THE
ICHM
CHANGE MAKERS
MEETING THE CHANGE,
BY MAKING THE CHANGE

FROM THE EDITOR

They are the top tier revolutionising the business world of the global luxury hotel and hospitality industry and beyond. They are the entrepreneurs, changemakers and thought leaders of tomorrow. ICHM alumni are redefining the bounds of the trillion-dollar hotel and hospitality economy, as well as global business operations.

At ICHM, blending in is not an option. It is about excellence, pushing the bar, and constant evolution. Our alumni catapult into executive roles, unscathed by the highly competitive nature of the industry. Our world ready graduates are comfortable with uncertainty, and are able to flex to the rapidly changing technological landscape. ICHM harvests a new breed of business, hotel and hospitality students: fearless, bold, and positively infectious.

Brewed to move ahead, ICHM alumni are thriving in leadership roles around the world – in Dubai, Hong Kong, Indonesia – just to name a few. Perhaps it's the culture and environment provided by a city like Adelaide, the land of opportunity and endless possibilities. Instilled with world ready skills, ICHM alumni dream big and achieve even bigger. We hope you feel as inspired reading these profiles as we were bringing them together for the global ICHM 17 inaugural issue.

CREATING THE CHANGEMAKERS OF TOMORROW, TODAY

ICHM Adelaide

Based in the capital of South Australia, Adelaide is one of the world's most liveable cities*. Adelaide's 1.2 million residents enjoy a lifestyle immersed in culture, a burgeoning small-bar scene, and world-class art, music, and festivals that would rival that of any Australasian city. Explore its laneway secrets, take in the stunning natural beauty, or head to one of the incredible wine regions that surround the city. It's no wonder Adelaide is routinely voted as one the of top 10 most liveable cities*.

Adelaide is at the forefront of South Australian innovation, business growth, and policy. With local practitioners and organisations leading the world in education, tech, food, and wine – it is the ideal place to learn the art of hospitality and business. Achieving top ranking international education listings and producing Nobel Prize winners, Adelaide is the home of excellence, innovators, and the movers and shakers of tomorrow.

* 2011-2021 Economist Intelligence Unit Rankings

THE ICHM EXPERIENCE

Creating Innovators & Leaders In Business With A Standout Attitude

Based in Adelaide, the forefront of culture, excellence, and innovation, ICHM's purpose-built degrees get students industry ready.

DISCOVER HOSPITALITY AND BUSINESS COURSES WITH ICHM

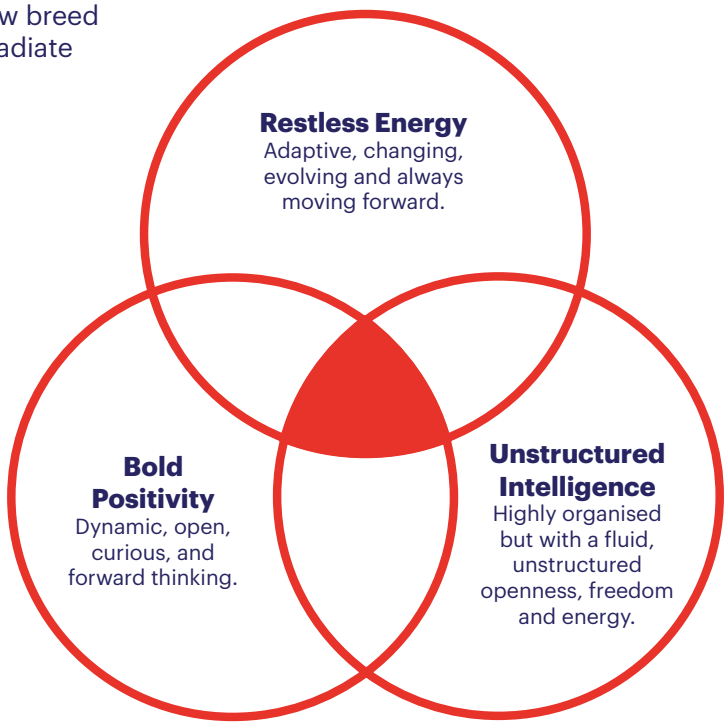
- Bachelor of Business
- Bachelor of Business (Hospitality)
- Bachelor of Business (Marketing)
- Bachelor of Business (Entrepreneurship)
- Diploma of Business
- Diploma of Business (Marketing)
- Diploma of Business (Entrepreneurship)
- Master of International Hotel Management

FACILITATING SKILLS AND CREATIVITY ANYWHERE, ANYTIME

Students get hands on experience and industry connections from the outset, with education programmes which integrate blended, online, face-to-face and on-the-job learning – students are propelled to success with cutting edge technology and industry connections.

LEADING A NEW DIRECTION

ICHM is a new breed business school, with a new breed of thinkers who radiate the ICHM values.



