



HOTELIER

THE SHMS INTERNSHIP MAGAZINE

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Live & Learn *Hospitality*
in *Iconic Swiss Palaces*



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Editor's Notes



Caux Editor

Dear Readers,

My name is Minnie Kexin Zhu, a second-year student at SHMS at Caux and the Internship and Career Ambassador for Spring 2026. I am excited to introduce the second edition of the SHMS digital magazine! Together, let's explore new ideas, share knowledge, and foster meaningful connections. Whether you're here to learn, create, or simply be inspired, we're delighted to have you with us!

A handwritten signature in black ink that reads "Minnie Kexin Zhu". The signature is fluid and cursive.

Editor-in-Chief
BA2 Class



Leysin Editor

Dear Readers,

My name is Meharvaan Singh Anand, a final-year student at SHMS Leysin and Internship & Career Ambassador. I am pleased to introduce this edition of the SHMS digital magazine. This magazine brings together student journeys, experiences, and moments of growth from across our community. We hope it inspires you and gives you a glimpse into the stories that shape SHMS.

A handwritten signature in black ink that reads "Meharvaan Singh Anand". The signature is fluid and cursive.

Editor-in-Chief
BAH1 Class

Editor's Journey

Meharvaan Singh Anand

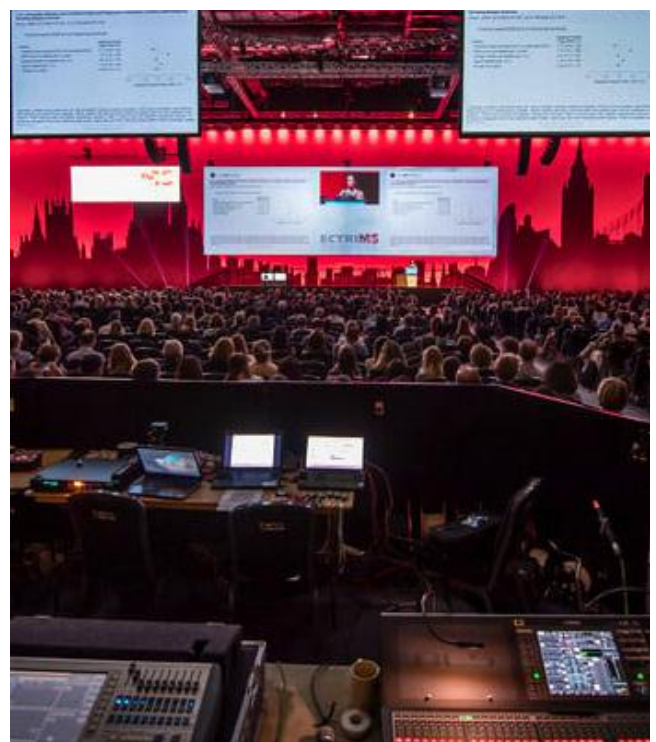


Night Audit Trainee - Zurich Marriott, Switzerland

Some of the most important lessons in hospitality happen behind the scenes. At Zurich Marriott Hotel, working as a Night Auditor meant taking responsibility during the quietest yet most critical hours, closing operations, reviewing reports, and ensuring everything was set for the next day. This role strengthened my discipline, attention to detail, and ability to work independently under pressure, showing me how much goes into delivering a seamless guest experience.

Sponsorship Trainee - Congrex Basel, Switzerland

I later moved into a completely different environment at Congrex Switzerland as a Sponsorship Trainee. Here, the focus shifted from operations to strategy, working on sponsor relations, coordination, and international congress execution, while also collaborating with finance and contributing to the AI taskforce. This experience introduced me to the commercial side of the industry, where communication, relationships, and value creation are key.

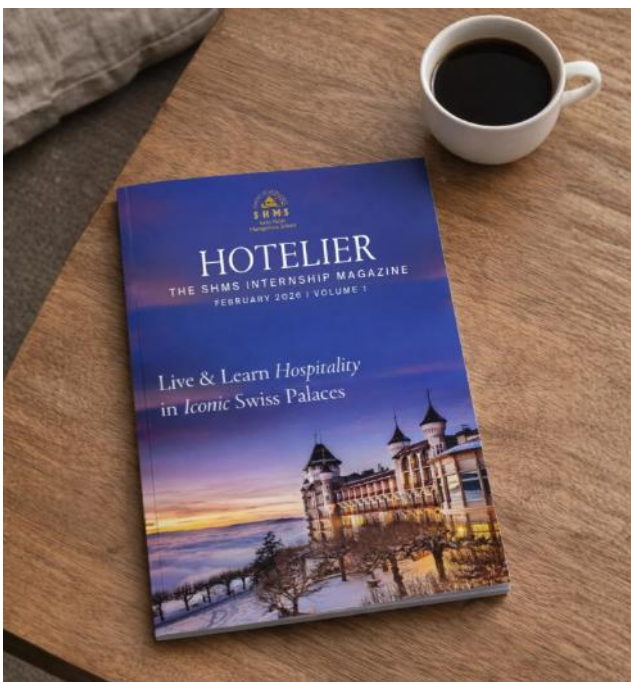


Editor's Journey

Minnie Kexin Zhu

From First to Second Edition: My Dual-Semester Editorial Journey

Some of the most valuable lessons in editorial work lie in turning ideas into tangible, meaningful content. As an Editorial Intern during my first semester, I took on the responsibility of helping craft the first edition of our school's internship magazine, a project that bridged campus experience with real-world professional insights.



