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## INSTITUTE OF HOSPITALITY MANAGEMENT



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### GENERAL MANAGERS FROM ACROSS THE GLOBE PARTICIPATE IN CORNELL-NANYANG'S GENERAL MANAGERS PROGRAM

28 July 2008 - SINGAPORE – Hotel General Managers from across Asia-Pacific, Middle East, Africa and the Caribbean are participating in [Cornell-Nanyang Institute of Hospitality Management](#)'s (CNI's) General Managers Program (GMP) in Singapore. At the opening reception and dinner on Monday, the General Managers spoke out about why they chose to attend the GMP and what they hoped to gain from it.

The General Managers Program (GMP) is designed for hotel General Managers, Resident Managers and Executive Assistant Managers of full service hotels. Participants in this 10-day (July 21 to 31) residential program concentrate on strategic hospitality management issues, enhancing their skills and working collaboratively to produce new solutions to the challenges they face.

**Bastian Germer** , General Manager, of The New Majestic Hotel, Singapore said “I have been eyeing the Cornell GMP course for a while, but distance and time prohibited me from going to Ithaca to take part in the course. Once I learned that CNI was offering the course in Singapore , I immediately enrolled as it is easier to do it here”.

“I attended the Professional Development Program (PDP) last year and thought that the course was really good. Upon receiving the marketing brochures for the PDP and GMP courses this year, I chose to attend the GMP. Next year I will send two of my managers to participate in CNI courses,” remarked **Rhyz O. Buac** , General Manager, Maribago Bluewater Resort, Cebu , Philippines

A participant from Dubai , **Christoph G. Ganster** , who is the Hotel Manager of the Raffles Dubai, said “I chose the GMP because it is a superior training program for senior managers in day to day practices. It prepares you for the next step and exposes you to industry best practices. What you learn here is not just theory – it is real and can be transferred directly to the work place. We learn applied knowledge through case studies and real-life problems shared by the participants”.

This is the third time that Cornell's famed General Managers Program is been offered in Singapore . It was largely put together by Dr. Russell Arthur Smith, Vice Dean CNI and the GMP Program Director. “The sessions are structured such that participants get a different perspective on hotel management issues. General Managers are usually so involved in day-to day operations that it is difficult for them to broaden their view point. The GMP offers participants the opportunity to re-focus and re-think everyday challenges. Exposure to global trends through interactions with our international faculty and diverse participant group, transforms these General Managers from decision makers into strategic thinkers.”

Professor Neo Boon Siong, one of the faculty members for the GMP said “ Asia is one of the fastest growing hospitality markets in the world. There is an enormous need for qualified leadership. There was no reputable, high quality program for senior management in Asia . The fact that Asians General Managers were traveling to Cornell for the GMP made it obvious that we had to bring the program to Singapore .”

“Participants come to the GMP to learn about the latest trends and approaches to leadership.” says Boon Siong. He added “Most General Managers in Asia have come up through the ranks and may not have been exposed to leadership thought. I hope that by participating in the GMP they will have a chance to network, to refresh their thinking and to feel re-energized by the course content”.

GMP 2009 in Singapore will be offered form July 20-30, 2009. Please visit [www.cni.ntu.edu.sg](http://www.cni.ntu.edu.sg) for details.

– ENDS –



GMP Class of 2008



GMP students **Ren Yan Hua**, Hotel General Manager, Westin Hotel Beijing and **Philip Lim**, General Manager, Gateway Hong Kong

## **QUESTIONS AND ANSWERS**

2008 participants in the GMP course were asked “Why did you choose the GMP and what do you hope to gain from it?”

Their answers are as follows:

### **Rhyz O. Buac, General Manager, Maribago Bluewater Resort, Cebu , Philippines**

“I attended the PDP last year and thought that the course was really good. When I received the marketing brochure for the PDP and GMP this year, I decided to chose to attend the GMP. I hope to learn from the shrewd experience, strategies and insights of the instructors”

### **Stylianos A. Koureas, General Manager, Harris Resort, Batam Indonesia**

“I had heard about the Cornell GMP and when I received the brochure for the GMP in Singapore . I chose to do the course. What I hope to gain from it is a refresher of my academic qualifications.”