ICHM

THIS IS ICHM. MODERN BUSINESS LEARNING BUILT ON A STRONG FOUNDATION.

Why choose ICHM? Because we are outcomes oriented with learning that's designed to get students industry ready for the career they really want.

ICHM IS A RENOWNED INSTITUTION — with a 30-year track record and world renowned for its founding hospitality in business degrees.

WE PROMOTE NEW WAYS OF LEARNING — courses designed to respond to today's needs.

WE GET GREAT OUTCOMES — 96.3% of ICHM undergraduates in Overall Employment (national average 84.8%) (QILT 2021 Graduate Outcome Survey)

WE OPEN DOORS — being industry connected in learning and work-integrated courses.

A STRONG COMMUNITY FOCUS — with a supportive environment to help students grow into their new learning life.

DEDICATED TO BEST— dedicated to improving in-class teaching and personalised approaches that are best for you.

A MODERN APPROACH — delivering excellence in technology-based teaching, hands-on with leading hospitality and business practitioners.

EXPERIENCE ON TAP — access to 2500 + Alumni who are now leaders in multiple industries.

NEW THINKING — our focus on creativity in business attracts those inspired by new trends, groundbreaking processes and innovative thinking.

ICHM

Rachael Harman

General Manager

Sofitel Adelaide, Australia

Graduated ICHM in 1999

'Work smart and work hard' – Rachael's philosophy for success which has propelled her to work for a series of luxury hotel and hospitality companies throughout Malaysia, Singapore, New Zealand – and now Australia. Rachael believes embracing change and being agile are the foundations for a successful career in the industry. It is no wonder she was fast-tracked into leadership roles so early in her career.

Just three years after graduating from ICHM, Rachael was placed in a managerial role with Starwood Hotels & Resorts. It didn't take long for Rachael to catch the eye of Le Meridien Hotel in Southeast Asia. Now the General Manager for Sofitel Adelaide, every day is bursting with new problems to solve and people to meet. Sofitel is part of the Accor global network with a reach of 110 countries and over 5,000 economy, premium and luxury hotel accommodations. As a leader within the group, Rachael is focused on creating authentic guest experiences – combining her eye for detail with her ability to create life-long networks.

Course info: https://www.ichm.edu.au/programs/master-of-international-hotel-management-/gdip-intl-hotel-management

SOFITEL HOTEL | ADELAIDE, AUSTRALIA

Deidre Cotterill

General Manager

Cambria Hotel Downtown, Asheville, USA

Graduated ICHM in 2001

Driven to create special and unforgettable experiences for both guests and her employees, Deidre is a hands-on leader immersed in all aspects of the job. Not only does she create and implement work processes, she enhances them – ensuring the business's strong footing is cemented in the market. North Carolina, Florida, Virgin Islands and now Asheville – Deidre is thriving in the hotel and hospitality industry in the United States. As the General Manager of Cambria Hotel Downtown, she has successfully welcomed the new upscale Asheville division to the FIRC Group conglomerate.

Since the opening of the hotel in 2017, Cambria Hotel Downtown has trophied the Best of Choice Award and the #1 Hotel in the Choice Hotel Brand* – much to do with her innovative leadership and persistent drive for excellence. With a spectacular rooftop restaurant, high-tech amenities and amazing views of the Blue Ridge Mountains, Deidre has a front-row seat to the sights, sounds and tastes of Asheville.

*Best of Choice Hotels Award Winner 2021

Course info: https://www.ichm.edu.au/programs/undergraduate-degree/bachelor-of-business-hospitality-management

CAMBRIA HOTEL DOWNTWOWN | ASHEVILLE, USA

Juan Paolo Alfonso

General Manager

Alila Ubud, Bali, Indonesia

Graduated ICHM in 2003

Endorsed by industry leaders from across the world, Juan Paolo Alfonso is the epitome of forward-thinking tempered with humility and a restless hunger for learning and self-improvement. Since graduating in 2003, JP's career has taken him to the white sand beaches of the Caribbean, the mountains and deserts of the United States, and the tropical jungle of Costa Rica. During his twelve years with Aman luxury hotels and resorts, JP mastered the art of creating a state of uncomplicated serenity to facilitate unforgettable resort experiences. Creating these environments takes time, a dedication to perfection, and an unflagging commitment to the ways of the industry.

JP says his detailed practice for excellence on the international stage started with ICHM – living and working side by side with people from across the globe. He says the most rigorous attention to detail practised in the world of hospitality and luxury lifestyle requires you to be boundlessly imaginative and passionate about what you do. Based in the lush tropical forests of Bali, Indonesia, JP was redefining luxury stays with Alila Ubud Hotel - blending culture, wellness and adventure with supreme hospitality.