This role involved curating internship stories from fellow students, refining their narratives for clarity and coherence, fact-checking details to ensure authenticity, and collaborating with a small team to shape the magazine's overall tone and structure.

This experience strengthened my attention to detail, honed my ability to edit with empathy (preserving each writer's unique voice while elevating their work), and taught me how much care goes into creating content that resonates with a campus audience, all of which served to increase my passion for editorial work.

Building on the foundation of the first edition, my second semester as an Editorial Intern brought a shift from initial creation to refinement and growth with my evolving career ambition to pursue editorial excellence.

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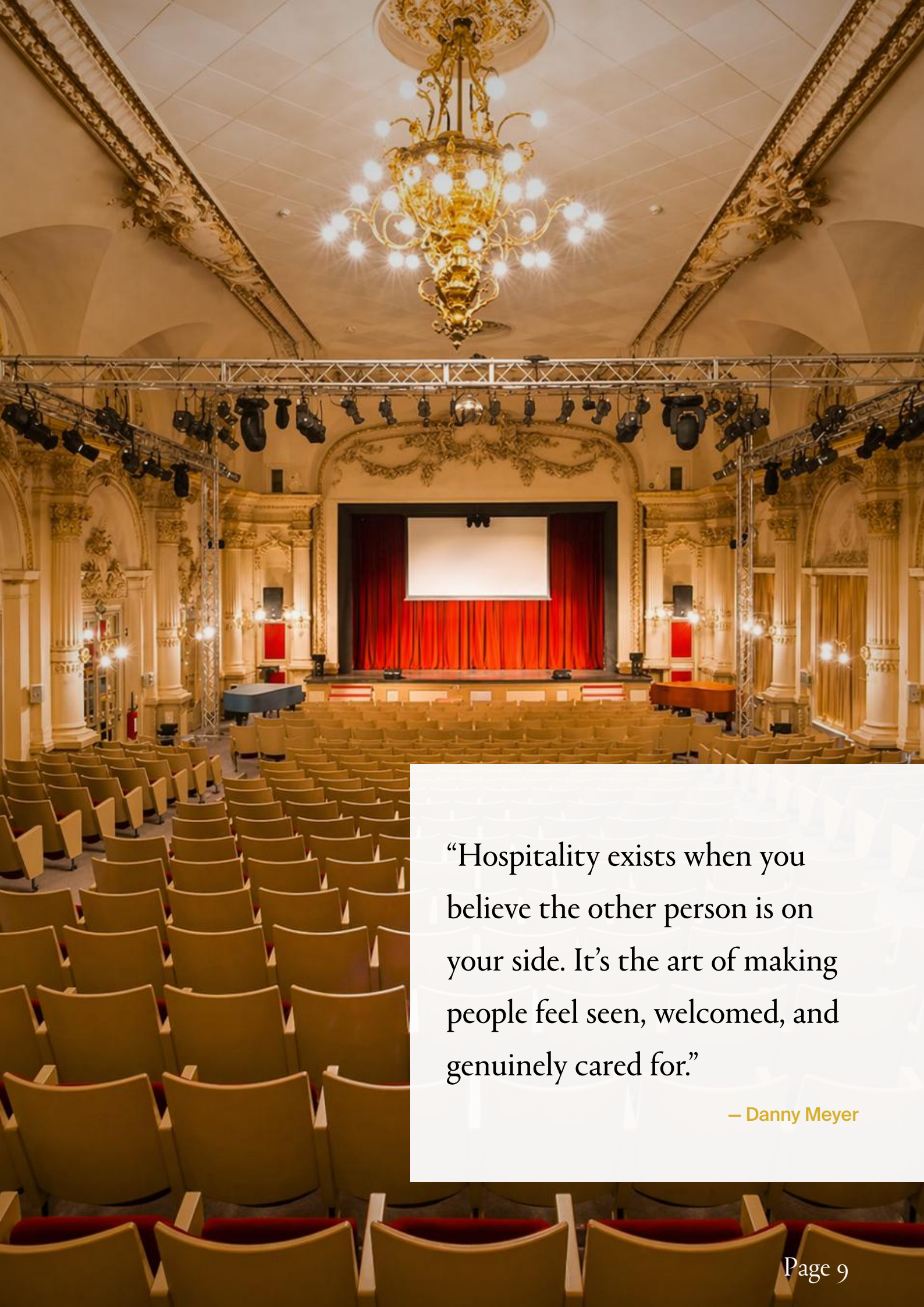
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Mandarin Oriental Hong Kong



Live & Learn *Hospitality* in *Iconic Swiss Palaces*





“Hospitality exists when you believe the other person is on your side. It’s the art of making people feel seen, welcomed, and genuinely cared for.”

– Danny Meyer

Claudia Daniela Sandu

from F&B Operations to Sales and Events Strategy

Meet Claudia Daniela Sandu, a hospitality student who experienced the industry from two unique perspectives. From busy restaurant floors of **Sandals Regency La Toc in Saint Lucia** to behind-the-scenes event planning at **The Ritz-Carlton Tenerife, Abama**.