### **Bastian Germer, General Manager, The New Majestic Hotel , Singapore**

“I have been eyeing the Cornell GMP course for a while, but distance and time prohibited me from going to Ithaca to take part in the course. Once I learned that CNI was offering the course in Singapore , I immediately enrolled as it is easier to do it here”.

“My objective for doing the course is to get out of the daily routine, listen to other perspectives in the industry

and region rather than to participate in it as a refresher or educational course. Basically to step out of the norm and to get some perspective”.

**Bobby Horrigan, Vice President and General Manager, HSAI Raintree Hospitality Management, Philippines**

“I took a PDP course at CNI and decided then to do the GMP as I learned a lot meeting new people and the right people to lead the industry into the future”.

**Christoph G. Ganster, Hotel Manager, Raffles Dubai , UAE**

“I chose the GMP because it is a superior training program for senior managers in day to day practices. It prepares you for the next step and exposes you to industry best practices. What you learn here is not just theory – it is real and can be transferred directly to the work place. We learn applied knowledge through case studies and real-life problems shared by the participants.”

**Roshan Perera, General Manager, The Blue Water , Sri Lanka**

“I have friends that had done the GMP course in Ithaca and so I was interested in pursuing it. I met the CNI sales team in Dubai and learned about the program from them and decided to participate.

What I would like to get out of it is an understanding of new trends, to meet leaders, and to share knowledge among GM's through their experience. I'm also interested in learning more about competing hotels and their standards in Asia ”.

**Ren Yan Hua, Hotel General Manager, China JinMao Group, Westin Hotel Beijing**

“It's a good chance to practice our theory and to put theory to the test in the real operations of a hotel. I appreciate the opportunity to participate”

**Philip Lim, General Manager, Gateway, Hong Kong**

“I chose the GMP course as it is a very prestigious course. I became General Manager two years ago and feel that the GMP is a useful opportunity to brush up on theory and obtain good feedback.

Marco Polo Hotels sends a General Manager every year and I had heard very good feedback from the previous two GMs who had attended the course”.

**Anuwat Kosol, Managing Director, Six Sense Hideaway Yao Noi , Thailand**

“I joined the GMP because I wanted to learn all about hotel management. This is my first chance to understand the hotel business and because CNI offers the best training in terms of connections and professors I wanted to learn from them”.

**Darren Ware, Hotel Manager, Park Hotel, Orchard Singapore**

“My company chose this course for me. It will give me exposure and insight. I hope to meet new colleagues, make new friends. I want try and breakdown barriers by learning new ways to manage people by interacting with people from varied cultural backgrounds”.

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**About the Cornell-Nanyang Institute of Hospitality Management**

The [Cornell-Nanyang Institute of Hospitality Management](#) (CNI) is jointly operated and governed by Cornell University 's School of Hotel Administration and Nanyang Technological University 's Business School . Located in Singapore , CNI is strategically positioned to develop leaders, managers and entrepreneurs for the Asian hospitality and tourism industry. CNI offers three [hospitality education programs](#) designed to alleviate the severe shortage of qualified talent that is currently plaguing the hospitality industry in Asia and the Middle East .

Equivalent to an MBA, the one year [Master of Management in Hospitality](#) (MMH) program prepares students to be theory-based, action-oriented leaders of executive management teams and entrepreneurial ventures in the hospitality and service industry. CNI MMH students spend six months at Cornell University in Ithaca , New York and six months at the Nanyang Technological University in Singapore , thus taking advantage of educational and networking opportunities in both Asia and North America in a single year.

The [Professional Development Program](#) (PDP) offers three-day courses that cover different aspects of [hotel management](#) . PDP teaches cutting-edge management techniques, presented by internationally recognized faculty members and industry leaders. Participants can earn Cornell certifications in Financial Management, Food, Beverage, and Restaurant Management, General and Strategic Management, Human-Resource Management, Marketing, Operations Management and Property-Asset Management and Real Estate. CNI has hosted over 700 PDP participants from 30 countries in the last two years.

The [General Managers Program](#) (GMP) is designed for hotel general managers of full service hotels and their immediate successors. Participants in this 10-day program concentrate on strategic [hospitality management](#) issues, work collaboratively to expand the foundation of their knowledge, and produce new solutions to the challenges they face.

Please visit the [Cornell-Nanyang Institute of Hospitality Management](#) website for more information.

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