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1 MESSAGE FROM OUR CHAIRMAN

Despite the challenging economic situation in 2009, our committee and fellow alumni continue whole-heartedly to support SHTMAA and its development. New ideas, events and strategies continue to be evolved and implemented in the past year. With the complete devotion of everyone, we have an astonishing record of average 1.5 events per month. Moreover, the membership number has reached a historic height of 1,250.

17 activities/events were either organized or co-supported by the SHTMAA committee. These activities spoke by themselves loud and clear; our committee has been totally committed to bring forward benefits and cohesiveness to our fellow members. Just to name a few momentous events:

- Community Day for Hong Chi Association
- 4 days Grand Tour to Brunei Darussalam staying in lavish resort
- Chocolate Making Class delivered by Executive Chef of LKF Hotel
- Happy Hour Cocktail in Helena May (historic monument)

Besides all the organized activities, it is worth particularly mentioning a very meaningful event – community day for Hong Chi Association, an unprecedented corporate social responsibility event in our association’s history. On top of the volunteer work, a donation of HKD10,000 by our association to the sustainable development of Hong Chi Association for the mental handicap.

SHTMAA was established in December 1993 with the objective to create an effective network to assist personal and career development of its members, while at the same time promote the Hong Kong Polytechnic University in Hong Kong and abroad.

With all our expertise and experiences amongst our alumni, we strongly believe that the association can assist the Hong Kong Polytechnic University in further developing its programmes to better serve the community by offering training courses in response to demand for quality professional human resources.

In the forthcoming years, it is our entire committee members’ strong aspiration to continue servicing our alma mater and all our fellow alumni members with vision, innovation and determination.

Last but not least, please enjoy this annual report with illustration of all our fruitful efforts achieved in 2009.

Wallace Li
Chairman
School of Hotel and Tourism Management Alumni Association
<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Chairman</td>
<td>Wallace Li</td>
<td>General Manager, Racecourse Catering Operation - The Hong Kong Jockey Club</td>
</tr>
<tr>
<td>Vice Chairman (Membership)</td>
<td>Maurice Kong</td>
<td>Director of Food &amp; Beverage - Hong Kong Convention and Exhibition Centre</td>
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<td>Vice Chairman (Communications)</td>
<td>Florence Chan</td>
<td>Director of Public Relations - JC Group</td>
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<td>Honorary Financial Secretary</td>
<td>Ray Luk</td>
<td>Lecturer, Department of Hotel - Service and Tourism Studies Hong Kong Institute of Vocational Education (Chai Wan)</td>
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<td>Membership Secretary</td>
<td>Lina Lam</td>
<td>Associate Director – Convoy Financial Services Ltd</td>
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<td>Administrative Secretary</td>
<td>Margaret Kwok</td>
<td>Training Manager - Hong Kong Convention and Exhibition Centre</td>
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<td>Communication Secretary</td>
<td>Jason Wong</td>
<td>Director - Hong Thai Travel Services Limited</td>
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<td>External Affairs Secretary</td>
<td>Benson Tang</td>
<td>Executive Director, Corporate Services &amp; Real Estate - Goldman Sachs (Asia) L.L.C.</td>
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<tr>
<td>SHTM Alumni Liaison Officer</td>
<td>Dr. Nelson Tsang</td>
<td>Lecturer, School of Hotel &amp; Tourism Management - The Hong Kong Polytechnic University</td>
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<tr>
<td>SHTM Alumni Liaison Officer</td>
<td>Maggie Ng</td>
<td>Executive Officer, School of Hotel &amp; Tourism Management - The Hong Kong Polytechnic University</td>
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3 PURPOSES OF SHTMAA

The objective of SHTMAA is to create an effective network to assist personal and career development of its members, while at the same time promote the Hong Kong Polytechnic University in Hong Kong and abroad. Specifically, the following perspectives are adopted:

A) Developing the students of SHTM  
B) Contributing back to SHTM and the society  
C) Providing platform for networking  
D) Providing learning opportunity  
E) Offering leisure gathering opportunity

4 2009 ACTIVITIES SUMMARY

All the organized activities have been based on the five perspectives illustrated in section 3. Below are the summary of the activities.

