

ALUMNI

GRADUATES CREATE OUR REPUTATION



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Crown acknowledges the Traditional Owners of the land on which our resorts are located where we gather as employees, students, friends, and families. We pay our respects to all of the Aboriginal and Torres Strait Islander nations who have contributed to and continue to contribute to our identity. We take pride in paying our respects to Elders past and present.

CROWN COLLEGE

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Publication

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Congratulations

On behalf of the team at Crown College, it is my pleasure to congratulate you on the completion of your qualification and welcome you to the Crown College Alumni.



The purpose of the Alumni is to create a vibrant community that will help you and other Crown College graduates expand your social and professional network, follow each other's careers, and share stories of success.

We look forward to celebrating your future successes.

Alicia Gleeson

Executive General Manager: Human Resources

Welcome

The Crown College Alumni will be a tool that will enable us to:

- Build a strong network of Crown College graduates who are recognised for the completion of their accredited training.
- Remain connected with Crown College graduates, follow your careers and share your success stories with others.
- Build awareness of and participation in Crown College for current employees, and raise the profile and presence of Crown College within the wider business.
- Increase external awareness of Crown College and be recognised as an industry leading hospitality training organisation.

We hope that, as a professional who has successfully completed a qualification at Crown College, you will join us to create a group of like-minded professionals who can connect to celebrate and promote each other's learning and career achievements.

I look forward to welcoming you to the Crown College Alumni.

Shane Thomas

Group General Manager, Learning & Development

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Feature Stories

VICTORIA MURPHY

VIP Operations Manager, Perth

I commenced with Crown 11 years ago. I started as a Croupier and have since successfully acquired a new role every couple of years.



From Croupier to Poker Supervisor to Dealer Higher Duties to Poker Tournament Director, then Inspector and Inspector HD (Acting Pit Boss) to my current role as VIP Operations Manager.

For me, VIP isn't a job. It's a lifestyle!

The APB training I received was probably the turning point in my career. I remember receiving a very thick A4 lever arch file with what seemed like 20 different categories on how to be a Pit Boss Very daunting!

The training sessions that focus on psychology theory has further developed my own sense of awareness. I can critically look at myself from an outside perspective and adjust my behaviour to suit the person/situation I am dealing with, in the hope

I can receive the favourable outcome for all – patrons and staff alike.

The Next Generation of Leaders program I'm now undertaking at Crown College is challenging but so relevant. I find that I'm able to apply many of the concepts to my life outside Crown too.

Training has given me the confidence to perform my job well. Knowledge and understanding of how the casino operates, and how Crown Perth is made up of many different parts is the most beneficial to me. Also of great reward is seeing the team achieve success as a group.

DEAN GAUCI

Operations Manager, Engineering & Maintenance

My career at Crown started in January 2010 as a Property Services Officer on the Rotating Shift team.

In November 2010 I was promoted to Shift Team Leader which I did for 11 months before being promoted again to Engineering and Maintenance Shift Manager.

In September 2014 I was promoted to Dayshift Operations manager which is my current role.

I have been lucky enough to participate in a variety of training programs over the years including LDP, NGL, Project Management, High Voltage Operator, Confined Space Entry, First Aid, and Elevated Work Platform License.

This training has helped me in many ways as I did not have many skills other than my trade prior to joining Crown. Training has provided me with the tools I require to lead my teams and manage my workload. In addition to skills, it has boosted my confidence and helped me to achieve my goals. Crown has supported me throughout my journey of development and assisted me to achieve my goals. The most rewarding part of my job is being able to maintain such a large and forever evolving property.



Green Star Awards

Introducing the CROWNEARTH Green Star Awards!

As part of Crown's commitment to reducing its ecological footprint, we are now acknowledging and rewarding excellence in triple bottom line sustainability, which includes an impact on people, planet, and profit.

Every month a winner will be selected and will receive a double pass to Gold Class at Village Cinemas.

Well done to, **Dean Gauci**, Dayshift Operations Manager, on being the first Green Star Award recipient for implementing a simple project to balance the flow of water through the ID's dishwasher, saving money and water to achieve an amazing four day return on investment.

To nominate one of your colleagues for a CROWNEARTH Green Star Award, email CrownEarth@crownmelbourne.com.au with their name and why they should win.

An annual winner will be selected and will receive a \$250 Crown Gift Card.

GEOFF FRANKLIN

Riverside Room Host, Perth

I started at Crown in October 2011. I have always had a love of cooking and decided to pursue this passion by undertaking an apprenticeship in commercial cookery.



I was fortunate enough to be selected to join Crown's apprentice program and rotated through various restaurants within the complex for my excellent practical training.

My training has enabled me to realise dreams which at my age I never thought possible. I was given a second chance and I didn't want to squander it.

Through the incredible peer support network that Crown has to offer, I was successful in achieving the accolade of Crown Apprentice of the Year in 2014 and went on to represent the State of WA for the title of Australian Apprentice of the Year 2014.

Although unsuccessful in this quest, the experience enabled me to be a better mentor for other apprentices and work experience placements. I was also

fortunate, as a Crown ambassador, to be awarded the Australian Hotels Association Employee of the Year 2015.

I have since changed roles and am incredibly proud to be a part of the Crown Brand as an ambassador in a customer service capacity.

The most rewarding part of my job is (where possible) having the capacity to enrich the lives of others through positive interaction.

I will forever be appreciative of the opportunities afforded me.

MARC TURSI

Front Desk Manager, Crown Towers Melbourne

I began my career with Crown in Reservations almost ten years ago and was given the opportunity to take a Management Trainee position with Crown Hotels.

