This edition of the Diploma in Leisure & Resort Management (LRM) newsletter serves to inform our industry partners and potential students on the wide array of industry related and student activities the diploma had organised in 2013 and the key thrusts of the diploma.

In 2013, industry partnerships with key industry partners cultivated by the diploma have resulted in a slew of strategic initiatives. For example, the diploma had obtained a new scholarship from Singapore Exhibition Services Pte Ltd. For the second time, our students were also involved as Show Ambassadors at the Asian Attractions Expo organised by IAAPA and were even involved in a flash mob at the opening ceremony! Similarly, our students were involved in the Singtel F1 race since its inception in 2008 and our collaboration with the Sentosa Leisure Group on the ‘Sentosa Apprenticeship Programme’ have also resulted in the continued development of youth related events. In the area of overseas exposure, our students were exposed to the best practices through a study trip to Bangkok’s Banyan Tree Resort with a focus on the spa and wellness industry. Many students also had a taste of working overseas through internship attachments to countries such as Seychelles, New Zealand and China.

Moving ahead in 2014 and beyond, the leisure sector will witness the opening of exciting developments such as the Sports Hub and the National Art Gallery. In addition to these hardware developments, the Singapore leisure industry has also moved into the experience creation phase where software developments through programming and events management will serve to augment and accentuate various leisure developments. With these developments at the forefront, the diploma will undergo a course restructuring process to tap on growth areas to make the diploma even more compelling. Correspondingly, the diploma will capitalise on new training facilities at the new Temasek Tourism Academy (scheduled for completion at the end of 2014) to make learning even more application based and relevant.

From its inception in 2006, the diploma has served to fulfill the manpower needs of key sectors of the leisure industry. Many of our graduates have also pursued their studies at prestigious universities with one of our graduate currently pursuing a Master degree at Oxford University. Our graduates have also progressed well in the industry with their lifelong skills inculcated at LRM. The diploma will see its 9th intake in 2014 and collaboratively with our industry partners, we look forward to the new batch of students who are willing to undertake the learning journey with LRM. In this regard, we welcome our industry partners to continue to join us in the journey to impact upon the lives of the next generation of leisure professionals!
On 30 Sept 2013, 37 Diploma in Leisure & Resort Management students set off to Bangkok for a 5-days / 4-nights educational programme. The trip focused on enabling students to gain insights into the Spa, MICE and Attractions industry in Bangkok. It also aimed to facilitate students’ understanding of tourism & culture, and its influence on tourism development.

As part of the itinerary, we attended one of the most spectacular Cultural and Art shows in Bangkok - Siam Nirimit Cultural Show. The show took the audience on a historical journey back to the Ancient Kingdom of Lana and its subsequent development that shaped Thai’s society and economic development. The second act showcased Thai culture, local myths and belief that shaped Thai Buddhism and its festive celebrations. One student, Vanessa Poh commented that: “The Siam Niramit show was really good. Their staging facilities and effects were so amazing. Their coordination from the performers to the lighting, sound and props were perfect. It was an enjoyable and meaningful show to catch.”

The trip also included a visit to the famous Reclining Buddha Temple, where a ‘retired’ monk, Peter, shared on the influence of Thai Buddhism on their way of life and business practices. He shared that Thai embrace the philosophy of ‘believe in yourself, trust in your own potential and you will receive enlightenment’. He also shared that Thai Buddhism is influenced by a combination of Hinduism and Thai local myths and beliefs.

Another highlight of the trip was the ½ day workshop, where students get to experience being a meeting participant. They had the privilege to learn from the Spa industry “gurus” – Mr Andrew Jacka (Chairman of World Spa & Well-being Convention) and Miss Phattiraporn Khiewsanun (Managing Director of Milk Line Co. Ltd and Vice President of Thai Spa Association). Both speakers shared on the Spa marketing potential in Thailand and in the world and the different type of spas that can be found such as destination spa, medic spa etc. Miss Phattiraporn went on to share that the Thai Spa culture originated from the traditional Thai cultural heritage where herbs and massage were part of medicinal practices. In addition, a MICE guru – Ms Sylvia Chintanasiri, Managing Director of MICE Solutions Co Ltd, shared with the students on the type of events she had organised in the past and some of the challenges she faced operating these programmes in Bangkok.