Exploring Two Sides of Hospitality

Hospitality is often seen as a seamless and effortless experience, but behind it lies a complex system of people and departments network together. It was through my internships that I truly began to understand this.



Completing internships in different areas of hospitality allowed me to explore both operational and commercial sides of the industry – from Food & Beverage to sales and events. These experiences helped me understand how each department contributes to the overall guest experience.



*Food & Beverage – Sandals Regency La Toc,
Saint Lucia*

First Internship: A Dynamic Operational Experience

My first internship took place at Sandals Regency La Toc, a large all-inclusive resort known for its scale and variety of services. With multiple restaurants and bars operating simultaneously, the environment required strong coordination and adaptability. As part of a rotational program, I experienced roles in restaurant service, bar operations, kitchen support, and concierge. This gave me a clear understanding of both front- and back-of-house functions and taught me how to stay organized in a fast-paced setting. Most importantly, I learned that great service depends on strong teamwork.

Key Learnings

- ◆ Understanding the interconnection between departments
- ◆ Adapting to different service styles and guest expectations
- ◆ Working efficiently in a fast-paced environment
- ◆ Responding quickly to unexpected situations



Second Internship: Understanding the Commercial Side

Following my operational experience, I transitioned to the Sales & Catering department at The Ritz-Carlton Tenerife, Abama, where I explored the planning and coordination side of hospitality. My responsibilities included preparing quotations, assisting with event packages, conducting site inspections, and supporting event execution. This experience strengthened my understanding of client communication and expectation management. What stood out most was the level of precision required—every detail had to be carefully planned to deliver high-quality service.



Sales & Catering – The Ritz-Carlton Tenerife, Abama



Key Learnings

- ◆ Understanding the full event-planning process
- ◆ Communicating with clients and managing expectations
- ◆ Developing organization and attention to detail
- ◆ Recognizing the importance of attention to detail

Transition Between Roles: A Broader Perspective

Moving from an operational Food & Beverage role to a Sales & Catering position showed me two very different sides of the industry. At Sandals, the focus was on daily service and guest interaction, while at The Ritz-Carlton, the focus shifted to planning, coordination, and client management.

This transition helped me become more flexible and understand how both operational and commercial roles contribute to the success of a hotel.



Biggest Lesson Learned

One of the most important lessons I gained from these experiences is that hospitality is not defined by a single department or role. Whether working directly with guests or supporting operations behind the scenes, every function contributes to the overall experience.



“No matter the role, attention to detail and communication are what make the experience better.”

Mauro Quaggiotto

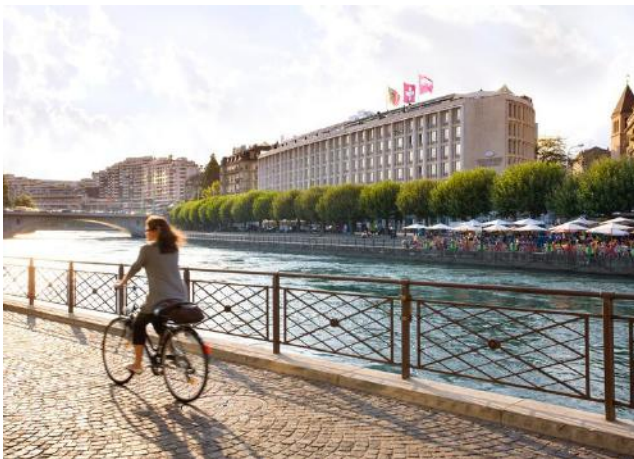
The Balance Behind the Service

Mauro is an Italian-Venezuelan student who completed his first internship in Switzerland at **Mandarin Oriental Geneva**. Through his experience, he discovered his strengths in fast-paced environments, developing multitasking skills in high-pressure situations. Living in Geneva also taught him patience and the importance of balance.



Pre-Internship Checklist for Hospitality Students

- ◆ Prepare for pressure – stay calm and keep going, even when things get hectic.
- ◆ Step out of your comfort zone – growth comes from new challenges.
- ◆ Focus on details – small touches make great service stand out.
- ◆ Be patient – not every environment will match your pace.
- ◆ Stay open-minded – learn from different cultures and ways of working.



