

OUTSTANDING STUDENT, SCHOOL OF HOTEL AND TOURISM MANAGEMENT 2017

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BSc (Hons) in Hotel Management



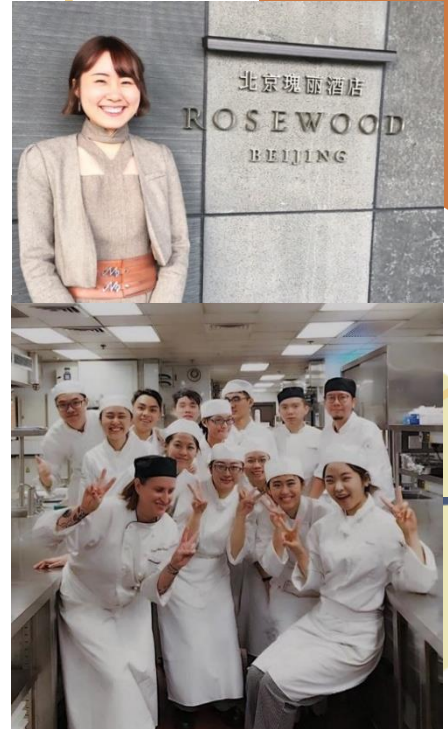
I am Lillian Tsang, a final year student majoring in Hotel Management. It has been my great honor to be chosen as the Outstanding Student of the School of Hotel and Tourism Management (SHTM). I would like to take this valuable opportunity to thank PolyU and my School for all the zealous supports and amazing opportunities I have received throughout my 4-year university life.

Living in Hong Kong for more than 20 years, I have never travelled with my family abroad before due to the financial constraints. However, it has significantly aroused my strong curiosity towards foreign culture and influenced my decision of studying Hotel Management. By witnessing the tough financial condition of my family and the hard work my mother put into supporting the family as a salesperson have helped to shape me as an independent, industrious and persevere person. The fact of not being able to enter the bachelor degree programme directly did not discourage me from pursuing my dream. Instead, I treasured the precious learning opportunities given to me through the PolyU higher diploma programme in Hotel Management.



The most memorable experience I had at PolyU is the first day of my food and beverage course, where the instructor invited us to a complimentary fine-dining lunch at PolyU's training restaurant, Bistro 1979. The instructor spoke to us about the basics of service, that is "before serving others, one should first know how to be served as a customer". At that time, the year 4 students humbly served us as the real guests, regardless of the fact that we were freshmen. Time flies and I am a final year student myself. The instructor's words and the lunch experience still stay in my mind till this day and always remind me to put myself in others' shoes while serving with a genuine heart.

In the face of intensive workload, my persistent attitude enabled me to withstand high pressure in studies while working as a part-time waitress to lessen family's financial burden. I often take initiatives and endeavour to learn and improve, particularly I cherish every possible experience I have encountered, no matter good or bad, because I believe there is always room for progression which motivates me to learn from mistakes. The robust faith has driven me to pursue a half-year offshore internship at Rosewood Beijing and one-semester exchange at Ecole Hoteliere de Lausanne in Switzerland in Year 3, with the full supports of scholarships and sponsorships.



Aside from gaining practical experience in the field, most importantly, those experience have significantly expanded my frontiers of vision and exposure in the hospitality industry by adopting multiple perspectives. One of the remarkable experience would be joining the wine-tasting trip organized by the exchange university to Burgundy in France. From barrel factories to well-known wine cellars such as Château de Pommard, I realized that wine is much more than just an alcoholic beverage made from grapes. I was touched by the farmers and winemakers for their knowledge, dedication and perseverance in making a wine to represent their regions. As simple as harvesting, all the grapes were handpicked to ensure the delicacy of each grape in contributing to the final flavor. I have learnt the importance of appreciating the little details and efforts made by various service personnel. As I aspire to become one of the future leaders in the industry, this is also an essential quality that I should always pursue to deliver the optimal services to customers.

Last but not least, I would like to take this opportunity to thank all the fervent supporters around me including my family, friends and different teammates I have worked with. Without their encouragement and trust, I would not have been able to achieve all this and become who I am today. Thank you so much for being there regardless of the good or bad times.