

ovolo
HOTELS

ROCK

~~WORK~~ YOUR WAY UP

Welcome to ROCK Internship



At Ovolo our pulse beats to a different drum.
We embrace creativity and let individual personalities flourish.
We promote F.U.N. in everything we do!

Hello ROCK STAR

WELCOME TO THE ovOLUTION!

If anyone knows the importance of being different, it's Ovolo.

Since day one we've always done things our own way because we are disrupters and we love it.

The question isn't who is going to let me; it's who is going to stop me.

This handbook will guide you from rookie to rock star. Shine on the Ovolo stage and performing to the highest level everyday!

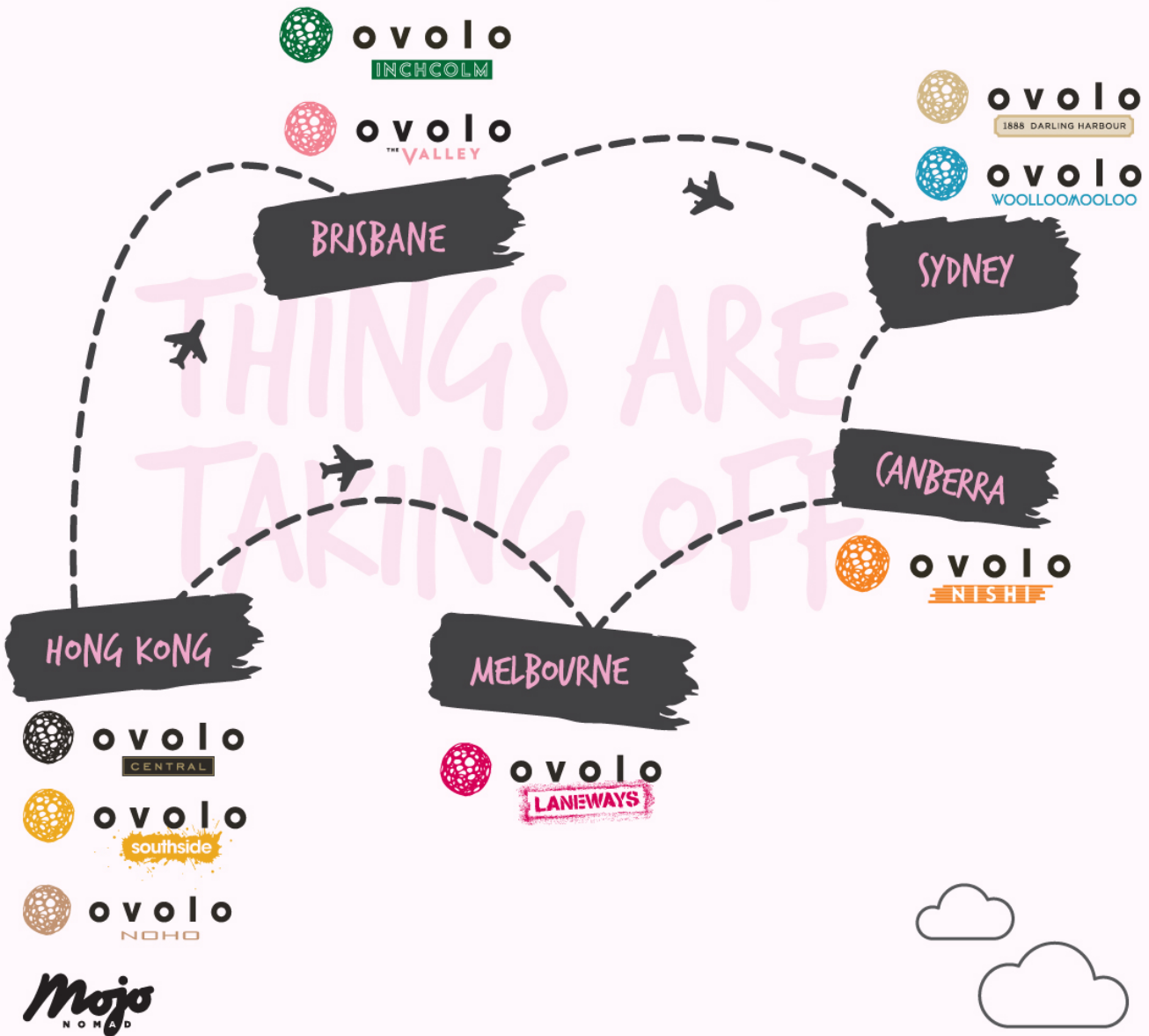
Stay shiny, stay happy,
Team Ovolo



HERE'S OUR STORY

MEET OUR FAMILY

AND MORE TO COME ...