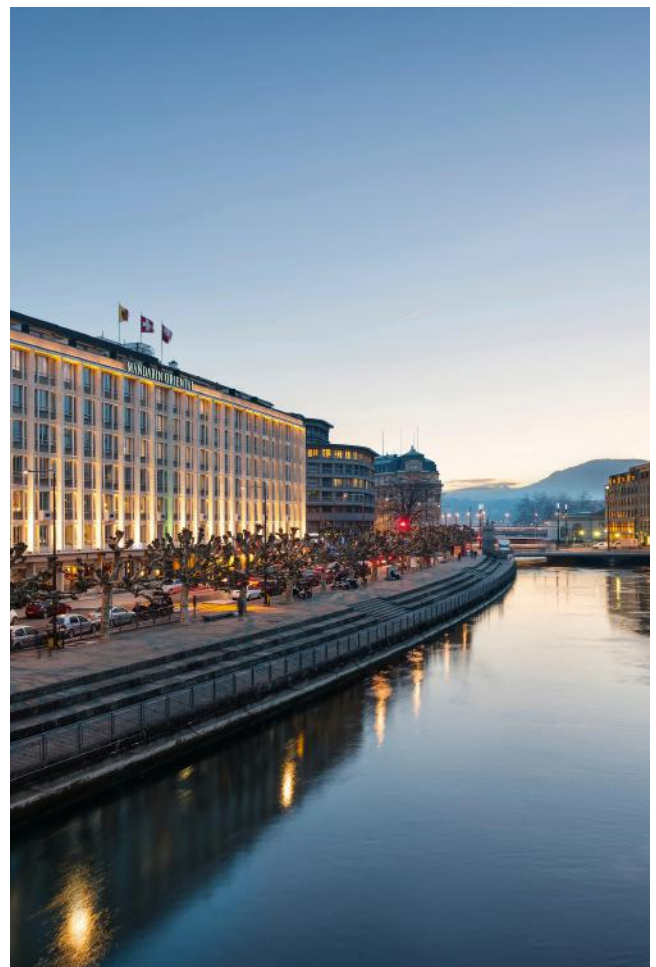


A Small Moment That Meant a Lot

One moment during my internship really stayed with me. A mother told me, very discreetly, that they were celebrating her daughter's 20th birthday. They hadn't mentioned it in the reservation because the daughter was shy, but she asked if I could maybe add a candle to the dessert. I spoke with my manager, and we decided to do something a bit more personal. We prepared a small birthday dessert with a candle and added a handwritten card from the team. I made sure to present it quietly at the end of the meal. The reaction was unforgettable. The daughter was completely surprised and clearly emotional - such a simple gesture, yet one that meant so much to them. That's when I really understood that in hospitality, it's not about doing something big, but rather noticing the little things and making people feel special, as if they were the only ones in the room.

What It Was Like Living in Geneva

Living in Geneva was a completely different experience from what I was used to. The city is very structured and professional, with a strong international atmosphere. At first, it felt a bit too calm for me. It doesn't have the same energy or nightlife you might expect as a student. But over time, I started to appreciate that. It taught me patience and helped me understand the value of slowing down. Geneva is also incredibly beautiful the lake, the mountains, the overall peaceful environment. It naturally pushes you to find a balance between work and personal life, which is something I didn't think about as much before.

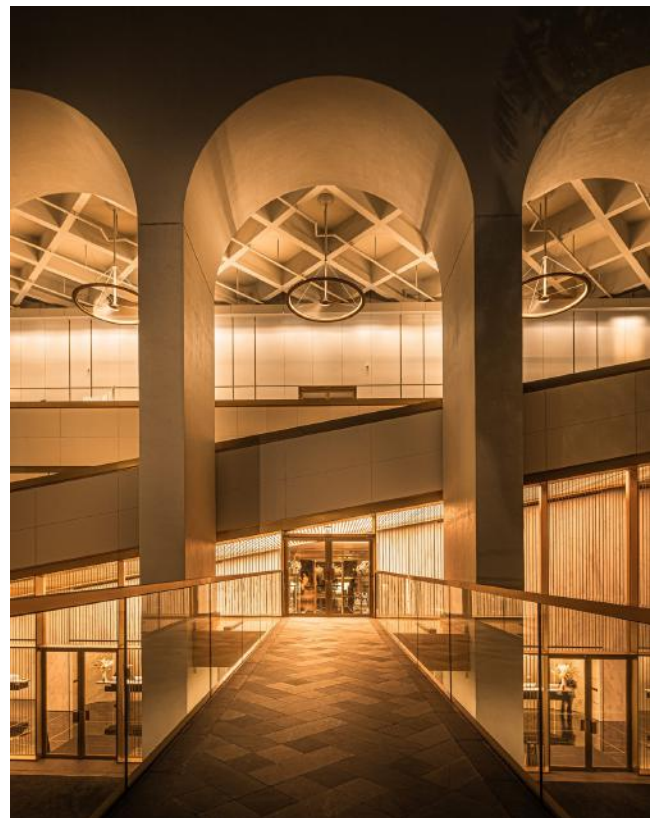




Hok Yung Lee

on modern hospitality and the importance of environmental practices

Meet Claire Lee, a hospitality student who gained hands-on experience in sustainability during her internship at **The Murray Hong Kong**. Through her role, she developed a deeper understanding of environmental practices and their importance in modern hospitality.



Sustainability Beyond the Surface

When people think about sustainability in hospitality, they often associate it with simple practices such as reducing waste or saving energy. However, during my internship at The Murray Hong Kong, I discovered that sustainability goes far beyond surface-level actions.

Sustainability is a structured, ongoing process that requires coordination, creativity, and commitment across the entire organization. Working in a fast-paced and detail-oriented environment, I gained a deeper understanding of how sustainability is integrated into daily operations and how it contributes to long-term business value.

Beyond Work Experience: A Personal Journey

At The Murray Hong Kong, I supported sustainability initiatives and assisted with ISO audit documentation. What initially felt like a technical, process-driven role quickly evolved into a deeper understanding that sustainability is about driving meaningful organizational change. Contributing to three audits gave me valuable insight into how sustainability performance is assessed and maintained.



“It was easy to love my internship; it was not just an opportunity, but the beginning of my passion for the future.”