JP is now the General Manager at Mirbat, Dhofar, Oman.

Course info: https://www.ichm.edu.au/courses/master-of-international-hotel-management

ALILA UBUD | BALI, INDONESIA

Mellissa Pitt-Chalmers

Vice President Of Global Sales (Europe, Middle East & Africa)

Marriott International, London, United Kingdom

Graduated ICHM in 1997

The definition of drive and self-empowerment – Mellissa sits at the industry high table as Vice President of Global Sales at Marriott International. Marriott International offers the most powerful portfolio in the industry, with thirty brands and over 7,000 properties across 131 countries and territories – giving travellers even more ways to connect, experience and expand their horizons. Marriott International is a global leader in the hospitality industry, with further hotel expansions planned across Mellissa's portfolio – in Europe, the Middle East and Africa. A natural born leader with a fearless attitude to match, Mellissa has successfully evolved with the times – expanding her skillset across marketing, sales, and people management in the relentless pursuit of identifying the ever-important industry 'edge.' With over twenty years of experience, Mellissa is leading the way with the largest hotel conglomerate in the world – based in the city of royals – London. She says career paths are not straight-forward, it challenges you to jump headfirst into complex challenges, to pivot, and to constantly evolve to match the fast pace of the international hotel and tourism market. With a mastery of stakeholder engagement and innovation in her field, Mellissa is the epitome of the phenomenal heights the industry can take you.

Course info: https://www.ichm.edu.au/programs/undergraduate-degree/bachelor-of-business-hospitality-management

MARRIOTT INTERNATIONAL HOTELS | EUROPE, MIDDLE EAST, AFRICA

ICHM

Linda Girrbach

Director Of Revenue Management

Mövenpick Hotel, Berlin, Germany

Graduate ICHM in 2008

A self-starter with networks spanning across Switzerland, South Africa and Germany, Linda is soaring in the hotel and hospitality industry. Going above and beyond her role expectations has allowed her to catapult from receptionist in 2004, to Director from 2017. As Director of Revenue Management for Mövenpick Hotel Berlin, a brand that has reshaped modern hospitality since the 1940s, Linda is reforming strategy and operations to enhance digital innovation to align with the travel and lifestyle conglomerate, Accor.

When Accor purchased Mövenpick Hotel in 2018, Linda was challenged to adapt to the new revolutionary corporate structure of the combined brands. Maintaining the signature Mövenpick Hotel customer experience was a key focus for Linda. Combining her wide-ranging knowledge and experience across Vibe Hotels, Adina Apartment Hotels and management consultancies, she was able to pivot strategic and operational strategies to enhance revenue flows and systems. Within three years, she was able to effectively apply disciplined analytics to predict consumer behaviour and optimise product availability – showing her multi-dimensional skills in business, as well as hotel and hospitality management.

Course info: https://www.ichm.edu.au/courses/master-of-international-hotel-management

MÖVENPICK HOTEL BERLIN | GERMANY

ICHM

Michael Robinson

General Manager

FCC Angkor By Avani, Siem Reap, Cambodia

Graduate ICHM in 2007

A leader, a thinker, a creator – Michael is taking on the world one country at a time. It all started at a neoclassic masterpiece, the Hyatt Regency, based in La Jolla, San Diego. As a Management Trainee, he would often look out into the beautiful landscapes surrounding the La Jolla Cove while he devised his ten-year plan to explore the rest of the world's major attractions and progress into a leadership role. With an evident passion for the industry and a natural inclination for what a business needs to thrive, Michael would later be recruited to work for various five-star hotels across the world – in Los Angeles, Qatar, Dubai and Vietnam. Immersed in a diversity of cultures, from the Arabic ways of the Middle East to the ancient Southeast Asia charm of Vietnam, Michael was able to accumulate the intercultural skills that would punch his ticket to a General Manager role with FCC Angkor by Avani, a luxury hotel at the heart of Cambodia. With a hands-on approach to leadership and people management, Michael is sure to leave a lasting impression on everyone he interacts with.

Course info: https://www.ichm.edu.au/courses/master-of-international-hotel-management

FCC ANGKOR BY AVANI | SIEM REAP, CAMBODIA

Jaime Simpson

General Manager

Jumeirah Mina A'Salam, Dubai, United Arab Emirates

Graduated ICHM in 1998

A specialist in operations, protocols, and logistics – Jaime is the epitome of a dynamic international hotelier. Her exceptional leadership skills and ability to perform in different cultural contexts have made her a valued asset to major hotel groups around the world. Over the last 20 years, she has significantly contributed to service excellence at Hyatt Hotels based in India, Japan, Thailand, and Australia. Now she is the General Manager of Jumeirah Mina A'Salam – a breath-taking five-star luxury hotel referred to as the jewel of Dubai. In her new role, Jaime oversees all aspects of the hotel's operations; trusted to uphold the hotel's commitments to traditional Arabian hospitality and stellar service standards. Jaime's career has challenged her to skillfully multi-task and consistently perform under immense pressure. She says her versatile skill set and ability to effortlessly adapt started at ICHM – where you are taught to work smart, work hard, and always strive for excellence. As one of the Top 25 Power Women in Hospitality* – she is hailed as a prominent industry leader and role model for women and working mothers in business. With a work ethic like no other – it seems there's nothing she can't do.