OUR MISSION & VISION

SHINY HAPPY
PEOPLE

Sit at the very heart of the Ovolo DNA, *'Shiny Happy People'* anchors the Ovolo business and the decisions we made every day.

Driven by our effortless living ethos, helping people to **shine** lies in everything we do. Waking up shinier and more optimistic whenever you are with Ovolo.

Of course, **happiness** is infectious. Walk in and out of our hotels, sitting at our desk, serving our guests. Everything we do, everything we do it.

It's why we are working hard to create inspired workplaces and meaningful contributions to **people** and society.

WHO'S LEADING THE EVOLUTION



GIRISH JHUNJHUNWALA, CHAIRMAN & CEO

- Winner of 2016 EY Entrepreneur of the Year for Hong Kong & Macau Region, is the lifelong entrepreneur, founder and visionary behind Ovolo Hotels in Hong Kong and Australia.
- Girish has always been about challenging industry convention, thinking differently and creating intuitive new concepts that deliver from a genuine customer's point of view
- Under Girish's leadership, Ovolo has quickly grown from one property into a diversified international hospitality company that currently owns and operates a collection of nine individually designed properties in Hong Kong and Australia



TIM ALPE, COO, HK

- Tim has an international resume that spans New Zealand, Mainland China, the United Kingdom, Macau and Hong Kong
- Having several pre-opening assignments, an administrative take-over project, outlet rebranding and conceptualisations under his belt for groups such as the InterContinental Hotels Group, Crowne Plaza and Holiday Inn Express brands, and Rhombus International Hotels Group, Tim has a detailed understanding of all facets of hospitality from the group up with both property and regional level roles across F&B, sales & revenue, general management and corporate office leadership

OUR HK OPERATIONS TEAM LEADERS



STELLA HENG, (CHIEF Mojo)

With more than 15 years of experience in hospitality, Stella and her team are rock n' rolling on stage everyday, every moment.



STEFAN BORM, HOTEL MANAGER

A German born hospitality professional, Stefan and Ovolo share the same value and philosophies of effortless hospitality, encouraging leadership and meaningful contribution



SONESH MOOL, GENERAL MANAGER

With more than 20 years' experience in hospitality industry, Sonesh ensures smooth running of hotel operations in all aspects. As he says, team members are always his first priority.



IAN AU, HOTEL MANAGER

As part of the pre-opening team member, Ian is outgoing and always with a passion of meeting new people.



MAXI ELIAS, F&B MANAGER, OVOLO SOUTHSIDE

- Maxi leads the Komune operations team
- A lifelong career in the hospitality industry which Maxi started from the tender age of 18, in Argentina.
- He slowly worked his way up, from bellboy to in-room attendant, head bartender to restaurant manager, before being offered the once-in-a-lifetime chance to open a restaurant in Hong Kong

OUR SHARE SERVICE TEAM LEADERS



CAROLINE KOH, PROCUREMENT MANAGER

- With more than 20 years of solid experience in procurement, admin and management, Caroline is the head of procurement with the most positive attitude at all time.
- Her ethic of 'never neglect any opportunities to improve' makes her to master her role and work efficiently with external and internal parties



SANGEETA CHAUDHURY, MARKETING MANAGER

- A marketer with experience in the hospitality, entertainment and finance space
- Currently overseeing marketing for all properties (and F&Bs) for Hong Kong



FELIX SO

- Has been working in Ovolo Sales team for almost 6 years
- Supervising the reservations team to take care of hotel room pricing strategy and implementation.

OUR HR TEAM



KOMAL SINGH

- Comes with an extensive knowledge of the different aspects of the HR & Admin functions. Having been responsible for setting up offices from scratch in markets like Hong Kong, Singapore, Malaysia, Canada, Australia & the Middle East.
- Now the rock 'n' roll HR Manager



KIMMY LEUNG

- As a core member of Ovolo Southside pre-opening team in 2013.
- Now rock 'n' rolling the Ovolo stage, designing, developing and delivering all learning workshops. She is also a core member of internal communications and employee engagement.



