

## Research on students' Professionalism

Dr Nithya Seelan

Professionalism is one of the most important ideologies that emphasis a high standard of practice in each profession. Hospitality is not an exception in this case. It is important that a positive and proactive approach coupled with the professional ability reflecting the skills and competence need to be developed side by side.

NSIA is in the process of preparing students to be in the global market who can offer their customers a personalised service, comfort and style, excitement, sophistication, reliability and value added with professionalism and ethics. A hospitality business lives or dies on the quality of its people. Our aim is to develop quality people to the industry.

As an important step of this process, NSIA's research unit is working on a research to develop and evaluate an instrument to assess professionalism in hospitality students which in turn will enhance the usage of a curriculum that facilitates the employability of our graduates. The emerging research unit at NSIA is expected to promote research among staff to facilitate 'research informed teaching' at the academy.

**'Our vision is to prepare students for long term success with yesterday's experience, today's actions and a vision for tomorrow and beyond stimulated by innovation and creativity'.**

### A thank you note from the High Commissioner of the Republic of Singapore, NZ

NSIA was proud to serve the ASEAN Heads of Mission last month during their visit to NSIA. In appreciation of our wonderful service, the High Commissioner of the Republic of Singapore sent a thank you note to the Head of Academy. It is a real privilege to publish it and acknowledge the service of our students and staff.

"Dear Mr. Groen,

I now write to thank you and express the gratitude and appreciation myself and my fellow ASEAN Heads of Mission for the hospitality extended to us and for the kind and courteous manner in which you have received us during our recent visit to Auckland as part of our familiarisation visit to your academy.

Although our meeting with you could have been longer, the quality of our interaction with you and your colleagues still very high and it was the unanimous view of my colleagues that despite our hefty schedule, we benefited much by visiting you and getting a good insight into your operations and aspirations. I have no doubt in my mind that we will have many more opportunities to be in touch with each other.

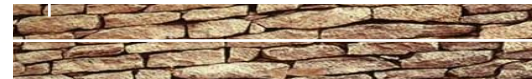
With my very best wishes and assuring you at all times of highest consideration"

Yours sincerely,  
Justice (Ret.) MPH Rubin  
High Commissioner  
Chairman, ASEAN Wellington Committee

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**Above and below: NSIA Students learn practical skills**



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### Your Hospitality Career Starts Here



### Successful Work Placements Feb2010 >>>

#### Congratulations to the following NSIA students

Name	Workplace
Gina Hwang	Bluestone Room
Ranjita Bhattu	Icon Café
Mia Yoon	Café Gold
Knot Yaoprukchai	Bluestone Room
Tony Rumnum	Bluestone Room
Nitin	Mint- Takapuna
Jasmin Li	Dragonfly
Jeff Lee	Western Lights Tavern
Amy Yin	Vital Agency

### 2010 Junior Auckland Culinary Fare 3rd & 4th July

After another successful event last year, the Restaurant Association of New Zealand and a committee of training providers and proactive industry personnel are organising the eighteenth Auckland Regional Culinary Fare in 2010 on the 3rd & 4th of July. As one of the committee members, NSIA aims to help our hospitality industry juniors to provide some exposure to competitions before the Nationals (the New Zealand Culinary Fare) in August, 2010.

In 2009, NSIA did it again - winning the Training Excellence Award at the National Culinary Fare. Our Academy took away this title for the fourth consecutive year from 2006, 2007, 2008 and 2009; the only institution in New Zealand to achieve this memorable record.

We won a total of 48 medals was won by NSIA students with 14 Gold, 19 Silver and 15 Bronze. In addition, NSIA students won the top prize for 6 individual culinary and front of house competitions.



**If you are interested in competing at 2010 Junior Auckland Culinary Fare, please start your registration from 1st, April.**



**Award winning creations**

**"It was a wonderful achievement and we are always so impressed and delighted with the professionalism, passion and high standards that are displayed by our students, who for most have only 6 -7 months hospitality experience, to be able to compete and deliver at such a high level under intense pressure with the industry professionals. The achievement is also indicative of the time and commitment given by all tutors and staff from the academy that encourage and support students that wish to achieve their dream, in all areas of hospitality."**

**Otto Groen QSM, the Head of Academy.**

### Culinary skills instilled in childhood: How did an excellent teacher emerge?

My interest for food was born out of my 7 year old childhood experience... one day my father and I went to a family friend's rural farm and the farmer asked dad if he "wanted a sheep for dinner", dad said "yes", and then the farmer went into the field and proceeded to do a "home kill" which is getting a gun and killing the animal in front of us – kiwi style!! We took the sheep carcass back home into the kitchen, where dad and I used an axe and wood saw and dissected it in the middle of the kitchen floor.

