

A photograph of a rock band performing in a rehearsal space. The band consists of three members: a guitarist on the left, a drummer in the center, and another guitarist on the right. They are all wearing leather jackets and have a rebellious, rock-and-roll aesthetic. The guitarist on the right is wearing a headband and has his mouth open as if singing or shouting. The drummer is in the background, partially obscured by the other two members. The room has a high ceiling with exposed pipes and a concrete floor. The overall lighting is dim, with a strong red tint overlaid on the entire image.

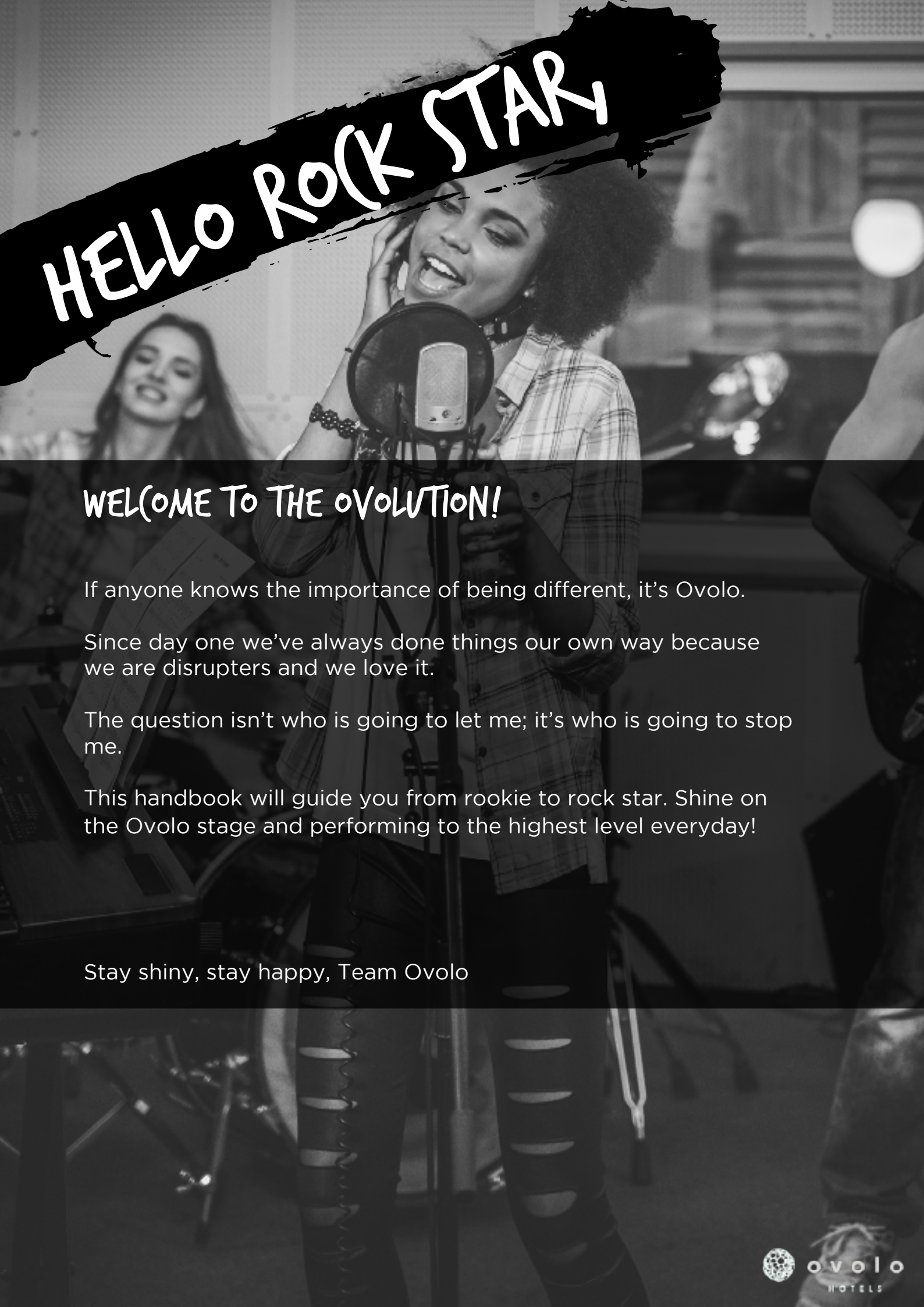
R.O.C.K. WORK YOUR WAY UP

MANAGEMENT TRAINEE
PROGRAM



ovolo
HOTELS





HELLO ROCK STAR

WELCOME TO THE OVOLUTION!

If anyone knows the importance of being different, it's Ovolo.

Since day one we've always done things our own way because we are disrupters and we love it.