A visit to Asiatique, one of the first and biggest lifestyle projects in Asia was also made. Located on the bank of Chao Phraya River, where the former East Asiatique Company was located. Asiatique houses 1,500 retails shops and 40 exciting restaurants ranging from Thai, Japanese, Korean, Italian to American. It is one of the most vibrant night scenes in Bangkok that has successfully captured both the locals’ and tourists’ interest. A site visit was made to the Queen Sirikit National Convention Centre (QSNCC), where the students met up with the Executive Vice President, Mr Swasdivudh Svasti-vatana, who shared on the expansion plan and business strategy adopted by QSNCC currently and in the next 5 years.

The final highlight of the trip was an overnight stay at Banyan Tree. The stay commenced with a spa workshop conducted by the spa team from Banyan Tree where students were given a practical experience of yoga workout, self-massage therapy methods and insights into Banyan Tree Spa culture and practices. Our student, Meryl Lee commented that “the spa workshop was enjoyable. Initially I thought self-massage would be very difficult, however, from the workshop, I have learnt that it is possible to re-live part of the spa experience in the comfort of my home. Besides this, I had a wonderful Spa experience. Other than the obvious sense of touch, the candles, scents, music and ambience complimented the whole massage therapy experience. Besides the spa experience, our stay in Banyan Tree left an impression on me. From the moment we arrived, there were welcome gifts and drinks that awaited us. The service was excellent. The staff took a lot of initiative to enhance our experience at Banyan Tree”.

Our students at a yoga session & at a temple
Temasek Polytechnic’s School of Business, Diploma in Leisure & Resort Management was honoured to be featured at this year’s Asian Attractions Expo 2013, organized by IAAPA (International Attractions and Amusement Park Association) at Sands Expo & Convention Centre at Marina Bay Sands from 4 – 7 June, 2013.

IAAPA is the leading association of attractions and amusement parks. They represent more than 4,300 facility, supplier and individual members from more than 93 countries. Members include amusement parks, theme parks, waterparks, family entertainment centres, zoos, aquariums, museums, science centres and resorts.

IAAPA hosts three trade shows annually, the IAAPA Attractions Expo in the U.S.A., Euro Attractions Show and the Asian Attractions Expo, which rotates to a different city each year.

The Asian Attractions Expo was held this year in Singapore at Sands Expo & Convention Centre at Marina Bay Sands. The four-day event consisted of an exhibition, education seminars and networking events. A record-breaking 286 companies from 34 countries showcased their products and services at the exhibition, and more than 5,000 industry professionals from 67 countries attended the event.

“I enjoyed meeting new people. In just a week, I found 20 new friends, and not forgetting the mentors and IAAPA staff that were there with us during the show, to guide us and make it an enjoyable experience for us. I also enjoyed the opportunity to be involved in ancillary activities at the event, such as the opening night at the Marine Life Park. My most memorable moment was meeting Mr Wayne of KidZania during one of the seminar breaks. I was awed at the moment and thought to myself “wow, thank you IAAPA for this opportunity”! He also gave me his name card … and I hope to see myself in KidZania Singapore in 2015!”

Isabella Ang, 3rd Year LRM student

“I am glad to be reconnected with Temasek Polytechnic’s School of Business for this year’s Asian Attractions Expo. The students from the Diploma in Leisure & Resort Management were the inaugural batch of IAAPA Student Ambassadors at the 2011 Asian Attractions Expo. The 2013 batch displayed their enthusiasm and professionalism while serving as IAAPA ambassadors. They received full praise from all my participants at the show.

Andrew Lee
Vice-President – Asia Pacific
International Association of Amusement Parks and Attractions

I practiced hard for the opening ceremony and it was satisfying putting up a good show. The short tour led by Mr. Gan helped me to understand the rationale behind some of the operations of an exhibition and conference. I managed to identify the sponsors, learn how the booths were grouped or arranged, and was also exposed to the different kinds of tactics exhibitors used to attract visitors to the booths. Being a theme park lover, I really enjoyed trying all the rides with my friends. It was a wonderful, fun and yet educational experience.”

Kimberlee Lim, 2nd Year LRM student

Students from the Diploma in Leisure & Resort Management, including two LRM graduates, participated in the event as Show Ambassadors. They provided assistance to the event organisers over the four days in the area of general event management, education programmes, trade show support and social programmes.

