

Samples of Additional Information

Hotel Management

I am an active and communicative person. No matter what their age, people feel at ease when they talk to me. I am a pro-active person. I am always ready to do everything. I like reading the news so I can stay updated and connected to the world.

Personal qualities related to the career goal

Starting from Form 4, apart from the four HKDSE core subjects, I studied Business, Accounting and Financial Studies (BAFS), Economics, and, last but not least, Tourism and Hospitality Studies (THS) as electives. Among these subjects, I have to put THS as the most interesting one. It ignited my idea to pursue a career in the tourism and hospitality industry. I am confident about being a capable student in studying Hotel Management.

Studies led to the career goal

An experience in customer service is my edge in coming into the industry. I worked at McDonald's Restaurant for two years. I learnt a lot about customer service through my days there. I worked as a Customer Service Agent (CSA). The job trained my communication skills as I had to build good relationships with the different kinds of customers in the restaurant so that they would come back to us.

My communication strategies worked well regardless of the age group of the customers. I could hold a perfectly playful birthday party for the young children as well as a surprise party for the adult customers in the restaurant. In the meantime, I had to listen to their needs and what they wanted us to do to improve so as to make sure that they could have a good experience at our restaurant. I think the hotel business shares the same philosophy as McDonald's – Put Customers First.

Things learnt from the experience related to the career goal

I had a leading role in the School-Company-Parent Programme at my school when I was in F.5. I was actively involved in the reception and guest-serving service in that large-scale activity. I ran a shop. I was responsible for promoting, catering and serving the participants with my group members. Engaging in teamwork assured me that patience, trust and humility are qualities that are necessary for serving others. This has improved my confidence, leadership and communication skills.

Language skills are also important to me. Being an English Ambassador at my school for years, I gained precious opportunities to practise my English and to expand my social network by organizing English-related events. Through managing these events, I reckon that I had to consider the audience's interests to make the event successful.

I believe my personal qualities make me a suitable candidate for the Hotel Management undergraduate programme. I look forward to my university life and will do my best to realize my dream.