The question isn't who is going to let me; it's who is going to stop me.

This handbook will guide you from rookie to rock star. Shine on the Ovolo stage and performing to the highest level everyday!

Stay shiny, stay happy, Team Ovolo

HERE'S OUR STORY

MEET OUR FAMILY

AND MORE TO COME ...



OUR MISSION & VISION



SHINY HAPPY
PEOPLE

Sit at the very heart of the Ovolo DNA, '*Shiny Happy People*' anchors the Ovolo business and the decisions we made every day. Driven by our effortless living ethos, helping people to *shine* lies in everything we do. Waking up shinier and more optimistic whenever you are with Ovolo.

Of course, *happiness* is infectious. Walk in and out of our hotels, sitting at our desk, serving our guests. Everything we do, everything we do it.

It's why we are working hard to create inspired workplaces and meaningful contributions to *people* and society.

WHO'S LEADING THE EVOLUTION

GIRISH JHUNJHNUWALA, (CHAIRMAN & CEO)



- Winner of 2016 EY Entrepreneur of the Year for Hong Kong & Macau Region, is the lifelong entrepreneur, founder and visionary behind Ovolo Hotels in Hong Kong and Australia.
- Girish has always been about challenging industry convention, thinking differently and creating intuitive new concepts that deliver from a genuine customer's point of view
- Under Girish's leadership, Ovolo has quickly grown from one property into a diversified international hospitality company that currently owns and operates a collection of nine individually designed properties in Hong Kong and Australia

TIM ALPE, COO, HK

- Tim has an international resume that spans New Zealand, Mainland China, the United Kingdom, Macau and Hong Kong
- Having several pre-opening assignments, an administrative take-over project, outlet rebranding and conceptualisations under his belt for groups such as the InterContinental Hotels Group, Crowne Plaza and Holiday Inn Express brands, and Rhombus International Hotels Group, Tim has a detailed understanding of all facets of hospitality from the group up with both property and regional level roles across F&B, sales & revenue, general management and corporate office leadership



IT'S ALL ABOUT YOU

That's right, being part of our rock band you will enjoy all these fun-loving benefits and activities. It's all covered! ... Why? Because we love you, man!

SWEET
SWEET
PERKS



FREE
ACCOMMODATION
(For overseas trainee only)



MEDICAL COVERAGE



#DOGOODWITHOVOLO

JOIN SOCIAL
ACTIVITIES &
SHARE THE LOVE



COACHED BY
ROCK STAR LEADERS

With Monthly learning allowance



5-DAY WORK WEEK
(where applicable)



#PARTYWITHOVOLO

WE WORK HARD & PLAY HARD
JOIN THE FUN



LOOKING FOR FUTURE ROCK STARS

STAY ONE STEP AHEAD.

If you have relevant education background or work experience in hotel industry, congratulation! Don't be sad if you don't, as long as you are unconventional and enthusiastic, welcome to our band!

IF YOU THINK YOU ARE AWESOME,
YOU ARE IN! Well, we also don't mind if you are ambitious, enthusiastic, creative, quirky, innovative, engaging, hard-working..... just to name a few.

WE CREATE INSPIRING WORKPLACE,
BUT YOU ARE THE ONE TO MAKE IT HAPPENED.

Be an excellent communicator, embrace personal relationships.

Stay curious everyday, and let your personalities flourish...

THERE'S SOMETHING HAPPENING HERE

Our Operations Management Trainee (MT) Program is a **YOU-NIQUE** program that grows you from **ROOKIE** to **ROCK STAR**. After completion of the programme, you will be rock n' rolling the Ovolo stage as a leader!

In this 12-months programme, you will rotate across the operation team and the shared service team. Starting as being part of the crowd in each department, and gradually develop the skills sets to be managers' and supervisors' best friends.

The duration in each department varies. Minimum one cross-property exposure will be arranged to exchange best practices.

WHATEVER YOUR STYLE IS, WE ARE UP FOR IT.

Ditch what anyone else thinks, your MT Programme is all about YOU. It's how you equip yourself to be a future leader. Lead at least one business project during your time, and experience how to challenge convention and make an impact.

An MT programme that could only be yours, create your own experiences that worth remembering.

NO TWO MT EXPERIENCES ARE THE SAME. ALWAYS DIFFERENT, ALWAYS DELIGHTFUL.

At Ovolo, we create engaging and inspiring environments that provide personal coaching experiences and quarterly performance evaluation. Our Hotel Managers and General Managers will work closely with you to help you grow and shine brightly every day.

