



ANNUAL REPORT 2017/18

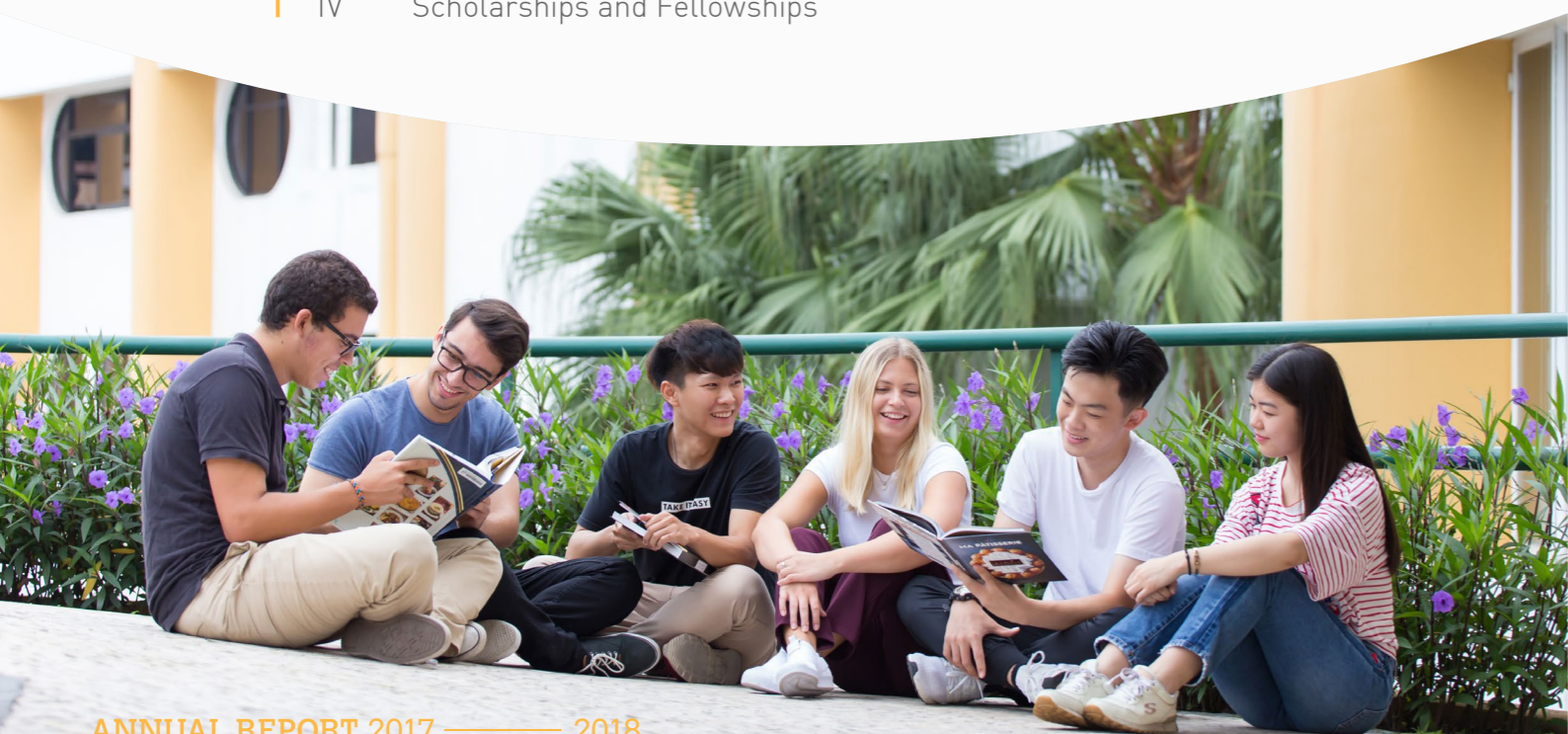
League of Elite



旅遊學院
INSTITUTO DE FORMAÇÃO TURÍSTICA
Institute for Tourism Studies

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01

President's Message

Dr. Fanny Vong



Be a Future Leader

IFT's high quality of teaching, professional faculty, internationalised learning environment, cutting-edge facilities and close connections with local as well as international members of the industry all help build its reputation of being a world-leading institute in tourism and hospitality education.

At the onset of a developing era, IFT continues to strive for innovation, to break new grounds and advance with time. In 2016/17 academic year, IFT offered its third evening bachelor degree programme, and now, it is preparing to launch its first batch of postgraduate programmes with the goals of supporting lifelong education and providing self-improvement options for practitioners and those who wish to advance their career in the tourism industry. On another note, the construction of the second educational hotel at Taipa campus is in steady progress - the new facilities built-in will accelerate the development of IFT and enrich its content of education for sure.

As Macao was named UNESCO Creative City of Gastronomy in 2017, the city launched 2018 Macao Year of Gastronomy the year after. Following the government's direction of city development, IFT has further included more

elements of local Macanese cuisines in the development of its academic programmes and activities it organised so as to promote and pass on the uniqueness of Macanese food.

IFT is working proactively with cities in the Mainland and education institutes around the world to foster talents in tourism. In 2017/18, it partnered with World Tourism Organization (UNWTO), the Ministry of Hotels and Tourism of the Republic of the Union of Myanmar, and Jiangmen Polytechnic, coorganised professional training courses to promote tourism talents training in cities of the Greater Bay Area and regions along the "The Belt and Road Initiative". We also collaborated with the Macao Government Tourism Office to provide training for 74 officials from Portuguese-speaking countries and helped train 3,174 students from Zhuhai and Nansha in Guangdong. Moreover, the Global Centre for Tourism Education and Training, in collaboration with the World Tourism Organization (UNWTO), offered tourism training to raise the quality of human resources in the industry and support the sustainability of tourism.

With the soon-to-be-announced Guangdong-Hong Kong-Macao Greater Bay Area (GBA)

Master Plan, Macao will work towards becoming a tourism education and training hub of GBA and IFT, together with other Macao higher education institutes and relevant government departments, will foster tourism talents in the GBA.

The tourism industry is blooming all around the world. According to The Travel & Tourism Competitiveness Report 2017, published by World Economic Forum, the tourism industry accounts for 10% of the world's GDP. The Asia-Pacific regions have the fastest growing tourist visit rates, and it is safe to say that the tourism industry is entering a new phrase – the "Asian century". As a member of numerous committees, namely Macao SAR Government Tourism Development Committee, Committee of Cultural Industries, Talents Development Committee, Public Services Evaluation Committee, Committee for the Development of Conventions and Exhibitions, Task Force for the Strategic Development of Guangdong and Macao, and Higher Education Committee, IFT's long-term goal is to continue to work closely with Macao SAR Government and Chinese Central Government to contribute to the development of Macao towards becoming the World Centre of Tourism and Leisure.

While having its roots in Macao, IFT also engages with the world. With continuous optimisation in teaching and research, IFT's leading role in the international tourism education is undeniable. Though, IFT will still continue to strengthen its connections with education institutes, tourism bodies and research centres around the globe. Till 2017/18 academic year, IFT has a total of 104 partner institutions from a total of 31 countries and regions, with more than 500 tourism-related organisations or institutions offering students internship opportunities, which enrich students' experience, broaden students' horizons and elevate the competitiveness of the institute.

Moving forward, IFT will further expand its horizon and foster new talents in the tourism and hospitality industry for Macao and the world with a top-notch teaching environment and an even higher standard of teaching for the industry.



Dr. Fanny Vong
President of IFT

League of Elite



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02

Embrace the Present and Face Future Challenges

Institute for Tourism Studies (IFT), established in 1995, is a public institution of higher education under the governance of the Secretary for Social Affairs and Culture of the Macao Special Administrative Region Government, offering a wide range of tourism related undergraduate programmes and professional training, which include areas in hospitality, tourism business, heritage, events, retail and marketing, leisure and entertainment, sports and recreation, creative and cultural studies, and culinary arts.

Tourism College and Tourism and Hotel School are the 2 major components of IFT. They offer four-year bachelor's degree programmes and professional training courses respectively.



Tourism College

Offering 6 daytime bachelor degree programmes taught in English and 3 evening bachelor degree programmes taught in Chinese, covering areas from hospitality to tourism and business management. With the goal of consolidating students' knowledge with first-hand experience, a 6-month internship is compulsory for all students. During the internship, students can explore and develop a professional attitude and the adaptability needed for their future career. They can also explore their career path via the internship programme.



Tourism and Hotel School

To promote lifelong learning, Tourism and Hotel School offers a range of daytime and evening courses for students who join the School with different needs. It also offers courses and related examinations for students to acquire international qualifications. Meanwhile, the School works closely with the community to offer a selection of courses of different levels in different areas, including Hospitality; Food and Beverage; Heritage and Tourism; Health, Spa and Beauty; Creative Studies and IT; Language and Culture; Retail, Events and Business; Personal Development, in response to the society's demands.

International Achievements

In the past year, IFT received numerous awards and was widely recognised by various international bodies. In 2003, IFT was invited by United Nations Educational, Scientific and Cultural Organization (UNESCO) and the International Centre for the Study of the Preservation and Restoration of Cultural Property (ICCROM) to be one of the founding members of the Asian Academy for Heritage Management (AAHM), with the aim to promote and strengthen the heritage management in the Asia-Pacific region.

International Recognition

As one of the world-leading higher education institutes providing degree programmes in the area of tourism and hospitality, IFT was highly ranked by QS, when the QS World University Rankings in the subject area of Hospitality and Leisure Management was launched in 2017. IFT never stops improving teaching quality and continues moving forward on the way of pursuing even higher international ranking.

IFT is also the world's first higher education institute to pass the International Quality Review (IQR) from UK's quality assurance agency for higher education - QAA - which ensures the high quality of programmes offered.

Worldwide Exchange

IFT strives to develop curriculum and conduct researches with an international spirit and create an all-embracing learning environment for students to equip them for a better future. In academic year 2017/18, IFT signed new cooperation agreements and invited new research partners from all across the world, including Mainland China, France, Malaysia, Myanmar, Portugal and Hong Kong SAR.

Students also have the opportunities to learn with non-local students in IFT. In academic year 2017/18, the interflow programme invited exchange students from America, Europe, Africa and other parts of Asia to Macao, while local IFT students go to different corners of the world.



The Greater Bay Area Cooperation

In 2017, the National Development and Reform Commission (NDRC), the governments of Guangdong, Hong Kong SAR and Macao SAR signed the "Framework Agreement on Deepening Guangdong-Hong Kong-Macao Cooperation in the Development of the Bay Area" which recognises Macao's unique position as a training centre for tourism talents in the Greater Bay Area. In academic year 2017/18, IFT cooperated with all local higher education institutions and relevant government departments to form a Working Group for the Development of Macao into Greater Bay Area's Tourism Education and Training Base. The objective of the Group is to build a regional tourism research platform, increase the mobility of students in further education in the area of tourism, provide training, enhance exchange among students and faculty, as well as establish a broader platform for communication.

Regional Talented Training Centre

IFT also pays a lot of attention in international connection and nurtures students as the bridge of connecting China and the world. Our highly acclaimed programmes and Macao Occupational Skills Recognition System (MORS) now attracted more and more professionals in the industry and learners from Mainland China and around the world to join. In academic year 2017/18, 1,115 professionals participated in the training programmes and were certified by the MORS. The Tourism and Hotel School also provided 932 courses and trained up 19,583 professionals in the academic year 2017/18. Through working together with international organisations in the field of tourism, services, and F&B, IFT fosters Macao as a seedbed for talents and professionals locally and internationally.



588

Internship providers

Strong connections between IFT and hotel and hospitality enterprises around the world provide IFT's students ample opportunities for quality internships



11,853

Number of people certified by

MORS

since its introduction in 2001



439

Scholarships available each year

Firm support by the government, industry and the community has allowed IFT to establish 25 partnerships that award scholarships



376

Candidates were awarded bachelor's degrees in

2017/18



Efficient Management

Effectiveness and Efficiency in decision-making is core to IFT's management. Our experienced management team ensures the Institute's effective operation and successful completion of its mission.



FANNY VONG
President

Dr. Vong has been in charge of IFT since 2001. She holds a Ph.D. in Business Organisation and Management, awarded by the ISCTE - Instituto Superior de Ciências do Trabalho e da Empresa (now known as University Institute of Lisbon), in Portugal. Dr. Vong is the author of more than 50 research papers and published articles on tourism development and related topics.



FLORENCE IAN
Vice President

Ms. Ian supervises the administrative work and training arms of IFT. She holds a Master's Degree in Education Management, earned at the University of Bristol, in Britain. Ms. Ian's experience includes working for a leading hotel in Macao.



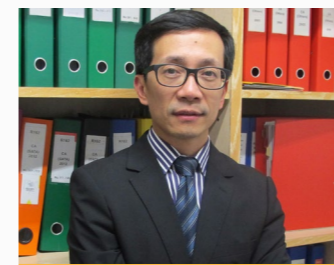
CONNIE LOI
Acting Vice Director of the Tourism College
Coordinator for Hotel Management, Tourism Event Management

Dr. Loi's career has brought her full circle. Dr. Loi studied Tourism Business Management at IFT and graduated in 2001. She also earned a Higher Diploma in Hotel Management from the Institute. She subsequently received a Ph.D. in Tourism from James Cook University in Australia. Her current research interests include hotel guest satisfaction, destination marketing, tourist behaviour and tourism product management. Results of her research appear frequently in international academic journals and in conference proceedings in the field of tourism and hospitality.



DIAMANTINA COIMBRA
Director of the Tourism and Hotel School

Mrs. Coimbra was appointed Director of the Tourism and Hotel School in 2001 after a stint as Director of the Pousada de Mong-Há from 1992 to 2000. Mrs. Coimbra holds a Master's Degree in Education Management and a Postgraduate Diploma in Education Policy.



ANTNIO CHU
Head of the Technical and Academic Support Division

Mr. Chu joined the Institute when it was founded in 1995. He has held several positions at the Institute - including teaching positions. He was appointed Head of the Technical and Academic Support Division in 2000. His previous experience includes working in the hotel and banking industries in Macao. He was a member of the fourth electoral committee appointed to elect the Macao Chief Executive and of the conference that elected deputies to represent the Macao SAR at the 13th National People's Congress. Mr. Chu holds a Bachelor's Degree in Tourism Management and Economics.