Key Responsibilities

- ◆ Preparing EarthCheck audit documents
- ◆ Creating sustainability posters and presentations
- ◆ Supporting ISO standards (ISO 45001, ISO 14001, ISO 9001)
- ◆ Communicating and coordinating with different departments across the hotel
- ◆ Assisting with initiatives aligned with the United Nations Sustainable Development Goals



An Unforgettable Experience

One of the most memorable moments of my internship was presenting my ideas to management at the end of a meeting. Standing in front of senior team members for 10–15 minutes was initially intimidating, and I felt a great deal of pressure. However, with the support and encouragement of my supervisor.

I gradually built confidence and learned how to communicate my ideas more effectively. This experience pushed me beyond my comfort zone and taught me the importance of self-belief in a professional environment.



A Shift in Perspective

This internship significantly deepened my understanding of sustainability within the hospitality industry. I gained insight into corporate social responsibility (CSR), the importance of the United Nations Sustainable Development Goals, and how sustainability can be integrated into business practices. Beyond professional development, this experience also influenced my personal lifestyle, encouraging me to adopt more sustainable habits in my daily life.



IRF *Stories*

Where Ambition Meets Opportunity



IRF *Stories*

Voices from the Spring 2026 International Recruitment Forum (IRF)



Ambra Vinci – Discovering Direction

For Ambra, IRF was not just about securing an internship, but about discovering where she truly belonged within the hospitality industry. She approached IRF with curiosity, using it as an opportunity to explore her strengths and better understand the environment she wanted to grow in. Preparing for IRF pushed her to think beyond her CV, focusing on how she would present her ideas, personality, and potential. She realised that what matters most is not only what you have done, but how you communicate who you are.

Abdulaziz Sami Almuqbil – A Step Toward Growth

For Aziz, IRF was an opportunity to step outside his comfort zone and build confidence with recruiters. It played a key role in helping him secure a position at The Ritz-Carlton Tenerife, Abama. Through this experience, he realized that IRF is not just about securing a role, but understanding where he fits within the industry. Looking ahead to Spring 2026 IRF, Aziz aims for a Management Trainee role at Mandarin Oriental Hotel Group to further develop his career.



To learn more about their experiences, scan the QR code to watch the full-story videos.

IRF *Stories*

Voices from the Spring 2026 International Recruitment Forum (IRF)



Amina Zabashta – The Starting Point of a Journey

For Amina, IRF marked the beginning of her journey. Through IRF, she secured a Service Trainee role at Forest Club Sherwood, building a strong foundation in guest service. She later progressed to a Supervisor Trainee role at SHMS Caux, gaining confidence and leadership experience. She now returns to IRF with a clearer direction, seeking new challenges to continue growing within the hospitality industry.

Ashton Lau Wei Han – From Experience to Leadership

For Ashton Lau Wei Han, the International Recruitment Forum is an opportunity to build on his operational foundation gained as a Front Office Trainee at The Ritz-Carlton Hong Kong. This role strengthened his confidence, adaptability, and attention to detail. Preparing for IRF has helped him reflect on his strengths and define his direction, as he aims to move toward more strategic and leadership-focused opportunities.



To learn more about their experiences, scan the QR code to watch the full-story videos.

IRF *Stories*

“The International Recruitment Forum is where preparation meets opportunity, and potential turns into reality.”



Step into the energy of IRF.
Scan to watch

1000+

career
opportunities

90+

global
recruiters

20+

countries
represented



Mariam Nasser Khamis Dahmashi Aljneibi

The Making of a Super Fan

Mariam, an SHMS student from Abu Dhabi, completed a six-month internship at **Emirates Palace Mandarin Oriental**. Rotating through Concierge, Reception, and Guest Relations, she developed strong skills in teamwork, problem-solving, and personalized service. Her experience strengthened her passion for hospitality and its human connection.





From Excel Sheets to Exceptional Service

During my internship, I had the incredible opportunity to work in my hometown while experiencing what it truly means to live and breathe luxury hospitality. Rotating between Concierge, Reception, and Guest Relations, I spent two months in each department. I quickly learned that the perks, like insider knowledge and employee discounts, are just the icing on the cake. Each day was a mix of meticulous planning, creative problem-solving, and making challenging requests happen—often while balancing a coffee in one hand and an Excel spreadsheet in the other.

My First Super Fan Award – a small token recognizing excellent service

A typical day ran from 9 AM to 5 PM, but no two days were the same. My mornings usually began by inputting guest profiles into Excel, detailing everything from VIP delegations to wedding parties. I also prepared welcome cards for our distinguished guests on behalf of the General Manager and Hotel Manager, because there is nothing like a perfectly timed personal touch. Daily briefings kept the team aligned, while follow-ups ensured that surprises stayed manageable, as much as possible in a hotel hosting royalty and celebrities allows.



Moments That Made a Difference

A proud moment came when I turned around the experience of an upset guest who had planned to leave. Through my listening and attention to detail, the guest stayed, left a glowing review, and recognized my efforts.

Another highlight was connecting with a Swiss family who, upon learning about my background, created a warm and memorable interaction.

“At Mandarin Oriental,
service is not delivered—
it is crafted.”



Recognition & Growth

Recognition came in the form of the “Super Fans” program, a fun reward system for excellent service. One of my proudest achievements is captured in the photo below: earning the highest number of Super Fans in one day after managing a tour of over 50 guests. That’s when I realized that all those Excel sheets and briefings really paid off!