*Hotelier Top 25 Power Women in Hospitality 2020

Course info: https://www.ichm.edu.au/programs/undergraduate-degree/bachelor-of-business-hospitality-management

JUMEIRAH MINA A'SALAM | DUBAI, UNITED ARAB EMIRATES

Lavin Samtani

Director Of Food & Beverage

Hotel ICON, Tsim Sha Tsui, Hong Kong

Graduated ICHM in 2006

Straight out of ICHM, Lavin lifted off into the industry; hungry, driven and ready to soak in the fast-paced atmosphere of hotel and hospitality on the world stage. A management placement led Lavin to Sheraton Hong Kong Hotel and Towers, where he would excel in service and business administration roles. Immersed in diversity and inspired by the dazzling array of picturesque landscapes, it didn't take long for Lavin to fall in love with the city. He would later establish an immaculate reputation with top restaurants across Hong Kong – no easy feat in a city populated by over 7 million people. He would later be headhunted to lead food and beverage departments at Elite Concepts, Renaissance Kowloon Hotel, Mira Hotel and W Hong Kong. With an absolute imperative to ensure excellent service is always at the forefront, it would seem Lavin was destined for his current role as Director of Food and Beverage at Hotel ICON – one of the top 5 hotels in Hong Kong*. Serving up unique local and international cuisine with stunning views of Victoria Harbour in the backdrop, Lavin says he is living the dream.

*Trip Advisor Travellers Choice 2021

Course info: https://www.ichm.edu.au/programs/master-of-international-hotel-management-/gdip-intl-hotel-management

