



Julius Anders with alumnus and Front Office Manager Klaus Spiekermann

## The Malaysian challenge!

Julius Anders is currently doing management training in the Rooms Division at the Mandarin Oriental in Kuala Lumpur and, it would appear, is enjoying it despite some challenges.

### Tell us about your position and duties.

I started working on the Club Floor, supporting the operation wherever necessary, such as serving, doing room checks, attending meetings and assuring the VIP check-ins. I am also involved in implementing a new online training programme for the employees and contributing ideas to help solve problems. Later, I will join the Reception team in the main lobby and assist the Front Office Manager.

### How did you find this training position?

From the internship placement office at “César Ritz” Colleges. The Front Office Manager, Klaus Spiekermann, is a “César Ritz” alumnus and keeps in contact with the school and offers students possibilities to train here.

### What has been the most challenging aspect so far?

The cultural diversity regarding work attitude. I perceive it normal to support my colleagues, but helping each other and doing more than is written in the job description is not common here at all.

### What has been your best learning experience?

Being able to attend the management meetings gave me an overview of how a hotel with 643 rooms and about 800 employees needs to be organized in order to maintain service to individual guests.

### In general, how would you describe your training so far?

A great experience! It’s been a chance to prove that I’m able to work in an internationally well-known hotel, and an amazing possibility to practise the subjects I have studied. Hotels are pretty much the same around the globe with international guests requesting basically the same thing. The main challenge is to get the staff to achieve the required standards. The competition and drive to achieve something in Germany is different than in Malaysia and this shows me that different motivation and leadership skills are required in different working cultures.

*Julius Anders (Germany) BIB student Rooms Division management trainee, Mandarin Oriental, Kuala Lumpur, Malaysia*

## A Shangri-La at the Shangri-La

When I first came to Taiwan, I didn’t know much about its people. I soon found out, though, that the Taiwanese are probably one of the most warm-hearted, friendly and helpful people in the world. Everyone is very hard-working and concerned about all colleagues.

While this is part of the local culture, it is greatly important for Shangri-La Tainan’s approach. The management emphasizes training and provides opportunities for staff to learn, as well as really caring about them.

My six-month internship at the Front Desk has been a unique working experience. After the first month, the Front Office Manager, Lien Chu, assigned me to the Guest Relations team. My assignment was to create some structure, a true challenge. One colleague assisted me with the training of the team and now that the team is working efficiently, I have transferred to the Front Desk to learn more. My main challenge so far has been the language as 90% of our guests are Chinese speakers.

Shangri-La Tainan creates a perfect learning environment for people who are passionate about hospitality. I have discovered how rewarding hard work can be. It really is a Shangri-La!

*Cindy Buhler (Switzerland) BIB student Front Office trainee, Shangri-La Hotel Tainan, Taiwan*

P.S. Cindy received a Gold Member Certificate and a prize from the hotel for her hard work in guest relations. Congratulations Cindy!