First Group Work Picture – a snapshot of my amazing team

I would also like to give a special thanks to the people who made this internship truly memorable: my colleagues Paul, Claudia, and Logan; and amazing supervisor Litha; and my work 'sister' and dear friend Raida. Looking back, my time at Emirates Palace was more than just an internship. It was a journey of growth, problem-solving, human connection and laughter. I leave it with practical skills, unforgettable memories, and a renewed love for hospitality. The insider knowledge and employee discounts were pretty sweet perks as well.

“It’s not just about solving problems, it’s about how you make people feel.”



Jim Ananh Sensathit

From Fear to Confidence: Jim's Journey in Hospitality

Meet Jim, a Laotian student at SHMS in Switzerland, who completed a transformative **internship in Jumeirah, Dubai**. By working in a fast-paced hospitality environment, Jim gradually overcame his fears and developed strong service and cross-cultural communication skills.



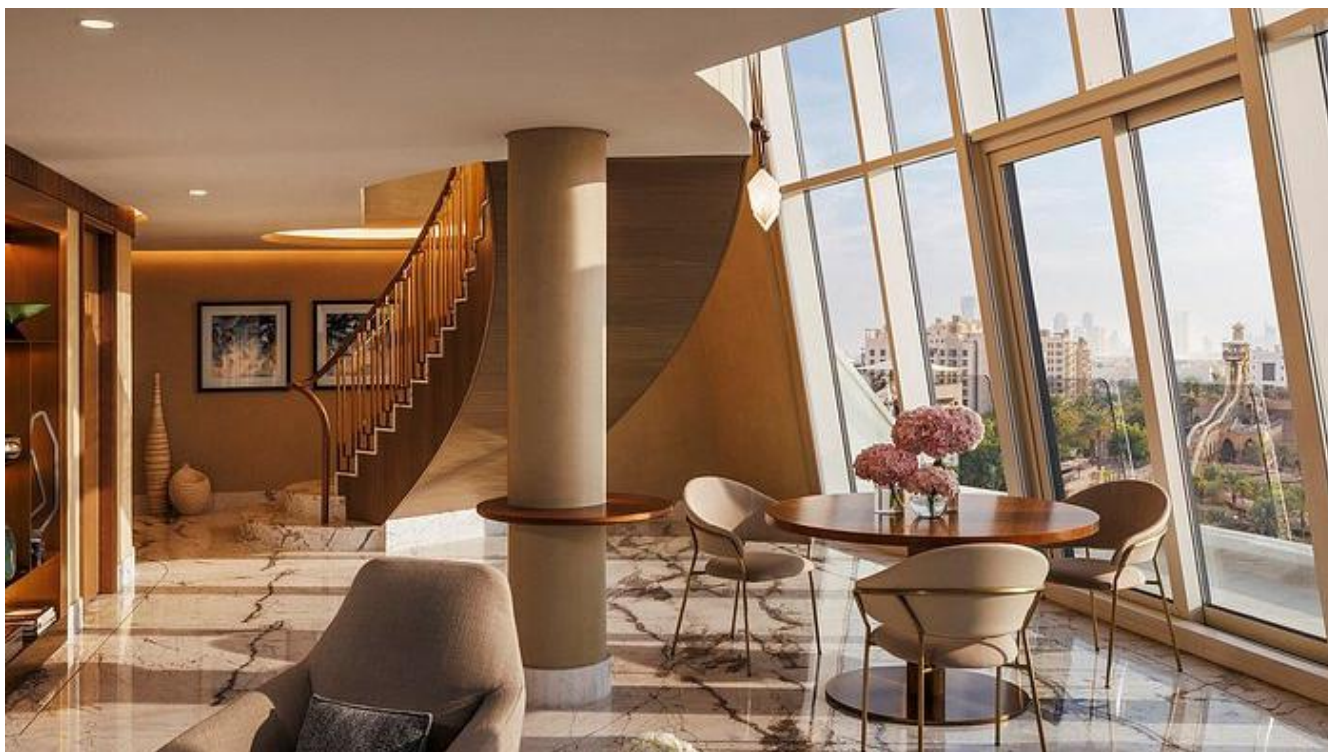
Growth Through Experience

During my internship in the hospitality industry, I learned that true service is not only about following procedures, but about understanding people. One lesson that will stay with me for life is that every guest has a story, and even a small action from us can become a meaningful part of their experience. Hospitality is not just a job, but rather a responsibility to create comfort, trust, and genuine human connection. In hospitality, small details can make a big difference. Remembering a guest's preference, greeting them by name, or noticing their mood can help create a more personalized experience. I also improved my communication skills, especially when interacting with guests from different cultures. This helped me become more adaptable and confident, which I believe will be essential in my future career.