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<th>2009</th>
<th>JAN</th>
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<tr>
<td></td>
<td>Experience Sharing with Students</td>
<td>SHTM Student Association Annual Dinner</td>
<td>Annual General Meeting</td>
<td>SHTM Industry Appreciation Dinner</td>
<td>Happy Hour Gathering in Helena May</td>
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<td></td>
<td>Community Day – Hong Chi Association</td>
<td>Donation – Hong Chi Association</td>
<td>Happy Hour Gathering in Traders</td>
<td>SHTM Student Association Inauguration Ceremony</td>
<td>15th PolyU Congregation Afternoon Tea and Chocolate Making Class</td>
<td>X’mas Wine Dinner</td>
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A record breaking year with estimation of more than 2,000 alumni, students and targeted participants have so far participated in the 17 activities organized or co-supported by the SHTMAA committee. In the following sections, highlights of all the activities are to be proudly presented.
4.1 Experience Sharing With Students

Venue:    Millennium Restaurant  
Date:    23rd January 2009  
Participants:  Over 60 participants

SHTMAA invited a group of Human Resources professionals from the industry to share their experiences with the final year students at the Millennium Restaurant. During the sharing session, students obtained the first-hand, solid and updated information about different areas in the industry.

4.2 SHTM Student Association Annual Dinner

Venue:    Happy Valley Racecourse  
Date:    27th February 2009  
Participants:  SHTMAA Committee Members self-funded to participate
4.3 SHTMAA Annual Dinner 2009

Venue: Hong Kong Convention and Exhibition Center
Date: 14th March 2009
Participants: over 180

Record breaking participants of over 180 alumni and guests attended. The dinner provided participants with the chance to revitalize their links with their Alma Mater and share the joy of reunion with their former classmates. Prof. Kaye Chon, professors and lecturers from SHTM also joined the dinner. One of the highlights was the grand lucky draw with fabulous prizes. All guests were thoroughly enjoying the evening and had a wonderful time.

4.4 Annual General Meeting 2009

Venue: Hong Kong Convention and Exhibition Center
Date: 14th March 2009
Participants: over 30
4.5 SHTMAA Scholarship Award

Venue: Hong Kong Convention and Exhibition Center  
Date: 14th March 2009  

The 2009 SHTMAA Scholarship was presented to Ms Jackie Ho by Prof. Kaye Chon during the SHTMAA Annual Dinner. Ms Ho was awarded with a HK$5,000 scholarship for her outstanding academic performance and her commitment to the industry.

4.6 SHTM Industry Appreciation Dinner

Venue: The Mira Hotel  
Date: 17th April 2009  
Participants: Committee Members are invited to attend. 470 (industry partners and friends)

4.7 SHTM 5th Student Association Inaugural Ceremony

Venue: Hong Kong Polytechnic University  
Date: 20th April 2009  
Number of Participants: 60
4.8 Happy Hour Gathering in Helena May

Venue: Hong Kong Convention and Exhibition Center
Date: 22nd May 2009
Participants: 97

SHTMAA hosted a very well-received Happy Hour Gathering at "Helena May", a prestigious private club with a distinctive colonial heritage building. Almost 100 alumni members, industry partners and faculty members attended and all enjoyed a memorable and relaxing evening. The happy hour gathering provides a good communication platform and offers a good opportunity for expanding the industry network.