NATALIE SO

- Joined since Jan 2016
- Taking care of all HR functions, such as recruitment, C&B & employee relations and recreations.



RTA LEE

- Happy sunshine
- Take up the new challenge to work in hotel industry

IT'S ALL ABOUT YOU

That's right, being part of our rock band you will enjoy all these fun-loving benefits and activities. It's all covered! ... Why? Because we love you, man!

SWEET
SWEET
PERKS



FREE
ACCOMMODATION
(For overseas trainee only)

MEDICAL COVERAGE



#DOGOODWITHOVOLO

JOIN SOCIAL
ACTIVITIES &
SHARE THE LOVE



COACHED BY
ROCK STAR LEADERS
With Monthly learning
allowance



5-DAY WORK WEEK
(where applicable)



#PARTYWITHOVOLO
WE WORK HARD & PLAY HARD
JOIN THE FUN



LOOKING FOR FUTURE ROCK STARS

IF YOU THINK YOU ARE AWESOME,
YOU ARE IN! Well, we also
don't mind if you are
ambitious, enthusiastic,
creative, quirky, innovative,
engaging, hard-working.....
just to name a few.

STAY ONE STEP AHEAD.

If you have relevant
education background or
work experience in hotel
industry, congratulation!
Don't be sad if you don't, as
long as you are
unconventional and
enthusiastic, welcome to
our band!

WE CREATE INSPIRING WORKPLACE,
BUT YOU ARE THE ONE TO MAKE IT
HAPPENED.

Be an excellent
communicator, embrace
personal relationships.
Stay curious everyday, and
let your personalities
flourish...

THERE'S SOMETHING HAPPENING HERE

Our Internship Program is a **YOU-NIQUE** program that grows you from **ROOKIE** to **ROCK STAR**. After completion of the programme, you will be rock n' rolling the Ovolo stage!

WHATEVER YOUR STYLE IS, WE ARE UP FOR IT.

Ditch what anyone else thinks, your internship programme is all about YOU. Depending on the length of your availability, you may choose from 5 months, 9 months and up to 12 months internship programme.*

The internship focus is mainly based on your area of study, (i.e. Food & Beverage concentration may choose F&B - Front of House (FOH); Culinary concentration may choose F&B - Back of House (BOH); while Hotel Management/ Service Management may choose Front Office).

**No Two INTERNSHIP EXPERIENCES ARE THE SAME.
ALWAYS DIFFERENT, ALWAYS DELIGHTFUL.**

At Ovolo, we create engaging and inspiring environments that provide personal coaching experiences and performance evaluation. Your supervisor will catch up with you regularly to help you grow and shine brightly every day.

**Subject to availability and the Company reserves the right for any changes*

SPIN ME AROUND – Rotation plan

5-MONTH PROGRAMME

Period	F&B - Front of House	F&B - Back of House	Front Office
1 st Day	Meet & Greet + Induction (by HR)		
1 st Month	FOH @ Ovolo Southside	Kitchen Hand @ Ovolo Southside	Front Desk & Concierge @Ovolo Central/ Noho/ Southside/ Mojo Nomad
2 nd Month		Rotate between Hot side/ Cold side/ Pastry @ Ovolo Southside	
3 rd Month			
4 th Month			
5 th Month			

9-MONTH PROGRAMME

Period	F&B - Front of House	F&B - Back of House	Front Office
1 st Day	Meet & Greet + Induction (by HR)		
1 st Month	FOH @ Ovolo Southside	Kitchen Hand @ Ovolo Southside	Front Desk & Concierge @Ovolo Central/ Noho/ Southside/ Mojo Nomad
2 nd Month			
3 rd Month			
4 th Month			
5 th Month	Events @ Ovolo Southside	Rotate between Hot side/ Cold side/ Pastry @ Ovolo Southside	Reservations (1.5mth) @ Head Office
6 th Month			
7 th Month	Bar @ Ovolo Southside		Marketing (1.5mth) @ Head Office
8 th Month			
9 th Month			