I worked in all areas of Crown Towers and Promenade, including Housekeeping and Hotel Sales. During this time I undertook the Leadership Development Program (LDP) which assisted me in gaining a better understanding of my leadership and management styles.

I worked across a variety of positions in Crown Towers and Promenade and was nominated to the Next Generation of Leaders program (NGL).

Due to my experiences within Crown I was able to see the benefits of moving to the different properties and being able to expand my personal and professional networks, this became the focus for my NGL project. Upon completion of my NGL program, an opportunity became available to experience Crown Towers as a Duty Manager. I have recently been promoted to Front Desk Manager and I am really looking forward to all the new challenges that this role has in store.



All training that I have received has been an asset in networking and up-skilling. I have also been able to learn from others' experiences in the sessions which allows for an appreciation for other areas of the business that have different experiences that can be adapted to my area.

There are important qualities required in hospitality, you need to be a "people person" and be ready to think "outside the box" in all kinds of situations.

I find the most rewarding part of my job is making a personal connection with our guests and to have them remember you on their return stay so that you are able to build a rapport with the guests. And of course being able to assist my team in achieving their goals!

Networks & Associations

Upcoming Events

MAR 23		VIC Chamber of Commerce Grand Prix Breakfast Carousel, Albert Park, VIC	Learn more
MAR 27		WA Chamber of Commerce ANZ & CCI Economic Breakfast Perth Convention & Exhibition Centre in Perth, WA	Learn more
MAY 09		WA Chamber of Commerce CCI International Engagement & Growth Conference Perth Convention & Exhibition Centre in Perth, WA	Learn more
MAY 18		VIC Chamber of Commerce The Victoria-Jiangsu Business Placement Program VIC	Learn more

	Australian Culinary Federation Dedicated to Promoting Camaraderie and Culinary Education of Chefs, Cooks, Apprentices & Culinary Students	Learn more
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Crown College is proud to be associated with Crown Pride

Awards & Recognition

Crown College is a centre of learning excellence, consistently providing high quality courses in Commercial Cookery, Hospitality, Tourism, and Leadership and Management.



We are a recognised leader in education, having won many prestigious awards from the tourism industry, the education sector, and state and federal governments. Many of our students have also won prestigious individual awards. Crown was nominated as a finalist in the **Australian Training Awards – Employer of Apprentices & Trainees 2017**. The judges attended a site tour and had the opportunity to meet and hear about all of our inspiring programs, including IEP, Crownability as well as interview some of our successful students. We are proud to have been nominated as a finalist.



WA Tourism Award – Crown College Perth won Gold at the WA Tourism Awards Gala. The WA Tourism Awards – Education and Training category celebrate the quality in training and diversity of the State's tourism attractions, amenities and experiences, and the passion and professionalism of staff. This is the second year we have won this award.



The Australian Hotels Association (AHA) Crown Perth won the AHA-Aon Hospitality Awards for Excellence, these awards have been celebrating and acknowledging excellence in the hotel and hospitality industry for over a decade.



Crown College has earned the **Australian Tourism Accreditation Program (ATAP) accreditation!** The distinctive Accredited Tourism Business logo is used by ATAP. It provides students with an assurance that the tourism business has a proven commitment to the highest quality of service and business procedures.



La Chaine des Rotisseurs Victoria 2018 Young Chefs Competition: Congratulations to one of Crown's Apprentice Chefs, Jim Parker, who has recently taken out the La Chaine des Rotisseurs Victoria 2018 Young Chefs Competition at Culinarium last week!



Crown College International Crown College has been registered to deliver vocational qualifications to students for the past 21 years and is widely recognised for its excellence in this area. Crown College more recently has been granted a registration under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to be able to deliver vocational education and training to international students under the brand Crown College International (CCI).

Tools of the Trade

There are many tools available to learning professionals to assist them in their social and collaborative learning initiatives.

PERSONAL MANAGEMENT TOOL

This task app is aligned to 'Coveys 4 Quadrants', one of the tools used in the Next Generation of Leaders Program.

This tasks app is designed to make you more productive by better managing your time. Using the decision matrix below, you will separate your actions based on four possibilities.

- Urgent and important (tasks you will do immediately).
- Important, but not urgent (tasks you will schedule to do later).
- Urgent, but not important (tasks you will delegate to someone else).
- Neither urgent nor important (tasks that you will eliminate).

The great thing about this matrix is that it can be used for broad productivity plans ("How should I spend my time each week?") and for smaller, daily plans ("What should I do today?")



GOOGLE DOCS



Used to create documents, Sheets for spreadsheets, Slides for slide sets – individually or collaboratively. Google Drive is the cloud storage service, where you can also up host other files.

VISIT: docs.google.com

VIMEO



A video-sharing website where users can upload, view and share videos.

VISIT: vimeo.com



Let's Get Connected!

We would love for you to join our Crown College Alumni LinkedIn page.

If you don't already have a LinkedIn Profile, you can join here:

<http://www.linkedin.com>

*Reminder, you will need to update your employer to 'Crown Resorts'.



Contributions

We welcome all suggestions and ideas for future contributions to the Crown College Alumni newsletter.

If you would like to contribute, you can nominate yourself or someone you know to be in the Feature Stories, or you may want to share a great idea about;

- Feature stories
- Connecting & Events
- Tips, Tricks and Tools of the Trade
- Networks & Associations



We want to hear from you!

Please send all your contributions to;
studentadmin@crowncollege.edu.au



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