



ROOKIE TO ROCK STAR

Management Trainee Program



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!



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!

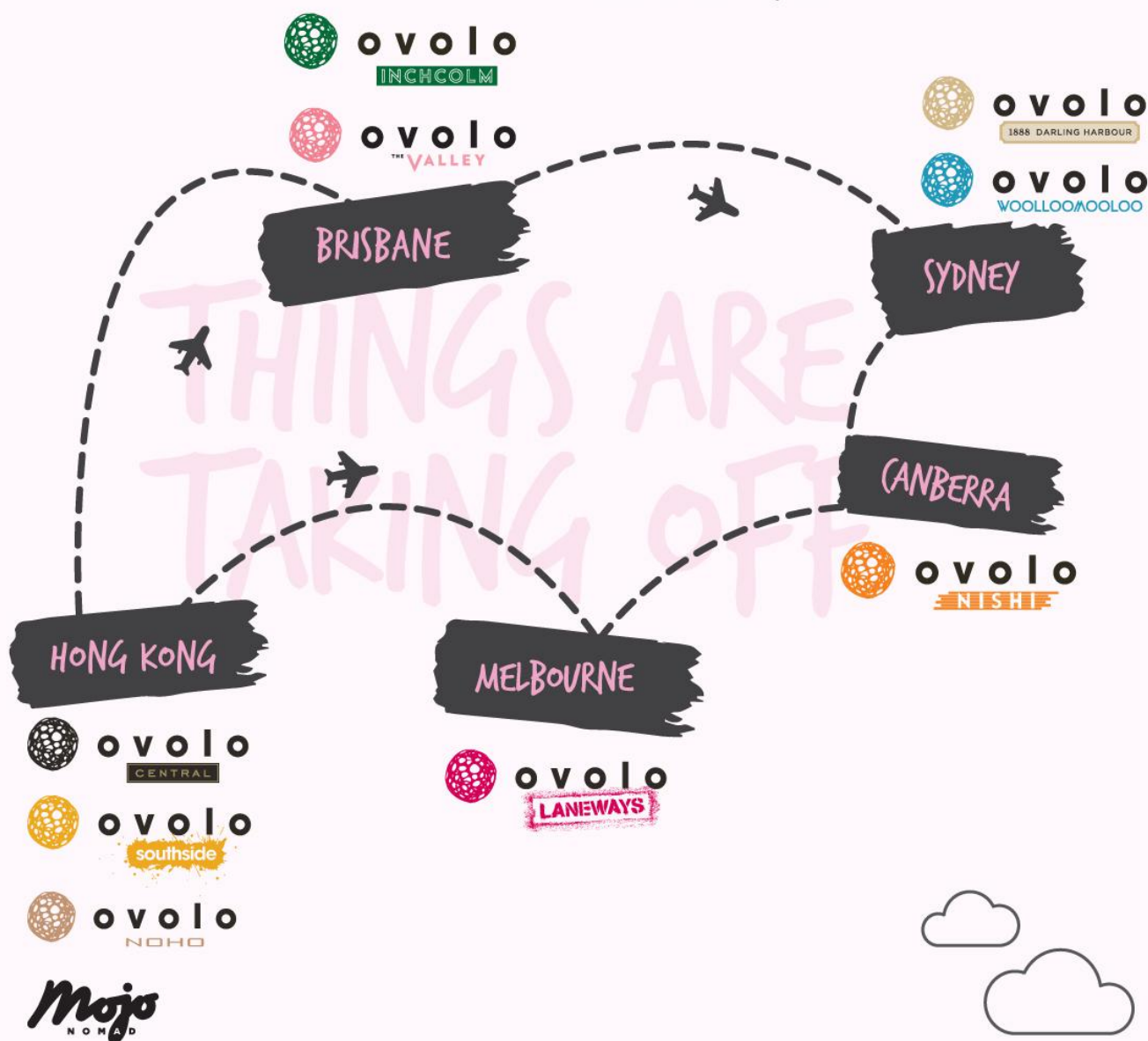
Stay shiny, stay happy,
Team Ovolo



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 OVOLUTION



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

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

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!

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.

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 Operations Management Trainee (MT) 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 as a leader!

In this 24-months programme, you will rotate across the operation team and the shared service team. Starting as being part of the crowd in each department, and gradually develop the skills sets to be managers' and supervisors' best friends.

The duration in each department ranged from 1.5 months to 7.5 months. Minimum one cross-property exposure will be arranged to exchange best practices.

WHATEVER YOUR STYLE IS, WE ARE UP FOR IT.

Ditch what anyone else thinks, your MT Programme is all about YOU. It's how you equip yourself to be a future leader. Lead at least one business project during your time, and experience how to challenge convention and make an impact.

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

NO TWO MT EXPERIENCES ARE THE SAME. ALWAYS DIFFERENT, ALWAYS DELIGHTFUL.

At Ovolo, we create engaging and inspiring environments that provide personal coaching experiences and quarterly performance evaluation. Our Hotel Managers and General Managers will work closely with you to help you grow and shine brightly every day.