CHAN MEI HA
Head of the Administrative and Financial Support Division

Ms. Chan was appointed Head of the Administrative and Financial Support Division in 1998. She joined the Institute in 1996 after gaining experience in the public and private sectors, including stints in the fields of transport, gaming entertainment and public finance. She holds a Bachelor's Degree in Public Administration.



HELENA LO
Director of the Pousada de Mong-Há

Dr. Lo is an IFT alumna. She joined the staff of the Pousada de Mong-Há, the educational hotel of IFT, in 2003 and rose to head of the establishment in 2012. She holds a Ph.D. in Business Administration; and received the PATA Face of the Future Award in 2015, an award for enterprising young people working in tourism.

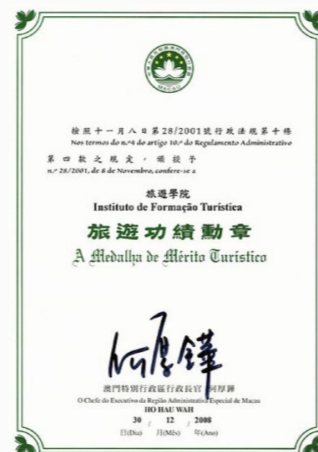


DAVID WONG
Head of the Food and Beverage Department

Mr. Wong supervises the IFT Educational Restaurant on the Mong-Há Campus and the IFT Café on the Nam Van Lake waterfront, and teaches courses on food and wine. Mr. Wong holds a Master's Degree in Hospitality Management from Britain's University of Birmingham.

Honours and Awards

As a tourism education institute striving for excellence, IFT has received great compliments for its teaching quality and contributions to the community. The Institute has been awarded with honours and awards bestowed by bodies in Macao SAR, Mainland China and across the world. Below are some of them:



- **Medal of Merit for Tourism 2008**
Macao SAR Government
- **UNWTO.TedQual Certification for Eight IFT Bachelor's degree programmes from 2000**
UNWTO.Themis Foundation
- **International Quality Review 2017**
UK's Quality Assurance Agency for Higher Education (QAA)
- **Gold Award in Education and Training 1997 and 2002**
Pacific Asia Travel Association (PATA)
- **Best Educational Organisation - Service and Brand: Macau Elite Service Award 2014 and 2015**
Exmoo News and TDM
- **ISO 20000 IT Service Management System Certification**
International Organization for Standardization

- **ISO 14001:2015 Environmental Management System Certification**
International Organization for Standardization
- **Macao Green Hotel Gold Award, for the Pousada de Mong-Há Valid until 2019**
Macao Environmental Protection Bureau
- **Recommended Hotel and Restaurant ratings, respectively for the Pousada de Mong-Há and the Educational Restaurant 2009 to 2018**
Michelin Guide Hong Kong and Macau
- **Travellers' Choice Award, for the Pousada de Mong-Há 2011 to 2018**
TripAdvisor
- **Certificate of Excellence, for the Pousada de Mong-Há and the IFT Educational Restaurant 2015 to 2018**
TripAdvisor
- **Top 2 Bargain Hotels in China for the Pousada de Mong-Há 2018**
TripAdvisor
- **Grand Merit Award: Business Awards of Macau 2016**
De Ficção Multimedia Projects and Charity Association of Macau Business Readers



澳門環保酒店獎
Prémio Hotel Verde Macau
Macao Green Hotel Award



Income and Expenditure

IFT again maintained a sound financial position in the 2017 financial year, reflecting the prudence of its management.

Actual Expenses for the Financial Year 2017

Items	Actual Expenses	%
Personnel Expenses	215,232,224.48	72.2%
Operating Expenses	72,169,596.76	24.2%
Campus Construction and Equipment Consumption	6,693,710.13	2.3%
Others	3,937,809.46	1.3%
Total	298,033,340.83	100%

Actual Income for the Financial Year 2017

Items	Actual Incomes	%
Tourism Fund	38,000,000.00	12.0%
Government Subvention	194,107,192.00	61.3%
Tuition Fees	51,116,828.17	16.1%
Services and Other Activities	13,088,493.80	4.1%
Balance Brought Forward from Last Year	16,529,087.48	5.2%
Others	4,061,234.40	1.3%
Total	316,902,835.85	100%



Human Capital

IFT persisted in its efforts to attract and retain high-quality staff in academic year 2017/18. The number of full-time academic staff remain similar to last academic year. The tally of staff, academic and otherwise, rose by 1.76%.

Full-Time Academic Staff	
Position	No.
Professors	2
Assistant Professors	27
Lecturers	54
Instructors	34
Total	117

Full-Time Staff	
Position	No.
Academic staff	117
Hospitality occupational training staff	35
Administrative and other staff	193
Total	345



Year in Review

2017



- **13/ September**
IFT held the PATA Youth Symposium for the second time



- **11/ October**
IFT Graduation Ceremony 2017



- **17/ October**
UNWTO Secretary-General shared insights on tourism development in Asia Pacific and implications on HR demand and tourism education at IFT



● **23/ October**

IFT signed cooperation agreement with Universidade de Évora, Portugal. IFT will promote faculty and student exchange, internship placement, joint research and other forms of institutional collaboration in postgraduate studies with Universidade de Évora, Portugal.



● **11/ November**

IFT held community day at Lao Hon Garden



● **24/ November**

IFT and Universidade de Lisboa held a seminar on ethics and tourism planning



● **07/ December**

IFT organised "Macao Occupational Skills Recognition System" (MORS) 2017 Gold Pin Competition Award Presentation Ceremony.

2018



● **24/ January**

IFT held Career Day and 39 organisations offered job opportunities for IFT graduating students



● **02-11/ February**

IFT Head Chef Mr. Tam Kuong Wu attended the 45th International Snow Sculpture Competition in Hokkaido, Japan, as a MGTO delegate and won the 2nd place with his team.



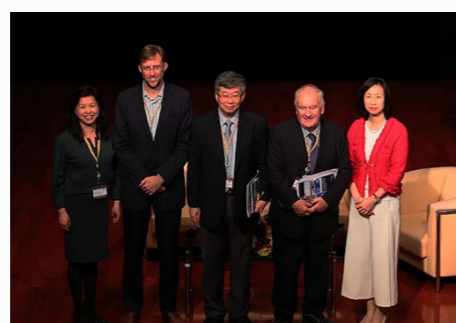
● **05/ March**

IFT and Confraria da Gastronomia Macaense joined hands to hold Macanese Cuisine Cooking Demonstration and Food Promotion



● 29/ March

IFT signed a Memorandum of Understanding with Training and Education Department of the Directorate of Hotels and Tourism, Ministry of Hotels and Tourism, Republic of the Union of Myanmar to enhance Myanmar's human capital for sustainable tourism development. The ceremony was witnessed by Edmund Ho, Vice-Chairman of the Chinese People's Political Consultative Conference and Dr. Alexis Tam, Secretary for Social Affairs and Culture.



● 20/ April

IFT organised an international forum with Nankai University on China's Belt and Road Initiative: Long-term Implications for Global Travel and Tourism



● 21/ April

IFT held "IFT Taipa Community Day" at Flower City Garden, Taipa



● 02/ May

IFT and Jiangmen Polytechnic signed cooperation agreement, it is hoped to assist in the development of the Greater Bay Area, giving full play to the advantages of the higher education institutions in the areas, and deepen exchanges and cooperation in education between the two regions. The implementation of the agreement facilitated talent cultivation in both regions, as to cope with rapid the industry development.



● 08/ May

IFT's Tourism Research Centre (ITRC), the School of Tourism Management, Sun Yat-Sen University (SYS), and the School of Hotel and Tourism Management, Hong Kong Polytechnic University (HKPU) jointly organised The Greater Bay Area Collaborative Tourism Research Forum.



● 13/ June

IFT honed management skills via its Tourism Education Student Summit 2018 hosted by Regency Art Hotel



● 22/ June

IFT Graduation Ceremony 2018



● 26/ June

IFT signed a student exchange agreement with Taylor's University, Malaysia. On an annual basis, each Party will nominate 4 qualified students to the other for a semester or 2 qualified students for the period of 1 year.



Student Activities

IFT Students Shine in Macao MICE Competition

A team of IFT students won the Macao Tertiary Institution Students Conference Challenge 2017/18 on 17 March 2018 and another finished third in the field out of 11 competing teams. Both IFT teams were made up of students pursuing a Bachelor of Science in Tourism Event Management.

The winning team's proposal established what they called the International Gastronomy Tourism Co-creation Forum and argued that the food a place such as Macao offers will attract tourists and should be regarded as more than just a side attraction. The students described the contest as a good learning experience and a way to apply what they have learned in the classroom in a practical exercise. They added that joining this competition improved their understanding of how to put together an event.

IFT Team Secures Podium Spot in Regional Marketing Competition

A team of 5 IFT students, "Rocky N'Girls", claimed third place in the "Novotown University Business Case Competition 2018", a marketing competition held by a unit of Hong Kong's Lai Sun Group. Participants were required to present a 6-month marketing plan to promote Novotown, a multi-phase integrated tourism and entertainment project under development in the neighbouring Hengqin Island, in Guangdong Province.

Rocky N'Girls proposed the use of flash mob events and of street-based virtual reality experiences to draw visitor interest to Novotown and was praised for its creativity and its feasibility in terms of implementation. They won a RMB3,000 cash prize and a trip in June to visit the operations of Taiwan-based healthcare group Sanitas.

Slow Food Gala Dinner: A delicious success

A group of Year 2 IFT students studying for the Bachelor of Science in Tourism Event Management held the Macau Slow Food Gala Dinner 2017 with the help of the Macau Slow Food Association at the IFT Educational Restaurant on 24 November. They undertook the project entirely on their own initiative to promote the Slow Food Movement. The event was funded by ticket sales and sponsorships. A net profit of MOP14,925.70 was donated to WeFood Macau, a local non-profit organisation that works to reduce food wastage.



Cultural Heritage Management Course Practicum

Coorganised by IFT, "The Memory of Mandarin's House" was held in October 2017. The event was jointly organised by 2 courses, namely Heritage Interpretation and Event Management. In the course, students learnt, thought, planned, managed and executed activities, and reviewed the process after the event. At the same time, students also put cultural heritage management knowledge into practice using different methods, such as video playback, guided tours, various exhibitions and interactive experiences to tell the history of the Mandarin's House to the public and tourists.





Tour around Macao with IFT Students

Bachelor's degree programmes at IFT accommodate both theoretical and practical needs of the students and so students are required to complete a certain amount of hands-on learning tasks in their majors every year. One of those tasks for those who study Tourism Business Management is to give tourists and local Macao citizens free guided tour service. In 2017, IFT students provided free guided tours to visitors and Macao citizens with the theme "Tour around Macao with IFT Students".

The project included the planning of four sightseeing routes, the scheduling of timetable and the actual tour-guiding work which were all done by the students themselves, with little assistance from their tutors. Students learnt various communication skills from the planning process, and by providing services to tourists on tourist attractions, they also made the general public in Macao aware of the importance of tourism in Macao.



Visiting the World Heritage by Night

"Principles of Management", a course in IFT's evening bachelor degree programme Tourism Retail and Marketing Management, focuses on the main functions of managers: planning, organisation, leadership and control. In September 2017, students in it were divided into groups and each group was asked to present a proposal for a field trip under the theme "Visiting the World Heritage by Night". The group that created the winning proposal was given the chance to put it into action, while each of the other groups wrote reports on the project. The project offered students a chance to apply what they had learned in class while showing tourists and local Macao citizens a different Macao.

IFT Volunteer Circle attends Forum in Japan

Members of the IFT Volunteer Circle attended the 6th National Research Exchange Forum for Volunteer Students and Supporters, held in Tokyo, Japan from 2 to 4 March 2018. They were invited by the National Institution for Youth Education of Japan, for the third successive year.

The delegation from Macao consisted of 12 members of the IFT Volunteer Circle and 4 students of the University of Macau, and was sponsored in part by Macao's Tertiary Education Services Office (GAES). In the forum, 12 workshops on various aspects of contributing to society and student empowerment were held and participants exchanged experience and thoughts on volunteerism. The Forum brought together 901 students and supporters from 171 institutions of higher education.

Student Stories

Evening Course - Accommodating your work schedule and desire for learning



Andric Lei, a student at the Tourism Retail and Marketing Management Evening Bachelor Degree Programme, says the reason for choosing an evening programme is that he can work while studying. To balance between work and studies, he says, it's important to plan and manage one's time wisely, especially when both loads from work and studies are heavy. Besides, it's also crucial to have the right mindset and the simplest way to achieve that is to avoid laziness and work even harder.

IFT's interactive teaching and learning approach is very special, Andric says, and he is most impressed by the Macao World Heritage Night Tour in the management course. Taking classmates in the course to visit the world cultural heritage of Macao enhances their team-spirit and friendship. Also, he has got a taste of how his tutor's life is like when guiding students to participate in the organisation of an activity and experiences the characteristics of the Macao world cultural heritage.

During his days in IFT, Andric personally likes the Management subjects. Besides the fact that Management is closely related to daily life, skills and theories learnt in the courses are also the most applicable in the work life. For example, ways to motivate employees and build team spirit introduced by the courses instructors are helpful to the development of motivation plan in the workplace.

IFT is an international education institute, he adds, and that helps him know his industry better and make more accurate decisions. Courses at the IFT also improves planning and management of his life and his self-discipline.



Alumni Sharing: Hotel Management - Armando Amante



Armando Amante, a graduate of the Hotel Management of 2008, is also the President of the IFT Alumni Association. In order to fulfill his dream after graduating from the Institute, he became a professional squash player who has won the Macao Championship for ten years and the first Macao citizen to win the China Championship. He then embarked on his business career, and in 2017, won the Young Entrepreneur Award from the Business Awards of Macao. He sees himself a servant to the community as well as an entrepreneur. He is now the President of the IFT Alumni Association and the Secretary General of the Macao Squash Association and he hopes to establish a communication platform for the younger generation through his own experience.