We promote **F.U.N.** in everything we do. **GROW WITH OVOLO AND ENJOY THE RIDE!**

SPIN ME AROUND – the Dynamic Programme Outline

Duration	Department Exposure	Learning Goal	Content Overview	Responsible by
1 Day	HR	1. Welcome, meet and greet with student 2. Provide an introduction of the Company 3. Get to know the service concepts of the restaurants, lounge & bar	- Pre-training logistics - Welcome to the Ovolo - Safety awareness training at work - Introduction to outlet and learn its concept.	HR / L&D
1st Check Point				HR / L&D + GM
3 Months	F&B Front of House (Server, Bartender, Host/Hostess)	1. Understand the operations / safety / hygiene standards for various venues 2. Work in various venues to provide the Ovolo style of service to guests 3. Understand more about the roles and responsibilities in restaurant, lounge and bar operations	Practice F & B service sequence and basic techniques Job rotation to experience all positions within F&B team. Shadow F&B Manager on daily operations	(Assistant) Restaurant Manager
1 Month	F&B Front of House (Supervisor)	1. Shadow supervisor in a day to day basis 2. Assist the Restaurant Manager in all aspects of restaurant operations to elevate the guest experience 3. Conduct and facilitate simple trainings	Ensure overall restaurant cleanliness and set up Oversee servers to ensure optimal appearance and exceptional guest care - Manage, efficiently, stock control and the maintenance of equipment - Training the trainees - Ensure the manager is informed of special events, house counts and noteworthy situations	Restaurant Manager / F&B Manager
1 Month	F&B Back of House (Kitchen Hand/Cook)	1. To provide the highest level of service which meets and exceeds expectations 2. Assist the kitchen team executing food preparation, ensuring the kitchen runs smoothly and efficiently 3. Follow kitchen standards and legal food safety standards at all times, completing your duties in a timely fashion	Contribute to the day to day kitchen operation and assisting chefs to deliver great tasting, well-presented food Ensure allocated areas are cleaned and maintained in line with company standards Demonstrate full knowledge in terms of the product, technical skills, cooking methodologies, plate presentation	Sous Chef / Head Chef
2nd Check Point --> reviewing and planning ahead				HR / L&D
0.5 Month	Housekeeping	1. Shadow HSKP Supervisor on a day to day basis 2. Provide VIP guests service and other special requirements 3. Understand the Ovolo standard of cleanliness and setting in a guest room 4. Practice and gain hands-on experience in making a room 5. Handle daily admin	Allocate work duties to Team Members Work with supervisor to perform routine inspections of all check out rooms and spot checks of all occupied rooms Provide support to uniform and laundry and understand its operations Report and follow up on any maintenance defects or other issues Manage, efficiently, stock control and the maintenance of equipment	Housekeeping Supervisor / Manager
3 Months	Front Office (Front Desk Agent/ Concierge)	1. Understand front desk daily operations 2. Hands on experience on performing check in/out 3. Handle daily concierge duties 4. To provide the highest level of service which meets and exceeds expectations	Introduction to front desk and meet & greet procedures and complaint handling Perform check in / out, hotel operator and meet & greet Shadow team on daily operations Support on guest services and advice on transportation, business services or entertainment, or monitor guest requests for housekeeping and maintenance	Assistant Manager / Duty Manager
1 Month	Front Office (Supervisor)	1. Understand the Front Desk Supervisory role 2. Learn how to coach 3. Handle reports, admin, and shift briefing 4. Facilitate simple trainings	Conduct daily shift briefing and handover Handle simple guests' complain and report them to the management Manage and maintain the administration of all reservations, cancellations and no-shows, in line with company policy - Training the trainees - Follow up daily the credit report, Rooms allocation - Attend monthly FO management meeting	Front Office Manager / Operations Manager
Final Check Point --> reviewing and planning ahead				HR / L&D
1 Month	"Choose your Shared Services Experience (please refer to the following table)"			Department Head
1.5 Month	Inter Brand Exchange to Ovolo or Mojo Nomad (department in Rooms Division & F&B)	1. Understand the diversity between Ovolo's brands Ovolo Hotels and Mojo Nomad 2. Learn about different F&B or Accommodation concepts and respective environments and guest matrix	Support the teams on site Adapt and contribute to best practices and procedures	Department Head

GRADUATION



QUESTIONS,
REQUESTS
OR JUST WANT
To (HAT?



OvoloHotels



OvoloHotels



ovolohotels

www.ovolohotels.com

Email us at hr@ovologroup.com or
mail to Ovolo Group, 15/F, Universal
Trade Centre, 3 Arbutnot Road

No two MT experiences are the same.
Always different, always delightful.

An MT program that could only be yours,
create your own experiences that worth
remembering.

YOU ARE
OVOLLO
😊

Let's live the Ovolo brand everyday.
Breath it, enjoy it, and of course, love it.