12-MONTH PROGRAMME

Period	F&B - Front of House	F&B - Back of House	Front Office	
1 st Day	Meet & Greet + Induction (by HR)			
1 st Month	FOH @ Ovolo Southside	Kitchen Hand @ Ovolo Southside	Front Desk & Concierge @Ovolo Central/ Noho/ Southside/ Mojo Nomad	
2 nd Month				
3 rd Month				
4 th Month				
5 th Month	Events @ Ovolo Southside	Rotate between Hot side/ Cold side/ Pastry @ Ovolo Southside	Reservations (1.5mth) @ Head Office	
6 th Month				
7 th Month	Bar @ Ovolo Southside		Marketing (1.5mth) @ Head Office	
8 th Month				
9 th Month				
10 th Month	Kitchen Hand @ Ovolo Southside		Front Desk @ Mojo Nomad	
11 th Month				
12 th Month	Optional (pick what you like)		Front Desk (Supervisory Role)	

SUMMER INTERNSHIP

WHATEVER YOUR STYLE IS, WE ARE UP FOR IT.

Rock on the Ovolo stage this summer! Join our 6-8 weeks summer internship program in between July to August.*

START DATE OF INTERNSHIP:

- 9th July, 2018
- 23rd July, 2018
- 6th Aug, 2018 only

**Only F&B - Front of House & Front Office concentration will be provided*

*** Subject to availability and the Company reserves the right for any change*

Period/Dept	F&B - Front of House	Front Office
1st Day	Meet & Greet + Induction (by HR)	
6-8 weeks	FOH @ Ovolo Southside	Front Desk & Concierge @Ovolo Central/ Noho/ Southside/ Mojo Nomad

SPIN ME AROUND – Program outline

Dept Exposure	Areas	Learning Goal	Content Overview	Direct Manager/ Supervisor
F&B – FOH Ovolo Southside	FOH	<ul style="list-style-type: none"> Ways to provide superior service to guests Ensure guest satisfaction at all stage 	<p>Week 1</p> <ul style="list-style-type: none"> Understand the food & beverage menu Maintain restaurant & lounge's cleanliness and tidiness Maintain all service utensils and equipment in tip-top conditions Arrange table settings with silverware and glasses Shadow a full-time Server and be a food runner <p>Week 2</p> <ul style="list-style-type: none"> Take accurate food & drinks orders and input into POS system Introduce dish names when food arrives guest's table Handle bill payments Learn cashier daily close 	F&B Manager
F&B – FOH Ovolo Southside	FOH - Bar	<ul style="list-style-type: none"> Ways to provide superior service to guests Ensure guest satisfaction at all stage 	<p>Week 1</p> <ul style="list-style-type: none"> Understand the cocktail menu Maintain all service utensils and equipment in tip-top conditions Maintain cleanliness of bar area & lounge Rotate in Lounge for food & wine serving during Happy Hour <p>Week 2</p> <ul style="list-style-type: none"> Learn steps & procedures of making our signature cocktails <p>Week 3</p> <ul style="list-style-type: none"> Assist in introducing our drink menu to guests Take accurate drink order and input into POS system 	F&B Manager
F&B – Events Ovolo Southside	FOH - Events & Host/ Hostess	<ul style="list-style-type: none"> Understand the flow of organizing an event Hands on experience as receptionist of our restaurant 	<p>Events for 1st & 2nd time → mainly shadowing Asst. GR & Events Manager to organize an event</p> <p>Starting from the 3rd event → will be assigned some of the main tasks a</p> <p>Pre-event:</p> <ul style="list-style-type: none"> Receive guest enquiry via phone/email Prepare quotation to guest base on the standard price list Set-up site inspection Negotiate event details regarding the price & equipment to be provided Draft event agreement to guest Prepare Event Order for internal related departments Coordinate and assist in pre-set up of venue Assist ad hoc and last minute extra orders <p>On Day Event:</p> <ul style="list-style-type: none"> Provide on day support & coordination Conduct briefing to the team Handle Bill (by Monique) <p>Post-Event:</p> <ul style="list-style-type: none"> Wrap-up the venue Follow-up with guest feedbacks <p>Host/ Hostess:</p> <ul style="list-style-type: none"> Receive reservations via phone/ email/ whatsapp message Assist in replying enquiry emails and admin work Ensure guests are welcomed and seated with a bubbly and warm manner Present our food & drink menu to guests 	Assistant Guest Relations & Events Manager

