

# Award Recipient for Hotel Study Awards: Zulkarnaien Baharudin



“At Sofitel, I’m responsible for training and skill development for all staff across our two hotels in Singapore. I have worked in many different roles in this sector – F&B, club concierge, front office, and hotel concierge. But when I was sent for a WSQ course in 2014, I just got so inspired by the trainer and impressed at how she conducted the course, that I decided that was the path I wanted to take right there.

I had thought of teaching earlier too, but I can’t sit down and discipline kids – not my kind of thing. So, I went with adult education. Of course, there were challenges, like I didn’t know how to handle the “bored” students who just go “okay, okay” to everything I say. But my training course and advice from seniors helped me deal with that. Now, when people remember me and what I have taught them, it’s a great joy for me.”

## *Zulkarnaien Bin Baharudin*

is a Cluster Learning & Development Executive at Sofitel Singapore Sentosa Resort & Spa and SO Sofitel Singapore. A recipient of the SkillsFuture Study Award for Hotel Sector, he has been building his skills in the adult education sector and aspires to pursue a Masters in Training and Development.

## *Feeling Inspired?*

Check out the SkillsFuture Study Award for Hotel Sector at <http://bit.ly/hotelstudyaward> today!

# Award Recipient for Hotel Study Awards: Fong Jia Wei



“Managing daily housekeeping operations with my team in one of the most prestigious hotels in Singapore, is a challenging, yet satisfying task. Housekeeping works behind the scenes, almost like an invisible hand, so people often don’t realise how much work goes into it. For that reason, it can seem like a thankless job, and you have to be motivated and passionate.

I find great satisfaction in making guests feel like they’re in a home away from home, so it has been a very rewarding experience. Now, my role is also to train and lead my team, and being younger than most of them, I have to work hard to earn their respect. That’s why I’m taking the ACTA course, not just to get the skills for being an effective trainer, but also to gain the confidence I need to grow and mentor others.”

## *Fong Jia Wei*

is a Junior Housekeeper at Raffles Hotel. He is a recipient of the SkillsFuture Study Award, which helped him pursue the ACTA qualification to be a certified trainer. He aspires to be a mentor and a coach for young people interested in joining the hospitality industry.

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# Award Recipient for Tourist Guide Study Awards: Jane Goh



“I became a tourist guide nine years ago, and I realised it was more fun than I had thought. I got to meet a lot of interesting people from all over the world. Once, I met a lovely old English lady who liked to stop and watch the birds, and she taught me the value of appreciating the little things. Then there was a guest whose constant demands taught me how to be patient and calm in difficult situations.

The job is great, with flexible hours and no bosses, but that means you're responsible for your growth. You have to keep adapting to changing times. Now that tourists no longer want to be told what to do, you have to create value in other ways. It's definitely a challenge, but my advice to young people is always: try whatever you're interested in, and be willing to learn and change.”

## *Jane Goh*

is a Licensed Tourist Guide with the Singapore Tourism Board. She is a recipient of the SkillsFuture Study Award for Tourist Guide Sector, and used the award to complete the Hands On Tourist Guide Training course. Always striving to improve herself, she is now planning to deepen her skills by taking additional courses.

## *Feeling Inspired?*

Check out the SkillsFuture Study Award for Tourist Guide Sector at <http://bit.ly/touristguidestudyaward> today!

# Award Recipient for MICE Study Awards: Chrystia Liew



“I can’t stay put in an office. I just can’t sit still, it’s tiring. That’s why I was drawn to event management, because there are many things to do, like meeting different people from all over the world. It’s really interesting—it’s like a carnival.

My day-to-day role is very varied, including marketing, operations, coordination, sales and more. It’s exciting to see an event take shape and go smoothly, but after three days, when you see it all torn down, your heart breaks a little. But the sense of achievement is a great feeling every time.

Now, I’m keen on moving to the management side, so I’m working to diversify my skills. I recently completed an Excel course, and I’m currently taking an Exhibition Management (SACEOS) course, as well as planning to learn Vietnamese to help the company expand.”