He expresses that the Bachelor's degree in Hotel Management he obtains at the IFT helps him establish a good foundation for his career. He believes that Hotel Management is a big field, and the entire hotel supply chain covers a wide range of areas. The comprehensive curriculum at IFT allows students to carefully understand and experience the operation of the industry's supply chain. Besides, the hotel industry is part of the service sector, so communication skills like language patterns, voice and intonations are very important. Therefore, instructors often require students to carry out group projects, which train up students' communication and public speaking skills, and more importantly, their self-confidence and determination, preparing them well to enter the society in future.

The IFT Alumni Association was established in April 2003; it is a non-profit organisation established 14 years ago by a group of enthusiastic graduates. Its purpose is to strengthen the bonds between alumni, to strive for alumni benefits and promotes their interests, and to assist the industry to promote professional exchanges. The Alumni Association hosts a variety of academic events each year to support the development of Macao's tourism industry. It also works with the Institute to brainstorm ideas for education, and contribute to the development of tourism in Macao and the Asia Pacific region.

Armando says that under the national "Belt and Road" initiative and the vision of the Macao government to build a "World Centre of Tourism and Leisure", there will be many opportunities in Macao. He hopes that the IFT Alumni Association can create a platform to help alumni "go global" and "bring in investments" and make use of Macao's own advantages to develop more tourism projects. He also hopes to see more hotels run by Macao citizens and entertainment facilities managed by Macao citizens in the future - Macao citizens working together for Macao and the country.

A Goodbye is not a Goodbye: A Recap of Exchange Life in IFT



Zhang Nan, a student in the Tourism Business Management programme, is from Xinjiang Normal University. Her classmates were very friendly, and no matter where and when, they helped one another to solve problems. They travelled together, did homework and projects together. They know everyone else very well and their chats are no longer superficial.

Bruno Albuquerque from Portugal majored in Culinary Management. He says that the IFT learning experience is really an intercultural exchange. He had a Korean boy living next door and had a lot of contact with him. He then knew the Korean way of living. Besides, he recalls that Chinese exchange students did a lot of activities with them, such as teaching them how to read and write in Chinese and cooking traditional Chinese cuisine. He remarks that there are plenty of cultural exchange experiences in IFT - the warm reception upon his arrival and the farewell dinner when he left, all very unforgettable. As someone who likes Asian culture very much, he appreciates Macao is a mix of Asian culture and Portuguese influences. He is very happy to have chosen to come to Macao as an exchange student.

Ines, who is studying Tourism Business Management, is from Portugal. She says IFT provides a very special experience for young people to meet new friends and learn about new cultures. That is the reason why they choose to come to study at IFT and also hers.

Magdalena, who is also from Portugal, studies Hotel Management. She said she was nervous when she realised she was going to be in Asia for 6 months and she knew nothing about the Chinese culture. But now, she thinks it has been a good experience, and considers Macao her second home. She expresses that she will return to Macao in the future.

Olivia from Nanjing Normal University was an exchange student at IFT for a semester and was very sad when she was about to leave. However, all good things come to an end; she is glad she has had very good memories and made very good friends at the IFT. She is sure she will come to Macao again.



03

Anchors at the Bay,
Oversees the World



To fully implement the Framework Agreement on Deepening Guangdong-Hong Kong-Macao Cooperation in the Development of the Bay Area, IFT, under the guidance of Secretary Office for Social Affairs and Culture, acts as a coordinating unit to the "Working Team to Develop Macao into a Tourism Education and Training Base for the Greater Bay Area" with 3 government departments and 9 higher education institutes, which include: Macao Government Tourism Office, Education and Youth Affairs Bureau, Tertiary Education Services Office, University of Macau, Macao Polytechnic Institute, Macau University of Science and Technology, City University of Macau, University of Saint Joseph, Academy of Public Security Forces, Macau Institute of Management, Kiang Wu Nursing College, and Macau Millennium College.

The working team targets to achieve 5 goals: to research and promote coordinated development of tourism, to utilise tourism education resources, to improve knowledge on the Greater Bay Area and the "One Country, Two Systems" principle, to increase regional destination competitiveness and to construct communication mechanisms.

International Forum
on China's Belt and
Road Initiative

"China's Belt and Road Initiative: Long-term Implications for Global Travel and Tourism" international forum, coorganised by IFT Tourism Research Centre (ITRC) and the College of Tourism and Service Management of Nankai University, was successfully held on 20 April 2018. More than 150 participants attended this Forum. The forum attracted international experts, scholars and researchers to share their insights on the Belt and Road initiative, and its relationships with global tourism development.



The Greater Bay Area Collaborative Tourism Research Forum



Institute for Tourism Studies' Tourism Research Centre (ITRC), the School of Tourism Management, Sun Yat-Sen University (SYS), and the School of Hotel and Tourism Management, Hong Kong Polytechnic University (HKPolyU) jointly organised "The Greater Bay Area Collaborative Tourism Research Forum" on 8 May 2018. The Forum was one of a kind owing to its pragmatic and interactive nature. It was designed for the purpose of defining a collaborative research agenda for tourism stakeholders in the Greater Bay Area (GBA). The forum provided an opportunity for hospitality and tourism policymakers, industry executives, and researchers in the

Greater Bay Area to discuss, identify and prioritise future joint researches on tourism in the Greater Bay Area.

The forum attracted 110 participants, including representatives from HKPolyU, SYS, and IFT, as well as other higher educational institutes in the GBA. Other participants included community members from across the GBA, including policy-makers, government officials, industry executives, and members of various community interest groups, think-tanks and private associations.

Centre of Professional Training in the Bay Area

IFT is dedicated in becoming a professional tourism training hub in the Greater Bay Area. Starting from academic year 2017/18, IFT has offered specific training programme and courses with the goal of nurturing new tourism talents for Macao and the Greater Bay Area.



Mainland China Tour Guide Exam Preparation Course

To encourage Macao residents to explore the Greater Bay, IFT organised the "Mainland China Tour Guide Exam Preparation Course" in March 2018, providing necessary preparation and support for local residents who are interested in taking the Mainland China Tour Guide Exam. The course is instructed by instructors from Zhuhai Tour Guide Service Centre.

Jiangmen Tourism Management Training Programme

In June 2018, the Tourism and Hotel School offered a training programme on tourism management to government officials from the Tourism Bureau of Jiangmen, Taishan, Kaiping, Xinhui and Enping, as well as the management body of Jiangmen Polytechnic, Jiangmen Tourism Industry Association and other major tourists attractions to lift the quality of tourism employees in Jiangmen, one of the core cities in the Greater Bay Area.

MORS goes to Greater Bay Area

The widely recognised Macao Occupational Skills Recognition System (MORS), developed by IFT, was established in 2001. Its main objective is to upgrade human resources in the Macao tourism industry through the introduction of a certification scheme in a number of professions.

MORS was introduced to the Zhuhai No.1 Vocational School in the Guangdong Province in 2009. To date, over 3,300 students from the school have benefitted from MORS trainings and assessments, covering 7 different occupations including: Bartender, Concierge and Bell Attendant, Customer Relations Officer, Front Desk Agent, Room Attendant, Waiter/Waitress (Chinese Restaurant Service), Waiter/Waitress (Western Restaurant Service) and Retail Sales Officer.

Also, front desk agent and bartending assessment schemes have been available at Ling Dong Vocational and Technical School, Nansha since 2015.

Chinese Tea Master Programme

IFT is committed to continuously expanding the scope of and upgrading the different levels of training, working towards creating an even higher quality tourism education and training institute. In November 2017, IFT, in collaboration with the Labour Affairs Bureau, invited Guangdong Occupational Skill Testing Authority to conduct a preparatory course for the National Occupational Qualification Skill Test (Primary Skill Level) for students of the Chinese Tea Master course. Twenty-nine students joined the qualification test.

Strengthen International Connection

Globalisation is an unstoppable trend in the world and IFT sets internationalisation an important principle in different areas, ranging from curriculum development to research.

IFT is a centre for talents, experts and learners to gather and share insights and exchange understanding in their areas of interest. The Institute provides undergraduates a learning environment with an international outlook that enhances career prospects upon graduation and increases the quality and relevance of researches.

The knowledge and experience of our multicultural body of academic staff help broaden students' horizons. IFT has access to a large international network, linking it with 106 universities and tourism bodies in 32 different countries and regions around the world. The Institute welcomes each year numerous foreign students on short-term exchanges and foreign students who undertake the entirety of academic programmes, giving the campuses an international atmosphere.

We encourage students to do internships abroad, and take part in exchange programmes, attend academic conferences, go on field trips and take cultural immersion programmes abroad. Scholarships are offered as recognition for their hard work.

Pillar of Global Tourism Education

The Global Centre for Tourism Education and Training organised a training programme titled "Capacity Building for Destination Marketing & Tourism Development", which was split into 2 eight-day sessions from 29 November to 6 December 2017 and 24 to 31 May 2018.

In the first section, 26 representatives from Mainland China, Fiji, Macao SAR, Maldives, Papua New Guinea, Samoa, and Vanuatu participated in the programme. Lectures, case studies, experience sharing, presentations and visits were included in the training programme. Besides the lectures delivered by IFT instructors, IFT also invited Mr. Andrew Jones, Guardian of Sanctuary Resorts, Immediate Past Chairman (2017) of Pacific Asia Travel Association (PATA) to share his experiences with regard to sustainable tourism from an industry's perspective. In addition, Ms. Celia Lao, CEO of Hong Kong and Macao, AirAsia and a representative of Macao Trade and Investment Promotion Institute shared their experience in aviation, event and the marketing industry. The participants also visited world heritage sites of the Historic Centre of Macao and a few large scale resort-hotels in order to understand the planning and management of tourism facilities in Macao.



In the May 2018 section, a group of 19 representatives from "One Belt, One Road" countries, namely Mainland China, Myanmar, Pakistan, as well as Macao SAR and UNWTO gathered to attend lectures delivered by IFT professors and scholars.

IFT and the Training and Education Department of the Directorate of Hotels and Tourism, Ministry of Hotels and Tourism of Myanmar signed a memorandum of understanding with the aim of promoting sustainable tourism development through enhancing human capital and fostering collaborations in tourism education and training between Macao and Myanmar in March 2018. Ten officials from the Directorate of Hotels and Tourism and the Ministry of Hotels and Tourism of Myanmar attended training at IFT.

An Exchange Platform of Portuguese Speaking Countries



Increasing cooperation with the Portuguese-speaking countries is a mission of IFT. This is in line with the efforts Macao SAR Government puts in to promote the city as a commercial and trade cooperation service platform between China and the Portuguese-speaking countries.

Together with Territur - Tourism, Culture and Space, from the Centro de Estudos Geográficos (CEG) of Lisbon University, IFT coorganised the public seminar "Ethics and Tourism Planning: Sharing experiences from Macao and Portugal" with IFT on 24 November 2017. The seminar

focused on challenges of the rapid tourism growth and confirmed the need to develop more responsible and sustainable practices in the sector.

Also, in academic year 2017/18, IFT held workshops for officials from tourism-related bodies in the Portuguese-speaking countries from March to July 2018. This is the third consecutive year IFT held the workshop. These Lusophone countries include Angola, Cape Verde, East Timor, Guinea-Bissau, Mozambique and São Tomé and Príncipe.

World's Leading Teaching

IFT collaborates with some of the leading tourism schools around the globe to put together short courses for executives in the hospitality industry. These IFT Executive Development Programme courses cover the latest trends in hospitality management.

In academic year 2017/18, IFT offered 3 courses for professions and managers in the hospitality industry. From April to October 2018, IFT invited Mr. Olivier Vershelde, the Senior Consultant in Lausanne Hospitality

Consulting, Ecole hôtelière de Lausanne; Dr. Michael Oshins from Cornell University; and Dr. Bill Carroll, Cornell University to hold short courses covering topics from sustainability in F&B industry to leadership training and demand management in maximising hotel revenue.

5 degrees

Most of the IFT programmes leading to bachelor's degrees are recognised by the Polytechnic Institute of Leiria in Portugal, meaning the degrees awarded are accepted all over the European Union. This makes it easier for IFT graduates to pursue postgraduate studies in Europe or obtain employment there.

18

nationalities
Being one of the world-leading tourism education institutes, our faculty includes academics from all around the world work side-by-side with their highly-qualified colleagues from Macao.

Explore and Grow More

IFT strives to broaden students' horizon and increase knowledge in their scopes of study, the community and the world. With fieldtrips and the student exchange programme led by academy staff, students received fruitful experiences and grow holistically.

From 15 to 19 October 2017, Prof. John Ap and Dr. Tammy Ku led 20 Tourism Management third year students who studied "Travel Services Management", and "Development and Management of Attractions" to gain first-hand experience in theme park management and operations and tourism services in Malaysia.

As one of the regional transportation hubs, the development of transportation management is crucial to Macao. On 10 November 2017, Dr. Tammy Ku led 27 Tourism second year students who took the course "Passenger Transport Management" to Hong Kong Aviation Ground Services Limited at Hong Kong International Airport to study the operation and management of world class airport hub.

Heritage Tourism development is one of the main focuses in Macao and Dr. Sharif Shams Imon took 20 Heritage Management fourth year students in the "Seminar on Heritage Management" course to an 8-day study trip to Sri Lanka during 29 January to 5 February 2018.

Dr. Choi Suh Hee led 20 Tourism Business Management fourth year Tourism students in the "Special Interest Tourism" course to Chiang Mai, Thailand for a fieldtrip from 9 to 13 November 2017, and another 25 students who studied the same course to a 6-day study trip to Da Nang, Vietnam during 30 April to 5 May 2018.

The 44th WorldSkills Competition



The 44th WorldSkills Competition took place at Abu Dhabi on 15 to 18 October 2017. This competition is held every 2 years in different parts of the world for the purposes of raising the profile and recognition of skilled young people and to show how important skills are in achieving economic growth.

IFT was commissioned by the Macao SAR Government Labour Affairs Bureau to be one of the training units to compete in the 44th WorldSkills Competition at Abu Dhabi in 3 competition categories which are Cooking; Patisseries/Confectionery and Restaurant Service. The IFT training team was formed by our culinary faculty members including Dr. Mark Gibson who was in charge of the Cooking Category assisted by Dr. Christy Ng; Ms. Marieta Wong and Mr. Jeffrey Lao, the Patisseries/Confectionery Category and Mr. Miguel Oliveira, the Restaurant Service Category.

