



Hotel ICON

## HOTEL ICON WINS RECOGNITION FOR 'WE LOVE TO CARE' TRAINING PROGRAMME

— RECEIVED THREE PRESTIGIOUS AWARDS IN TRAINING AND DEVELOPMENT BY HKMA

*Silver Award for Excellence in Skills Training, Outstanding New Trainer Award, Best Presentation Award*



*From left to right: Secretary for Labour and Welfare - Law Chi-kwong , Hotel ICON General Manager - Richard Hatter, Chairman of HKMA - Mr James Thompson GBS*

(Hong Kong, 14 September 2018) – Last night Hotel ICON, the innovative thought leader in hospitality management clinched the prestigious Hong Kong Management Association (HKMA) training and development award – the Silver Award for Excellence in Training and Development 2018 in the Skills Training category, fortifying the company’s spotlight on people development and elevating guest service levels for the industry. Hotel ICON, a local home-grown hotel brand was the only hotel shortlisted as a finalist last night. The hotel also scooped the Outstanding New Trainer and Best Presentation awards.

Wholly owned by the world-class Hong Kong Polytechnic University, Hotel ICON is a hotel with a special purpose to cultivate the next generation of Asian hospitality experts that will contribute to enhancing Hong Kong’s position as an “intellectual capital”.

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Hotel **ICON**

To genuinely inspire and develop existing and emerging talent for the hospitality industry, Hotel ICON introduced the 'We Love to Care' training programme in 2017. The goal of 'We Love to Care' is to augment the skills and knowledge of the hotel's interns and colleagues – in particular around 'excellence in customer service and in the understanding of emotional intelligence'.

Organised by the Human Resources Development Management Committee of the HKMA since 1990, the Award for Excellence in Training and Development is the only award of its kind in Hong Kong that gives public recognition of achievements in training and development to individuals as well as companies. The award commends Hotel ICON's dedication to providing quality training for associates and formulating long-term strategies for developing talent.

During the rounds of interviews with HKMA's panel of adjudicators, Angela Yip, the Director of Learning & Development's impressive presentation on behalf of the hotel led to her win of the Best Presentation award, while Charles Yeung, former Learning & Development Manager was recognised with the Outstanding New Trainer award.

"We are very honoured to receive the awards. Seeing that traditional models of training and development are not necessarily best suited to prepare our team to discover and build on their own potentials, we created the 'We Love to Care' training programme," said Richard Hatter, General Manager of Hotel ICON.

"To date, we have had many success stories with 'We Love to Care'. Many colleagues including our former Learning & Development Manager and this year's recipient of HKMA's Outstanding New Trainer award Charles Yeung have shared that the training has enhanced their essential guest service skills and most importantly the way they connect with guests emotionally. We are thrilled that many have benefitted greatly from the training, and we are especially proud to see many of the young hoteliers whom we have trained rising through the ranks both at ICON and at other reputable hotels around the world".

Service audits conducted by ICON's Learning & Development team indicate a higher level of service consistency among colleagues scoring between 89 and 100 after the training compared with the lower score range of 78 and 100, prior to the training.

Hatter added, "We recognise the success and value of our programme not only through more personalised service as described, but also through the results and comments on TripAdvisor. Since the programme's initiation, Hotel ICON has moved up on [TripAdvisor from fifth to third](#), and the hotel has maintained the ranking until now".

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Touted as a '[Hong Kong tourism success](#)', and sought-after in the industry as a hospitality-related consultant, Hotel ICON will be launching the SHTM+ICON consultancy services together with the School of Hotel and Tourism Management of The Hong Kong Polytechnic University next month.

### **About 'We Love to Care'**

Hotel ICON established the 'We Love to Care' training programme to genuinely inspire and develop existing and emerging talent for the hospitality industry, and to create a unique and memorable experience for its international rooms and local food and beverage guests. The programme aims at "being brilliant together" by elevating the service quality of the existing 360 associates and interns.

Launched in 2017, our focus is to drive 'guest service excellence' and to help our team enhance their self-awareness and emotional intelligence at work. By including empathy in our training programmes, we encourage our associates to take into account the experience and perspective of their colleagues, especially when resolving issues, managing conflicts and leading their teams towards greater innovation and higher productivity.