Since then I have enjoyed 18 years of working my way up the kitchen ranks, mainly in throughout NZ and for a short time in south England. I based my career in four and five star hotels, luxury lodges, and large corporate businesses. When I had my own business I did out-catering for small to large private and corporate functions. I lived and worked for a few years in Rotorua cooking the traditional Maori Hangi and gaining a deeper knowledge of Maori culture and traditions.

The pinnacle of career was when I worked in the Bay of Islands at Kauri Cliffs, which is one of the most awarded Luxury Boutique Lodges in NZ, and is ranked number #17 of the Worlds Top 50 Hotels, and ranked number #18 of the Worlds Best Golf Courses.

I also had my own business which gave me considerable insight and knowledge of owning, running and managing a business, and knowing what it takes to "truly succeed on your own two feet" in our industry.

My goal at NSIA is to train and impart into students, cookery knowledge, skills and possibilities that will assist them for entering the workforce. By igniting in them a passion for the culinary arts I want to give our students the best start towards their chosen career.

**Roger Tortoiseshell,**  
Tutor – NSIA city campus



### Interested in trying Roger's recipes? Here's one...

#### Green Tea Truffles

1 Cup Heavy Cream  
¼ Cup Maple Syrup  
2 Tablespoons Brown Sugar  
2 Tablespoons Green Tea Powder  
340 Grams Bitter Sweet Chocolate, Finely Chopped



Bring the 1 Cup Heavy Cream to a simmer in a small saucepan over gentle heat, add the ¼ Cup Maple Syrup and 2 Tablespoons Brown Sugar, and stir until dissolved, about 2 minutes.

Add 1 Tablespoon Green Tea Powder, stir until dissolved, and set aside. Place the 340 Grams Bitter Sweet Chocolate in a large mixing bowl and place over a pot of hot water, and melt. Pour the warm cream mixture into the melted chocolate. Mix thoroughly and pour onto a baking sheet lined with grease proof paper.

Smooth mixture out with a rubber spatula. Cool in the refrigerator for about 1 hour.

Scoop out a heaped teaspoonful and make a ball using your palms.

Repeat until all the chocolate mixture is used-you should end up with about 50 truffles.

Line them up on a tray or plate and dust them with the remaining 1 Tablespoon Green Tea Powder, using a fine sieve.

These little gems only take a few minutes of prep time, some cooling time in the fridge, then a few more minutes to shape the chocolate into balls. Wrapped up in a box, they make a beautiful gift for friends.



Once all wine and food had been collected, we headed out to Anchor bay at Tawharanui, a beautiful open sanctuary. We walked down to the beach, found shade under a Pohutakawa tree, threw out a couple of blankets and laid out our magnificent spread. We opened up a bottle of local Ransom Wine Gumfields Chardonnay and enjoyed the regional fare that we had collected on our way. It was great to see how well the soft buttery Chardonnay paired up so well with the local fruits. The herb and cheese Focaccia was the winner on the day, it was the perfect marriage with our wine. We paired and matched our local fare and enjoyed talking about how great the food and wine was. After a splash in the sea and a few photographs we headed back to Auckland.

It was a great day for all to realise the beauty of how regional fare and smaller handcrafted produce can give back so much pleasure. The students had a chance to look beyond the supermarket shelves, to discover first hand, the passion and love that winemakers, orchardists, bakers and butchers have for their craft. This hopefully has opened their doors to the possibilities of where their career may lay". -

**Paul Hill, Wine Tutor**

### Field trip to explore ideas and to enjoy experiential learning....

Learning in hospitality is all about practice, visualizing, using creative skills and enjoying the service. At NSIA, we intend to provide all in a row to prepare our students to this global industry. Our students learn from their experience.

In line with this learning process, on February 26<sup>th</sup>, Tutor Paul Hill and a group of hospitality students set off for a wine trail around Matakana. Field trips are nothing more than experiential learning and exploring new ways of learning. Paul shares the experience of the day he offered the students in this trip.

"The weather was beautiful as we drove up to Brick bay Wines just north of Snells Beach. We met up at Warkworth for a headcount before setting of down the country roads to Brick bay Wines. The winery's gravel driveway led us down through the grapevined hills to the bottom where the winery lay. The staff welcomed us into the restaurant, which looked like a modern styled greenhouse surrounded by a gorgeous little pond. We tried 5 wines ending with their famous 2005 Pharos, which was a blend of 42% Cabernet Sauvignon, 30% Cabernet Franc, 17% Malbec, 11% Merlot. It's a complex and elegant wine with stone fruit and blueberry notes with hints of dried herbs and vanilla. We managed to have a nibble on this season's Pinot Gris grapes which have only another couple of weeks before they will be harvested. We had a look at the grapes hanging in beautiful sets under shade from the hot sunny day. They look to have a good harvest.