I think communication skills and teamwork are really important, but I would say the most important thing is to never restrict yourself. You never know what lies ahead, so just go for it, take risks, try out everything.”

## *Chrystia Liew*

is a Senior Project Coordinator at Reed Exhibitions. A recipient of the SkillsFuture Study Award for MICE Sector, she is currently taking the Exhibition Management (SACEOS) course to keep growing and broadening her skills.

## *Feeling Inspired?*

Check out the SkillsFuture Study Award for MICE Sector at <http://bit.ly/micestudyaward> today!

## Award Recipient for MICE Study Awards:

# Sharon Chan



“I’ve always been interested in the hospitality industry. I started off working at a hotel, but I thought I should not restrict myself and expand my skills a little more. That’s why I got into events—it looked like an exciting and dynamic field, so it was great for me as I do get bored easily!

I started by running events, then moved on to selling spaces to exhibition and conference organisers. I was exposed to different aspects of the work, and that’s what led me to go for the Certified in Exhibition Management (CEM) course. I learned about the entire life-cycle, from conceptualising to marketing to running events. It’s a much broader scope than my current role and has helped me better understand how large events are organised.

At one point, I ended up managing a large-scale event for an overseas client. It was incredibly stressful, but afterwards, I felt a great sense of accomplishment. Even today, the client is a friend of mine—we share pictures and celebrate birthdays together. These relationships formed are the biggest rewards for me. That’s what keeps me going.”

## *Sharon Chan*

is a Senior Manager of Sales at Singapore EXPO. She received the SkillsFuture Study Awards to complete the SACEOS Certified in Exhibition Management (CEM) course. Always looking for new challenges, she sees this as the first step to a broader role, and a wider perspective.

## *Feeling Inspired?*

Check out the SkillsFuture Study Award for MICE Sector at <http://bit.ly/micestudyaward> today!

# Award Recipient for Hotel Study Awards: Goh Kng Suan



“If we go way back, I joined the hotel industry because I was very interested in traveling. During my JC days, I got an opportunity to do a two-week internship at a hotel. I realized that I liked talking to guests, and from that point, I decided to study hotel management.

After working in operations for some time, I wanted to challenge myself. HR was a natural move for me because I’m still serving people, but instead of guests, I’m now looking after the staff and making sure that they’re happy.

Although engaging with people comes naturally to me, there was still a lot I had to learn about HR laws and practices, so I took an additional WSQ Advanced Certificate in Human Resource as well. The trainers are advanced HR professionals and I am learning a lot from their experience and real-life examples, as well as applying the things I’ve learnt in my own role at work, such as how to manage different cases and look deeper at things beyond face value.”

## *Goh Kng Suan*

is the Assistant Human Resources Manager at Holiday Inn Singapore Atrium. She has a degree in hotel management, and is currently pursuing a WSQ Advanced Certificate in Human Resource for which she received the SkillsFuture Study Awards. She aims to continue building her skills with additional courses, or even a master’s degree.

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# SkillsFuture Study Award for Hotel Sector: Azrul Rethauddin



“As a Concierge with SO Sofitel, my job is to ensure that guests have a comfortable and enjoyable stay while they are in Singapore. For instance, if I know that my guests are here on a honeymoon, I will make special arrangements for them to travel in style by providing transfers to and from the hotel. I also enjoy being at the forefront of the action and attending to guests’ requests.

I first found out about the SkillsFuture Study Award for Hotel Sector when my General Manager shared it with me. It was a pleasant surprise when I received the SkillsFuture Study Award for Hotel Sector, through which I used to take up the WSQ Diploma in Tourism (Accommodation Management) with Ascott Centre for Excellence. The course not only helped me to better understand the workings of the different departments in the hotel, but also allowed me to practice what I learnt through coming up with new SOPs and working on our restaurant’s menu and staycation packages. For this, I am incredibly thankful for the award, and will continue to spur my colleagues to apply for it!”

## *Azrul Rethauddin*

is a Concierge with SO Sofitel Singapore. A recipient of the SkillsFuture Study Award for Hotel Sector, he hopes to continue creating beautiful memories for his hotel guests and eventually become a Chef Concierge.