Over 40 students were also involved in the Opening Ceremony of the event, together with performers from Enchanted Kingdom in the Philippines. The students embarked on a tour of the exhibition after the event was officially opened.
These are names of fresh pop-up event prototypes conceptualised by the Temasek Polytechnic, School of Business students for their elective subject, ‘Events management’, led by the Diploma in Leisure & Resort Management lecturer Ms. Sandra Goh.

Ms. Goh and her students turned various venues in the campus into a test bed for fresh pop-up event ideas. This subject offered to third year business school students saw them conceptualising novelty events. This project enabled them to bring what they have accomplished on a poster through to executing and staging the event. Students even have to secure sponsorship, collaborate with the appropriate partners so that they could bring the event to life. Below are some snippets of what some of our students have to say about this new approach to event management:

“We were able to apply what we have learnt throughout the semester. I felt I was able to better understand the difficulties we had in planning and executing the event. We also had fun organising the event.”

“Organising a full scale event allows me to apply all that I have learnt in class into real life scenarios.”

“It allowed me to apply the theories learnt so that I can understand how it worked in real life.”

Students in the Diploma in Leisure & Resort Management also undertake a similar module entitled ‘Festivals and Events Management’. They can expect to be exposed to real industry projects and also many volunteering experience with varying types of events in the city. Some of these events include the Youth Olympic Games, Singapore Grand Prix, the official opening of Gardens by the Bay, the Singapore Gardens Festival, the Singapore Arts Festival, Singapore Writers’ Festival, Bay Beats, Singapore Marathon, and among others.

A visit to the River Safari

River Safari, Wildlife Reserves Singapore’s latest park, hosted 68 students and 8 staff from the Diploma in Leisure & Resort Management during the school vacation.

The visit started with a presentation conducted by Ms. Quak Sim Hui, Operations Manager and our LRM interns Chu Fang, Chanel, Qian Hui, Salina and Syafiqah. The presentation introduced us to key areas of operating this $160-million attraction, which features Southeast Asia’s largest panda exhibit, as well as the world’s largest freshwater aquarium. The students learnt about the scope of operations management at the attraction, and watched an entertaining video produced, directed, and starring our very own seniors. LRM students are indeed a multi-talented bunch!

We were brought on a tour of the facility by the staff and LRM seniors, and introduced to many interesting pointers on park operations, including safety planning and queue management, and a holistic look at the River Safari visitor experience. Hannah Tan, a student, said that the tour was engaging with seniors sharing how enriching their experiences at the park were. “We personally experienced the warmth of the seniors as guests to the park.” It was heartening for the lecturers to see our interns in action; their confidence, maturity and passion for their work and River Safari was clear throughout the presentation and tour.

Highlights of the visit included the Giant Panda Exhibit, the Amazon Flooded Forest and the privilege of a tour of a portion of Amazon river Quest, which is to be opened to the public in December 2013. Hannah also shared that the students enjoyed the time shared with the approachable LRM lecturers, making the visit educational yet relaxed. An enjoyable conclusion to the April semester!

Giant Panda Exhibit - delightful Kai Kai having an afternoon snooze.

Amazon Flooded Forest is the world’s largest freshwater aquarium. The window allows interaction between visitors and the sociable manatees.

The Diploma in Leisure & Resort Management’s visit to River Safari.
Through this scholarship programme, how have you grown as an individual?

- I became more independent by taking responsibility for my own learning as the daily operations made it difficult for the staff to consistently mentor me. I started being meticulous in my tasks, as I wanted to prove my capabilities by reducing the mistakes made.
- I am also able to take criticisms better, without taking them personally.

The interview process was the first real job interview I had, and it was very unnerving. It was an eye-opener for me and I can confidently say that I am more prepared for future interviews! (^o^)

- Accepting the scholarship meant that I couldn’t choose other companies for my internship, but have to be bonded to RWS. It was tough hanging on through the entire internship, and I guess it’s the same in real life when I have no choice but to bite the bullet and face the job.

What are the challenges faced and how did you resolved them?

- Even before we started our internship, there were high expectations from us as the recipients of the scholarships. We felt really pressured to perform.

  Initially, we tried to bottle up the pressure that we were facing, but things got worse. We ended up sharing our fears, and received a lot of support from our families and friends. Mr. Tan Teck Ming, our Liaison Officer, also gave us advice on managing the expectations, and we rose to the challenge.