We then headed off to a local orchard where we filled up our cane picnic basket with plums, watermelon, oranges, nectarines and various other summer fruits. We continued on our way to Matakana town centre, stopping to buy some delicious Focaccia bread, spicy Hungarian salami and freshly shaved ham from the local delicatessen.

## CV Writing for success

**connect**  
Hospitality Network @ NSIA

CV is the abbreviation of 'Curriculum Vitae', or 'life story' in Latin, but a lengthy CV is unlikely to impress any potential employer. Instead, your CV should capture the best of you in one to two pages. Think of CV writing as presenting an appealing appetizer that will lead to the main course – an interview. Once there, you can give a fuller account of your experience, education and skills. It is important that your **CV succinctly communicate your value to the potential employer.**

Although there is no single right way to write your CV, you should include:

- **Personal details**

Include you name, address and phone numbers (both landline and mobile)

- **Objectives**

include a short paragraph on your recent work experience and future goals, the kind of position you are seeking and where you see yourself in the longer term future.

- **Education**

List educational achievements in order, with most recent at the top – these are the most relevant to your current situation.

- **Work history**

Keep it recent and relevant

List your employer, your job title and what your role entailed.

Emphasize the skills and achievements at each place of work.

Part-time work done during times of study or caring for children should be included.

- **Skills**

Include information on any skills you may have acquired that are not covered in your Work History. This may be through volunteer work or study that you've completed.

**Hint:** The most useful way is to read the job description and person specification carefully before you prepare your CV. Every time you apply for a job, you need to prepare a new CV that match the requirements

Think of the skills required for the position and match these with examples from your own work or study experience.

Also include skills with a more general application, such as other languages, computer aptitude and driver's license.

- **Interests**

Including a section outlining your interests will add a personal dimension to your CV and give the reader an insight into your personality.

Make sure you mention interests that have led you taking on a leadership role or extra responsibility, e.g. Captain of your cricket team.

Be sure to include any volunteer work that you do - this will show your employer that you have an interest in your community

- **References**

List two or three referees, with details of their position, their place of employment and contact details.

Remember to request your referees' permission before including them on your CV and let them know the kinds of jobs you are interested in.

A potential employer should let you know they're contacting your referees. This will also give you a chance to let your referees know they'll be contacted and fill them in on the details of the job for which you're applying.

## Successful NSIA graduates lift up the fame of the Academy

Working at the Devvour Café Bistro Bar gives me a great opportunity to launch my career in the fast growing culinary field. I am working there as an executive chef and also as a general manager. I really appreciate the great support from the owner **Bruce Martin**, who really taught me a lot. He gives me the chance to deal with different kinds of situation and all types of problems. Especially for the management skills, he has always trained me as much as he could. Besides, I am still doing some front of house work when Bruce is away. Through this, and dealing with customers is really an excellent opportunity for my future career. It will also be a good foundation for opening up my own restaurant in China. Moreover, I just can not give enough thanks to our lovely school NSIA, which has provided me with a very professional training programme in both theoretical and practical strands. I feel very proud to be once a student of NSIA.

**-Nemesis Yin --- Head Chef (NSIA Cookery course Graduate)**



**Owner: Bruce Martin** regarding the manager/head chef Nemesis

I employed Nemesis because of his strength in his chef training, previous work experience in the industry and overall impression I got upon interviewing him. I really sensed that Nemesis would pick up and run with my vision and passion for the place.

I only had to give Nemesis minimal training to bring him up to speed in working the bistro. He has displayed remarkable pride in his food preparation and cares for the customers on a personal level. He definitely has the potential to run his own restaurant. He has increased the business generated through the place and has skill in training and developing staff. It is a huge responsibility but Nemesis is very capable.

### Si Zhao Liu (Benisha)

Commi chef (NSIA Cookery Student)

I have been in the role for just over one month, it is the first kiwi owned business I have worked for. I have learnt how to control the kitchen and have developed an efficient method of cooking that meets the demand of our customers. I can now handle the stress of a busy shift and feel that this experience so far is a great base to build my future career on. I appreciate the training I received from NSIA and also the expertise and training gained through the support of management at DevVour. I have discovered the importance of customer care and good presentation of dishes. If the opportunity comes I would like to be a head chef in the future.