4.9 Horse Racing Day – Sha Tin

Venue: Sha Tin Racecourse
Date: 13th June 2009
Participants: 34

Members experienced the thrill of horse racing under an exceptionally sunny day at the Hong Kong Jockey Club. All enjoyed the luxury of a private box in the Member’s Enclosure at the Sha Tin Racecourse with sumptuous buffet and soaked up the exciting atmosphere of weekend racing. Amongst the 34 participants, there were a number of lucky winners on that day.
4.10 Grand Tour – Brunei Darussalam

Venue: Brunei Darussalam
Date: 17th to 20th July 2009
Participants: 30

Members including their families ventured into the mysterious kingdom of Brunei Darussalam. This 4-day trip was a relaxing and unforgettable experience for all of them. Memorable moments include exploring soaring mosques, picturesque water villages, untouched virgin rainforest and thrilling boat ride, fine-dining with royal banquet and having fun at karaoke night.
4.11 Community Day – Hong Chi Association

Venue: Hong Chi Pinehill Integrated Vocational Training Centre
Date: 5th September 2009
Participants: 44

SHTMAA organized a Community Day at the Hong Chi Pinehill Integrated Vocational Training Centre. Over 40 members participated in this meaningful event and had interactive activities with a group of students with intellectual disabilities. All members enjoyed the time with the students and shared valuable experience with them. This activity provided an opportunity for our alumni members to understand more about the professionally trained students of the center and it is anticipated further employment can be provided in the community.

4.12 Donation – Hong Chi Association

Venue: Hong Chi Pinehill Integrated Vocational Training Centre
Date: 5th September 2009

HKD 10,000 was donated to the Hong Chi Association for the sustainable development of the vocational training center.
4.13 Happy Hour Gathering at Traders

Venue: The Traders - Hong Kong Convention and Exhibition Center
Date: 15th October 2009
Participants: 96

On 15 Oct, SHTMAA hosted a very well-received Happy Hour Gathering at Traders, a brand-new Italian and Japanese restaurant at HK Convention and Exhibition Centre. Almost 100 alumni members, industry partners and faculty members attended and all enjoyed a memorable and relaxing evening. The happy hour gathering provided a good communication platform and offered a good opportunity for expanding the industry network.

4.14 Professor for a day – Alumni Series (By Maurice Kong)

Venue: The Hong Kong Polytechnic University
Date: 3rd November 2009
Participants: 200
Speaker: Maurice Kong – Director of Food and Beverage, HK Convention and Exhibition Center
4.15 15th PolyU Congregation

Venue: The Hong Kong Polytechnic University
Date: 11th November 2009

A booth of SHTMAA was set up in the Millennium Restaurant on 11th November 2009. More than 100 new members joined the association on that day.

4.16 Afternoon Tea and Chocolate Making Class

Venue: Azure – LKF Hotel
Date: 15th November 2009
Participants: 57

SHTMAA members and their families experienced the authentic afternoon tea after a fun-filling chocolate making class presented by Azure’s Pastry Chef. Then, a chocolate hand cream specialist offered a trial for the members.
This wine dinner featured a six-course menu with seven wines of different styles at one of newly-renovated restaurants at The Hong Kong Jockey Club. Throughout each course, all guests were led by our renowned wine expert about these delectable, complementary pairings that brought out the fine, distinct flavors in each culinary delicacy.
5 MEMBERSHIP UPDATE AND RECRUITMENT

5.1 Membership Update

Below graph is the summary of the number of membership since the commencement of the SHTMAA. By end of 2009, the membership number has reached our historic height of 1,250 which is an unprecedented increase of 63% in just one year. It is the committee’s pledge to continuing expanding the Alumni Association.

The SHTMAA committee has continued to formulate new strategies to increase membership number. In section 5.2, we will illustrate the new strategy of member gets member programme.
5.2 Member Gets Member Programme

In the 2009 autumn e-newsletter, our association launched a brand new strategy of inviting our member to recommend their friends that graduated in SHTM to join SHTMAA. The programme is called “Member gets member programme”. Every quarter, there will be a special prize for the member that gets the most number of new members. Below is the complete version of the promotion material in the autumn e-newsletter:

Most of our members know how beneficial SHTMAA membership is to their personal and career development. No one knows the value of SHTMAA membership better than you, our members. Consider sharing your experience with our potential members and get rewarded. Through the Member Gets Member Programme 2009-2010, we rewards your efforts in recruiting new members. The more members you recruit, the greater your chance to win the grand prize! Just click here for detailed information.