- High staff turnover

  The high staff turnover meant that we had to change our mentor(s) often. This made it difficult for us to grasp the necessary information so as to effectively accomplish our tasks. To resolve the problem, we started taking the initiative for our own learning, and adapted to our situation.

Do you have any words of wisdom to share?

- I remember seeing the following quotation while I was interned with the Front Office. I think that it is very apt for the service industry.

  No one expected you to save the world; otherwise you would have been born wearing a cape and tights.

  Just do the best you can! ☺

  - Doe Zantamata

We are both grateful to be given this opportunity and hence would like to express our thanks to Banyan Tree Hotels & Resorts and Resorts World Sentosa.
A total of 191 LRM grandduands received their diploma from the Director of the School of Business, Mr. Daniel Yeow at the Temasek Convention Centre on 20 May 2013.

This event was graced by the Guest-of-Honour, Mr. David Tang, Chief Executive Officer of Metro Pte. Ltd, & other VIPs, representing the myriad of industries that the Diploma in Leisure and Resort Management supports.

Our Gold, Silver and Bronze medalist winners this year were Wee Min Er, Nigel Tay and Chia Yun Zhu respectively. Leonard Leong clinched the Club Managers’ Association Prize and Ying Fatima was awarded the Singapore Tourism Board Prize.

This event was marked with much fanfare as the students celebrated their success with their peers, friends and family as this event marked the accumulation of 3 years of tenacious hard work. We wish all our graduates the best in their future endeavours!

My privileged opportunity to be interned at the Istana has made my experience a little different from my peers. Apart from taking public transport to work, I was chauffeured by a buggy to my workplace every day. I had to be driven through a five minutes journey of fresh air and beautiful scenery every morning which never fails to brighten up my day. Being the first intern from Temasek Polytechnic to be attached with the Istana, I had no prior knowledge about what to expect from this internship. I believe most people in the service industry know the role of a butler, but no one knows the exact role of a butler in the Istana. Hence the first day, I told myself that I had to be have an open mind.

I am glad that I had the right mindset from the start of the 5 months journey as I was dealing with formal and serious scenarios. Other than the basic role of providing exquisite service to my principals who are either the President or the Prime Minister and their guests, my role as a butler also included ensuring that the setting of the rooms were suitable for different events and functions and most of the time, these scenarios involved the media. I learnt a lot from co-workers who were very experienced. Through this I also learnt to put more attention into small details. Every piece of furniture had to be aligned accurately. This has trained me to be a more patient and detailed person.

There is no room for any mistake in my job. Having the basic service skills I learnt in school was not enough for me to perform my job well. I was taught on-the-job and seniors made sure that I was ready and confident before allowing me to serve my principals. I was tasked to perform bread service during lunch one afternoon. It seemed easy, however my confidence level dropped the moment I stepped before one of my principals. That was my first time being so close to the man who govern the country.

As much as I wish to share all my experiences in the Istana, I could not do so with the given amount of space here. One has to be on the job itself to experience this privilege. My internship had brought me closer to my country. I had seen and experienced what was behind the scenes for me to love my country.

These days, whenever there is news coverage about the government and the Istana, I would be reminiscing the days I had during my internship. On some days, I would also spot some of my former colleagues on TV as well. This is when I will start to tell my family sitting on the couch with me about my enriching moments serving at the Istana.
When did you pick up Wushu? Why the interest in Wushu?
I picked up Wushu when I was 13. I was never really interested in learning martial arts initially but the secondary school that I was in gave me an opportunity to try and practise and I slowly developed a love for Wushu. When I look back on my secondary school days, I am really thankful to the school for fanning my interest in the martial arts.

How many hours do you train a week? Is it difficult?
When I first started out I would train twice a week for about 6 hours. Subsequently, because of the desire to further improve my skills, with the addition of competing in international events, I would train up to 6 days a week with the longest training of up to 5-10 hours per day. However, on a normal basis I would train 3-5 times a week for a weekly total of 16-20 hours. Right now, I have started on another form of martial arts, that is, Muay Thai, a combat sport otherwise known as Thai boxing.

How do you balance your interest and studies?
Honestly it was really hard at first because of the physical and mental exhaustion from the training sessions but after some time I got used to it. I also had to make sure that when I was training I had to have my entire mind focused on training so that I would not injure myself.

