

## MEDIA RELEASE

# Republic Polytechnic expands industry partnerships to future-proof Singapore's hospitality workforce

*Forging collaboration with 14 industry partners and launch of a revamped diploma are key highlights at RP's Hospitality Industry Day*

**Singapore, 11 August 2017** – Republic Polytechnic's (RP) School of Hospitality (SOH), the only dedicated hospitality school among the five polytechnics, today held its Industry Day – themed “Ready Employers, Ready Employees” – with the unveiling of more partnerships and initiatives to drive innovation and develop a future-ready talent pipeline for the hospitality sector.

### Collaboration with 14 Industry Partners

The adoption of technology will be crucial in the sector's transformation towards greater productivity. In collaborating with 14 industry partners from across the hotel, hospitality, events, wellness and F&B sectors, RP will support in areas including the test-bedding of technologies and development of processes to enhance productivity. These partnerships will also complement RP's curriculum with industry attachments and learning journeys, among other activities, to provide students with more opportunities for skills training.

Today's event brings SOH's total number of collaborative partners to 41, signifying the school's continued collaboration with the industry. The 14 companies are:

- The Lo & Behold Group
- The Ritz-Carlton
- Moove Media
- Cityneon Holdings
- DRx Medispa
- Savioke
- Amadeus
- The Cookie Museum
- Eureka Technologies
- Frasers Hospitality
- Laundry Network
- New Revolutions
- Spa & Wellness Association
- Dilmah; Dilmah will also provide a dedicated “Dilmah School of Tea” classroom and training room, and explore setting up a joint lab with RP.

Mr Seto Lok Yin, RP's Deputy Principal (Industry Services) said, **“Since the inception of our School of Hospitality eight years ago, RP has nurtured some 4,800 graduates to contribute to the dynamic hospitality and tourism industry. We are delighted to forge new partnerships today with 14 industry players, allowing RP to equip our students with more skills training opportunities and up-to-date industry knowledge. At the same time, we will continue to support companies in the sector by test-bedding productivity-enhancing technologies and solutions for implementation.”**

RP and its industry partners have successfully deployed technology solutions through its Hospitality Solutions Centre, such as Singapore's first hotel front-of-house Autonomous Guided Robot, known as AUtomed Room-service Associate (AURA), at M Social Singapore Hotel in

collaboration with StarHub and robotic vendor Savioke. RP together with Eureka Technology, Saflok and Amadeus also introduced a Smart Room and Integrated Solutions Ecosystem at 30 Bencoolen Hotel to resolve electrical defects before they impact the guest experience.

### **Empowering the elevation of hospitality service standards and adoption of technology**

Rising expectations on responsiveness, customisation and choice make it more challenging for hospitality industry players to deliver unique and engaging customer experiences. At a training workshop, “The Phenomenal Service Mindset for the Hospitality Industry”, hosted for a total of 90 HR and other hospitality industry professionals today, participants learnt techniques to guide their service staff to overcome limiting behaviours and beliefs that prevent them from delivering superior customer engagement. They also deepened their understanding of a customer experience framework designed to help employees develop a better service mindset.

Participants also attended presentations by RP’s SOH hospitality industry experts, who shared about the latest hospitality solutions and innovations, including technologies developed and implemented by industry partners through the Hospitality Solutions Centre.

### **Launch of revamped diploma for wellness – the next sunrise industry**

The Diploma in Wellness, Lifestyle and Spa Management will be renamed the Diploma in Wellness and Hospitality Business, to reflect the evolution of the wellness industry and growing and diverse range of wellness businesses. The diploma will be updated with new modules to equip students with relevant skills and up-to-date knowledge on wellness industry trends. The intake for the revamped diploma commences in April 2018.

### **Cookbook for healthy eating**

A coffee-table cookbook, “Great Food, Great Health: 25 Recipes for Happy Living”, was also launched to commemorate RP’s 15th anniversary this year. A collaborative effort between RP’s SOH and School of Sports, Health and Leisure (SHL), the cookbook features 25 recipes developed by Diploma in Restaurant and Culinary Operations alumni, SOH staff and winners of its iChef 2017 competition. Each recipe is accompanied by health tips, nutritional facts and analysis, and recommended exercises, provided by students from the Diploma in Health Management and Promotion.

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## About Republic Polytechnic

The first educational institution in Singapore to leverage the Problem-based Learning approach for all its diploma programmes, Republic Polytechnic (RP) has seven schools and one academic centre offering forty-one diplomas in Applied Science, Engineering, Management and Communication, Hospitality, Infocomm, Sports, Health & Leisure, and Technology for the Arts.

Republic Polytechnic is committed to nurturing innovation and entrepreneurial learning in an environment that develops problem-solving skills and lifelong learning opportunities. Its holistic and broad-based curriculum prepares students for an active and meaningful role in society as problem solvers, respected professionals and passionate citizens.

Republic Polytechnic strives for excellence by achieving various international and national accreditations, including ISO 9001, ISO 14001, OHSAS 18001, ISO 22301, Singapore Quality Class, People Developer, Innovation Class, and Service Class.

For more information, visit <http://www.rp.edu.sg>

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