After two rounds of candidate screening competition including participants from IFT and other institutions and organisations, 4 IFT students were selected to represent Macao to compete in the 44th WorldSkills Competition at Abu Dhabi on 15 to 18 October 2017. They were Bowie, Cheong Pou I (Cooking Category); Renee, Ng lok Shan (Patisseries/Confectionery Category); Noel, Ho Wei (Restaurant Service Category) and Eva, Un I Wa who participated in the Floristry Category trained by the Macau Association of Macau Floral Culture. They competed against some 40 countries and regions representatives in Abu Dhabi in each category and came back with a very satisfying result, especially in Restaurant Service Category and Floristry Category, in which they won the Medallions of Excellence. They came back with more



experience and skills; they became stronger in mind; more focused at work; more sociable; more flexible and could bear greater stress. The training team members and IFT students had also benefited from interacting with experts from other countries. They exchanged skills, knowledge, cultures, developed friendships and communicated collaboration opportunities.

Partners and Memberships Newly Signed in Academic Year 2017/18:

Jiangmen Polytechnic, People's Republic of China

Sun Yat-Sen University, People's Republic of China

FERRANDI Paris,

The French School of Culinary Arts and Hospitality Management, Paris, France

Taylor's University, Malaysia

Training and Education

Department of the Directorate of Hotels and Tourism,

Ministry of Hotels and Tourism, Republic of the Union of Myanmar

University of Évora, Portugal



Research Collaboration:

Sun Yat-Sen University
People's Republic of China

School of Hotel and Tourism Management, The Hong Kong Polytechnic University
Hong Kong SAR

IFT partners in international qualification courses

- American Hotel and Lodging Educational Institute (AH&LEI)
- Asia Society of Visual Merchandisers (ASVM)
- Burgundy Wine School
- Microsoft Office Specialist (MOS)
- City and Guilds
- Educational Testing Service (ETS)
- Ferrandi Paris - School of Culinary Arts
- International Air Transport Association (IATA)
- International Bartenders Association (IBA)
- International Personal Trainers and Fitness Academy (IPTFA)
- ITEC
- Le Cordon Bleu
- Pearson LCCI
- PIVERDIE FRANCE
- Sake Sommelier Association
- Servsafe®
- Specialty Coffee Association (SCA)
- Sherry Academy
- Wine & Spirit Education Trust (WSET)
- Wines of Portugal



Summer School

During the summer break, many IFT undergraduates take short-term programmes outside Macao which broaden their horizons and deepen their knowledge about their areas of interest. Some of these programmes are arranged jointly by IFT and its partners abroad. The cross-border exchange programmes that IFT students took part during academic year 2017/18 includes:

- **Tianjin Cultural Exchange Programme for Macao University Students 2018**
Tianjin, Mainland China 7 - 21 June 2018
- **Yunan University of Finance and Economics "2018 Exchange Scheme of Faculty and Students among Universities in Mainland, Hong Kong and Macao" – Colourful Clouds Culture Exploration: Cultural Experience in Yunnan**
Yunnan, Mainland China 8 - 14 June 2018
- **Shenzhen University "2018 Exchange Scheme of Faculty and Students among Universities in Mainland, Hong Kong and Macao" – Summer Cultural Camp on Chinese Traditional Art**
Shenzhen, Mainland China 9 - 15 June 2018
- **Nanjing University "2018 Exchange Scheme of Faculty and Students among Universities in Mainland, Hong Kong and Macao" – 2018 Macao and Jiangsu University Students Cultural Exchange Programme**
Jiangsu, Mainland China 19 - 25 June 2018
- **Destination and Experience Marketing**
Breda, the Netherlands 1 - 12 July 2018
- **Tourism, Portuguese Language and Culture**
Évora, Portugal 1 - 14 July 2018
- **Food, Wine & Culture Summer School**
Setúbal, Portugal 1 - 15 July 2018
- **University of Economics, The University of Danang International Summer School 2018**
Danang, Vietnam 2 - 11 July 2018
- **Summer Camp on Maritime Silk Road 2018 organized by Guangdong-Hong Kong-Macau University Alliance and hosted by Jinan University**
Guangzhou, Mainland China & Batam, Indonesia 22 - 29 July 2018
- **Sun Yat-Sen University "2018 Exchange Scheme of Faculty and Students among Universities in Mainland, Hong Kong and Macao" – Lingnan Cultural Summer Camp**
Guangdong & Hunan, Mainland China 17 - 24 August 2018



Research



ANNUAL REPORT
2017

2018

04

Leading Research Institute

IFT's faculty helps advance knowledge and practice in various relevant areas of major concern to industry and policymakers, from research helping Macao optimise its tourism capacity to effectively managing the challenges of human resources. The Institute is committed to conducting research that is significant on a global scale and communicates new knowledge to the community.

The Institute conducts advanced and high-quality research by collaborating and working together

with renowned partner universities across the world through various joint research projects and knowledge sharing activities.

IFT believes firmly in international engagement which ranges from collaboration between individual academics to multidimensional cooperations among institutions. The aspiration of each research partnership is to achieve excellence and to make the greatest possible difference across the globe.

International Conferences



As an important member in tourism and hospitality related research, IFT frequently send representatives to international conferences, and organise international conferences in Macao, with the aim to offer a platform for industries elites and leading researchers to exchange knowledge and insights.

From 12 to 14 December 2017, IFT coorganised the "Beyond the Waves: the 4th International Conference on Events" (ICE2017) with the Rosen College of Hospitality Management at the University of Central Florida, USA and Bournemouth University, United Kingdom in Orlando, Florida. The conference attracted 65 delegates from 13 countries and regions. World-renowned scholars included Prof. Abraham Pizam, Prof. Fevzi Okumus, Prof. Donald Getz, Prof. Rhodri Thomas, Prof. Judith Mair and Prof. Alan Fyall participated in the conference and shared their perceptions. The five-member delegation was led by Director of ITRC, Prof. Leonardo Dioko and ICE2017 Organization Committee Member and Lecturer Ubaldino Couto, and colleagues from the faculty, Dr. Laurie Baker-Malungu, Assistant Prof. Dr. Choi Suh Hee and Prof. Sherry Tan Xiu Chang.

Policy Research

IFT Tourism Research Centre (ITRC) aims to garner and disseminate knowledge about topics relevant to tourism and hospitality in Macao and across the world. Acting as a consultant to various government departments and a public policy think-tank, ITRC often collaborates with research partners and think-tanks abroad to make its researches more internationalised.

ITRC compiles several tourism-related indicators, including the Macao Tourism Satisfaction Index. The Centre also regularly releases findings of the Macao Visitor Profile Survey, which delivers valuable market insights to managers in the tourism industry.

Human resources, particularly in tourism and hospitality industry, is also one of the ITRC's research focuses. The Macao Human Resource Monitoring Survey is a long-term project setting out to measure the attitudes, opinions and job satisfaction levels of workers in hospitality, gaming and tourism industries.

Among the topics of our research published in 2017/18 were:

- Macao Tourism Carrying Capacity
- Macao Tourist Satisfaction Index
- Visitor Profile Survey
- Macao Human Resource Monitoring Survey

In 2017/18 IFT served as consultant to the:

- Macao Hotel Association



Campus



05

Continuous Optimisation

IFT understands the important role of institute facilities to personal and academic development and thus, optimising facilities to provide a first-class teaching and learning environment for students, staffs and other users is never a doubt.

Sustainability is one of IFT's foremost strategies when it comes to facilities. The aim is to offer a cutting-edge physical and technological environment for both teaching and learning. The way the Institute combines modern academic resources with a friendly environment for social interaction and accommodation enhances the experience of students, teachers and other staff in it.

Students at IFT have access to purpose-built facilities such as computer rooms, demonstration kitchens, a training restaurant and a training hotel; they are also welcomed to use 2 libraries, and their electronic information services and computing facilities.

In academic year 2017/18, IFT continues to improve and optimise facilities at Mong-Há Campus and Taipa Campus. Pousada de Mong-Há is undergoing a refurbishment and its facilities

will be upgraded; the design and planning of the new educational hotel at Taipa Campus were implemented, and 2 new chillers were replaced to enhance the ventilation in Forward Building. While at Taipa campus, supporting facilities and the environment in general had been continuously improving on each floor of East Asia Hall. A new student study room and dining area were established on the ninth floor also. Barrier-free facilities are to be upgrade progressively in each campus building in order to provide a more integrated learning environment for all students.

In April 2018, Campus Services Team passed the Quality Management System audit and had successfully gained the ISO9001:2015 accreditation. This means the quality of facilities management and campus services provided in IFT are up to par and will be improved continuously.

Environment and facilities of IFT campuses



Green and Healthy Campus



In the past year, the Institute has been promoting green awareness and occupational safety among students and staff. Various interactive events and activities featuring health, environmental protection and safety were held during "The 6th Healthy and Green Month". They were: "Have You Saved the World Today?", "DIY Eco Enzyme Workshop", "Ecological Aquarium Bottle Workshop", "Tuning Food Surplus into Jam Workshop", "DIY Mini Plant Decoration", Earth Hour/IFT Lights out for 1 Hour & No Elevator Day", "Join the Cherish Food Corps", "Green O Camp & Green O Night" organised by the Student Union, "Green Workshop @ Pousada de Mong-Ha" organised by second year Hotel Management students, "Health Seminar",

“Fire Prevention and Safety Seminar” and more. Over 1,900 had participated in the events and activities.

In terms of safety, the Institute has been conducting threat drills, chemical spill drills and fire drills for the 2 campuses and different departments. The drills had been revised and modified to meet the constantly growing standards.

During the summer vacation, Judicial Police was invited to conduct a safety inspection at both campuses. IFT had also participated in a Workplace First Aid Course by the Labour Affairs Bureau and another seminar on “Disaster Preparedness and Response”. The programmes and events had enhanced IFT’s readiness for disasters and accidents.

Passage to Success

Students at IFT gain hands-on experience of the hospitality industry at 2 training facilities on the IFT Mong-Há Campus: the renown hotel - Pousada de Mong-Há and the highly recognised restaurant - Educational Restaurant. They are open to the community, serving as a mock working environment for students to serve guests with real diners.



Pousada de Mong-Há

IFT Educational Hotel, commonly known as Pousada de Mong-Há, offers guests a relaxing stay in the graceful surroundings of a boutique hotel.

The Portuguese word “pousada” means “a place of blessed repose”, which also brings out the 2 aims of the Hotel: to serve travellers from around the world and provide the best accommodation possible.

Awards and Achievements of Pousada de Mong-Há:

- Recommended Hotel, Globe-Trotter Travel Guidebook (Japan), 2005-2018
- Recommended Hotel, Michelin Guide Hong Kong and Macau, 2009-2018
- Travellers’ Choice, TripAdvisor, 2011-2018
- Certificate of Excellence, TripAdvisor, 2012-2018
- Top 2 Bargain Hotels in China, TripAdvisor, 2018
- Macao Green Hotel Gold Award, Macao Environmental Protection Bureau, 2017-2019

Hotel Refurbishment

In order to optimise services as well as facilities of the Pousada de Mong-Há, the hotel has been undergoing a refurbishment project since January 2018, and the entire project is expected to complete by end of 2019, when valued guests will see a brand new and modern environment with a historical touch. With Pousada continuously being a preferred choice of many families and business travelers alike, these extensive renovations will surely make guests’ future stays even more delightful.



IFT Educational Restaurant

The IFT Educational Restaurant is an establishment where students are coached and supervised by experienced instructors to gain rich and practical experience of the restaurant business.

The Educational Restaurant’s menu embraces both Macanese and Portuguese dishes, which represent the uniqueness of Macao’s history and distinctive cooking methods. The restaurant supports organic farming and the Slow Food movement. All herbs for seasoning uses are grown in a herb garden at the Mong-Há Campus.

From time to time, the restaurant brings cuisine and gastronomy from around the world to gourmets’ plates. Seasonal menus, Macanese menus as well as Valentine’s Dinner menu are offered in different periods of the year, bringing every food lover the most surprising trip of smell and taste.

IFT’s food and beverage staff frequently attend international exhibitions, which keep them up to date with the latest trends in the food and beverage business, and enhance their knowledge in their professional areas. During 5 to 7 September 2017, IFT Food and Beverage Department Executive Assistant Manager Mr. David Wong and Chef Hans Rasmussen participated in “Restaurant & Bar Hong Kong 2017” at the Hong Kong Convention & Exhibition Centre, and on 9 to 11 November 2017, Mr. David Wong, Manager Mr. Hugo Robarts Bandeira, Assistant Manager Mr. Miguel Lança and Mr. Billy Chang took part in the “10th HKTDC Hong Kong International Wine & Spirits Fair” at the Hong Kong Convention and Exhibition Centre.

As Macao was designated as UNESCO Creative City of Gastronomy, IFT has taken up the responsibility to promote Macao cuisines to different parts of the world in the past year. During 15 to 20 May 2018, Chef Chon Kin Kei and Tong Ion Keong went to the “Dynamic Macao Promotion Week - Fujian Fuzhou” in Fuzhou. On 31 May to 5 June 2018, Mr. David Wong and Chef Hans Rasmussen took part in a series of events to promote Macao as the Creative City of Gastronomy in Parma, Italy, on behalf of IFT and then the “Kavala Fresk Festival” in Cape Verde during 9 to 20 July 2018. All events are well received.

Besides F&B events, IFT Chef Tam Kuong Wu also took part in the “45th International Snow Sculpture Contest” on behalf of MGTO of Macao SAR Government in Hokkaido, Japan, from 2 to 11 February 2018. Team Macao won the second prize.



Out of the Common Run



The 10th Young Chef Competition was organised by the Macau Culinary Association and coorganised by IFT took place on 6 October 2017. This event serves as a testing ground for young and talented chefs to demonstrate their skills.

In the competition, each contestant has to prepare 2 servings of a 3-course meal within 3 hours. One serving is for the judges to taste and the other one is for them to assess how the dish is being presented. Two 4th year IFT students pursuing bachelor's degrees in Culinary Art Management took part in the competition and competed against eleven other competitors at the final round. Paul Lam Chi Kin, one of the mentioned IFT students, won the first prize.