HOTEL ICON | TSIM SHA TSUI, HONG KONG

ICHM

Sonia Vickers

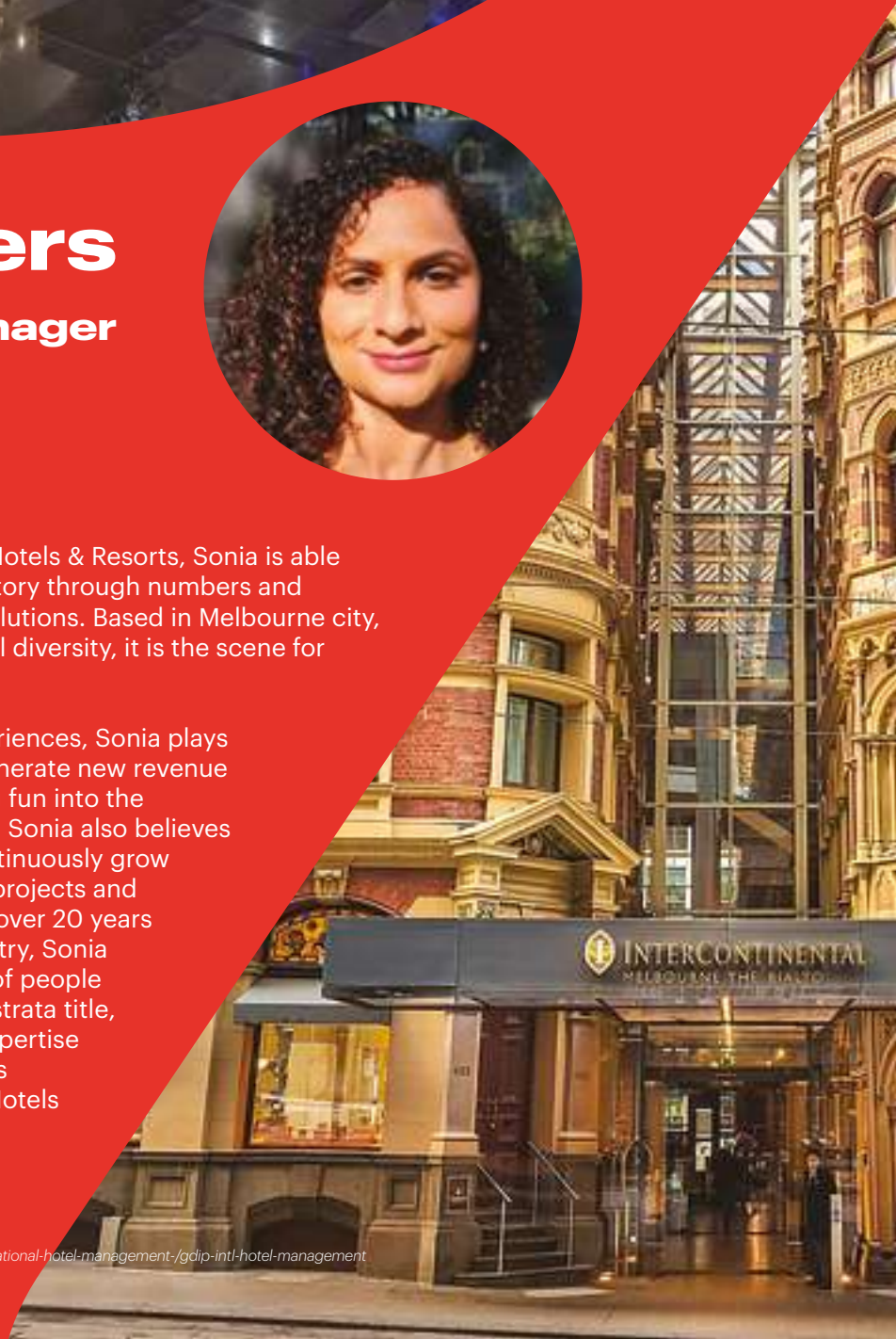
Portfolio Revenue Manager

IHG Hotels & Resorts, Melbourne, Australia

Graduated ICHM in 2004

As the Portfolio Revenue Manager for IHG Hotels & Resorts, Sonia is able to bring together her passion for telling a story through numbers and collaborating with teams to find creative solutions. Based in Melbourne city, a place graffitied with laneways and cultural diversity, it is the scene for exploration and unforgettable interactions.

Driven to continuously improve guest experiences, Sonia plays a central role in co-creating solutions to generate new revenue streams. She believes that by incorporating fun into the workplace, an organisation is able to thrive. Sonia also believes in the importance of allowing teams to continuously grow by providing opportunities to take on new projects and cross-sector interactions. With a history of over 20 years in the Australian hotel and hospitality industry, Sonia has attained a master level understanding of people management and business models across strata title, boutique, and luxury hotels. Powered by expertise in finance, strategy, and innovation, Sonia is continuing to elevate revenue for the IHG Hotels & Resorts portfolio.



Course info: https://www.ichm.edu.au/programs/master-of-international-hotel-management-/gdip-intl-hotel-management

IHG HOTELS & RESORTS | MELBOURNE, AUSTRALIA

Bodelle Francis

General Manager

Oval Hotel, Adelaide, Australia

Graduated ICHM in 2005

With skills in revenue and event management, business administration, and food and beverage, the career prospects for Bodelle are endless. When asked what's the secret to her success, she says taking a strong interest in learning about the different facets of the industry is key. It's about a restless energy for excellence in all aspects of hotel and hospitality management. Bodelle's understanding of the business world peaked during her time for Francis Hotel Group, a leading developer of boutique and eco-resorts.

Through the management of world-leading hotel portfolios, Bodelle covers a wide range of responsibilities, including, asset management, brand development and design. She would later take a Board seat at a large-scale beverage marketing group, and then the Board of ICHM, the education provider where her career journey had all started. Now the General Manager of Oval Hotel, Bodelle has added another string to her bow – corporate governance.

Course info: https://www.ichm.edu.au/programs/master-of-international-hotel-management-/gdip-intl-hotel-management

André Russ

VICE PRESIDENT SALES

EarthCheck & Head of International Relations, APEC International Centre for Sustainable Tourism, Brisbane, Australia

Graduate ICHM in 1997

For nearly ten years, André spent time in Geneva, London and Sydney – dabbling in a wide range of industries such as information technology, innovation and food and beverage. He would then circle back to Brisbane, Australia, to lead Sales and Business Development for EarthCheck, an international tourism advisory group. André was appointed Vice President Sales in 2008 and then the Head of International Relations with the APEC International Centre for Sustainable Tourism in 2015.

Holding these two extensive roles, he continues to make waves in the sustainability space – facilitating regionally and nationally significant projects and partnerships that contribute to the overall enhancement of the tourism industry. He remains passionate about reducing compliance costs, ensuring the sustainability of ecological and heritage values, and delivering increased economic, social and cultural benefits to the community.