We promote **F.U.N.** in everything we do. **GROW WITH OVOLO AND ENJOY THE RIDE!**

SPIN ME AROUND – Program outline

Duration	Department Exposure	Learning Goal	Content Overview	Responsible by
1-Day	HR & Admin	<ul style="list-style-type: none"> Welcome, meet and greet with student Provide an introduction of the Company 	<ul style="list-style-type: none"> Pre-training logistics New joiner induction programme Safety awareness training at work 	HR
1-month	Housekeeping (RA/ PA/Admin)	<ul style="list-style-type: none"> Understand the Ovolo standard of cleanliness and setting in a guest room Practice and gain hands-on experience in making a room Handle daily admin 	<ul style="list-style-type: none"> Training in housekeeping methods and procedures Cleanliness standard, room set up and bedding Cleaning rooms, room inspections, and other assigned duties Provide support to uniform and laundry and understand its operations 	Housekeeping Supervisor
0.5-month	Housekeeping (Supervisor)	<ul style="list-style-type: none"> Shadow HSKP Supervisor on a day to day basis Provide VIP guests service and other special requirements 	<ul style="list-style-type: none"> Allocate work duties to Team Members Work with supervisor to perform routine inspections of all check out rooms and spot checks of all occupied rooms Report and follow up on any maintenance defects or other issues Manage, efficiently, stock control and the maintenance of equipment 	Housekeeping Manager
6-month	Front Office (OA/ Concierge/ Night Audit)	<ul style="list-style-type: none"> Understand front desk daily operations Hands on experience on performing check in/out Handle daily admin Handle daily concierge duties 	<ul style="list-style-type: none"> Introduction to front desk and meet & greet procedures and complaint handling Perform check in / out, hotel operator and meet & greet Familiarization on night audit Shadow team on daily operations Support on guest services and advice on transportation, business services or entertainment, or monitor guest requests for housekeeping and maintenance 	Duty Manager
1.5-month	Front Office (Supervisor)	<ul style="list-style-type: none"> Understand the Front Desk Supervisory role Learn how to coach Handle reports, admin, and shift briefing 	<ul style="list-style-type: none"> Conduct daily shift briefing and handover Handle simple guests complain and report them to the management Manage and maintain the administration of all reservations, cancellations and no-shows, in line with company policy Training the trainees Follow up daily the credit report, Rooms allocation Attend monthly FO management meeting 	Hotel Manager/ Front Office Manager
3.5-month	F&B Front of House (Server, Bartender, host)	<ul style="list-style-type: none"> Get to know the service concepts of the restaurants, lounge & Bar Understand the operations / safety / hygiene standards for various venues 	<ul style="list-style-type: none"> Introduction to Komune and learn its concept. Practice F & B service sequence and basic techniques Job rotation to experience all positions within F&B team. Shadow F&B Manager on daily operations 	Assistant Restaurant Manager
1-moth	F&B Front of House (Supervisor)	<ul style="list-style-type: none"> Shadow supervisor in a day to day basis Assist the Restaurant Manager in all aspects of restaurant operations to elevate the guest experience Shadow managers to facilitate communications between shifts 	<ul style="list-style-type: none"> nsure overall restaurant cleanliness and set up Oversee servers to ensure optimal appearance and exceptional guest care Ensure the manager is informed of special events, house counts and noteworthy situations. 	F&B Manager

Duration	Department Exposure	Learning Goal	Content Overview	Responsible by
2-month	Sales and reservation	<ul style="list-style-type: none"> Understand data extraction from management information systems Data processing, analysis and report generation Knows the selling status, rates, and benefits of all packages plans. Understand competitive benchmarking and distribution audits 	<ul style="list-style-type: none"> Processes reservations from the sales office, other hotel departments, and travel agents. Determines room rates based on the selling tactics of the hotel. Getting information about areas of interest in order to target more clients in particular seasons. Helps develop room revenue and occupancy forecasts. Daily, weekly & monthly production and pick-up reporting Market analysis and research 	Reservation Manager/ Senior Sales Manager
2-month	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 Responsible for a new project/ campaign 	<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
1-month	HR	<ul style="list-style-type: none"> Begins to develop a current knowledge of HR regulations and P&P Keeps abreast of new developments in the HR field. Develops a working knowledge of HR information databases and searchable resources. Responsible for a new project/ campaign 	<ul style="list-style-type: none"> Internship and MT career day Basic daily admin, e.g. HR templates, letters, reports, office work Help in monthly report Engaged in CSR & Engagement activities Job Ad design and posting, arrange interview, and regret letters Employers branding: manage LinkedIn account Prepare training materials and facilitate training 	HR/ L&D
1-month	Finance	<ul style="list-style-type: none"> Get to know the audit control process Understand hotel audit procedures understand accounting documentation Enhance accounting terminology knowledge 	<ul style="list-style-type: none"> Help to prepare auditing documents Assist in AR & AP procedures 	Accounting Manager
1.5-month	Procurement	<ul style="list-style-type: none"> Involved in the process of sourcing and purchasing hotel's installations, products, decorations and other essentials understand how to benchmark marketing info and analysis data A chance to manage a procurement project 	<ul style="list-style-type: none"> Assist in the process of sourcing goods from retailer and manufacturer Arrange logistics and shipments Attending to mandatory documentation for export and import regular communications with ops team benchmarking, collocation and interpretation of market data Maintain procurement database Attending industry fair 	Procurement Manager
3-month	Self-selected department	<ul style="list-style-type: none"> Deep dive in one of the department that most interest you, get prepare to be the next ROCK star at Ovolo. 	<ul style="list-style-type: none"> Get deeper involved in one of the department. Not just work independently but also take on the supervisory role 	

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
OVOLLO
😊

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