



**Liz Chiu Nga Ming**

Liz is currently a Master of Hospitality Administration student at UNLV's William F. Harrah College of Hotel Administration, Singapore Campus. She is one of inaugural pioneers for this Executive Program in Macao. Liz began her career in hospitality after graduating from the University of Macau with a Bachelor degree in Business Administration with a specialization in the field of Gaming Management. Her gaming experience began at the Sands Macao as a management trainee in the Table Games department, after which she later joined the opening team of the Venetian Macao in casino operations. In 2009, Liz joined her current employer the City of Dreams (MPEL) as part of the pre-opening team, and is currently the Manager for Premium Mass Market Operations.



**Peggy Wong Pui Shan**

Peggy has completed her Bachelor of Science in Tourism Business Management at the Institute for Tourism Studies (IFT) in Macao and was awarded with the Best Student in the 4<sup>th</sup> supplementary year back in 2007, and conducted her internship at the JW Marriott Hotel Hong Kong in the event management department for 6 months. After graduation, she started her career at the Venetian Macao in the pre-opening sales team as an assistant. After 6 months, she was promoted to sales manager and now specializes in the MICE market in PR China.



**Frank Ng Ka Kei**

Frank obtained his Bachelor of Science in Hotel Management at the Institute for Tourism Studies (IFT) and is looking forward to receipt of his masters degree from UNLV within 15 months. Currently Frank works in the Sales Department of the Grand Hyatt Macau where he finds a great deal of job satisfaction and self-esteem in this department upon which he will focus in coming years during his career growth. For Frank, a hard negotiation but finally rewarded by the client's signature on the contract dotted line is an extremely fantastic feeling. His past job experience includes work in catering events and in the hotel rooms division as a member of the front Office staff at the Four Seasons Macau.



**Peter Chui Hou Ian**

Peter graduated from UNLV with a Bachelor of Science in Gaming Management degree. After his graduation, he was employed at Wynn Las Vegas and he moved back to his hometown, Macau before Wynn Macau opened. Peter gained valuable experience in the gaming industry from the Wynn Company. With his vast experience in Las Vegas and Macau, Peter joined L'Arc Macau as part of the pre-opening team. He is currently the Vice President of Casino Management at L'Arc Macau Casino.



**Yolanda Lao Kin Man**

Yolanda graduated from Institute for Tourism Studies (IFT) with a Bachelor Degree in Tourism Business Management in 2001. She began her career in the Customer Service sector as a Ground Attendant at East Asia Airlines. She took her career further when she joined CESL Asia gaining new exposure to the Events and Marketing field for the Macao Cultural Center. She joined the programming team on planning and organizing various shows and events.

Yolanda joined Wynn Macau in 2006 as part of the opening team. She is now the Assistant Director of the Special Events team and is responsible for the planning and execution of events for the Gaming Marketing Division.



**Billy Im Ut Lon**

Billy is an MGM MACAU scholarship recipient for his Master study in Macao at UNLV. He obtained his Bachelor of Science in Hotel Management from the Institute for Tourism Studies (IFT) in Macao, and an additional Bachelor of Business Administration in Tourism Management from NHTV Breda University of Applied Sciences in the Netherlands. His eagerness in acquiring different experiences exposed him to various operational opportunities. Front Office operations was a great start in his hospitality experience as he later joined Crown Melbourne Ltd in the Food and Beverage division. During his studies he frequently participated in tourism research projects exploring the trends of this dynamic industry. Billy is now working in MGM MACAU.



**Beatrice Leong**

Beatrice is a recipient of the MGM MACAU scholarship. She currently holds two BBA Degrees from the University of Macau and ICN Business School in France. Joining MGM MACAU as an opening team member was her first step into the hospitality industry which she feels has been by far the most attractive opportunity in Macau. Beatrice is currently employed as the Assistant Director of Casino Marketing – Slots. She firmly believes that the UNLV study will assist her in reaching her objective of becoming a successful professional in the hospitality industry.



**Lei Sio Lam**

Lam graduated from the Institute for Tourism Studies (IFT) with a Bachelor of Science in Hotel Management. As part of his studies, Lam interned as a Revenue Management Coordinator at the Venetian Macao responsible for the hotel occupancy forecast as well as competitors' performance analysis. After finishing his internship, simultaneous with his final year of study in IFT, Lam worked in the Banquet Department of Wynn Macau and gained precious experience in food and beverage for his future career development. Lam is currently working in MGM MACAU.



**Isabelle Tan**

Isabelle graduated from National University of Singapore in early 2008 with a Bachelor of Engineering (Chemical). After working in the technical field for several months, she decided to leave her job and join the hospitality industry as a flight attendance for Singapore Airlines, wanting a career with more of a human touch. The rigorous training of the cabin crew school set a very strong foundation for being a service provider. From the years spent as a stewardess, she realised that the dynamics of human interaction kept her energetic and always enthusiastic about her job and she knows the hospitality industry is where her passion lies. This has motivated her to enroll in the Master of Hospitality Administration programme which she is presently pursuing.



**Kelvin U Ka Kit**

Kelvin recently graduated from the Institute for Tourism Studies (IFT) in Macao with a Bachelor of Science in Hotel Management. During his study he interned at the Westin Resort Macao obtaining hands-on experience in Front Office and Food and Beverage departments. Kelvin found himself enjoying the interaction with different people and appreciating the joy of solving problems for different customers. He has thus chosen to devote himself to the hospitality industry. In his final year at IFT, Kelvin worked as a part-time instructor in IFT delivering and organizing hospitality-related lectures to local high school students. Such experience further enhanced his communication and leadership skills. Kelvin is currently working at MGM MACAU.