

The Most Outstanding PolyU Student 2020

Outstanding Student, School of Hotel and Tourism Management 2020



Miss WONG Hei Ching BSc (Hons) in Hotel Management

I am Onyx Wong, a final year student majoring in hotel management. It has been my honour to be selected as the Most Outstanding PolyU Student of the year. This award has been a great recognition of my hard work and achievements, it also motivates me to hold on to my attitude and continuously strive for excellence. I would like to express my sincere gratitude to the school, my family and friends for all the support given during my university life.

Without much experience travelling and staying in hotels, what I knew about hospitality was very superficial until I was admitted to the School of Hotel and Tourism Management (SHTM). Since my first lesson, I have always been reminded by our professors about the importance of being professional in the industry. Being prepared to be a future professional hotelier, the study programme in SHTM has equipped me with industry knowledge together with many practical opportunities. The different exposures have allowed me to explore my interest in beverages and the possibility of being an entrepreneur. While group work is our major learning mode, I got to cooperate with classmates of different nationalities and personalities throughout the years. Through the learning process, I not only built relationship with groupmates, I also cultivated a strong sense of teamwork which is crucial in the hotel industry.





The half year internship in Hotel ICON further allowed me to apply the knowledge acquired to the workplace, and understand more about the real hotel operation which could not be learnt from books. I was lucky to be rotated to both the Finance and Guest Relations and the Club Floor Department, I had the opportunity to learn from my colleagues modestly and explore my future career development. My finance coach inspired me to always think about the purposes behind each task so that I could understand the comprehensive picture, instead of just completing the tasks robotically. The experience of serving the VIP guests has made me realize that I should be proactive to take one step further to assist the guests and be more attentive to their needs. One remarkable achievement was that I finally learnt how to make satisfactory coffee and latte art after many practices, while the keys are my strong determination to succeed and not being afraid of making mistakes but keep on trying.

Another unforgettable experience would be my exchange to Gold Coast, Australia, which was a journey of stepping out of my comfort zone and breakthrough. It was my first time travelling alone and stepping out of Asia, I departed with excitement but many worries. However, I adapted to the new environment quickly and was fascinated by the weather, nature and chilling lifestyle of the city. I also made many international friends there, which enhanced my global outlook by understanding and experiencing different cultures. The courses taken have widened my horizons and gave me an overview of how other countries' tourism and sports events were developed. Inspired by the learning environment and students there, I improved my learning attitude and became more engaged in classes. I also took the opportunities to challenge myself and pursue my goals, such as taking Spanish class, skydiving and surfing. By overcoming difficulties alone and networking with people proactively, I have grown to be a more independent and outgoing girl after this trip.





Besides studying, PolyU provided me with a platform to participate in various activities and develop my all-roundedness. After I had stopped rope skipping for two years to prepare for the DSE exam, I was invited to join the PolyU's rope skipping team in Year 1. It was my honour to represent our university to join the Hong Kong Inter-School Rope Skipping Competition and won the overall champion. As practice makes perfect, the process has developed my sportsmanship, teamwork and perseverance to achieve success.

The service-learning subject has also offered me the chance to serve children with special educational needs. During the whole process, from planning to preparation and to holding the actual activities, my leadership skills have been improved by guiding my groupmates, helpers and the participants. Through organizing a series of learning activities for the SEN primary school boys from a school for social development, my sincerity and patience have led me to slowly build relationship with these students. Although they have learning, emotional or behavioural problems, I discovered that actually each of them has their own strengths and potential. The course has reaffirmed my dedication to serve children and develop their abilities. It also inspired me to be a responsible citizen and continue to join different community services, deliver care and support to different underprivileged groups in our society.



Time flies, and I am already going to complete my study and step into the society. Looking back at myself as a freshman at that time, I had never imagined the knowledge, competence and growth I could gain in these four years. I would like to thank PolyU for giving me so many opportunities and wonderful experiences and shaped me to become who I am today. I am so grateful for this fruitful university life.