)，是首批參加瑰麗酒店的環球實習計劃的學生之一，計劃為該校修讀酒店管理的學生提供為期兩個月的海外實習機會，並由瑰麗集團旗下酒店的導師提供支持和指導。

曾到阿布扎比的瑰麗酒店前堂部實習的Henry表示：「我選擇阿布扎比作為實習地點，是因為香港人對這個城市了解不多。」

在前堂工作，大部分時間都花在接待上，這讓Henry每天都有機會與客人交流。他回憶道：「我學了幾句阿拉伯語，以便更好地融入客人的文化，他們都很欣賞我的努力。」

Henry亦表示，在香港專業教育學院修讀酒店及餐飲業管理高級文憑課程，當中學到的知識，尤其是酒店營運和監督機制方面，幫助他為海外工作做好準備。

他說：「在香港專業教育學院學習期間，我學到很多不同酒店部門的知識，例如前堂部、餐飲部、房務部、會計與財務部，以及銷售與市場部等，相信對我往後的職業生涯大有幫助。」

Ahmed表示，職業訓練局轄下的國際廚藝學院是香港最重要的廚藝職業專才教育機構，瑰麗酒店自然選擇了與學院緊密合作。

Ahmed分享：「作為一家以餐飲為核心的酒店集團，推廣和促進餐飲領域的發展是我們業務的核心。但要做到這一點，我們就要從人才方面入手。」

「瑰麗酒店集團希望與志同道合的夥伴攜手合作，為年輕人創造有意義和持久的影響。我們希望透過與職業訓練局合作，共同努力培養和激勵我們的下一代投身酒店和旅遊業，同時讓他們有機會及早了解相關的職涯發展。」

規劃未來

在阿布扎比的瑰麗酒店完成實習後，Henry現於職業訓練局機構成員香港高等教育科技學院 (THEi) 攻讀酒店營運管理 (榮譽) 文學士學位。

他表示，在瑰麗酒店工作的經驗讓他意識到，自己最終想加入客房管理團隊。「完成學位後，我立志在最適合我的酒店品牌工作，並努力成為客房部管理團隊的一員。」

他又補充：「這次實習有助我發揮專長，同時亦開拓自身視野，讓我有機會結識來自世界各地的新朋友。」

有鑑於環球實習計劃的成功，瑰麗酒店目前製定了雄心勃勃的擴展計劃。

Ahmed說：「隨着這個先導計劃取得成功，我們希望繼續透過旗下酒店及職業技術院校的合作夥伴關係，在歐洲和美洲等其他地區套用這一模式。」

「所謂『待客之道，以人為本』，瑰麗作為遍佈全球的酒店集團，在業內發揮着重要的領導作用。我們勇於迎接挑戰，首先以人為本。」 ■



(Left) ICI student Barry Chung and (Right) IVE student Henry Lee interned at Rosewood Abu Dhabi for two months.

(左)國際廚藝學院學生鍾展銘 (右)香港專業教育學院學生李享謙參與阿布扎比瑰麗酒店實習計劃兩個月



The world’s top five-star hotels are on the lookout for the hospitality industry’s rising stars, and VTC is your gateway to this exciting world. Our students have unique opportunities, including access to Rosewood Hotel Group’s prestigious global internship programme. Pursue your passion and carve out a successful career by enrolling in one of the programmes offered by VTC’s Hospitality Discipline, including Tourism & MICE, Hotel & Catering, Leisure & Sports and Culinary Arts.

全球頂尖五星級酒店均在尋找酒店業的後起之秀，而職業訓練局是您通往這個激動人心的世界的門戶。我們的學生擁有獨特的機會，包括參加瑰麗酒店集團著名的環球實習計劃。報讀VTC酒店及旅遊學科提供之一系列專業課程，涵蓋旅遊及會議展覽、酒店及餐飲、康體文娛及運動、廚藝及科學等四大範疇，追求您的熱情，並開創成功的職業生涯。



ON THE JOB

走進職場

Rosewood interns
share their real-
world insights
瑰麗酒店實習生
分享他們對現實
世界的見解



Hospitality is one of the most important fields that cannot be replaced by AI. 我認為人性化的款待服務和待客之道是人工智能無法取代的。



GIGI FUNG 馮子殷

Rosewood Phuket | Food and Beverage department
布吉瑰麗酒店 | 餐飲部

What were the standout moments of your internship?

I tried to make a Thai-style cocktail called “Tom Yum”, which is one of our signature cocktails. Surprisingly, the guest said it was really good!

Why did you choose an overseas internship in Phuket?

Because it is very hard to find a resort hotel in a city like Hong Kong, and I wanted experience working in that setting. Besides, I really like Thailand, the people are so nice and friendly.

How has the experience shaped your perspective on the hotel industry?

It's not just providing a service for the guests. It is also important to connect with people. Nowadays many things can be replaced by AI, but hospitality is one of the most important fields that cannot be replaced by AI.

實習期間最難忘的經歷是？

我嘗試調製一款名為「冬蔭」的泰式雞尾酒，這是我們的招牌雞尾酒之一。出乎意料的是，客人十分讚賞！

為何選擇在布吉進行海外實習？

因為在香港這樣的城市很難找到度假區酒店，而我想置身於那種環境中工作。此外，我真的很喜歡泰國，當地人都非常友善。

這段經歷如何影響你對酒店業的看法？

酒店業不僅僅是為客人提供服務，與人建立關係也很重要。現在很多工種可能日後被人工智能取代，但我認為人性化的款待服務和待客之道是人工智能無法取代的。

Gigi Fung tries her hand at mixology at Rosewood Phuket
馮子殷在布吉瑰麗酒店學習調製飲料。

VENUS CHAU 周詠芯

Rosewood Beijing | Food and Beverage department
北京瑰麗酒店 | 餐飲部

What work did you do at the hotel?

I interned in the food and beverage office, which was my first time working in the second-line department of a hotel. It has given me a taste of what a manager does in daily life. I also experienced how hectic hosting a corporate event can be.

How has this internship changed your outlook on the industry?

This international exposure made me realise that the hotel industry needs not only front-line staff to serve guests directly but also second-line departments to provide support for a smooth operation.

How has your experience in Beijing influenced your passion for the industry?

This internship in Beijing made me even more determined to continue my career in the hotel industry, and I was honoured to be signed by my boss to become a permanent employee of Rosewood Beijing. I hope to be promoted to restaurant captain next year.

你在酒店的工作是什麼？

我在餐飲部實習，這是我第一次在酒店二線部門工作。我在當中體驗到經理的日常事務，亦親身經歷到舉辦企業活動的忙碌。

這次實習如何改變了你的行業觀？

這次國際經驗讓我意識到，酒店業不僅需要前線員工直接服務客人，還需要二線部門在背後支持酒店順利營運。

你在北京的經歷如何影響你對這個行業的熱情？

這次在北京的實習讓我更加堅定了在酒店業繼續發展的決心，也很榮幸被僱主簽約成為北京瑰麗酒店的正式員工。我希望明年能晉升為餐廳部長。



After completing her placement, Venus Chau was offered a full-time position at Rosewood Beijing
周詠芯完成實習後，在北京瑰麗酒店得到一份全職工作。