Hotel ICON is also the recipient of the following Learning & Development awards:

- Outstanding New Trainer Award of HKMA Excellence in Training & Development 2018
- PATA Grand Award in Education & Training 2017
- Excellence Award in HKMA Award for Excellence in Training & Development 2014 – Skills Category
- Excellence Award in HKMA Award for Excellence in Training & Development 2014 – Development Category

**High resolution images can be downloaded from <https://goo.gl/n1aWj3>**

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## Photo Captions



### **Hotel ICON - HKMA 2018 Award for Excellence in Training and Development 2018**

ExCom and council member HKMA - Ir Alkin Kwong JP (left),  
Hotel ICON Director of Learning and Development - Angela Yip  
(right)



### **Hotel ICON - HKMA 2018 Award for Excellence in Training and Development 2018 - Group Photo**

From left to right:  
Assistant Director of Human Capital - Winnie Lo,  
Director of Finance and Administration - Ian Lee,  
Director of Learning and Development - Angela Yip,  
General Manager - Richard Hatter,  
Assistant Learning and Development Officer - Kelvin Tam,  
Elite Management Trainee - Esther Lee



### **Hotel ICON - HKMA 2018 Award for Excellence in Training and Development 2018 - Group Photo (2)**

Front - left to right:  
Director of Engineering and Environmental Management - Calvin Chan,  
Director of Communications and Public Relations - Michelle Lai,  
Co-founder and Non-Executive Director of Techtronic Industries Company Limited - Dr Roy CHUNG Chi-ping, BBS, JP  
General Manager - Richard Hatter,  
Director of Learning and Development - Angela Yip,  
Director of Food and Beverage - Dean Jarvis

Back - Left to right:  
Executive Chef - Philip Leung,  
Director of Finance and Administration - Ian Lee,  
Director of Rooms - Susana Fork,  
Director of Sales, Marketing and Revenue Management - Patrick Sin

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### HKMA 2018 Award for Excellence in Training and Development 2018

From Left to right:  
Secretary for Labour and Welfare - Law Chi-kwong ,  
Hotel ICON General Manager - Richard Hatter,  
Chairman of HKMA - Mr James Thompson GBS



### Hotel ICON - HKMA 2018 Award for Excellence in Training and Development 2018

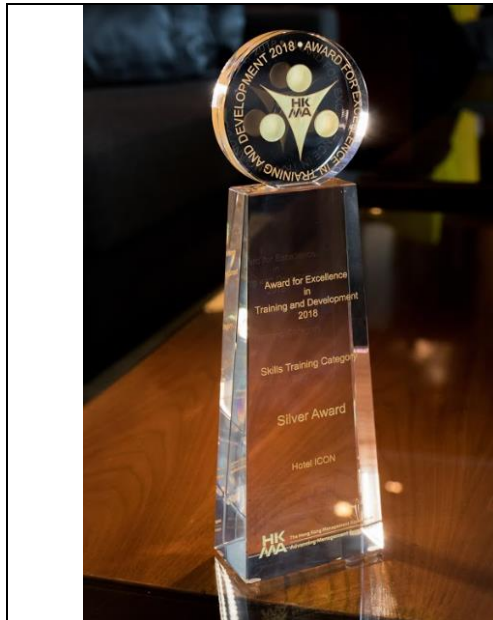
Silver Award in Skills Training Category (left),  
Best Presentation Award (right)

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Hotel ICON - HKMA 2018 Award for Excellence in Training and Development 2018 - Silver Award in Skills Training Category

### **About Hotel ICON**

Unlike any other, Hotel ICON is an upscale Hong Kong hotel in the heart of Tsim Sha Tsui East. Standing as a testament to Hong Kong's creative energy and vibrant arts scene, Hotel ICON showcases work from the city's celebrated designers and the world's most acclaimed architects. Offering the ultimate in comfort and committed to service excellence, Hotel ICON's 262 stylish guestrooms comprise seductive extras, including complimentary wired and Wi-Fi internet connections, smartphone with unlimited mobile data and an ultra-slim 40" Ultra High Definition LED TV. Located on level 9, Hotel ICON's Angsana Spa is a tranquil oasis while the harbour-facing outdoor swimming pool and fitness centre allow guests to exercise while enjoying views of Hong Kong Island's spectacular skyline. With a maximum capacity of 580 persons, Hotel ICON's grand Silverbox ballroom is the ideal venue for a celebration or theatre-style conference. Hotel ICON houses three restaurants: Above & Beyond, The Market and GREEN, providing guests with exceptional quality of the food and impeccable service. wallpaper\* magazine included Hotel ICON in its 2011 list of the world's Best Business Hotels and DestinAsian included the hotel in its Luxe List 2011. The premier hotel has also won in 2 categories including the Top 25 Hotels in Asia in the 2017 TripAdvisor Traveler's Choice Awards.

Join us by following our official social media accounts at @hoteliconhk and share your memorable moments with us by using the hashtag #hoteliconhk.

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