Course info: https://www.ichm.edu.au/programs/master-of-international-hotel-management-/gdip-intl-hotel-management

EARTHCHECK HEADQUARTERS | BRISBANE, AUSTRALIA

Adele Preston-Libonati

General Manager, People

Country Road Group, Melbourne, Australia

Non-Executive Director, ICHM College Council, Adelaide, Australia,

Graduated ICHM in 2007

Nimble, action and solutions focused – Adele's career journey in the hotel and hospitality circuit took a sharp turn into the business depths of the industry when she realised her passion for human resources and business transformation. Straight out of ICHM, Adele completed a graduate programme with Hyatt Hotels in the United States. With an endless thirst for continuous improvement, Adele later attended Harvard Business School – catapulting into leadership roles with market-leading organisations to transform business practices. With a proven track record for forward-thinking and transformational leadership, Adele would then be recruited to lead People and Culture departments for internationally recognised companies, such as Orica and Woolworths Group Asia based in Hong Kong and Shanghai. Adele's business leadership skills and experience reached new heights as the Head of People and Culture for Dan Murphy's & Langton's, a 4-billion-dollar organisation with 6000 employees and 230 stores. Now the General Manager of People at Country Road Group, a conglomerate made up of iconic brands with stores across Australia, New Zealand and South Africa, Adele continues to lead with innovation and commercial savviness. As the elected Independent Director for the ICHM College Council, the next phase of her career is dedicated to revolutionising the business landscape of tomorrow.

Course info: https://www.ichm.edu.au/courses/bachelor-of-business-hospitality-management

COUNTRY ROAD GROUP OFFICE | MELBOURNE, AUSTRALIA

Iain Gunn

Managing Director

Gunn & Parkinson, Ballarat, Australia

Graduate ICHM in 1996

For over 25 years, Iain has been curating memorable customer experiences across the hotel and hospitality industry. Iain's love for engaging with new people every day has been the driving force for his lasting passion and success in the industry. Within the first decade of his career, Iain thrived in Director-level roles with Choice Hotels Asia Pacific and Mercure Ballarat Hotel – overseeing over 250 hotels under the Comfort, Quality and Clarion brands across Australia, New Zealand, Singapore, and Fiji. Now, he is the Managing Director for Gunn & Parkinson, an independent hotel management and consulting company based in Ballarat, Australia.

Working for an independent hotel management company means Iain has the flexibility to work across a variety of brands in the luxury accommodation market. This has allowed him to utilise the intel of the network to help clients align their properties with what will achieve the best result in the market. Iain says it's only work if you would rather be doing something else, and for him, there really is no other career more perfect. With over forty years of industry experience, Iain decided to start his own podcast called 'Our Town Ballarat' – interviewing local influencers to discuss their stories and how they got started in the industry. This has played an integral role in Ballarat's regional tourism growth.

Course info: https://www.ichm.edu.au/courses/master-of-international-hotel-management