Treasury of Knowledge

IFT libraries are dedicated to meet the lifelong learning, reading and demand of information needs of students, staff and visitors. Currently, IFT has 2 libraries, one in Mong-Há Campus and the other, in Taipa Campus.

With a total gross floor area of 700 square metres, the new IFT Taipa Campus Library was officially opened in August 2016. It has different reading areas, with movable furniture that provide students the flexibility to tailor their environment for learning. There are also a computer zone, and nooks in which readers can read magazines. The new library, like the library in Mong-Há Campus, provides its users a tranquil environment for study, relaxation, and research.

Bridging Connections with Libraries in Greater Bay Area

Academic year 2017/18 marked as an important year for the IFT library as it was elected one of the Council members of the Guangdong-Hong Kong-Macao University Library Alliance from the Macao region in December 2017. Founded by the University of Macau Library, the libraries of Sun Yat-Sen University Library, and the Chinese University of Hong Kong Library, the Alliance was established in June 2017 to promote cooperation and resources sharing among libraries in the 3 regions. The Alliance optimises inter-library loan services, document delivery, publications exchange and staff training, establishing an "One-hour Library Circle", which makes easy academic exchanges, promotes research collaborations among the 3 regions, and provides support to the development of the Greater Bay Area.

Library External Relations

The Macau Academic Library Alliance (MALA) representatives had attended the 84th IFLA World Library and Information Congress in Kuala Lumpur, Malaysia. IFLA was founded in 1927 and is an international body representing the global voice of the library and information



professionals across 140 countries and more than 1,400 members. The IFT Library has held an Institutional Membership of it since 2014 and attending the congress. The Alliance allows students from one higher education institute to borrow library materials from libraries at any of the other 8 institutions of higher education in Macao.

Since 2016, IFT has become a member in Greater China to join the World Tourism Organization (UNWTO) depository library. The objective of the programme is to provide easier access to reports and other publications published by UNWTO to public users.





IFT held its first National Flag-raising Ceremony on campus on Student Orientation Day. A total of more than 400 students and faculty members attended the ceremony. The Flag-raising Ceremony aims to deepen the sense of national identity and foster the love for our mother country and Macao.

Tourism College





06

Foster Future Talents

IFT Tourism College provides the foremost bachelor degree programme of tourism studies in Macao. Integrated with theories and first-hand experience, our bachelor's degree programmes are widely recognised by the tourism and hospitality industries in Macao and places all over the globe. With numerous global partners and international connections, the College is dedicated to provide the world's leading, internationalised, and forward-looking education for students.

Students at the IFT Tourism College do not only learn in the classroom but are also offered experience of facing challenges in preparation for their future careers. Students taking courses under the bachelor degree programmes practise what they learn in the college's cutting-edge training facilities, which include a training restaurant, a training hotel, a hotel front desk and guest rooms settings, several Chinese and Western kitchens for teaching and cooking demonstrations, and a one-of-a-kind heritage documentation laboratory. They also have opportunities to gain hands-on experience through working on projects, such as activities organisation, participate in charity events, editing food guides and providing consultations for Macao enterprises.

With a strong international connection, IFT Tourism College encourages students to explore the globe, and return with new experience. Activities like field trips, community services and tours create bonds among students in the tourism and hospitality disciplines, and those who serve in the industries all around the world.

Unlike many education institutes in Macao, students in the College are required to take a daytime degree of Bachelor of Science with elements of the completion of both a 6-month internship and an undergraduate dissertation, which ensures students' development on both knowledge and practical experience. Various locations for internship worldwide include Belgium, Mainland China, Dubai, Malaysia, Singapore, Spain, United Kingdom and United States of America.

Highest Ability

Completing a 6-month internship is mandatory for IFT undergraduates in their third year. Also, before they are allowed to graduate, all students taking daytime programmes leading to the degree of Bachelor of Science must produce a thesis. No other institution of tertiary education in Macao has this combination of requirements.

Our Bachelor Degree Programmes

Daytime Programme

- 

Student Sharing
 Bryan Lo
 - 

Alumni Sharing
 Vicky Chen
 - 

Alumni Sharing
 Victor Zhu
 - 

Alumni Sharing
 Athena Wong
 - 

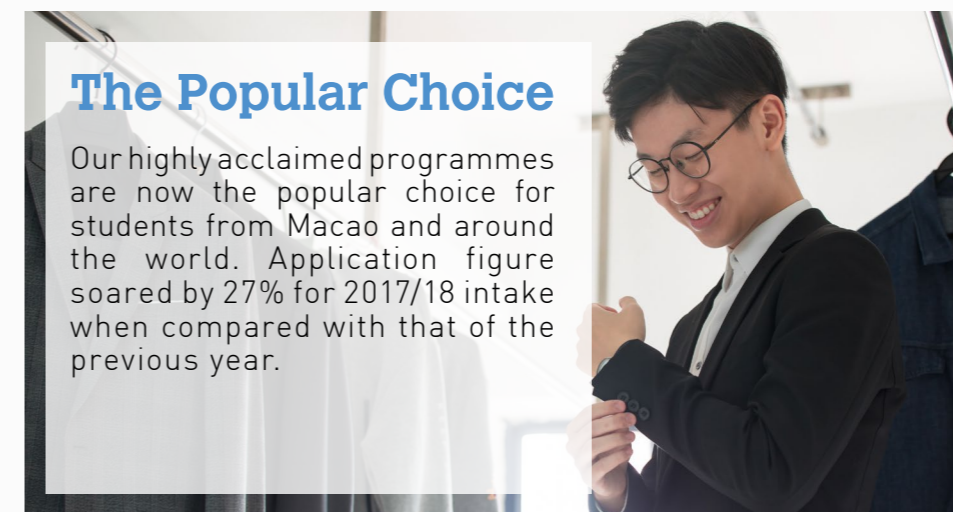
Alumni Sharing
 Mandy Ho
- Bachelor of Arts in Culinary Arts Management
 - Bachelor of Science in Heritage Management
 - Bachelor of Science in Hotel Management
 - Bachelor of Science in Tourism Business Management
 - Bachelor of Science in Tourism Event Management
 - Bachelor of Science in Tourism Retail and Marketing Management

Evening Programme

- Bachelor of Science in Hotel Management
- Bachelor of Science in Tourism Event Management
- Bachelor of Science in Tourism Retail and Marketing Management

The Popular Choice

Our highly acclaimed programmes are now the popular choice for students from Macao and around the world. Application figure soared by 27% for 2017/18 intake when compared with that of the previous year.

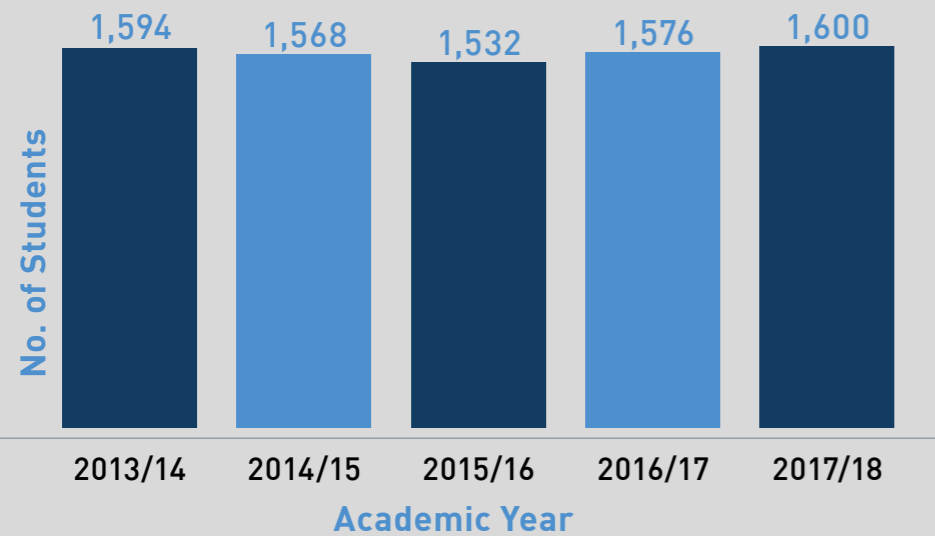


19%

of students enrolled in academic year 2017/18 were from outside of Macao.

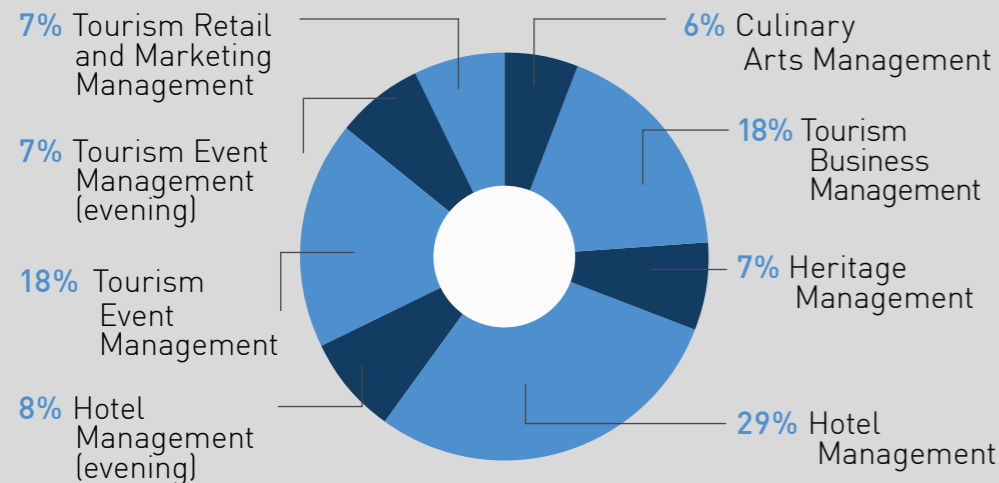
Most IFT students from outside Macao were from Mainland China; other students came from Hong Kong SAR, Taiwan region and other parts of Asia, Europe and the United States.

Students Enrolled in Bachelor's Degree Programmes



29
nationalities
were represented
among students
enrolled in 2017/18.

2017/18 Graduates



277
IFT students
successfully
completed
undergraduate
thesis in 2017/2018

Embrace All Challenges

A degree awarded by the IFT Tourism College is popular among employers. Though, our bachelor's degree programmes do more than just prepare students for employment. A good percentage of IFT graduates go on with their studies at top universities around the world.

What was
the class of
2018 doing 6
months after
graduation?

Response rate of IFT Career
Placement Survey 2017/18 was

70%

85%

were employed or were
pursuing further studies

**Over
70%**

were working in Tourism
and Hospitality industry

95%

of those who had full-time employment,
earning a median monthly pay of
MOP15,100

82%

recommended IFT as a place
to study for a bachelor's degree

[Source: IFT Career Placement
Survey, conducted in December
2018]



Academic Staff

Our Academic Coordinators

IFT Tourism College programme coordinators committed to offer the best educations for students.



MARK GIBSON

Coordinator for Culinary Arts Management
United Kingdom

Before he began his academic career, Invited Assistant Professor Dr. Mark Gibson worked in the food and beverage industry for more than 20 years in various roles including: as a chef, a consultant and as a front of house manager. Dr. Gibson undertook his Ph.D. in Food Management, Environmental Sustainability and Food Security at Manchester Metropolitan University (United Kingdom). He is currently employed an Invited Assistant Professor at IFT. In his role as programme Coordinator Dr. Gibson is presently lecturing students in areas of food production and preparation in the Institute's popular Culinary Arts Management degree programme. Simultaneously, Dr. Gibson and his team are revamping and continuing to develop the relatively new 4-year culinary degree course. His work also expands into the operations side with multiple kitchen designs and renovations. Mark also sits on several academic bodies from the CTC through to the Pedagogic council as well as the coordinator's panel. He is also currently developing 2 Master's Degree courses at IFT which will be rolled out in 2019.

Some notable publications include several books, papers and articles about food and surrounding issues. As well as writing books and articles, Dr. Gibson is also an associate editor and reviewer for several food-related journals. He also helped with 'Foodsource', a research and policy unit based in the Social Sciences Division of the University of Oxford, Environmental Change Institute. Amid all this Mark continues to write books on the broad subjects of food and food related material.



SHARIF SHAMS IMON

Coordinator for Heritage Management, Tourism Business Management
Bangladesh

An international expert in heritage and tourism management, Invited Assistant Professor Dr. Sharif Shams Imon's teaching career spans over 20 years. He holds a Ph.D. in Urban Conservation from the University of Hong Kong, has research interests in topics related to urban heritage tourism, heritage interpretation and urban conservation, and is a member of 6 professional bodies. Professionally, he has worked as a consultant for UNESCO, UNESCAP and government projects in 14 different countries, and is a technical evaluator for nominated UNESCO World Heritage sites and an ICOMOS expert member for World Heritage monitoring since 2005.



CINDIA LAM

Coordinator for Evening Degree Programmes
Macao

Assistant Professor Dr. Cindia Lam holds the degree of Ph.D. in Business Administration from the Catholic University of Portugal, with a focus in Accounting and Master in International Trade and Finance from Heriot-Watt University of United Kingdom. The research of Dr. Lam spans from niche areas of tourism, like medical tourism, tourism insurance and wine tourism, to consumer and employee psychology. She is a specialist in teaching service quality management and accounting courses. She has also served as a consultant to the Macao SAR Government on many of its projects.



CONNIE LOI

Acting Vice Director of the Tourism College
Coordinator for Hotel Management, Tourism Event Management
Macao

Assistant Professor Dr. Connie Loi's career has brought her full-circle. Dr. Loi studied Tourism Business Management at IFT and graduated in 2001. She also earned a Higher Diploma in Hotel Management from the Institute. She subsequently received a Ph.D. in Tourism from James Cook University in Australia. Her current research interests include hotel guest satisfaction, destination marketing, tourist behaviour and tourism product management. Results of her research appear frequently in international academic journals and in conference proceedings in the field of tourism and hospitality.



