From September 2009, Surrey will be offering its MSc in International Hotel Management in Hong Kong in collaboration with Hong Kong University’s HKUSpace.

HKUSpace is the continuing education arm of the University. It has some 900 full-time staff members and over 2,000 part-time teachers. Enrolments since 1956 have exceeded two million and annual enrolment now exceeds 100,000. In 2008/09 this was equivalent to some 21,000 full-time students.

The Hong Kong based students will have classes taught by Surrey staff flying out from the UK, as well as tutorial support from HKU faculty members. They will also have full access to ULearn, the internet-based resources that support all our programmes.

The School has also recently validated its BSc in International Hospitality Management for delivery in Hong Kong. It is expected to begin recruiting students for a September 2010 start.

By 2012, it is planned that there will be almost as many students studying hospitality in Hong Kong as there are studying in Guildford. Students on both campuses would have the opportunity to switch campuses for one or more semesters.

In the 2010 UK higher education league tables, Surrey came top for hospitality and tourism management education. In the *The Times Good University Guide*, Surrey came 10% points higher than the second ranked institution, having the highest entry standards and research quality of all the universities listed. In the *Guardian University Guide* 2010, the second ranked institution was nearly 13% percentage points below Surrey, with Surrey scoring particularly well with regards student satisfaction with teaching and feedback.
New F&WS web page

The Food & Wine Society at Surrey goes from strength to strength under the leadership of Paul Mil- som. One of the highlights of the year was the Annual Debate, which soundly defeated the motion that hospitality management is a science not an art. For more information about the F&WS and its activities there is now a brand new web site (picture below). Just click on:
http://www.surrey.ac.uk/fws

British Hospitality Association links

Prof. Peter Jones has taken over as Chair of the South East Regional Committee of the BHA, and in this role is serving on the BHA’s National Executive Committee.

On 12 June, the School was delighted to host a meeting of the SERC, giving some members of the Committee the opportunity to lunch in Lakeside Restaurant. In attendance were Bob Cotton, CEO of the BHA; Peter Colling from Tourism South East; Andrew McKenzie from The Vineyard at Stockcross; Alan Blenkinsopp of the Coppid Beech Hotel; Rupert Spurgeon from South Lodge Hotel; Maurice Monk of the Cantley House Hotel; Gavin Elliott from Chilworth Manor; and Jeremy Wall from Eynsham Hall.

In July, Peter also met with a number of Surrey Alumni at the BHA’s Annual Lunch, which this year was held in the Great Room of the Grosvenor House Hotel on Park Lane. Alumni attending included Jennifer Viloria, Mary Dinah, Beccy Gunn, Tim Walton, and David Herbert — most of whom it seemed had recently taken up, or were about to take up, new jobs in the

PhDs awarded

Two Hospitality research scholars successfully defended their theses in May 2009.

Dr. Tatiya Jarumaneerat researched how conference delegates decide on which conferences to attend. She found that this decision-making process was much more complex than previous research had suggested. And Dr. Nu Promsivapallop investigated the nature of outsourcing in the Thai hotel industry. His research suggests that much of the theory on outsourcing had arisen in the developed world, and this may not be applicable to developing countries. Both Tatiya and Nu are returning in July to resume their positions as Lecturers at Prince Songhla University in Phuket, Thailand.

Keynote speech in Australia

Dr. Angela Roper gave a keynote speech at the 18th Council for Australian University Tourism and Hospitality (CAUTHE) Conference at Esplanade Hotel, Fremantle, Australia, 10th-13th May, 2009.

The title of her presentation was ‘Looking back: Looking forward: The Internationalisation of Hotel Companies’. This involved her going back over more than fifteen years of her research into international hotel companies and culminated in the development of a model depicting a range of intervening factors (‘drivers’) that may influence and ultimately determine the degree of success hotel organisations may achieve in their international/global expansion.

Angela was also involved in the PhD workshop before the conference and was a member of the panel discussing the future of tourism and hospitality in the plenary session of the conference. Safe to say, there is never a free lunch (or in this
CHME conference 2009

This year’s CHME conference was organized by the University of Brighton at a beautiful seaside beach resort of Eastbourne. Six papers were presented by the Hospitality & Food Management Subject Group. Peter Jones spoke on “Improving productivity in hotels: An analysis of the housekeeping function in a UK hotel chain”. Angela Roper presented her paper titled “What determines the international success of hotel companies? A review of research”. Antony Willis’ paper was on “Fifty-fifty or ask-a-friend: Is this the turning point for the way we teach?”. Tatiyaporn Jarumaneerat shared the results from her PhD study into “Roles of prior conference experience, conference knowledge and individual characteristics in conference participation decision making”. Joonhyeong Kim reported the results of his PhD preliminary study on “Drivers of sustainability influencing the flight catering supply chain”. Another paper was presented by the third PhD student, Pornpisanu Promsivapallop, into “Factors influencing hotel outsourcing decisions in Thailand: Modifications to the Transaction Cost Economics approach” and it was nominated for a best paper. The delegates enjoyed the Welcome Black and White Dinner with a fund raising Charity Casino night in aid of Hospitality Action and the Gala Dinner at the Grand Hotel with the presentation of Honorary Fellow Awards by Angela.