GUNN & PARKINSON MANAGED PROPERTIES | BALLARAT, AUSTRALIA

ICHM

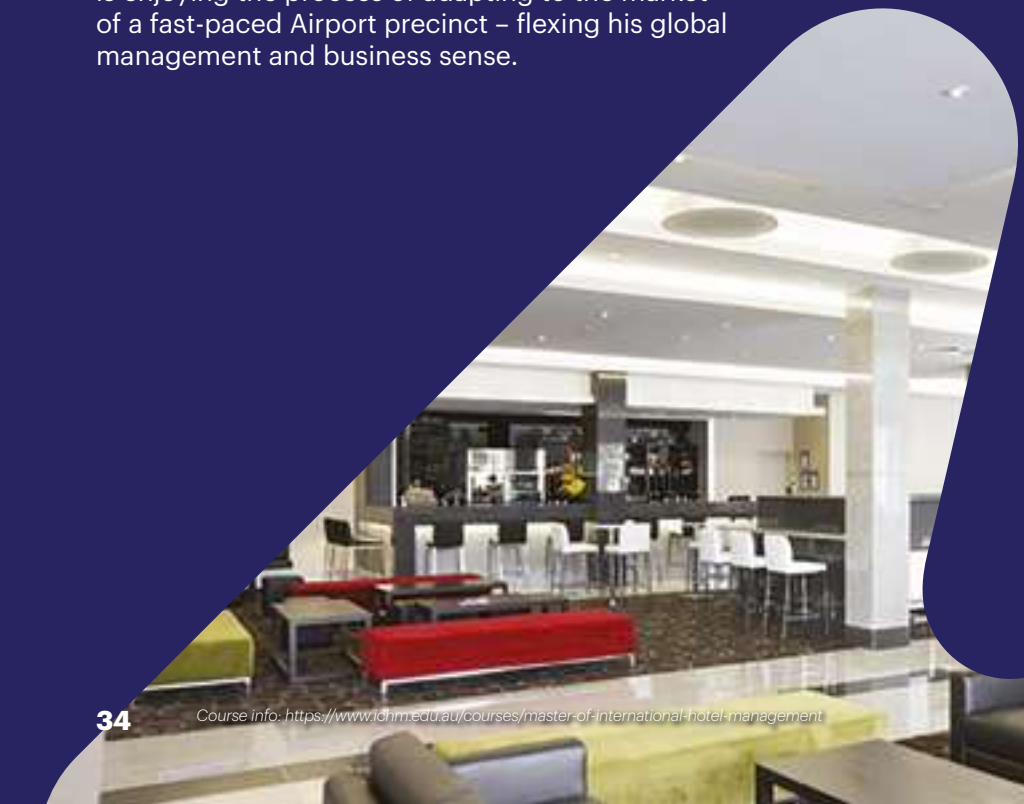
Jason McGowan

General Manager

PARKROYAL Monash, Melbourne, Australia

Graduate ICHM in 1995

In an industry that is all about people, Jason says it's important to bring a can-do attitude to everything that you do. With both a global and people centric focus on hotel operations, Jason has succeeded in Senior Executive roles for iconic brands such as IHG Hotels & Resorts, Kempinski Hotels, Raffles Hotels and the Hilton. After working in major cities across Europe and Australasia, Jason was ready for the next challenge – this time in Dubai. Swept away by the magnificent sights of Burj Khalifa and the juxtaposition of sand dunes against large cityscapes – Jason would remain in Dubai for over eight years. With expertise in hotel and resort development, Jason worked alongside various global investment partners to produce Hotel Management Agreement proposals, strategic business plans and development opportunities across the Middle East. Jason counts himself lucky to be riding out the wave of his dream career in some of the most spectacular cities in the world. Jason says it's rewarding to be part of Accor Hotels' growth in his current role as General Manager of Mantra Tullamarine. Now based in Melbourne, Australia, he is enjoying the process of adapting to the market of a fast-paced Airport precinct – flexing his global management and business sense.



Course info: https://www.ichm.edu.au/courses/master-of-international-hotel-management

PARKROYAL MONASH | MELBOURNE, AUSTRALIA

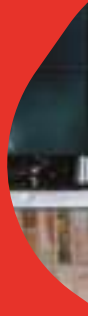
Kyle Kaya

Director of Operations

Veriu Group (Veriu Hotels & Suites, Punthill Apartment Hotels), Melbourne, Australia

Graduated ICHM in 2009

Kyle's fruitful career in the hotel and hospitality industry started in Perth, Australia at Parmelia Hilton. Straight out of ICHM, Kyle entered a one-year internship to gain experience in a variety of hotel roles – making luxury cocktails as a bartender, serving up exquisite food and beverages and tending to the upkeep of the hotel grounds. Over the next 15 years, Kyle would perfect his expertise in business development, asset management and commercial financial planning. With a wide scope of expertise, Kyle leads his team members to exceed guest expectations with ease. Having worked his way up to leadership roles from the frontlines, he has become an effective manager who understands the demands of the job and what it takes to deliver. In 2018, Kyle was recruited to be the General Hotel Manager for Punthill Apartment Hotels in Melbourne to lead integration and transformation as part of Veriu Group's acquisition of the hotel group. With a persistent work ethic to perform above and beyond, Kyle was quickly promoted to be the Director of Operations to work alongside the CEO and report directly to the Group's Board of Directors. Overseeing 17 hotels across Australia is no easy feat. Kyle faces the demands of his role head-on, driven to achieve exceptional change by executing a ten-year plan to make the hotel group the largest Australian-owned apartment hotel empire. On track to open another 80 hotels nationally, Kyle is excited for what the future brings.



Course info: https://www.ichm.edu.au/programs/master-of-international-hotel-management-/gdip-intl-hotel-management