How do you think Wushu have helped you or can help you in your LRM course of study?
Since young, I have always been complacent and my parents took a lot of painstaking effort in ensuring that I did my school work. Wushu has taught me to be a more disciplined person and in making sure I did my work without the supervision. In addition, I also learnt to be more focused on my training especially during somersault sessions and weapon wielding classes, so that I would not injure myself. It is often easy to obtain sword cuts, whip wounds or even broken bones if one is not disciplined and focused in training. From my training I learnt the importance of being focused and not being distracted by things happening around me especially when I attempt high-risk movements such as jumps and leaps.

What do you see yourself doing in the future?
I would really like to start my own business in the future in the leisure segment. Also if possible I would also like to open my very own friendly fight gym to provide authentic martial art classes, promoting a healthy lifestyle.

Can you give us a list of events and competitions that you have been involved in?
I was awarded 2 Golds and 1 Bronze at the 8th Hongkong Wushu International Championship with the additional awards:
- Group Routine (Gold)
- Fist Routine (Gold)
- Straight Sword (Gold)

I have also performed in many events but some of the more significant ones are the Chinatown Light Up Festival / Mid Autumn Festival celebrations (2008-2010). I performed for Mediaccorp for several large events from year 2008-2011 and in the Youth Olympic Games 2010.

Any advice for budding martial artistes?
Humility, humility and humility. I cannot stress this enough. Humility is so important because having pride will hamper your training process. Pride is something so blinding because it puts you in a place of self-exaltation, making you think that you are better than everyone else; it might be true that you are talented and good at what you do but there is always someone better. So put the pride down and clothe yourself with humility to stay humble and teachable! Being humble doesn’t just help you in martial arts but also in life.
Overview of the Club Industry

By Ms. Joan Ho, Lecturer

A club is a home away from home. Clubs provide a sanctuary for families to enjoy their celebrations and milestones. Clubs foster a sense of community and provide a place to gather and enjoy leisure time. However, private clubs be they member-owned or proprietary-owned face many challenges today especially in Singapore. It is increasingly difficult to attract and retain members due to changing lifestyles, increased competition, and a difficult economy. In order to succeed and thrive, clubs must offer their members a quality experience in each of their activity areas, and possess a programmed environment that facilitates the growth and development of social capital. Clubs have economic impact on their local economies, communities, employees, members and on other businesses. They are businesses and should be treated and managed as such.

It is indeed a multi-million dollar business that requires competent management and appropriate governance and policy. It is often a challenge for Club Managers and professional associations to be vigilant in advancing the positive perception of the clubs. Very few members are ever going to be able to analyse their membership in a private club on strict economic terms. They decide to remain members only when there is a combination of a vibrant social network and quality facilities and programmes. Clubs are one of the most stable and viable businesses in a community where they are sustained through economic downturns and market fluctuations. Clubs also impact their members as well as the greater communities that they serve. The average club employs around 100 to 200 people. Beyond the payroll, the club also spends on goods and services in their local communities.

In Singapore, the Club Managers’ Association Singapore (CMAS), an association of club managers and club professionals, was incepted on 3rd October 1996 for the purpose of meeting, sharing and networking towards professionalism of the club industry. Currently, the CMAS has ordinary members and associate members who manage some of the most prestigious country, town, golf, faculty and sports clubs in Singapore.

Our Leisure & Resort Management (LRM) students have been involved as event ambassadors in the prestigious bi-annual Asian Club Managers’ Conference in Singapore since 2008. The bi-annual conference received more than 140 attendees from more than 10 countries and a who's who of prominent Clubs both from within the country and the region. The organising committee comprised of club professionals, who built on past successes to create an intensive conference, featuring the best and brightest minds of the industry. More management, new trends and best practices contents are often discussed at the panel and notable distinguished speakers are engaged. The attendees as well as the CMAS members commended the students for displaying excellent attitude in their respective conference event ambassadors roles. Most importantly the students gained a deeper understanding of the club industry and the common issues related to the management of clubs. We need to be ready to engage the next generation in view of the changing demographics.
Tell me how do you feel about being the valedictorian in your course of study?
It feels like a lifetime reminder that any achievement cannot solely be of oneself. I’m thankful to my loved ones who have brought me this honour.

