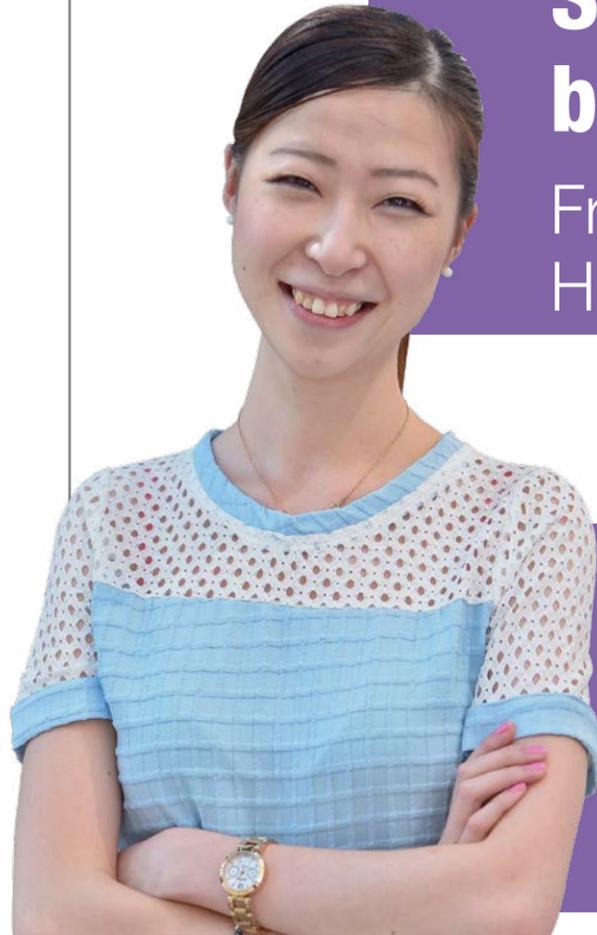


Seven-star internship beyond imagination –

From Dubai to The Peninsula Hong Kong



Hazel Tang Hei-yan

Bachelor of Arts (Honours)
in Travel Industry Management

There is a “brand name” in each industry. Burj Al Arab, one of the world’s most luxurious hotels, is a brand name per se in the hospitality and tourism industries. Tourists dream of staying there and hotel executives aspire to work there. If a student of hospitality or tourism was given an opportunity to work in such a lavish hotel, it would indeed be a dream come true!

Extraordinary service – each customer is a VIP

Hazel Tang Hei-yan graduated with a Bachelor of Arts (Honours) in Travel Industry Management at PolyU SPEED in 2014. She was fortunate to be selected by the School as one of the interns at the Burj Al Arab hotel in Dubai. “Our School collaborates with The Emirates Academy of Hospitality Management, therefore we have the opportunity to work at its related hotels in Dubai for internships and exchange,” she said. “I was so lucky to pass the interview and work at the Burj Al Arab hotel, which was a once-in-a-lifetime experience.”

Hazel said that Burj Al Arab, a seven-star hotel, provides world-class facilities with a style and luxury that are beyond imagination. In addition, the hotel offers each guest a

heartfelt VIP service and cares about every single detail of hospitality. “For instance, an elderly couple had spent 10 years planning a stay at the hotel,” Hazel said. “When they finally arrived at the lobby, the staff queued up and greeted them with a traditional Arabian welcome ceremony. Then we surprised them with a cake, champagne and a live music band, which were all prepared well ahead. These were their memories of a lifetime and I was glad to be there too.”

While the guests realised their dreams at the hotel, Hazel has her career path already mapped out. “Thanks to this valuable internship, I was determined to work in the hotel sector. Also, I have collaborated closely with people from over 80 countries and learned to cater for guests from diverse cultures and different nationalities,”

“It is better to travel far than to read voluminously. Cherish every valuable opportunity. Be grateful for what you learned.”

she explained.

“Without the caring and careful prior arrangements of the School, such as the Information Session on the Dubai Internship Programme and the timely assistance the School offered me during my visa application, I wouldn’t have joined Burj Al Arab and gained practical experience in providing top-notch service to guests in Dubai,” Hazel added.

Putting textbook knowledge into practice

Thanks to the internship experience at Burj Al Arab, Hazel is now working at the front desk of The Peninsula Hong Kong, the city’s historic five-star hotel. Whenever she encounters any difficulties, she will think of how the lecturers at PolyU SPEED would use their professional experience, as well as case studies, to equip herself with the skills and attitude that are needed to solve problems. Hazel is indeed very grateful to the School for everything she has learned.



During her Dubai internship, Hazel (left) gained experience that was both fruitful and unforgettable.