VERIU GROUP (VERIU HOTELS & SUITES, PUNTHILL APARTMENT HOTELS) | MELBOURNE, AUSTRALIA

Julian Forwood

Co-Founder

Ministry Of Clouds, Adelaide, Australia

Graduated ICHM in 2000

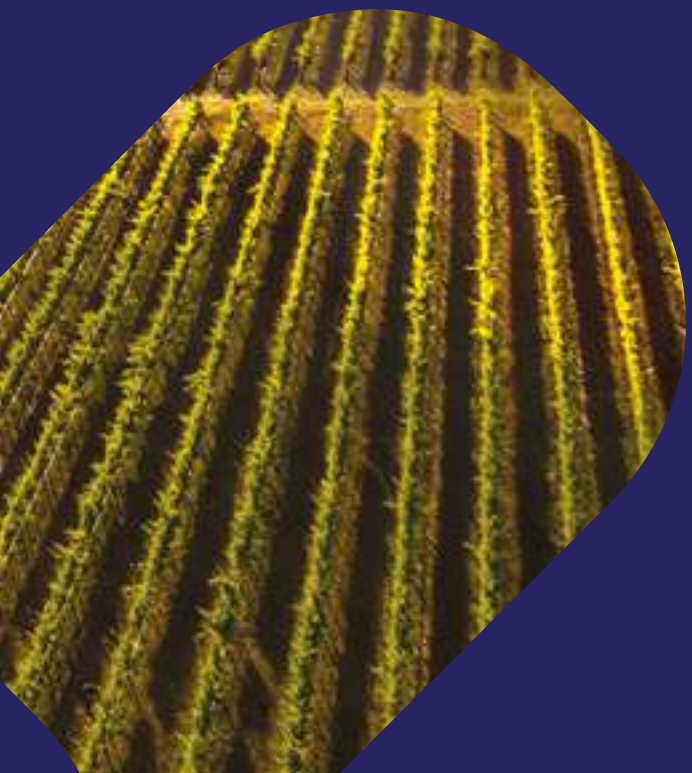
A true self-starter with an evident passion for the industry, Julian has become a master of luxury beverages. His career kicked off with Moët Hennessy Australia, the unrivalled market leader for premium wines and spirits. As part of LVMH Group, Moët Hennessy Australia contributes to over $40 billion in revenue as a combined luxury beverage brand. Having learnt the ways of the hospitality industry with a world leader in innovation and prestige, it didn't take long for Julian to be plucked for a General Manager Sales role with Wirra Wirra Vineyards. During his time with the vineyard, he had successfully grown brand exposure and revenue potential. In 2012, Julian and his wife Bernice decided to take their divine passion for wine to the next level – launching Ministry of Clouds in 2013. Based in the wine capital of Australia – McLaren Vale, Adelaide – Ministry of Clouds wine is like no other. Combining the taste of summer with delicious and unexpected flavours, the selection includes old bush vine Grenache, Shiraz, Mataro, Tempranillo, Riesling from the famed Clare Valley, and Chardonnay sourced from Tasmania. Turning their passion for wine into a business has paid off with Ministry of Clouds taking the top spot on James Halliday's 2015 Wine Companion list * and Halliday's Top 10 New Wineries list * – showing that sheer dedication to your craft is the key to monumental success. For Julian, the creation of the Ministry of Clouds is a toast to the pursuit of a life well-lived.

*James Halliday's Australian Wine Companion 2015

*James Halliday's Top 10 New Wineries 2015

Course info: https://www.ichm.edu.au/courses/bachelor-of-business-hospitality-management

MINISTRY OF CLOUDS | ADELAIDE, AUSTRALIA



Amy McWaters

CEO

Hampers and Gifts, Sydney, Australia

Non-Executive & Independent Director, ICHM College Council, Adelaide, Australia

Graduated ICHM in 2002

Amy gained a strong sense of self-belief with ICHM – leading her to work in some of the world's leading hotels, such as The Savoy London, Burj Al Arab Dubai and Peace Hotel Shanghai.

With a fearless attitude to constant improvement, Amy dominated the international hotel management scene – part of the leadership teams of the extensive three-year refurbishment of The Savoy London and the opening of Waldorf Astoria Ras Al Khaimah in the United Arab Emirates.

As the long-standing CEO of Hampers & Gifts Australia, Amy adjusts to market conditions with ease – successfully supporting the transition of the business following its acquisition by publicly-listed Maggie Beer Holdings in 2021.

It's clear that Amy is a well-rounded leader that understands and appreciates the extensive functions of the hotel, hospitality and ecommerce industries – particularly in her element when challenged to figure out a new system or fine tune an existing one.

Now Amy is adding another string to her bow: leading the future bright minds of the hotel and hospitality industry as a member of the ICHM College Council.

Course info: https://www.ichm.edu.au/courses/bachelor-of-business-hospitality-management

Join the Change Makers at ICHM

Learning to change for a changing business world & understanding how to do it.

ICHM is learning for change by schooling future graduates, to be future equipped and ready to join the workforce as a high performing asset.

We educate in modern ways that mix online education with Work Integrated Learning made for graduates to hit the ground running. Learning how - with the right tools, team and networks- backed with modern learning methods and a future perspective on business.

This is Business made different. Designed to be dynamic, creative, and connected. Always focused on the outcome - an awesome job opportunity at the end of it.

We are ICHM

FIND OUT MORE
ICHM.EDU.AU

A new breed business educator, here to advance new breed thinkers.

ICHM champions 'learning forward'- focusing on the learning of tomorrow as industry ready graduates. Giving young talent the skills, networks and hands-on experience to hit the ground running.

Founded on the 30+ years of success of ICHM's renowned Hospitality in Business school, we have broadened our focus with a Bachelor of Business, Bachelor of Business (Marketing) and Bachelor of Business (Entrepreneurship) as well as the long-established Bachelor of Business (Hospitality Management)

1 MARCH 2022

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Information in this ICHM Change Makers prospectus is effective and current at the time of publication (08 April 2022) but may be subject to change. Please refer to ICHM directly or the website for any queries.

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