New CHME Chair

Dr Angela Roper has been elected Joint-Chair of the Council for Hospitality Management Education (CHME) along with Isabell Hodgson from Leeds Metropolitan University. This continues her involvement on the Executive Committee of the association where she previously held a Vice-Chair position.

Isabell and Angela are pictured below with Professor Andrew Lockwood. Andrew was appointed a CHME Honorary Fellow on May 14th at the 18th Annual CHME Research Conference hosted by the University of Brighton at Eastbourne.

ITCA conference 2009

In February, a team of three from the School attended the ITCA conference and trade show in Barcelona, Spain. Prof. Peter Jones gave his annual conference address, in his role as the ITCA Chair. Novie Johan, the ITCA Research Officer, conducted a major survey of delegates into the major trends affecting the travel catering industry. And Joseph Kim met and interviewed attendees as part of his doctoral research into the factors affecting sustainability in the flight catering supply chain. For anyone interested in travel catering, much of the work of the Travel Catering Research Centre, including the 2009 Trends Survey, is now available for free on Surrey Scholarship Online - http://epubs.surrey.ac.uk/travelcatering/.

Surrey to host CHME conference 2010

Surrey has been selected to host the CHME National Research Conference in 2010. The event will be held at the Horsley Park Hotel and Conference Centre (pictured right) in East Horsley, just off the M25 and A3. This annual event routinely attracts a hundred or hospitality academics and researchers, not only from the UK but all over the world. A particular theme of next year’s event will be connecting academe with industry.
**Louise Bang**

I completed my degree at University of Surrey in 1996 with a BSC in Hotel and Catering Management, achieving First Class Honours. In February, prior to exams in May and summer graduation, I was truly restless not knowing what I wanted to do and where. So I decided to approach a select few hotel chains to learn of positions they would consider me for upon graduation. 5 CVs were sent and surprisingly 5 job opportunities offered. Marriott International was the company I chose to join as Sales Coordinator at the opening Global Sales Office in Barcelona, Spain in March 1996 where I was promoted to Sales Manager looking after Spain & Portugal.

October 2000 I was ready to join a larger team and explore new skills. I was offered the position of Associate Director of Sales at Hotel Arts Barcelona, a Ritz-Carlton hotel. A steep learning curve followed having come from a team of 3 to 34. My passion for The Ritz-Carlton Hotel Company was ignited from the very first day.

Five years later personal decisions lead me to Amman, Jordan and take on the role of Account Director for one of the Middle East's leading PR companies developing corporate communication strategies for several international companies. Following this, I returned to the UK to start my own business venture, LB Consulting Limited, providing consultancy services focused on Business Strategy, Business Analysis, Market Research and Sales & Marketing. However, in March 2007 I rejoined Ritz-Carlton. It was my passion for the company, our culture and the Ladies & Gentlemen that led me to accept a position of Regional Director of Sales for the London International Sales Office looking after the UK and 7 other western European markets.

Since rejoining Ritz-Carlton, I have certified to be a sales trainer for the company and a Certified Speaker on behalf of our Leadership Centre.

But my desire to learn and develop continues as strong as ever and in May 2008 I commenced my MBA at Cass Business School. A two year program which this month takes me to Shanghai, as part of the China Symposium and in July I will be in Vietnam working on a project for a Vietnamese company.

With 15 years hospitality experience under my belt, I still feel the excitement of the very first days. Thriving on the experiences you gain from traveling around the world, having work as your true hobby and most of all nurturing the talent of the future generations of hospitality experts. Hope to see you soon University of Surrey!

Louise.Bang@ritzcarlton.com

**Robert Wombill**

After graduating with a Distinction last year (2008) Rob left for a post as Guest Services Assistant Manager for The Fairmont Royal Oak in Toronto. He writes: ‘it has gone pretty quickly - quicker than Florida I think and that went quickly! I am over half way though my contract here. I, along with Ben and Emma, are meant to be here till February next year, but it could be slightly shorter if something suitable comes up elsewhere. I survived seven and a half months in Housekeeping and am now in Guest Services as Assistant Manager. 1,300 rooms and a strong unionised culture mean that it is very challenging and there is a lot of learning on the job, but all in all it’s going pretty well.