How did the Diploma in LRM help you in achieving this award?
In all honesty, my transition from Temasek Polytechnic to university was a gradual and comfortable one. The courses delivered through LRM have buttressed my knowledge in tourism. I started university with an edge over the others with pre-acquired concepts like problem-based learning, economics, etc.

I am also thankful to our earnest pool of lecturers who remained very supportive even after graduation. Over these years, they have unconditionally shared invaluable advice from life skills to academic tips and career directions.

What are your future plans?
I aspire to teach sustainable tourism at an academic institution. I believe that any business seeking long-term viability has to balance economic development, environmental protection and local welfare. One of the most effective ways to influence continuity in sustainable tourism would possibly be by raising awareness and inculcating knowledge to our future leaders through their schooling years.

Any advice for students following your footsteps?
To all fellow LRMers considering an overseas education:
1.) At home: More likely than not, you’ll be living with other housemates. Communication is the key; always seek to compromise and look out for one another.
2.) In the university: Build a circle of course-mates who share the same academic aspirations. Earn an ace up your sleeves!
3.) Stay connected with your loved ones; lessen their worries; they too will be the ones to spur you on when the going gets tough.

Optional: Keep a journal through your years abroad; It’ll serve as a tangible reminder of valuable life skills/lessons earned.

What was your thesis?
My thesis investigated Singapore’s destination image and how visitors’ perceived environmental friendliness of a place can affect their holiday experience.

Currently, Sharmine is an executive at the Singapore Environmental Council overseeing programme coordination and events planning. We wish her the best in her career! Cheers!
Priscilla was a student with the Diploma in Leisure & Resort Management (LRM) from 2008 to 2011. During her time in Temasek Polytechnic, Priscilla contributed much to both the School of Business and the Diploma. She was the Honorary Treasurer in the Diploma’s Interest Group. She also participated in many events and activities on the School front ranging from educational trip to industry activities. Priscilla was also involved in many National level events. She was a volunteer in the Singapore 2010 Youth Olympic Games and the 2010 Formula 1 Singtel Grand Prix. She represented the Diploma at the International Council of Hotel, Restaurants and Institutional Education conference when it was held in Singapore. On the community front, Priscilla was involved in the SSEAYP Fuji Maru Peace Boat Initiative in 2010. On top of that she was also part of the PAYm Chingay’s Garden of Youths in 2009.

Her involvement with the hospitality trade did not come to a stand-still at the end of her school days, as she continued to work at the Universal Studios Singapore as an Attractions Crew and a part-time waitress at the InterContinental Hotel on a regular basis. For her academic contribution, she was awarded the Paul Armstrong Scholarship from Skål International Singapore, a testimony of her determination and self-motivation.

After graduating from Temasek Polytechnic with a good Grade Point Average (GPA) of 3.42, she continued her love for the industry by enrolling herself at the University of Nevada, Las Vegas (UNLV), majoring in Hospitality Management. With that, she also pioneered and chaired the Pacific Asia Travel Association (PATA) Singapore UNLV Student Chapter. At the same time, she continued to engage the industry and her fellow course-mates through trade events and functions.

Priscilla recently joined the Dolphin Island, Marine Life Park at Resorts World Sentosa and intends to carve a career in this area. When asked about her journey, this cheerful girl remarked, “I have yet to begin my career with the industry. However, I am very glad and I did not regret choosing LRM as my course to study in Temasek Polytechnic. I am thankful for what I have learned and the support from all my lecturers, in terms of academic and career advice. They have taught me so much and helped me love my job as a service provider. I would love to bring forward my experience and knowledge in the industry and be a role model for other fellow hospitality mates and students so as to make it more exciting and vibrant.”
In the incubator that is the Diploma in Leisure & Resort Management, School of Business, Temasek Polytechnic, the seed of a future Masters candidate at the University of Oxford was sown. His was a story of facing up to failure at a tender age of 18 years old, overcoming the odds to realise a dream.

From Tampines to Oxford, this is the story of Chen Jiaxi Bernard. Born into a humble lower middle-income family, Bernard was like any other Singaporean student who aspires to study at a local university and do his hardworking parents proud. He made it to a local junior college. However, he performed badly during his ‘A’ levels and his options were limited.

