

Awards of Excellence 2016: Overseas Development Programme (ODP)

Participants – Ravi Muthiah (Sia Huat Food & Beverage Manager Of The Year 2015)

Travel Experience

As I embarked on this trip, I had no initial concerns, rather I was more excited to have this observation visit. My intentions were to look at best practises and productivity initiatives in an integrated resort like ours; celebrity chef restaurants, meeting and convention spaces, hotel rooms, retail spaces, theatre and casino. It was great to have the opportunity to work with Mickael Friberg(Director Catering), Oliver Von Brunn(GM, Restaurants) and Matthew Christie(GM, Casino Table Games), all of whom are experienced and knowledgeable with both the front and back of the hotel.

The exchange was an enlightening experience where I got to see the consumer trends, labour scheduling for synergies in operations, tools used and well thought out restaurant layouts in a bid to increase productivity. It provided me the opportunity to witness the differences and to learn what I can bring home to teach the staff so that we can improve ourselves and the business.

The experiences that I have gained at this exchange have widened my knowledge on the expectations and perceptions of guest expectations in this cosmopolitan city of Melbourne, moreover the attitudes of the multi-national and cross cultural labour force that have come together to deliver this expectation. The guests are mostly working in the city and live in the suburbs or the city fringe with the culture of meeting up with colleagues and friends to wine and dine before heading home, this makes the gastro bars and restaurants thriving businesses. The labour force in the Crown Melbourne's restaurants and bars comprised of mostly well trained part timers including students from nearby universities and new permanent residents who are unable to get full time jobs. They are scheduled according to demand in business trends and in different roles across departments. This meant that a car valet in the evening shift can be scheduled as a waiter for breakfast service and as a receptionist during guests check in times. This give staffs the experience and ability to function across departments when required during crunch times.

Resort World Sentosa Singapore is quite similar in terms of amenities and outlets, however the difference is that Crown Melbourne is in the city and is a corporate run business while Resort World Sentosa Singapore is a family orientated resort in an island near the city. The experiences I have gained allow me to share my knowledge with my fellow colleagues and implement strategies that will benefit the organisation.

My intention is to train our training managers in various operations departments and give them the ability to effectively and productively function in different areas. We can even give them a special position as hospitality service executives and the title should be given to the team who is able to efficiently cross function. Lastly, I would like to thank Singapore Tourism Board (STB) and Award Of Excellence (AOE) for giving me this wonderful opportunity to witness and learn from Crown Melbourne.