Dept Exposure	Areas	Learning Goal	Content Overview	Direct Manager / Supervisor
F&B – BOH Ovolo Southside	BOH	<ul style="list-style-type: none"> Understand operations and daily job tasks of kitchen side 	<ul style="list-style-type: none"> Shadow Kitchen professionals for daily operations Assist in setting up breakfast table Maintain highest hygiene level of the kitchen Cost control in food ordering and 	Head Chef
HSKP Ovolo Central Ovolo Noho Ovolo Southside Mojo Nomad	RA PA HSKP Supervisor U&L Admin	<ul style="list-style-type: none"> Understand procedures and standards in different areas of Housekeeping department 	<p>Day 1 - 3</p> <ul style="list-style-type: none"> RA – understand room standard cleaning procedure & room periodic cleaning <p>Day 4 - 5</p> <ul style="list-style-type: none"> PA – understand public area standard cleaning procedure & chemical proper handling <p>Day 8</p> <ul style="list-style-type: none"> U&L – monitor guestroom/outlet bedding & linen inventory level, handle damage linens, arrange staff uniform <p>Day 9 - 10</p> <ul style="list-style-type: none"> Admin – prepare daily hotel reports, handle guest orders & inquiries and communicate with different departments <p>Day 11 - 12</p> <ul style="list-style-type: none"> HSKP Supervisor – perform room check/ inspection, control mini-bar stock level, monitor loan items, conduct daily briefing 	HSKP Supervisor
Front Office Ovolo Central Ovolo Noho Ovolo Southside Mojo Nomad	Front Desk / Concierge	<ul style="list-style-type: none"> Understand front desk daily operations Hands on experience on performing check in/out Handle Daily Administration Generating Sundry Revenue Property Management System Ovolo / Branding 	<p>Week 1</p> <ul style="list-style-type: none"> Introduction to front desk and meet & greet procedures and complaint handling Handle daily concierge duties Shadow team on daily operations <p>Week 2</p> <ul style="list-style-type: none"> Product knowledge including F&B / Room Matrix Telephone Manner / Greetings/ VIP levels Support on guest services and advice on transportation, business services or entertainment, or monitor guest requests for housekeeping and maintenance <p>Week 3</p> <ul style="list-style-type: none"> Perform check in / out and meet & greet Cashier Handling / Upselling techniques <p>Week 4</p> <ul style="list-style-type: none"> Starts handling all job functions on own self Optional Night audit tasks 	Hotel Manager/ FOM

Dept Exposure	Areas	Learning Goal	Content Overview	Direct Manager/ Supervisor
Reservation & Revenue Head Office	Reservation	<ul style="list-style-type: none"> • Proficiency in PMS • Market Segmental Breakdown • Reservations Check • Interface Logistics Reservation Enquiries 	<p>Able to create and modify reservations on Protel XN System</p> <ul style="list-style-type: none"> • Comply to Segmental implementation standardization • Identify & take corrective action for upcoming arrival bookings • To fully comprehend the method of communication between Channel Managers, Direct Booking Engine and PMS • Able to respond accordingly and decrease turn away 	Revenue Manager
	Revenue	<ul style="list-style-type: none"> • Proficiency in RMS & Spreadsheet Task Reports • On-Day Pick Up Analysis • Unconstraint Demand Analysis 	<ul style="list-style-type: none"> • To conduct regular checks on Cancellation and No Shows. Then to be able to utilize the data on forecasting • To be able to apply restrictions and close out on necessary channels to regulate revenue stream 	
Marketing Head Office	Marketing	<ul style="list-style-type: none"> • Develop and implement marketing strategy • Marketing insights: develop, maintain and expand marketing channels • Understand the importance of social media 	<ul style="list-style-type: none"> • Collect quantitative and qualitative data from marketing campaigns • Perform market analysis and research on competition • Support the marketing team in daily administrative tasks • Assist in marketing and advertising promotional activities (e.g. social media, direct mail and web) • Prepare promotional presentations • Help distribute marketing materials • Manage and update company database and customer relationship management systems (CRM) • Help organize marketing events 	Marketing Manager

QUESTIONS, REQUESTS
OR JUST WANT TO CHAT?



OvoloHotels



OvoloHotels



ovolohotels

www.ovolohotels.com

Email us at hr@ovologroup.com

No two MT experiences are the same.
Always different, always delightful.

An MT program that could only be yours,
create your own experiences that worth
remembering.

YOU ARE
OVOLO
😊

Let's live the Ovolo brand everyday.
Breath it, enjoy it, and of course, love it.