Temasek Polytechnic’s School of Business and the Diploma in Leisure & Resort Management gave him a fresh new academic start. He completed 3 years of a quintessential learning experience. Plucked straight out from his intellectual comfort zone, he was challenged to think out of the box and examine all the various strands of theories and practical methodologies. Above and beyond that, he was trained in the art of disciplined and systematic analysis of a written and/or oral discourse. At every available opportunity, he was placed in a real-time, ever evolving working environment where mistakes were accepted as the prelude to the next cutting edge idea to impact and influence the future of the leisure and tourism industry. This was the rigour expected of him by his lecturers, industry professionals who have an eye for maximising the potential of every student that comes before them. The excellent education he received at Temasek Polytechnic was in no small part a result of a holistic, experiential and rigorous academic arrangement offered by the Diploma. It was comprehensive, thorough and complete, leaving no room for inconsistencies.

With a Diploma in Leisure & Resort Management (Merit) in tow, Bernard saw himself through four good years in the National University of Singapore (NUS) and graduated with a Bachelor of Arts (Hons) in History in July 2013. Bernard was in for a greater surprise. A chance application to study at the University of Oxford was made available to him. With transcripts from Temasek Polytechnic and the Faculty of History, National University of Singapore, Bernard secured a place to read Global and Imperial History as a Masters candidate at the University of Oxford, beginning in October 2013. This was a gift. This was a gift made in Temasek Polytechnic School of Business, in the incubator that is the Diploma in Leisure & Resort Management.

For that, he is grateful.
Our students at their graduation dinner ceremony

Where are they now?

Here are some of the universities where our Class of 2013 graduates are heading on to:

Yun Zhu CHIA: NANYANG TECHNOLOGICAL UNIVERSITY
Sarah CHEN: NANYANG TECHNOLOGICAL UNIVERSITY
Sherry LIM: NATIONAL UNIVERSITY OF SINGAPORE
Shermine HOW: NATIONAL UNIVERSITY OF SINGAPORE
Nigel TAY: NATIONAL UNIVERSITY OF SINGAPORE
Wee Min Er: NATIONAL UNIVERSITY OF SINGAPORE
Jo-Ann: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Inez LIM: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Lamyan KOH: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Tina SIM: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Darylene TEH: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Penny SIM: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Natalie WONG: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Nicole CHIA: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Liying NEO: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Shu Xian ONG: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Yining TAN: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Gladys TAN: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Yi Wei YEE: ROYAL MELBOURNE INSTITUTE OF TECHNOLOGY
Alicia NG: UNIVERSITY OF BIRMINGHAM
Kai Har TOH: UNIVERSITY OF BIRMINGHAM
Shijia NAN: UNIVERSITY OF BIRMINGHAM
Jaime HOON: UNIVERSITY OF BIRMINGHAM
Shin Yee CHEW: UNIVERSITY OF BIRMINGHAM
Sharmaine LEE: UNIVERSITY OF BIRMINGHAM
Jaime HOON: UNIVERSITY OF BUFFALO
Sharmaine LEE: UNIVERSITY OF BUFFALO
Sin Yee CHEW: UNIVERSITY OF BUFFALO
Fatima YING: UNIVERSITY OF DURHAM
Fiona PEH: UNIVERSITY OF LONDON
Meiyan LEE: UNIVERSITY OF LONDON
Tina SIM: UNIVERSITY OF LONDON
Lamyan KOH: UNIVERSITY OF LONDON
Evelyn TOH: UNIVERSITY OF LONDON
Jocelyn CHENG: UNIVERSITY OF LONDON
Vanessa PANG: UNIVERSITY OF LONDON
Xinyi SOO: UNIVERSITY OF LONDON
Rachel DAVID: UNIVERSITY OF LONDON
Carol GAN: UNIVERSITY OF LONDON
Yanying LUM: UNIVERSITY OF LONDON
Ivy LEE: UNIVERSITY OF NEVADA, LAS VEGAS
Hui Ling LAM: UNIVERSITY OF NEVADA, LAS VEGAS
Brenda LIM: UNIVERSITY OF NEVADA, LAS VEGAS
Jia En CHUA: UNIVERSITY OF NEVADA, LAS VEGAS
Jeslyn NG: UNIVERSITY OF NEVADA, LAS VEGAS
Cassandra TAN: UNIVERSITY OF NEVADA, LAS VEGAS
Li anne GOH: UNIVERSITY OF NEVADA, LAS VEGAS
Hau Yan LOONG: UNIVERSITY OF NEVADA, LAS VEGAS
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