Learning Through Challenges

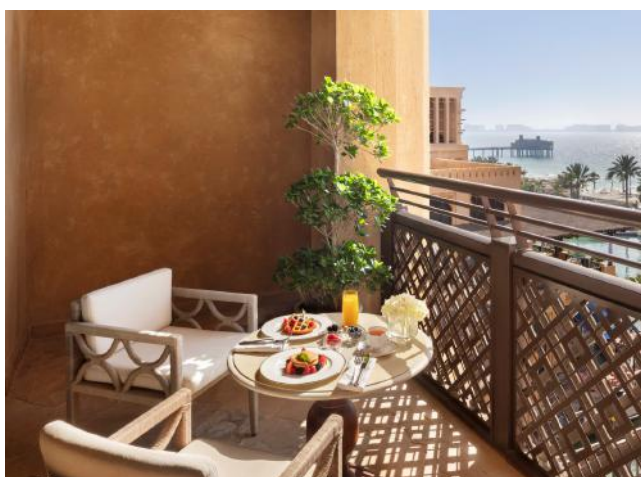
There were moments when things did not go as planned. I made mistakes, and sometimes I felt disappointed with myself. In those moments, I learned how to control my emotions, recover, and focus on solutions instead of staying in negative thoughts. This ability to reset and move forward became one of the most important lessons for me, helping me become more resilient and confident in handling challenges.





A Moment That Defined Hospitality

One moment that made me feel truly proud was when an elderly couple asked me to take a photo for them. Instead of simply taking a quick picture, I adjusted the lighting and suggested the right angle to make it more natural. Although it took longer than usual, my manager allowed me to continue. During that time, we began talking, and the interaction turned into a meaningful connection. We shared stories and created a warm atmosphere. In that moment, I realized I was not just serving guests, but building genuine human connections. It showed me that hospitality is not only about service, but about creating moments people will remember.



A Defining Step

Overall, my internship was an important step in my journey that taught me practical skills, but also how to face fear, take risks, and grow from challenges. I learned that hospitality is about connecting with people and creating meaningful experiences.



Ida Irené Margareta Johansson

on Designing Guest Experiences

Meet Ida Johansson, a hospitality student from Sweden currently pursuing her internship as Marketing Intern at **The Sea Pines Resort, South Carolina**. Working in a fast-paced resort environment, she is actively involved in design, content creation, printing production and coordinating deliveries to other departments, and marketing operations.



Work in Progress: Designing the Guest Experience

I am currently working as a marketing intern at The Sea Pines Resort, a 5,200-acre private oceanfront destination located in one of the largest tourist regions in the United States. Known for its long-standing reputation and its role in hosting annual PGA Tour events, the resort offers a dynamic and fast-paced environment. Within just two months, I have already gained valuable hands-on experience, contributing to marketing operations across the property. My role involves designing and editing signage, posters, and menus for dining venues, activities, and events while also supporting content creation through photography and videography for social media platforms.



Why This Internship?

Rather than being drawn to large hospitality brands, I have always been more interested in environments where I can grow individually and explore my creativity. With a strong interest in design, I wanted to move beyond guest-facing roles and experience the creative side of hospitality, particularly in marketing where visual design meets branding. When I discovered this opportunity through the International Recruitment Forum, I chose to pursue it in the United States – a decision that has already proven both rewarding and transformative.

Living abroad has allowed me to build practical skills, expand my network, and gain new perspectives beyond the classroom.

Experience So Far

During my internship, I have developed a strong foundation in both creative and professional skills. I have improved my abilities in graphic design, content creation, and digital marketing while learning how to adapt my work to align with a brand's identity and audience. At the same time, I have gained insight into how marketing functions within a large resort – from campaign planning and press releases to project coordination and cross-department collaboration.



The First Step

I discovered this opportunity through the International Recruitment Forum, where I initially met with HR representatives before being introduced to the marketing team. After a successful interview, I received my contract within a week. From the beginning, I felt a strong connection with my team and had no hesitation in accepting the role. Since my first day, I have felt welcomed and supported, quickly becoming part of the workplace culture. I am especially excited to be part of upcoming major events, including the PGA Tour and the celebration of the United States 250th anniversary; experiences that will further enrich my learning journey.



Looking Ahead

In the future I aim to continue developing my creative and strategic skills, with the long-term goal of becoming a concept designer within hospitality and guest experience design. This internship is helping me build a strong foundation in visual communication and branding – key elements for my future career. I hope to gain even more hands-on experience and to see more of my creative work come to life across the resort.

As I have learned from my experience in the United States:



“Go big or go home.”

Ngai Chi Chan

Understanding the Power of Workplace Dynamics

Meet Ngai Chan (Alex), a hospitality student who gained a behind-the-scenes perspective of hotel operations during his internship at **Mandarin Oriental Hong Kong**. As a Culinary Administrator in the Pastry Kitchen, he discovered the importance of organization, communication, and teamwork.



A Culture of Excellence

At Mandarin Oriental Hong Kong places strong emphasis on service excellence, precision, and internal collaboration. The brand is globally recognized for its philosophy of creating 'Fans of M.O.' – not just satisfied guests, but loyal advocates who connect emotionally with the experience.

What I realized during my internship is that this philosophy is not only delivered at the guest level. It starts internally with daily interactions within teams and between departments. Even in an administrative role, the way we communicate, support each other, and maintain consistency directly contributes to the overall guest experience.

As highlighted by Horst Schulze



“Hospitality is not about perfection. It is about connection.”

This idea became clear throughout my experience. Connection – even behind the scenes – is what allows operations to run seamlessly.



Behind the Scenes of Hospitality

When people think of hospitality, they often imagine chefs in the kitchen or staff interacting with guests. However, during my internship at Mandarin Oriental Hong Kong, I discovered a side of the industry that is rarely seen, yet essential to everything that happens behind the scenes. As a Culinary Administrator in the Pastry Kitchen, my role was not about cooking, but about ensuring that the department operated smoothly each day. From managing schedules and purchases to coordinating reports and meetings, I supported the team in ways that were often invisible, but critical.