EVE REN

Coordinator for Tourism Retail and Marketing Management
Mainland China

Assistant Professor Dr. Eve Ren holds a doctorate in Hotel and Tourism Management, which she earned at the Hong Kong Polytechnic University. Dr. Ren has taught in institutions of higher education in Mainland China and the Hong Kong SAR, contributed to textbooks on tourism and hospitality, and has been publishing research papers in international academic journals. Earlier in her career, Dr. Ren worked full-time in tourism and hospitality. At IFT, she oversees subjects in the field of business management.

Our Regents and Course Coordinators

The regents and course coordinators at IFT design and develop course curriculums and practicums with their expertise. They are in charge of coordinating teaching loads and monitoring the quality of teaching, helping students learn and shape the way they build their skills.



HUGO BANDEIRA

Coordinator for Food and Beverage Courses
Portugal

Mr. Bandeira is a graduate of IFT and a tutor approved by the Wine and Spirit Education Trust (WSET®) in Britain. He regularly serves as a judge in international wine competitions and was the Founding President of the Macanese Gastronomy Association.



LAURIE ANNE BAKER-MALUNGU

Regent for Thesis and Projects
United States of America

Dr. Baker-Malungu is a specialist in the field of education. For more than 30 years she has served in institutions of higher education in Chinese Taiwan, in Guangxi and in Macao. In charge of overseeing the Thesis/Project graduation requirement for the daytime BSc degree programmes, Dr. Baker-Malungu is committed to creating learning experiences that give students the knowledge and skills necessary to demonstrate capacity that can be recognised by expert peers. Her research interests include e-learning, language acquisition, occupational development, curriculum design and occupational efficacy.



MIGUEL GASSMANN DE OLIVEIRA

Regent for Restaurant and Bar Courses
Portugal

Mr. Gassmann de Oliveira teaches courses on aspects of running restaurants and bars, including cost control and food preparation. Mr. Gassmann de Oliveira is an IFT graduate who worked in the hotel business in Macao for more than a decade before returning to teach at the Institute.



OSCAR HO

Regent for Off-Campus Practicum and Regent for Internship
Macao

Mr. Ho coordinates the IFT curricular internship programme, putting to use his extensive experience of business development in Greater China. Mr. Ho also supervises schemes that give students experience of working under supervision in tourism and retailing.



DORIS IP

Regent for Languages
Macao

Assistant Professor Ms. Ip has been at IFT since its establishment, specialising in language teaching. She teaches English courses and oversees English and other language courses. Ms. Ip's research interests include curriculum design and language-learning motivation. She is a joint author of an English language audio course for taxi drivers.



WONG MAN SU

Regent for Kitchen Courses
Macao

Chef Wong was trained in the preparation of Japanese food and added to his skills at Hotel Lisboa in the 1980s and early 1990s. He also masters other kinds of cuisine, including Macanese cuisine and Western cuisine. Chef Wong has been at IFT since its establishment.



BENNY VU

Regent for Restaurant and Bar Courses
Macao

Mr. Vu has been the Manager of the IFT Educational Restaurant since 1998 and assists in the supervision of undergraduate practicums at the restaurant. Prior to joining IFT, Mr. Vu held managerial positions in the hospitality industry in Macao. He is a trainer and assessor in the Macao Occupational Skills Recognition System.

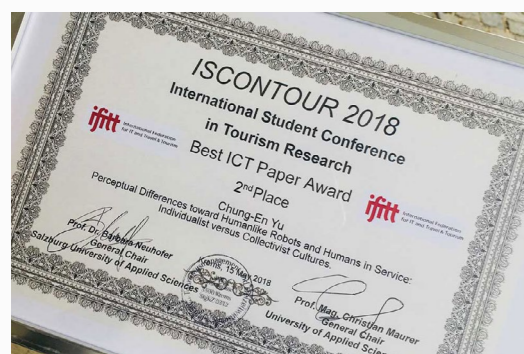
Student Research



IFT requires all students taking daytime programmes leading to the degree of Bachelor of Science to write a thesis as part of their course of study.

IFT was the first institution of higher education in Macao with this compulsory graduation requirement. Individual BSc candidates enrolled in a daytime programme at IFT have been mandated to complete a thesis before graduation since academic year 2015/16. The purpose of this requirement is to give undergraduates the chance to think independently and to develop their critical and analytical skills. The conceptualisation and design of projects which culminate in an original research study are undertaken by the students. Throughout the process, students benefit from the direct guidance of a supervisor and ongoing support from the Thesis Writing Centre and the Thesis Research Support Centre. This IFT thesis requirement has drawn international attention since its implementation. Many students have been invited to present their research at international conferences and similar academic events.

In academic year 2017/18, two students presented and published their research at the International Student Conference in Tourism Research (ISCONTOUR 2018), which took place in May 2018 at IMC University of Applied Sciences Krems, in Austria and a third presented at 7th International Conference on Industrial Technology and Management (ICITM 2018) in Oxford UK. Conference participation is an occasion for the transfer of knowledge and networking among graduates, academics, researchers and tourism professionals.



Outstanding Achievements

The IFT Tourism Education Student Summit or TEd Summit, is held at the end of each academic year. The event celebrates outstanding researches completed by our students in the form of their undergraduate thesis. This year marked the first time this full-day event was held outside of IFT. The TEd Summit-2018 was hosted by the Regency Art Hotel Macau. The proceedings of each TEd Summit are published online and publicly available on the IFT website.



Tourism College Foster Future Talents

Global Internship

Students graduated from IFT Tourism College are well equipped with knowledge and first-hand experiences. With IFT strong international connection, and expanding influences in the tourism and hospitality industries, more and more international partners offer opportunities for internships. These valuable opportunities will broaden students' horizons and prepared them for their career path.

Global Internship Providers in Academic Year 2017/18

Name	Country and Region
Long Legacy Cultural Group	Beijing, China
Wenzhou Feini Shang Mao Limited Company	Zhejiang, China
World Heritage Institute of Training and Research for the Asia and the Pacific Region under the auspices of UNESCO	Shanghai, China
Yidutianxia Culture and Media Limited	Beijing, China
Yunnan Mountain Handicrafts Center	Yunnan, China
Regent Hotels & Resorts	Taipei, Chinese Taiwan
Sunworld Dynasty Hotel Taipei	Taipei, Chinese Taiwan
Time Square International Hotel Corporation	Taipei, Chinese Taiwan
Wunique Patisserie	Taipei, Chinese Taiwan
Mandarin Oriental, Hong Kong	Hong Kong SAR, China
Ovolo Group Limited	Hong Kong SAR, China
The Peninsula Hong Kong	Hong Kong SAR, China
W Hong Kong	Hong Kong SAR, China
Copthorne Hotel & Apartments Lakeview Queenstown (Copthorne Lakeview)	Queenstown, New Zealand
Copthorne Hotel & Resort Queenstown Lakefront	Queenstown, New Zealand
Kawarau Village Limited T/A Hilton Queenstown Resort & Spa and DoubleTree by Hilton Queenstown	Queenstown, New Zealand
Skyline Queenstown	Queenstown, New Zealand
St Moritz Management Limited / T/A Hotel St Moritz	Queenstown, New Zealand
The Rees Management Limited	Queenstown, New Zealand
The Broadmoor	Colorado, USA
The Landmark London	London, United Kingdom
Hotel Arts Barcelona	Barcelona, Spain
Hotel Miramar Barcelona, S.A.	Barcelona, Spain
Al Maha, A Luxury Collection Desert Resort & Spa	Dubai, United Arab Emirates

Tourism College Foster Future Talents

Tourism and Hotel School



07

Onward to Success



The IFT Tourism and Hotel School focuses on student's long development and success in their career path in tourism, hospitality and other service industries. For more than two decades we have offered courses that lead to qualifications recognised internationally and that reflect the needs of the market.

The professional training programmes and certified assessments attracted nearly 20,000 participants each year. Courses at the foundation, intermediate and advanced levels were offered to match the abilities as well as requirements of different students. Our certificates and diplomas are offered in partnership with 20 institutions in Mainland China and around the world, and widely recognised by tourism and hospitality industries, local and abroad.

The IFT Tourism and Hotel School, in collaboration with the Macao Education and Youth Affairs Bureau, designed 2 tailor-made courses for high school students, namely: the Tourism Techniques Course and the Graphic Design Course. The 3-year courses comprise academic and

occupational learning, students of the courses also receive opportunities for internships.

The IFT Tourism and Hotel School also offers pre-service vocational courses to introduce the hospitality, food and beverage, and events businesses to high school pupils, so that they can get more information about tourism and hospitality industry before deciding on their future study and career path.

As the leading institute in lifelong learning, IFT offers a wide range of training courses for the service industries. All Macao residents are welcome to join the IFT Community Education and Development Programme without any charges, the programmes are associated with community associations and IFT partners.

Throughout the year, special seminars and workshops on the food and beverage business and cultural tourism are arranged by IFT. These sessions help broaden participants' horizons as they are often jointly arranged with partners abroad.

Eight Major Area

To support the development of Macao's economy diversification and enhance the development of local employee career path. IFT Tourism and Hotel School offers courses relating to 8 major areas, namely: Hospitality; Food and Beverage; Heritage and Tourism; Retail, Events and Business; Creative Studies and IT; Health, Spa and Beauty; Language and Culture; Personal development.

Hospitality

Courses offered in the area of hospitality cover a wide range of topics and levels, extending from occupational skills to managerial concepts. In addition, we collaborate with international training organisations offering accredited qualifications for career development.

Food and Beverage

A variety of high quality professional training programmes is offered to the F&B service industry staff and to the community in general. Courses cover F&B management, restaurant front line service, bar operation, culinary art as well as food product knowledge. Tourism and Hotel School also collaborates with international organisations, such as Ferrandi Paris, Le Cordon Bleu, Specialty Coffee Association, Wines of Portugal Academy, etc. As Macao was designated UNESCO Creative City of Gastronomy, we are devoted to continuously develop more local traditional culinary courses.

Heritage and Tourism

Courses in Heritage and Tourism studies are provided to nurture professionals in the field; they include "Tour Guide Training" in multi-languages, "Cultural Heritage Interpretation for World Heritage Sites", "Macao Heritage Tour Guide" and "Supervision in Travel Agency". Collaboration with IATA/UFTAA for International Travel Agent Foundation Course is also offered. Public seminars of different cultural and tourism topics are regularly provided.

Retail, Events and Business

The Retail, Events and Business team offers a series of retail courses in selling techniques, shop operations, merchandising, marketing and visual merchandising to cope with the needs of fast development of the retail industry. Tourism and Hotel School also offer a series of financial management, business management and accounting courses from entry to managerial levels. For those who are interested in the event industry, the school offers courses such as Wedding & Event Planning and Public Relations.

Creative Studies and IT

To cope with the development of cultural and creative industry and to support Macao in becoming a smart city, Tourism and Hotel School offers courses related to Creative Arts and Information Technology. They cover art and design training, information technology learning and creative thinking development.

Health, Spa and Beauty

Tourism and Hotel School collaborates with international training organisations offering accredited qualifications for career development. Some of our students' popular picks are personal fitness trainer, Yoga instructor, professional makeup, food safety and nutrition courses. The newly launched Pilates instructor course and sports massage trainer course are also their favourites.

Language and Culture

To enhance the language skills of the general public, Tourism and Hotel School offers a wide range of language courses including English, Portuguese, Mandarin, Cantonese, Japanese, Korean and French. The courses consist of different levels suitable for absolute beginners and near native speakers of the language. Different tailor courses are provided for professionals from hospitality, catering and retail industries, and provide a series of pre-vocational training programmes for local high school students.

Personal development

Tourism and Hotel School also focuses in students' self-development, the courses covered area included: interpersonal relationship, communication skill, PR etiquette, personal relationship and so forth, to embrace students to face challenges that they face in life and work.



Tourism and Hotel School offers Vocational Courses in:

- Hospitality
- Food and Beverage
- Heritage and tourism
- Retail, Events and Business
- Creative studies and IT
- Health, spa and beauty
- Language and culture
- Personal development



Continuing Education

The core of the IFT Tourism and Hotel School is lifelong learning. To further holistic education, various training programmes are provided to Macao residents. In 2008 the IFT Tourism and Hotel School joined the Continuing Education Subsidy Scheme initiated by the Macao Education and Youth Affairs Bureau to promote lifelong learning. The scheme was replaced by the Continuing Education Development Plan in 2011. By August 2018, IFT had applied to offer about 1,670 courses subsidised by these initiatives, and these subsidised courses had a total of 16,292 participants. In academic year 2017/18, IFT had applied to have about 290 courses subsidised by these initiatives, and these courses had 2,558 participants.



Vocational Trainees - Academic Year 2017/18 (by course categories)

Course Categories	Trainees
Hospitality	1,590
Food and Beverage	2,680
Heritage and Tourism	2,053
Retail, Events and Business	4,362
Creative Studies and IT	2,142
Health, Spa and Beauty	474
Language and Culture	2,430
Personal Development	1,295
Extra-curricular Activities	347
Others	429
Total	17,802

Vocational Trainees - Academic Year 2017/18 (by course types)

Course Types	Trainees
Diploma Programmes	183
Community Education and Development Programme	2,990
Customised Courses	6,390
Courses Leading to Internationally Recognised Qualifications	911
Macao Occupational Skills Recognition System (MORS)	777
Other Short Professional Courses	5,301
Pre-service Vocational Training Programmes	1,167
Technical and Professional High School Programme	83
Total	17,802

Occupational Assessment Candidates - Academic Year 2017/18

Items	Candidates
Macao Occupational Skills Recognition System (MORS)	1,742
Language Examinations for Tour Guides	39
Total	1,781



Our Professional Training Staff

Course Coordinators

Our highly qualified coordinators are dedicated to help students to succeed in their development and careers. Our team establishes and executes a wide variety of systematic teaching plans that are meant to give people greater opportunities to achieve new heights in their career.



KURMA MAC

Coordinator for Macao Occupational Skills Recognition System and Hospitality Courses

Mr. Mac has more than 15 years' experience of working in hospitality and tourism. He joined IFT as an instructor in 2002. As coordinator of the Macao Occupational Skills Recognition System (MORS) courses, Mr. Mac has most recently been involved in efforts to bring MORS to Mainland China.