5.3 Membership Benefits

Continuously adding further benefits to our fellow alumni has always been our committee’s commitment. In 2009, five more attractive benefits have been included in our benefit lists. Besides rewarding our existing members, these 5 new initiatives also serve as a powerful tool to attract new membership. Below summarized the new benefits:

1. The privilege to book a hotel room at the Jockey Club Hong Chi Lodge at Pine Hill, Tai Po.
2. Nikko Dining Card FREE membership which entitles you a 20% discount at all F&B outlets of Hotel Nikko Hongkong.
3. TWO complimentary mYoga or mY Energy sessions for 2 at value $1,000.
4. Enjoy free membership of Red Wine Village, 10% discount for purchase of 12 bottles and under; 15% discount for purchase of more than 12 bottles; receive their e-newsletter and join their promotions and regular wine tastings.
5. Exclusive privilege to enjoy up to $300 discount of the driving packages for beginners and ONE free lesson per 10 advanced driving courses at A-Drive Driving School.
6. Up to 50% discount off published room rate with exclusive benefits in F&B outlets at the Hotel LKF, Hotel Panorama and Hotel Bonaparte by Rhombus.
6 CORPORATE IMAGE

6.1 Corporate Social Responsibility

“Contributing back to SHTM and the society” forms one of the five pillars of the purposes of SHTMAA. Hence, increasing contribution to corporate social responsibility became a core theme in 2009 and will continue to be the core theme in the years ahead.

It is worth mentioning an unprecedented achievement in our association’s history – a community teamwork day in Hong Chi Association, a renowned non-profit organization that provides training opportunity in the hospitality industry to the mental handicapped. In the past years, this organization trained up many students with intellectual disability to work in the industry.

By providing an invaluable opportunity for our alumni whom many of them have never had such a close contact with the professionally trained handicapped, this is undoubtedly a golden chance for mutual understanding. Indeed, after this very meaningful visit, a few students have been employed by The Hong Kong Jockey Club.

To further support the under-privileged, The Hong Kong Convention and Exhibition Center later on 1st December provided sponsorship to the Christmas party of Pinehill Integrated Vocational Training Centre of Hong Chi Association. The party took place at Bauhinia Room on 1 December 2009 to celebrate the joy of Christmas. A sumptuous buffet was offered in an incredible price in the Bauhinia Room. Without the milestone of the initial interactive understanding, all these meaningful outcome could never have happened.

In 2010, our association will continue to invest our time and put our resources in the corporate social responsibility area.
One of the key initiatives of the current committee is to continuously raise the corporate image of both SHTM and SHTMAA. Immediately after the community day event with Hong Chi Association, a professional press release was published and distributed to the media. This initiative is the first ever trial of this sort by the committee. This press release not only served the purpose of summarizing the extremely meaningful event to the media, it also greatly enhanced the publicity and professionalism of SHTMAA. Below is the entire version of the press release and article:

FOR IMMEDIATE RELEASE

SHTMAA Community Day at Hong Chi Pinehill Integrated Vocational Training Centre

5 September 2009 - The School of Hotel and Tourism Management Alumni Association (SHTMAA) of The Hong Kong Polytechnic University organized a Community Day at the Hong Chi Pinehill Integrated Vocational Training Centre (IVTC). Over 40 SHTMAA members participated in this meaningful event and had interactive activities with a group of students with intellectual disabilities. Mr. Wallace Li, Chairman of SHTMAA, presented a cheque to Mr. Patrick Poon, Supervisor of IVTC, to support the operations of the training centre.

