

VIII. TRAINING UNITS

Pousada de Mong-Há

Training

Pousada de Mong-Há is an educational hotel served by a dedicated team of IFT students at the front office. In order to cope with class schedules, 4th-year students manage the day shifts while students from 1st to 3rd years are responsible for the night shifts with all the students being guided and assisted by an experienced Trainee (IFT graduate). Such arrangements are ideal in providing an on-campus practical opportunity for all students.

Standard Operating Procedures Manual (SOP)

The Standard Operating Procedures Manual (SOP) was written by students and Trainees, in 2001, to ensure smooth and efficient daily operations. The SOP serves as a guidebook of job specific instructions and is necessarily and constantly being updated so as to correspond to the changing needs of the hotel business. Attached to each SOP is a corresponding Flow Chart, which further clarifies, by providing real-life examples, the sequence of elements and the course of actions that should lead the students to ways of resolving problems effectively.

Promotions

Travel Agencies

Having linked up with two professional and well-established Hong Kong travel agencies, Pousada de Mong-Há has attracted more guests from Hong Kong and allowed students to put more theory into practice.

Online Reservations

Pousada de Mong-Há has also linked up with asia-hotels.com, the No. 2 provider for Internet reservations in the Asia Pacific region. This website has a listing of 5,000 hotels in 22 countries in the region and can allow business or leisure travellers to get more information about Pousada de Mong-Há.

“Treasure Hunts” at various Macao Museums

Pousada de Mong-Há first launched the “Treasure Hunt” at the Macao Museum, with the activity being extended later to another five museums, namely the Macao Museum of Art, Maritime Museum, Taipa House Museum, Grand Prix & Wine Museum and Lin Ze Xu Museum. All Pousada guests will be given complimentary passes to a museum, which they can choose from the list of 6, and will receive a wonderful

souvenir upon the successful completion of a questionnaire after their visit.

Consular Stay-over and Educational Institute Stay-over Packages

Over the years, owing to its tranquil settings and the dedicated service offered by staff and students, Pousada de Mong-Há has received many guests from various consulates in Hong Kong, mostly during weekends. During the summer season, the Pousada launched a Consular stay-over package. Special features in the package included a delicate wooden carved handicraft piece at turndown service, late check-out under permissible circumstances and a uniquely framed photograph of their stay. Since employees of educational institutes can really understand the meaning of internship for students, and they normally give a relevant opinion on their stay, the Educational Institute Stay-over package was also designed to attract them. This package was also comprised of a Chinese wooden carved handicraft piece at turndown service, special discounted rates, a uniquely framed photograph and specially arranged campus tour.

Long-staying Guest Package

This package is for guests who wish to stay in the Pousada for more than one month. Some special features include complimentary laundry allowance of HKD/MOP200 and special room rates.

IFT Educational Restaurant

IFT Educational Restaurant opens to the public on weekdays for a la carte luncheon. On Fridays, it also serves dinner buffet. In this way, students are provided with an actual environment for operations, so as to achieve the industrially qualified standards. Students, aside from familiarizing themselves with the unique cuisine of Macao, also come to understand other countries' traditional cuisines through the international food promotions regularly hosted by IFT. During the Academic Year 2001/02, IFT had organized the Japanese, the Yunnan (People's Republic of China), the Singaporean, the Spanish and the Burmese food promotions. In addition, students have opportunities to participate in formal banquets and cocktail parties taken place in the Educational Restaurant, such as the luncheon

held by the Belgium Consul in November 2001, the midday banquet hosted by the Spanish Consul in May 2002, the cocktail reception organized by the American Consul in October 2001 and the cocktail reception hosted by the European Union in May 2002.

Six instructors are operating the Educational Restaurant which trains IFT students majoring in Hotel Management, as well as secondary students from the Escola de Luso-Chinesa Técnico-

Professional and from the Ricci Institute.

IFT educational kitchens, with 12 professional chefs, provide a chance for year-one Hotel Management students to experience real kitchen operations. Furthermore, the Educational Restaurant has also collaborated with various organizations, such as government departments, hotels and other restaurants, in organizing training programmes.