EDWYN TAM

Coordinator for Food and Beverage Courses

Mr. Tam joined IFT in 2005. He is an instructor with more than 25 years of experience of working in the food and beverage business. He also organises special internationally recognised courses, and special food and beverage events and competitions.



MICHAEL CHAN

Coordinator for Heritage and Tourism Courses

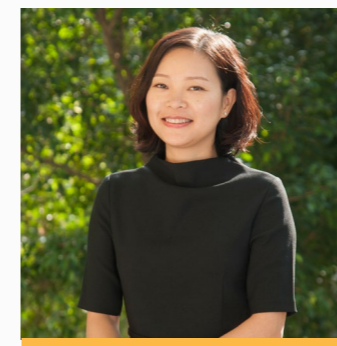
Mr. Chan holds a master's degree in Tourism Management from Huaqiao University in Mainland China. He joined IFT in 1997. Before joining IFT, he had worked in the tourism industry for a decade, where he started as a tour guide. He is currently an IFT instructor in the field of tourism. He is also in charge of the Specialist Guide for World Heritage Sites Programme and organises special talks on culture and heritage.



QUEENIE TANG

Coordinator for Retail, Events and Business Courses

Ms. Tang specialises in advertising, public relations and retailing management. She earned her master's degree in Mass Communication from Nanyang Technological University in Singapore. Before turning to teaching in 2002, Ms. Tang held positions in the media and in retailing. She joined IFT in 2009, and now working as an instructor at IFT.



TINA FU

Coordinator for Creative Studies and IT Courses

Ms. Fu is an instructor on graphic design and the creative arts. She holds a bachelor's degree in Graphic Communication awarded by the Macao Polytechnic Institute; she has worked as a graphic designer for several marketing and advertising firms. She joined IFT in 2009 after beginning her teaching career in 2002. In recent years, she has been actively involved in the organisation of exhibition events for the Creative studies courses.



VINITA CHAN

Coordinator for Health, Spa and Beauty Courses

Ms. Chan has been at IFT since 2002 as a specialist lecturer in food hygiene and nutrition. She is an internationally certified food safety instructor and examination proctor. Ms. Chan's experience includes employment in the areas of hospitality and education. She holds a bachelor's degree in Nutrition and Food Sciences from the University of Alberta, Canada, and a master's degree in Applied Linguistics from the University of New England, Australia. She also has received a Postgraduate Certificate in Education from the University of Macau.



SARAH WU

Coordinator for Language Courses

Ms. Wu is a seasoned teacher of English. She has taught courses to many different people, such as adults in continuing education, high school pupils, police officers and staff in hospitality, tourism and other industries. Ms. Wu joined IFT in 2005 as a lecturer. She gained her master's degree in Applied Linguistics from the University of Essex, United Kingdom.



Skills Certified

The Macao Occupational Skills Recognition System (MORS) is a crucial long-term endeavour by the IFT Tourism and Hotel School. The system is the result of a joint effort by the Macao tourism industry and IFT to establish a scheme for training people in certain field and for certifying workers as being sufficiently qualified.

The goal of MORS is to enhance the performance of workers in the hotel and tourism industry by certifying their skills in handling front-line jobs. MORS certificates are the approval for workers and their skills, and the certificates are widely recognised by the tourism industry in Macao.

MORS was introduced in 2001, with the support of the European Union. The Pacific Asia Travel Association (PATA) has given the scheme the PATA Gold Award in Education and Training.

At least 2 rounds of intensive preparatory courses and skills assessment are organised annually. Longer preparatory courses meant for the general public were first offered in 2010 in an effort to keep up with the rapid development of the tourism and hospitality industries in Macao.

Since 2002, IFT organises the annual Gold Pin competition, which is to award the outstanding performers in their own occupations covered by the system. In academic year 2017/18, 20 participants won the awards.



“At the end of the day, our customers are taken care of by the people who are on the front line: the waiters, the waitresses, the housekeeping staff, the security and front-office team. All of these workers are the people that make a difference for us in Macao. The MORS programme celebrates their efforts.”

Grant Bowie

Chief Executive Officer -
integrated resort operator MGM China Holdings

1,742

Participant joined the training programmes and were certified by the MORS in academic year 2017/18

MORS-Certifiable Occupations

- | | |
|---|--|
| Assistant Cook (Western kitchen) | Customer Relations Officer |
| Bartender | Retail Sales Officer |
| Chinese Cook - Cantonese Cuisine (Elementary) | Room Attendant |
| Chinese Cook - Cantonese Cuisine (Intermediate) | Security Officer for Tourism and Gaming Industry |
| Chinese Cook - Cantonese Dim Sum (Elementary) | Travel Consultant |
| Chinese Cook - Cantonese Dim Sum (Intermediate) | Waiter/Waitress (Chinese Restaurant Service) |
| Concierge and Bell Attendant | Waiter/Waitress (Western Restaurant Service) |
| Floral Designer | Western Pastry and Bakery Chef |
| Front Desk Agent | |



Be Creative

One of the main goals of IFT Tourism and Hotel School is to foster the development of Macao's economy diversification. Since then, IFT Tourism and Hotel School has been expanding the courses it offers in the cultural and creative field. These courses enrich skills and knowledge of Macao residents and support the development of Macao's cultural and creative industries, as envisioned by the Macao SAR Government.

The IFT Tourism and Hotel School offers an extensive number of programmes of various duration and degrees of specialisation for the study of creative subjects. The subjects covered range from fine art painting, video editing to crafting leather accessories. All programmes are designed with different levels, nature and topics, to suit different needs of students.

The curial role of IFT in teaching and training residents to work in cultural industries has been consolidated in recent years. The Institute has been given a seat on the Committee of Cultural Industries, as an advisory body to the Government.

The IFT Tourism and Hotel School also promotes culture and the arts in Macao on a regular basis, activities included art exhibitions in Mong-Há Campus and IFT Café at Anim'Arte NAM VAN which are open to public for free. Exhibitors included IFT teachers and their pupils who were often invited to showcase their work.

Courses Academic Year 2017/18:

Corporate Identity Design

Advertising Design

Photography

Floral Design

Souvenir Design and Production

Chinese and Western Painting

Chinese Calligraphy & Old English Calligraphy

Contemporary Ceramics

Leather-carving Crafts

Do-it-yourself Recycling Design and Production

Art Administration

Visual Art Marketing and Management

The IFT Tourism and Hotel School held 4 Art Exhibitions in 2017/18:

Documenting Impermanence

An Exhibition of Reportage Photography by Alice Kok and Students

15 December 2017 to 31 March 2018, IFT Mong-Há Campus

Creativity in Spring II

An Exhibition of Student Works

30 April - 31 July 2018, IFT Mong-Há Campus

Photosynthesis II

Tang Kuok Hou Photography Exhibition

6 October - 31 December 2017, IFT Café

Twenty Hours

An Exhibition of Abstract Painting by Denis Murrell and his Students

12 January - 2 March 2018, IFT Café



Together for Future Success

The IFT Tourism and Hotel School cooperate with public bodies and private organisations to offer tailor-made courses and training to meet their needs, and optimise the quality of the courses.

Visual Art Marketing and Management



Joining hands with the Cultural Affairs Bureau, the IFT Tourism and Hotel School offers 2 programmes, namely the "Certificate in Art Administration" and "Certificate in Performing Arts Events Management" annually, with the goal to develop employees' skills on exhibitions and events planning, organisation and management, and nurture the development of Macao's cultural and creative industries, fostering Macao's economy diversification.

Co-organised by the Cultural Affairs Bureau and IFT, "Certificate in Visual Art Marketing and Management" programme was offered for the first time in 2017, as a response to the rapid development and demand for talents in the field of visual art in Macao. The first cohort of students was taught by lecturers from Macao, Hong Kong and Mainland China. The 177-hour programme consists of theoretical and practical study. The classes cover subjects ranging from marketing to art gallery management to art investment.

Manner Courses



The public images of police force are extremely important. The IFT Tourism and Hotel School is commissioned by the Academy for Public Security Forces to train front-line police officers in soft skills since 2015. The training including speaking foreign languages and conveying information about Macao's heritage, officers are also instructed in etiquette and communication skills.

The tailor-made training programme covered important aspects related to daily interactions with visitors. The programme optimises officers' performance in their daily duties, and contributes to the development of Macao as a World Centre of Tourism and Leisure.

The target of the programme is to train around 1,000 officers before 2020. Ten courses are organised each year, with about 25 officers in each course. Since 2015, 736 officers have completed the programme. In academic year 2017/18, 4 courses were offered and 150 students have completed the training.

Lifelong Learning



IFT Tourism and Hotel School has been working closely with the industry to help Macao residents on their career development and enhance their upward movement. Courses are organised for the Macau Hotel Association at foundation, intermediate and advanced levels, covering areas of languages, food and beverages, supervision, management and so forth, courses may also be modified to suit specific needs of individual organisations. In academic year 2017/18, about 6,390 industry professionals coming from 32 local establishments attended our customised courses.

Besides, the IFT Tourism and Hotel School also works closely with local enterprises including Venetian Macau Limited and Melco Resorts & Entertainment to offer management programmes for their local employees. Participants were given the chance to enhance their knowledge and skills through applying in their workplace the theory they learn at classes. The programmes also prepared them to take international qualification examinations. The main objective of the programmes is to help local professionals develop their career and to move to higher management levels.

Escalating F&B Training



The IFT Tourism and Hotel School has been devoting its effort to offering diversified F&B courses to the industry. Courses including "culinary diploma programmes", "evening culinary short courses" and "international qualification courses" and so forth are offered to fulfil the needs of different requirement. In the academic year 2017/18, the school offered 150 short courses in different levels, with 2,680 students having completed the training. Apart from diploma programmes, international qualification courses, workshops and seminars conducted by overseas and mainland experts and professionals were also been organised in 2017/18.

F&B courses include culinary diploma programmes (Diploma in Pastry and Bakery and Diploma in Western Culinary Skills), evening culinary short courses (Chinese cuisine, Chinese dim sum, Portuguese and Macanese, Spanish, Italian, Japanese cuisine, etc); international qualification courses, workshops and seminars conducted by overseas and mainland experts and professionals, etc.

Course for Cultural Tours on Fishing Industry



Fishing industry is one of oldest industries in Macao. In June 2018, the IFT Tourism and Hotel School, joined with the Labour Affairs Bureau and the History and Culture Association, organised the "Course for Cultural Tours on Macao's Traditional Fishing Industry" for the fishery workers. The course covered information from local history, costal tourism attractions, customer service skills and public speaking. The goal is to prepare them to be docents for water tours.

APPENDICES

- I Published Books or Book Chapters
- II Research Published in Academic Journals
- III Papers Presented at Conferences or Published in Conference Proceedings
- IV Scholarships and Fellowships

I - Published Books or Book Chapters

Author	Title	Publisher
李穎詩、龔永珩 (2017)	澳門文化節慶旅遊的發展與推廣	澳門綠皮書·澳門旅遊休閒發展報告 (2016-2017) 郝雨凡、林廣志主編 北京: 社會科學文獻出版社
Coimbra, D., Wong, C. U. I., Chan, C. C., & Sam, W. C. (2017).	Path finding the history of Macau - Histro-interpretation of the cultural thematic routes	(eds.) Macao: Institute for Tourism Studies.
Wu, C.W., & Tso, K. F. (2017)	Good practices and considerations in conducting email survey for fashion retail industry	In: Chow PS., Chiu CH., C. Y. Yip A., K. Y. Tang A. (eds) Contemporary Case Studies on Fashion Production, Marketing and Operations. Springer Series in Fashion Business. Springer, Singapore
李穎詩 (2018)	澳門藝術節慶與旅遊休閒的融合發展: 現狀、特徵與趨勢	澳門綠皮書·澳門旅遊休閒發展報告 (2017-2018) 林廣志、郝雨凡主編, 趙殿紅、趙偉兵副主編 北京: 社會科學文獻出版社
呂劍英、龔永珩 (2018)	澳門博彩企業非博彩元素的發展現狀、效益與趨勢	澳門綠皮書·澳門旅遊休閒發展報告 (2017-2018) 林廣志、郝雨凡主編, 趙殿紅、趙偉兵副主編 北京: 社會科學文獻出版社
黃竹君 (2018)	澳門高等院校旅遊教育的基礎、特色與趨勢	澳門綠皮書·澳門旅遊休閒發展報告 (2017-2018) 林廣志、郝雨凡主編, 趙殿紅、趙偉兵副主編 北京: 社會科學文獻出版社
黃竹君 (2018)	發揮澳門旅遊教育優勢 助力“一帶一路”建設	“一帶一路”與澳門發展 澳門特別行政區政策研究室、澳門基金會、思路智庫主編 澳門: 澳門基金會; 北京: 社會科學文獻出版社
Abdel Fattah, A., & Eddy-U, M. E. (2018)	Existential authenticity in Bedouin tourism: International tourists' perspectives and appreciation of bedouin tourism attractions in Egypt	In T. Lukic and A. Terzic (Eds.), Ethnic Groups at the beginning of the 21st Century. University of Novi Sad Faculty of Sciences, Department for geography, tourism and hotel management
Choi, S. & Kim, J. (2018)	Students' perception and experience of international educational tourism	In Khoo-Lattimore, C. and Yang, E. (eds.) Asian youth tourism-Perspectives on Asian Tourism series (chapter 3), Springer
Gibson M. (2018)	Food Science and the Culinary Arts	London-USA, Academic Press (Elsevier), 506pp.
Guan, J. & Noronha, C. (2018)	Corporate social responsibility reporting in China: Evolution, drivers and prospects	Routledge (Taylor & Francis Group), London & New York
Fong, L. H. N., Chan, I. C. C., Law, R., & Ly, T. P. (2018)	The mechanism that links the implicit theories of intelligence and continuance of information technology: Evidence from the use of mobile apps to make hotel reservations	In Stangl, B. & Pesonen, J. (Eds.), Information and Communication Technologies in Tourism 2018 (pp. 323-335). Cham, Switzerland: Springer International Publishing

