

Global Gossip

April 2016

SA CAREER COUNSELLOR DINNER

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"Guests were super impressed by the students..."

Interaction and building relationships with Career Counsellors and teachers within the secondary school system is vital, for both them and for ICHM. Every year, ICHM invites Counsellors, business and hospitality teachers to a dinner at one of South Australia's premier wineries in The Adelaide Hills or McLaren Vale.

Recently, Gerald Lipman welcomed guests to the stunning Maximillian's in Verdun. Over 50 counsellors and teachers attended, meeting once again, Dr. Ian Whyte and Hutt Street staff, as well as being introduced to Dr. George Brown and Ms. Deborah Coleman George.

The highlight of the evening, for most, was the question and answer session with current students:

Maddison Jacka	Year 3
Jared Mifsud	Year 3
Yen Nhi Nguyen	Year 2
Danielle Tong	Year 2
Marcus Sosa	Year 1

Guests were super impressed by the students who were confidently and diplomatically fielding questions relating to long and medium term goals, how to convince parents about ICHM and reasons for choosing ICHM over mainstream universities.

ICHM really appreciates students giving us their time, when their thoughts are consumed by assignments due for submission within hours!

-Tessa Rochfort

ICHM GRADUATE - GUEST SPEAKER – TIM CHATFIELD

Tim is the Associate Director of Sales with Grand Hyatt Melbourne. We were very happy Tim was able to spend time at ICHM to present to the student body his knowledge and experiences in the Hospitality Industry.



Tim was also able to spend time in a couple of classes to further share his expertise in a more specific way. We thoroughly enjoyed having Tim return to ICHM and we are sure the benefits of his visit proved mutual.



PLACEMENT NEWS

Jodie DuPlooy is currently undertaking an Industry Placement at Crieff Hydro in Scotland. Below she shares with us how things have progressed since she first started!

I am just letting you know that I am getting on fine with my placement over here in Scotland. Last time I spoke to Aida I hadn't quite settled in just yet. However now that I have had 2 months here I'm absolutely loving it and have made some lovely friends (Still trying to get used to the cold weather though).

The reception team is great and have been so welcoming and I have recently just been asked to become a Supervisor and start my training on Monday, which is all very exciting and a little scary at the same time. I hope everything is all well on your side!



"I have recently just been asked to become a Supervisor"



GUEST SPEAKER-SEVAG KEROGHIAN

Sevag Keroghlian
Front Office Manager – Pullman Melbourne on the Park



Moving to Australia in 2000 at the age of 22, Sevag brought his European flare along with him to his new home. Of Armenian descent there is no denying that family traditions, revolving around fine food and socialising with family and friends, inspired his passion and developed his vigour for hospitality. Hotels was and still is Sevag's love in hospitality, however Front Office was not his first big break into the industry. Starting as a Housekeeping Attendant at Radisson Blu Sydney, Sevag quickly got promoted to a Housekeeping Supervisor role. Soon after, the Holiday Inn offered Sevag a night receptionist job where Keroghlian found out that being on the front line was his niche.

In 2004 Sevag leapt at the opportunity to be a concierge at Novotel Sydney where his dedication to go above and beyond for guests did not go unnoticed with his next promotion to a Guest Services Agent. In 2006 Sevag's passion for travel saw him move to Queensland where he joined the Sheraton Mirage Resort & Spa Front Office team and shortly after, the Conrad Treasury in Brisbane. Here he had the pleasure of looking after the Prime Minister of Australia John Howard as well as many other well-known public figures, Beyoncé to just name one. After five years in Australia Sevag moved to New Zealand, wishing to play a part in the industry as it prepared for the 2011 Rugby World Cup. His placement at the Hilton Auckland saw him become employee of the year.

Sevag previously was the Treasurer for AICR New Zealand until recently when he became the President for AICR Australia. With 15 years of experience in hospitality and 3 languages under his belt, Keroghlian is a professional when communicating with people from diverse cultures. Pullman Melbourne, formerly Hilton on the Park, has recently been purchased by Accor, and Sevag was asked to help drive the Pullman culture within the team. He was, and still is pivotal in helping to introduce and enforce the Accor values, something that Keroghlian had done previously during his successful time at Pullman Auckland. When moving back to Australia Sevag brought with him the AICR organisation. It provides Hotels Front Office Managers an avenue to network and share innovative ideas.

“Love what you do, and do it with a passion!” – Sevag Keroghlian

IHG AND GENDER DIVERSITY

The topic of gender diversity is often discussed across many different industries. The following article shows how IHG is addressing this hot topic.

If you look closely at the article, you may also see a familiar face in the photo provided! 😊

<http://www.hotelmanagement.com.au/2016/03/09/gender-diversity-starts-with-culture-says-ihgs-sheppard/>



IP REMINDERS

For students on Stage please remember, to pass the Subject of Industry Placement you need to:

- Provide evidence of a minimum 500 hours worked
- Receive a satisfactory Performance Assessment from your Property
- Complete, submit and pass the IP Report due on 22nd July, 2016

If you have any concerns regarding these 3 criteria, please contact the ITD Department immediately.



UPCOMING EVENTS

Careers Fair Regency Campus

SWOT Week

Exam Weeks

April 19

June 6-10

June 13 - 24