Mr. Wallace Li, Chairman of SHTMAA, said "One of the 5 pillars of SHTMAA mission is ‘Contributing’. The community service organized by SHTMAA received overwhelming response from our members and graduates. They enjoyed the time with the Hong Chi students and shared valuable experience with them."

“This activity will no doubt provide an opportunity for our alumni members to understand more about the professionally trained students of the center and it is anticipated further employment can be provided in the community, as our alumni are perceived as the crème-de-la-crème incumbent leaders in the hotel, catering and tourism industry,” Mr. Li continued.

In gratitude for the generous contributions of SHTMAA, Mr. Patrick Poon, Supervisor of IVTC, looked forward to more collaborations between both parties to promote understanding of the students’ working abilities among the professionals in hospitality industry. He hoped, with growing public support, more capable youth with intellectual disabilities could integrate in the community through open employment.

Hong Chi Pinehill Integrated Vocational Training Centre

The Hong Chi Pinehill Integrated Vocational Training Centre has been devoted in training people with intellectual disabilities for open employment. Training areas include housekeeping, catering, bakery, laundry and gardening. Today, a total of 47 trainees are serving in 8 hotels and 8 restaurants. Besides the vocational training centre, The Jockey Club Hong Chi Lodge with 10 guest rooms was opened in 2008 to provide intensive on-the-job hotel and catering training for people with intellectual disabilities.

School of Hotel & Tourism Management Alumni Association (SHTMAA)

SHTMAA was established in December 1993 with the objective to create an effective network to assist personal and career development of its members, while at the same time promote the Hong Kong Polytechnic University in Hong Kong and abroad.

Media Contact:

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Vice Chairman – Communications
School of Hotel & Tourism Management
Alumni Association (SHTMAA)
Tel: 9132 2069
Email: chan.florence@alumni.polyu.edu.hk

Amy Fung
Public Relations Officer
Communications and Fund Raising Office
Hong Chi Association
Tel: 2661 0709
Email: cfr@hongchi.org.hk
Mr. Wallace Li, Chairman of SHTMAA (left), presented a cheque to Mr. Patrick Poon, Supervisor of IVTC (right).

SHTMAA members shared valuable experience with the Hong Chi students.

A Hong Chi student demonstrated to the SHTMAA members how to make up a hotel room.

Hong Chi trained their students to plant organic vegetables.

Hong Chi students offered a bakery class for SHTMAA members and their family.

SHTMAA members baked cocktail buns under the supervision of the Hong Chi students.

SHTMAA members group photo.

SHTMAA members and Hong Chi students group photo.

Please contact Ms Florence Chan for more high resolution pictures. Tel: 9132 2069 or email: chan.florence@alumni.polyu.edu.hk

~ END ~
6.3 Quarterly E-Newsletter

Keeping our fellow alumni being informed on the latest news and forthcoming events are of vast importance to the members. Since 27th September 2008 which marked a major milestone, as the inaugural version of the quarterly e-newsletter was created and distributed on that day, five quarterly editions have already been distributed so far. This initiative provides a regular communication medium for all the members on a quarterly basis. Our committee will continue to commit to this communication initiatives. Below is the sample of the Summer 2009 edition:

Events Highlights

Happy Hour Gathering at Helena May

On 22 May, SHTMAA hosted a very well-received Happy Hour Gathering at "Helena May", a colonial heritage building. Almost 100 alumni members, industry partners and faculty members attended and relaxed over a pleasant evening. The happy hour gathering provides a good communication platform and networking opportunities to build the industry network.

Horse Racing at Hong Kong Jockey Club

Members experienced the thrill of horse racing under an exceptionally sunny day at the Hong Kong Jockey Club. After the exciting horse races, members were treated to the luxury of a private box in the Member’s Enclosure at the Sha Tin Racecourse with a sumptuous afternoon tea and atmosphere of weekend racing. Amongst the 34 participants, there were a number of lucky winners.