II - Research Published in Academic Journals

Author	Title	Publisher
Lam, C.C., & Im, U.L. (2018)	Tourist Floods, GDP Rockets, the Government Intervenes: Smoking Ordinance and Its Implementation	Journal of Policy Research in Tourism, Leisure and Events DOI:10.1080/19407963.2018.151608
Lam, C.C., & Hu, X.X. (2018)	Parenting Stress and its Associated Factors among Parents Working in Hospitality and Services Industries of Macau	Journal of Tourism & Hospitality, 7(3), pp 1-6. DOI: 10.4172/2167-0269.1000362
Wang, J. F., Lin, Y. C., Kuo, C.F., & Weng, S. J. (2017)	Cherry-picking restaurant reservation customers	Asia Pacific Management Review 22: 113-121
Weng, S. J., Gotcher, D., & Kuo, C. F. (2017)	Lining up for quick service-The business impact of express lines on fast-food restaurant operations	Journal of Foodservice Business Research 20 (1): 65-81
Kong, W. H., & Loi, K. I. (2017)	Holiday taking for disabled people and their families: An exploration of the research for vision impairment and blind travellers	Journal of Hospitality and Tourism Management, 32, pp99-107
Lin, P., Kim, Y., Qiu, H., & Ren, L. (2017)	Experiential learning in hospitality education through a service learning project	Journal of Hospitality & Tourism Education 29:2, 71 - 81
Sou P.U., Vinnicombe, T., & Leung, T., (2017)	Performing arts and destination image: The case of Macao	International Journal of Culture, Tourism and Hospitality Research, Vol. 10 Issue: 1, pp.91-104, https://www.emeraldinsight.com/doi/full/10.1108/IJCTHR-01-2015-0004
Yang, F. X., Zhang, R. Q. & Zhu, K. (2017)	Should purchasing activities be outsourced along with production?	European Journal of Operational Research, 257 (2), 468-482
Yang, F. X. & Tan, S. X. (2017)	Event innovation induced corporate branding	International Journal of Contemporary Hospitality Management, 29 (3), 862-882
Yang, F. X. (2017)	Effects of restaurant satisfaction and knowledge sharing motivation on eWOM intentions: The moderating role of technology acceptance factors	Journal of Hospitality & Tourism Research, 41 (1), 93-127. (ABDC, Tourism, A)
Basnyat, S (2018)	Co-construction in the study of the trade union movements in the Nepalese tourism industry using a grounded theory approach	In P. Mura & C. Lattimore (Eds.), Asian Qualitative Research in Tourism: Ontologies, Epistemologies, Methodologies, and Methods (pp.221-238). Singapore: Springer
Choi, S. & Fu, X. (2018)	Hosting friends and family as a sojourner in a tourism destination	Tourism Management, 67, 47-58 DOI:10.1016/j.tourman.2017.12.023
Choi, S. & Wong, C. U. I. (2018)	Toponymy, place name conversion and wayfinding: South Korean independent tourists in Macau	Tourism Management Perspectives, 25, 13-22. DOI:10.1016/j.tmp.2017.10.007
Choi, S. & Cai, L. A. (2018)	The role of relationship quality in integrated destination marketing	Journal of Travel & Tourism Marketing, 35(5), 541-552. DOI:10.1080/10548408.2017.1403999
Noronha, C., Guan, J., & Fan, J. (2018)	Firm value and social contribution with the interaction of corporate governance: social contribution value per share	Sustainability Accounting, Management and Policy Journal, 9, (2), 165-200
Ngan, H. F. B., Ren, L., & O'Bree, G. (2018)	Lucky 8-ending - A case study on managerial price-ending beliefs in Macao	Journal of Hospitality and Tourism Management, 36: 22-30

III - Papers Presented at Conferences or Published in Conference Proceedings

Author	Paper	Conference	Place and Date
Bale, R. R.	La Délinquance Idéologique: Sony Labou Tansi and the political love story of Romeo and Juliet	The International Shakspeare Conference at Cheongju (Korea) 2017	Cheongju, South Korea, 2017
Choi, S.	Expatriates' sense of place and local information forwarding	2017 EuroCHRIE Conference	Nairobi, Kenya, 2017
Choi, S.	Migrant worker's self-recognition as a tourism informant: An exploratory study of Filipinos in Macao and Hong Kong	TTRA APac Annual Conference	Hong Kong, SAR, 2017
Choi, S., Couto, U. S., & Imon, S. S.	Participating and non-participating residents' perceptions and attitudes towards Macao's Drunken Dragon Festival	4 th International Conference on Events (ICE) 2017: Beyond the Waves	Orlando, FL, USA, 2017
Couto, U.S., & Chan, K. L.	Threats to safeguarding cultural festivals in Macao. Paper presented at the Beyond the Waves: The 4 th International Conference on Events (ICE2017), Orlando, Florida, United States of America	4 th International Conference on Events (ICE) 2017: Beyond the Waves	Orlando, FL, USA, 2017
Couto, U. S.	Some insights of organising ethnic festivals: the case of Portuguese diaspora in Macau	2017 ATLAS Annual Conference	Viana do Castelo, Portugal, 2017
Dioko, L. A. N.	Hosting the summer Olympics and its effect on income inequality: A preliminary assessment	4th International Conference on Events (ICE) 2017: Beyond the Waves	Orlando, FL, USA, 2017
Lourenco, F., Cheng, R., & Ossie, J.	Sustainable entrepreneurship: opportunity identification and effectuation of young entrepreneurs	Institute for Small Business and Entrepreneurship 2017 Conference (ISBE 2017)	Northern Ireland, U. K.
Guan, J., Sio, H. I., Noronha, C. & Zhang, R.	Reporting on employee compensation and benefits and stakeholders' perceptions: Evidence from hospitality and gaming industry in Macao	CSEAR North-Asia Hong Kong Conference	Hong Kong SAR, 2017
Noronha, C., Zhao, Z., Guan, J. & So, S.	The relationships among corporate social responsibility, tax aggressiveness and firm value in China	CSEAR North-Asia Hong Kong Conference	Hong Kong SAR, 2017
Cheng, U. W., Noronha, C. & Guan, J.	Environmental disclosure in China: A comparative study between the chemical and mining Sectors	CSEAR North-Asia Hong Kong Conference	Hong Kong SAR, 2017
Hong, C. H.	English teachers' perspectives on writing feedback: Not "what is better?", but "what is feasible?"	International Conference on ESP, new technologies and digital learning	Hong Kong SAR, 2017
Imon, S. S.	Conflict resolution between host communities and heritage authorities: the application of selfish gene theory in heritage	19 th ICOMOS General Assembly and Scientific Symposium 2017	New Delhi, India, 2017
Xiao, X., Lam, C. C., & Im, U. L.	The impacts of travel insurance on travel decision making: From occupation perspective	3 rd Global Tourism & Hospitality Conference	Hong Kong SAR, 2017

Author	Paper	Conference	Place and Date
Lam, C. C., Im, U. L. & Xiao, X.	The role of sensation seeking styles on travel risk perception and the need for travel insurance	35 th EuroCHRIE 2017 Conference	Nairobi, Kenya, 2017
Lei, W. S.	Hotel strategy response upon gaming market liberalization: A case study of Macao - the world gaming capital	35 th EuroCHRIE 2017 Conference	Nairobi, Kenya, 2017
Loi, K. I., Lei, W. S., & Lourenco, F.	To leave or not to leave? A myth of the employment market in the casino industry in Macao	35 th EuroCHRIE 2017 Conference	Nairobi, Kenya, 2017
Malungu, L. B.	Developing leaders for a collaborative workforce: The challenge for event management training in higher education	4 th International Conference on Events (ICE) 2017: Beyond the Waves	Orlando, FL, USA, 2017
Ngan, H. F. B.	The effectiveness of 8-ending prices	31 st Annual Australian and New Zealand Academy of Management (ANZAM) Conference	Melbourne, Australia, 2017
Peralta, R. L.	Using online reviews to enhance academic writing: implications on ESP pedagogy	International Conference on ESP, new technologies and digital learning	Hong Kong SAR, 2017
Tan, S. X. & Wu, C.W.	An official website's role for international convention centers in the digital era	4 th International Conference on Events (ICE) 2017: Beyond the Waves	Orlando, FL, USA, 2017
Hui, T., Liao, Y., Wu, C. W., & Lee, Y. P.	The mediating role of idiosyncratic deals on the relationships between coaching and organizational citizenship behaviour	31 st Annual Australian and New Zealand Academy of Management (ANZAM) Conference	Melbourne, Australia, 2017
Basnyat, S.	How Does Regulatory Environment Affect Trade Union Movement in the Tourism Industry?	24 th Asia Pacific Tourism Association Annual Conference	Mactan (Cebu), The Philippines, 2018
Choi, S., Choe, Y., Choi, S., Li, H., & Lao, H.	Identity, intended image, construed image, and perceived image: A Case of Macao	KAHTEA Conference	Las Vegas, Nevada, USA, 2018
Choi, S., Yang, E. C. L., & Tabari, S.	Solo dining in Macao's Chinese restaurant	24 th Asia Pacific Tourism Association Annual Conference	Mactan (Cebu), The Philippines, 2018
Eddy-U, M. E.	Changes in EFL learning motivation after entering English-medium higher education	The 16 th TEFL International Conference and The 6 th Hong Kong Association for Applied Linguistics Conference and The 1 st Macau Association for Applied Linguistics Conference	Macao SAR, 2018
Gong, J., Haw, I. & Ho, S.M.	When does the market overprice or underprice analyst forecast? A comparison of market expectations with consensus earnings forecasts	2018 American Accounting Association Annual Meeting	Washington DC, US, 2018

Author	Paper	Conference	Place and Date
Leong, I. K., & Li Z.	Comparing the impact of distance decay and cultural distance on tourists from short haul and long haul source markets	Asian Forum on Business Education International Conference (The 21 st AFBE 2018)	Phuket, Thailand, 2018
Li, X.	The Greening of events: A replication and extension of Mair and Jago model	CAUTHE 2018	Newcastle, Australia, 2018
Lourenco, F., & Morais, F.	Teaching sustainability: Bring out the evil within to teach us a lesson	CAUTHE 2018	Newcastle, Australia, 2018
Ly, T. P., & Fong, L. H. N.	What factors drive tourists to visit Museums: The role of implicit personality belief	24 th Asia Pacific Tourism Association (APTA) Annual Conference	Mactan (Cebu), The Philippines, 2018
Phillips, J. D.	Think for a minute: Cognitive strategies to improve task performance	The 16 th TEFL International Conference and The 6 th Hong Kong Association for Applied Linguistics Conference and The 1 st Macau Association for Applied Linguistics Conference	Macao SAR, 2018
Ren, L., Wang, P., Zhao, J., & Chen, P.	Brand repositioning in the hotel industry – A case study of Howard Johnson in China	CAUTHE 2018	Newcastle, Australia, 2018
Wong, U. I. C.	Get smart: paradoxes and possibilities in tourism, hospitality and events: Religious hospitality management at a Chinese Buddhist site	CAUTHE 2018	Newcastle, Australia, 2018

IV - Scholarships and Fellowships	
Scholarship	Number of Recipients
The Institute Scholarship	
Institute Scholarship	95
Subsidy for Laptop Purchase	15
The Most Contribution Scholarship	1
Cultural Affairs Bureau Scholarship	
The Best Student of Bachelor of Science in Heritage Management	1
The Excellent Freshman Students of Bachelor of Science in Heritage Management	3
Macao Foundation Scholarship	
The Best Student of Bachelor of Science in Tourism Business Management	1
The Best Student of Bachelor of Science in Hotel Management	1
The Best Student of Bachelor of Science in Hotel Management (Chinese)	1
The Best Student of Bachelor of Science in Hotel Management (Chinese)	1
The Mainland Students with Excellent Academic performance	4
The Students with International internship	6
The Students with Excellent Academic Performance	12
The Students with Overseas Exchange Programme	12
Students from Asian Countries	2
Macao Trade and Investment Promotion Institute Scholarship	
The Best Student of Bachelor of Science in Tourism Event Management	1
Macao Government Tourism Office Scholarship	
The Best Student of the Graduating Class	1
The Students with Excellent Academic Performance of the Graduating class of Culinary Arts Management	3
Banco Nacional Ultramarino Scholarship	
The Student with the Best Scholastic Achievement	9
Best Interns	8
Conference Grants Group Project Presentation, Conferences	10
Summer Programmes and Courses	5
Short-term Exchange Trip	7
Exchange Programme	2
The Students with International Internship	1

Bank of China Scholarship	
Overseas Internship	8
Summer Programmes and Courses	2
Short-term Exchange Trip	33
Bank of China 100th Anniversary Commemorative Banknote	24
Bank of China Beijing 2008 Olympic Games Commemorative Banknote Award	36
Cheung Lup Kwan Scholarship	8
Decanter Scholarship	2
Galaxy Entertainment Group Scholarship	5
Henry Fok Foundation Scholarship	8
Inspirational Youth Association Scholarship	
Inspirational Youth Scholarship	1
Inspirational Youth Fellowship	1
Inspirational Youth Excellence Award	2
Isabel and Patrick Huen Scholarship	
Overseas Internship	6
Exchange Programme	8
Conference Grants	1
Extracurricular Activities	2
Master Programme	3
L'Arc Macau Talent Recognition Programme	3
Macao Gaming Equipment Manufacturers Association Scholarship	2
Macao Hotel Association Scholarship	3
Macao Polytex Group Scholarship	10
Macao Traveling and Cultural Exchange Promotion Association Scholarship	4
Melco Resorts & Entertainment Scholarship	3

MGM Elite Scholarship	
The Best Students of Bachelor of Science in Tourism Retail and Marketing Management	2
The Best Students of Bachelor of Science in Hotel Management	2
The Best Students of Bachelor of Science in Tourism Event Management	1
The Best Students of Bachelor of Science in Culinary Arts Management	2
The Students with International Internship	3
Nam Kwong Education Scholarship	
	15
Sands China Limited Scholarship	
Sands China Limited Scholarship	11
Sands China Limited Fellowship	10
Sheraton Grand Macao Hotel	
	1
The St. Regis Macao Hotel Scholarship	
	1
The Golden Burger (Macao) Charity Association Scholarship and Fellowship	
	2
Wynn Scholarship	
	12

Remark: The above only counts the new recipients in the academic year and renewal cases are not included.



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