Deeper Insight: Understanding People, Not Just Work

Beyond my daily tasks, I began observing the workplace more closely, relationships between colleagues, informal hierarchies, and communication patterns. This helped me integrate into the team and build stronger connections. Over time, I realized that the role was less about managing work, and more about managing relationships.





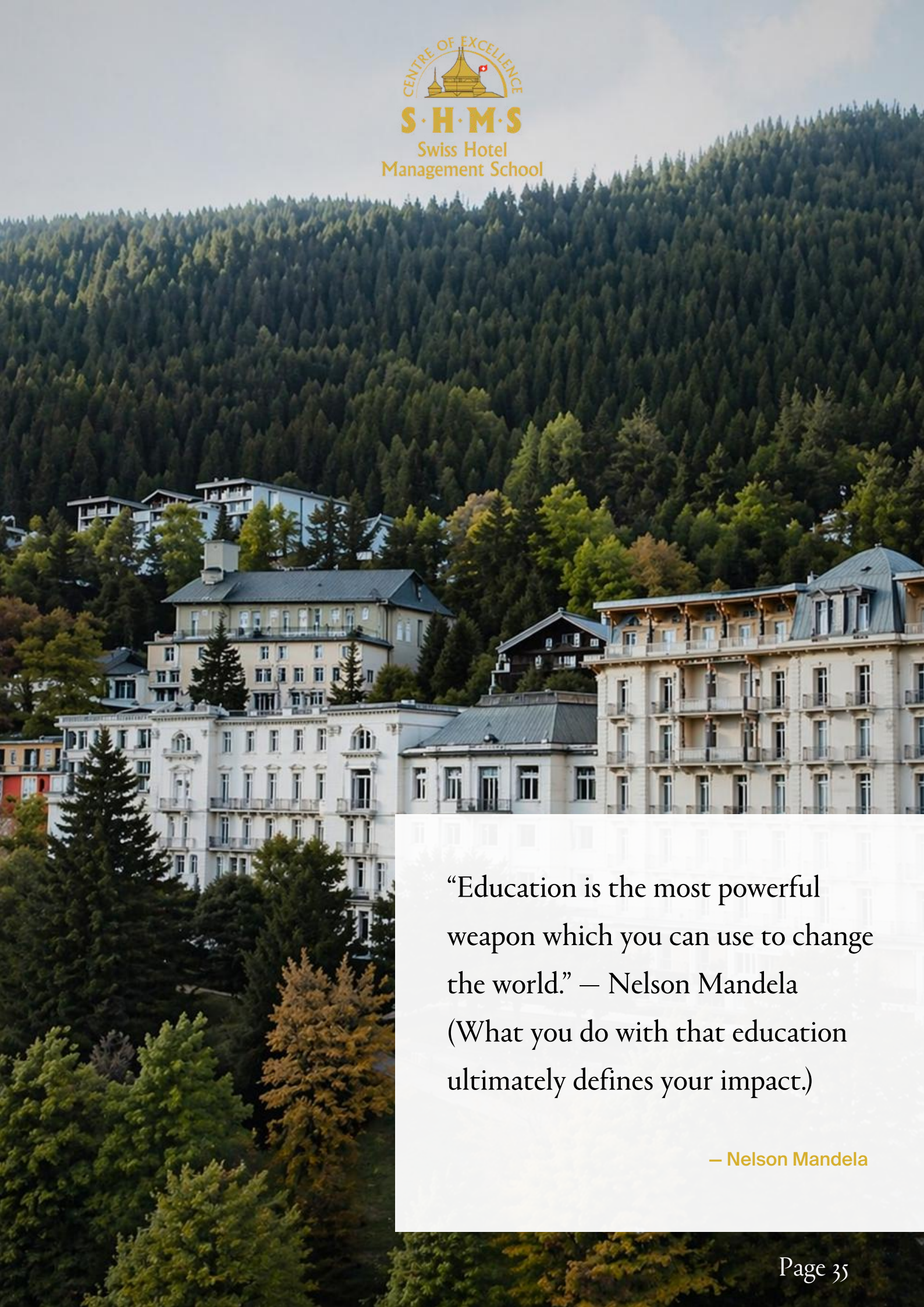
What Makes This Role Unique

- ◆ My work often reflected the decisions and expectations of my manager.
- ◆ I had the opportunity to provide insights and support for departmental organization.
- ◆ I was positioned at the center of communication, often aware of situations across the team
- ◆ I acted as a link between management and staff

Biggest Realisation: Awareness is Key

One of the most important lessons I learned during my internship was the need for awareness and discretion. Working closely with both colleagues and managers meant I was often exposed to different perspectives, conversations, and situations that required careful handling.

I realised that not everything needs a response, and that listening, observing, and communicating thoughtfully are essential in maintaining trust and professionalism. This experience taught me how to navigate workplace dynamics with maturity, balancing information while ensuring that my actions always supported a positive and respectful environment.



“Education is the most powerful
weapon which you can use to change
the world.” — Nelson Mandela
(What you do with that education
ultimately defines your impact.)

— Nelson Mandela



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