Brunei Darussalam Grand Tour

30 members including their families ventured into the mysterious kingdom of Brunei Darussalam, experiencing a relaxed and unforgettable experience for all of them. Memorable moments include exploring villages, untouched virgin rainforest and thrilling boat ride, fine-dining with royal banquet and cultural presentations.

Upcoming Activities
Community Day

Join us for a fun and meaningful day on 5 Sep at the Hong Chi Pinehill Integrated Vocational Center. Enjoy interactive activities with a group of mentally-handicapped students. What’s more? Continue your day by indulging in delicious organic vegetables freshly harvested from the farm, plus unique pottery items, as well as a fantastic Happy Hour at “Traders” – The brand-new restaurant at HKCEC.

Click here for details and enrollment.

Happy Hour at “Traders” – The brand-new restaurant at HKCEC

Meet with the crème-de-la-crème of the hotel and travel industry on 15 October(Thursday) at the Center’s brand-new restaurant - Traders. This Happy Hour gathering will provide an opportunity to meet the top heads of Mater as well as industry leaders. Join us and indulge yourself in a relaxing atmosphere with 2766 6352 for more information.

Chocolate Making Class and Afternoon Tea at Azure Restaurant

A fun-filling chocolate making class will be held at the Azure Restaurant of Hotel LKF at 3:30p to teach our members and their children the simple yet satisfying art of making chocolate. All participants will enjoy delicious afternoon tea after the class. Call 2766 6352 for more information.

Apply SHTMAA membership NOW to enjoy exclusive privileges and participation in our upcoming exciting events at a discounted price! Click here to apply.

For more information or inquiries, please contact Ms Maggie Ng at tel: 2766 6352 or email: hmmaggie@polyu.edu.hk

If you would prefer not to receive SHTMAA news, please send us email to unsubscribe. Thank you.
The SHTMAA official website served as a great platform for communication. To improve further corporate image, the website was revamped in 2009 as the same time with the revamp of the SHTM official website. More powerful tools and user friendly hyperlink were created. One perfect example is the implementation of the online membership application tool. This allows graduates to apply membership online, moreover, administration time can be greatly reduced behind the scene.
7  FUTURE DEVELOPMENT

The current committee is pledged to fully commit to serve the SHTMAA. More activities and strategic vision for membership recruitment will be further implemented. The new official business plan for 2010 will be released subject to the confirmation by all the committee members. The proposed business plan is attached per below for preview.

To sustain further expansion of SHTMAA in administration and membership analysis, with the support from the School, 200 man-hours of a MSc student has been assigned to assist execution and management of day to day operation of the Association.

To further enhance the activities and membership recruitment in 2010, below business plan outlines the strategic vision of the committee for the forthcoming year.

2010 BUSINESS PLAN

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<tr>
<th>JAN</th>
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<tbody>
<tr>
<td>Happy Hour</td>
<td>AGM &amp; Annual Dinner</td>
<td>Corporate Social</td>
<td>Career Talk for</td>
<td>Millennium Restaurant Closing Down</td>
<td>Happy Hour Gathering</td>
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<tr>
<td>Gathering – The</td>
<td>(date: 27th FEB)</td>
<td>Responsibility Event –</td>
<td>Final Year Students</td>
<td>Dinner (date: 28th MAY)</td>
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<td>Pierside</td>
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<td>Ronald McDonald Home</td>
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<td>JUL</td>
<td>AUG</td>
<td>SEP</td>
<td>OCT</td>
<td>NOV</td>
<td>DEC</td>
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<td>Grand Tour (Myanmar via Bangkok – 5 days)</td>
<td>Cake Making Class</td>
<td>Horse Racing Night in Happy Valley</td>
<td>Happy Hour Gathering</td>
<td>Family Outing and Dinner</td>
<td>X’mas Wine Tasting Dinner</td>
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