I am beginning to think about where I will go next after here. I am thinking maybe about a resort, but then I am tempted by a new opening. Fairmont have the Pacific Rim opening in Vancouver in January in time for the Winter Olympics, so that could be an option. All in all I feel like I have come along way since I started studying at Surrey five years ago. If you had said me then that by now I would have been to Florida and would now be in Canada I definitely wouldn't have believed you!’
Charles Bland

Charles graduated in 2002. Having spent his Professional Training Year with InterContinental in Paris, he decided to take up their offer of employment after graduating. He chose to work in the InterContinental The Barclay in New York where after short spells in F&B (as assistant Manager in Room Service and Stewarding) and Rooms Division (in Housekeeping and Front Office) he was offered to join their Sales team. Although Charles had hoped for a while to work in Sales he felt it was time to move back to Europe.

Having grown up in Southern Spain he found himself a job as Sales Manager for Sol Melia in 2005 promoting Andalucia, the largest region with over 30 hotels. After a year he moved up market to ArabellaSheraton as Senior Sales Manager and then ADOS for North and Eastern Europe for the Luxury Collection in Mallorca. This involved the re-opening of the Castillo Son Vida Hotel whilst also promoting the other hotels in the region.

Having spent his working career with International hotel chains, Charles decided to move sideways and joined Argentina and then SCB Partners back in London—all sales & marketing related.

Recognizing that his heart is with Hospitality he took up an offer to apply for the post of Regional Sales Director for Europe with the Dorchester Collection in April this year. Dorchester Collection, an independent UK-registered company wholly owned by the Brunei Investment Agency currently owns and manages seven individual masterpieces, all hotels with world-wide reputations for prestige and comfort in well-known and desirable locations:

- The Dorchester (London),
- Le Meurice and Hotel Plaza Athenee (Paris),
- Hotel Principe di Savoia (Milan),
- The Beverly Hills Hotel and Hotel Bel-Air (Los Angeles)

The Dorchester Collection will be expanding with several hotels in the very near future including two new openings in the UK in 2010 with 45 Park Lane in London and Coworth Park, just up the road from the University in Ascot.

On a personal note, Charles recently got married to Colin, and he still sees several of his friends from University. Charles can be contacted on cbland@dorchestercollection.com

Calling all ex-students!

If you like reading where other ex-students have travelled to in their career, and you would not mind sharing your own career journey with us, then contact Jetske, who will be delighted to hear from you:

J.Van-Westering@surrey.ac.uk

As well these profile pages, many of the other articles in the newsletter identify contacts we have had with our alumni. Just look out of the names in bold. You never know—you could have a professional relationship with someone in the industry but not have realised they studied at Surrey too. Other names in bold are the School’s current staff and students.
Savoy Educational Trust (SET) Scholarships and Prizes

Each year the School awards Savoy Educational Trust (SET) Scholarships to the best performing hospitality management students who have achieved the most excellent results at the end of their first semester.

We are delighted that Heiko Maedler, Wa Hei Chu, Isabel Kreye, Yilin Feng, Marc Goodwin, Zheng Guan, Yu Ting Hui, Kristina Todorova, all Level 1 Undergraduate students, were each awarded scholarships of £1,500. These students also represented the School of Management at the Annual CHME Student Conference 2009.

Two postgraduate students on the MSc International Hotel Management programme, Anna Filipova and Kitima Ananchitsupa, achieved the highest results in the first semester and shared the £8,000 scholarship available.

Lastly, SET Prizes for the best Professional Training Reports were awarded to Alasdair Turnbull, Libby Simpson, Christopher MCIntyre and Robbie Keating. Alasdair, Libby, Chris and Robbie are pictured here (below) with the winner of the Dean’s Prize for Professional Training, Lisa Irving (left).

Sophie Littmoden, James Matthews and Benjamin Veale, about to embark on professional training, recently attended a selection day at the Waldorf Hotel in London as part of the Savoy Society Mentoring Scheme and were chosen to go forward as three of the inaugural mentees.

The Savoy Society Student Mentoring Scheme aims to help students on hospitality management degree programmes benefit from the experience and influence of prominent industry players who are members of the Savoy Society and have enjoyed successful careers. The Mentoring Scheme is only available to students studying hospitality management degree programmes and intent on a management career in hospitality. The mentors will be drawn from Savoy Society Members who will commit to providing support for a minimum of two years.

Professional Training students in Florida

After two years of academic study students can opt to do a year of Professional Training. Those who take this opportunity unanimously proclaim they have seen their confidence grow and their knowledge and insight into the industry enormously improved.

On the picture right are shown Andrew Reynard, Alice Borges de Macedo, Charlotte Crossley, Sandra Timmermans, Yvonne Kestermann, Lauren Curtis and Harri Jaaskelainen, all doing their placement with Admirals Cove County Club and Resort, a five star platinum club in Jupiter, Palm Beach, Florida. Most of these students have achieved an assistant management position in the time...