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# SkillsFuture Study Award for Tourist Guide Sector: Monica Teoh



“It has always been a great passion of mine to interact with people from all walks of life, so being a tourist guide was a career decision that came naturally. This was supported by my education in tourism and hospitality, and my first job with Swissôtel The Stamford.

Being a tourist guide for the past 31 years, I have had countless opportunities to show tourists the sights and sounds of Singapore and also the hidden gems around the

island. However, I felt like there was still room for me to grow. Thus, it was a joy to receive the SkillsFuture Study Award for Tourist Guide Sector, through which I took on the Advanced Diploma in Counselling Psychology with the College of Allied Educators. I learnt how to enhance tourists’ experiences by truly understanding their needs, and how to relate to them better as individuals. The course also equipped me with the skills to better analyse the environment and people around me, to give tourists a very memorable time in Singapore. I am very grateful for the opportunities that the SkillsFuture Study Award unlocked, and will definitely encourage my fellow tourist guides to apply for it too!”

## *Monica Teoh*

is a Licensed Tourist Guide with Resource Travel Pte Ltd. A recipient of the SkillsFuture Study Award for Tourist Guide Sector, she hopes to improve her tour-guiding skills and eventually become a Tourist Guide Assessor.

## *Feeling Inspired?*

Check out the SkillsFuture Study Award for the Tourist Guide Sector at <http://www.skillsfuture.sg/studyawards/tourist-guide> today!

# SkillsFuture Study Award for Travel Agent Sector: Radheka Debi



“I have worked in the travel industry for 20 years. I started as a travel executive back in 1998, and after 12 years, decided it was time to start my own business. It came with a lot of new challenges, but my family supported me through it, both financially and with various other aspects of starting a business.

Even after I started, there was always so much to learn that it sometimes became overwhelming. But my passion for travel, and helping people, drove me to carry on. Once, on a large group tour to Malaysia, we had one guy who couldn't walk properly. He

was feeling embarrassed for holding the group back, but I told him that it was okay—he was a part of the group and we would take care of him. He was very touched by the way we looked after him, and it made me realise how small gestures can make a big difference. That's why I got into this business.

Of course, running a company requires many skills, and you can never really stop learning. The SkillsFuture Study Award was a great gift for that, as it helped me go for a diploma course that taught me many things I couldn't have learned myself. Now, I plan to hire more people and apply these learnings to grow my company.”

## *Radheka Debi*

is the Founder and Director at Milagro Travel, a travel agency that organises tours around Asia. She was a recipient of the SkillsFuture Study Award, which she used to fund the IATA Managing the Travel Business Diploma.

## *Feeling Inspired?*

Check out the SkillsFuture Study Award for Travel Agent Sector at <http://bit.ly/SFSA-TA> today!

**Award Recipient for Hotel Study Awards:**

# **Thammy Tham**



“Working in Shangri-La’s Rasa Sentosa Resort & Spa has been extremely enjoyable because of the people and the resort environment. Being in the Butchering department of the establishment, I have always wanted to learn more about the workings of the Food & Beverage industry and how a deeper understanding of the processes will help me excel in my profession.

It was exciting when I learnt that I received the SkillsFuture Study Award for the Hotel Sector. I chose to sign up for the Certificate of Performance in Business and Science of Coffee course offered by Singapore Polytechnic, and got to learn about the different types of coffee beans and how frothing is done. The course also gave me a better idea of how farm-to-table works through the process of coffee harvesting and how it is treated until it reaches the customer’s hands. This has given me a better appreciation and set a higher standard for the food that I put out to our guests on a regular basis. The SkillsFuture Study Awards for the Hotel Sector has helped me a great deal and I will definitely recommend my friends and colleagues to apply for it!”

## *Thammy Tham*

is a Chef de Partie at Shangri-La’s Rasa Sentosa Resort & Spa. A recipient of the SkillsFuture Study Award for Hotel Sector, she hopes to sharpen her skills in the kitchen and be a good leader and café owner in the future.

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