

César
Ritz
Colleges

LAUNCHPAD

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Learn to Lead.
Lead to Succeed.

Contributors



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Spring Term
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Editor's Note

Dear Readers,

Warm greetings to the new edition of Launchpad! My name is Yan; I am a Hospitality Term 5 Internship Ambassador for the 2026 Spring Term. It is a great pleasure to be the editor of this magazine by giving valuable experiences of our peers in various departments and regions. We all know that hospitality could be a challenging environment, and it wasn't an exception for our students. Their journey in the internships wasn't easy, however they all managed to overcome the difficulties by gaining valuable insights from the industry and turning it into something more.

My only job is to show you their amazing journeys and give their valuable advice to ensure a pleasant internship for you as well. So, sit tight and enjoy the read!

Yan Pavlov

Yan Pavlov
Internship Ambassador



Editor's Note

Dear Readers,

Greetings from Brig!

My name is Mark-Antony, a term 8 Hospitality student. Thank you very much for taking your time to read our colleagues experiences from around the world.

For some, their internships confirmed an existing career path, while for others, they opened the door to new ambitions and opportunities. What connects all of these experiences together is the growth that comes from taking on responsibility and learning through real world experiences.

As you read their stories, I hope you gain a sense of the challenges and memorable moments that shaped their journeys.

Enjoy reading!

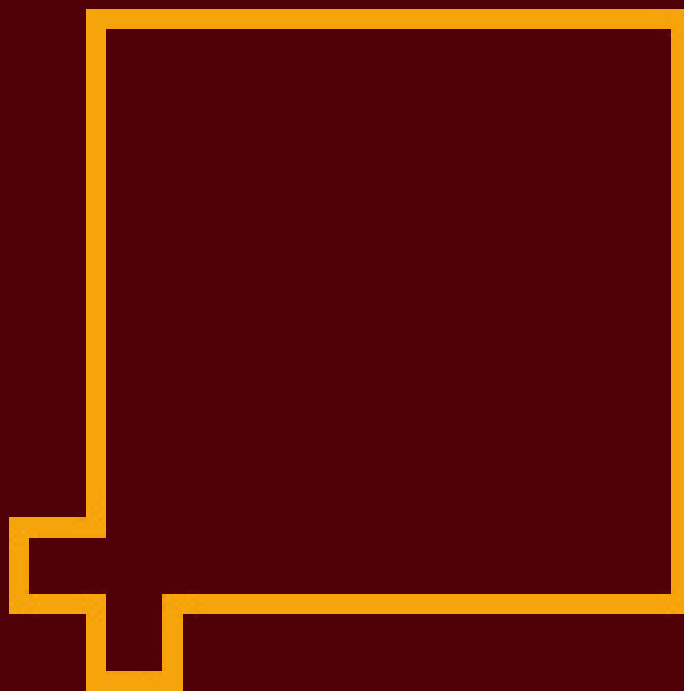


Mark-Antony Joinville
Internship Ambassador & Vice
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César Ritz

Change-Makers



At César Ritz Colleges Switzerland, practical experience is what transforms learning into real-world capability. Internships allow students to step into professional environments, apply their skills, and grow through everyday challenges.

By working alongside industry professionals, students develop the mindset, adaptability, and hands-on experience that give them a clear advantage when launching their careers, progressing from student to professional, and ultimately to future industry leaders.



Timothy in The Peninsula Shanghai

by Yan Pavlov

Coming from Hong Kong, Tim originally started his journey in engineering. After studying several years in UK, he decided to radically change his field of study. His new interest in hospitality made him end up in César Ritz Colleges. Here, the modules, introduced to him, lit the final spark of curiosity about hotels and customer service.

He decided to do his internship in The Peninsula Shanghai, a Five-Star luxury hotel located on the Bund, and part of The Hong Kong and Shanghai Hotels group. As a Front Desk Agent in the Front Office, he developed strong front-office operational skills, including using the Shiji system for

occupancy, reservations, and cashiering, as well as working with the Public Security Bureau registration system under strict compliance standards. Talking about his soft skills, Tim said: **“I improved my ability to communicate with guests from different backgrounds, learning to listen carefully, think from the guest’s perspective,** and take further steps by suggesting solutions such as restaurant recommendations and attraction ideas. I also strengthened my adaptability and cross-cultural communication by overcoming a simplified-Chinese language barrier and by learning to collaborate closely with colleagues from various departments.”

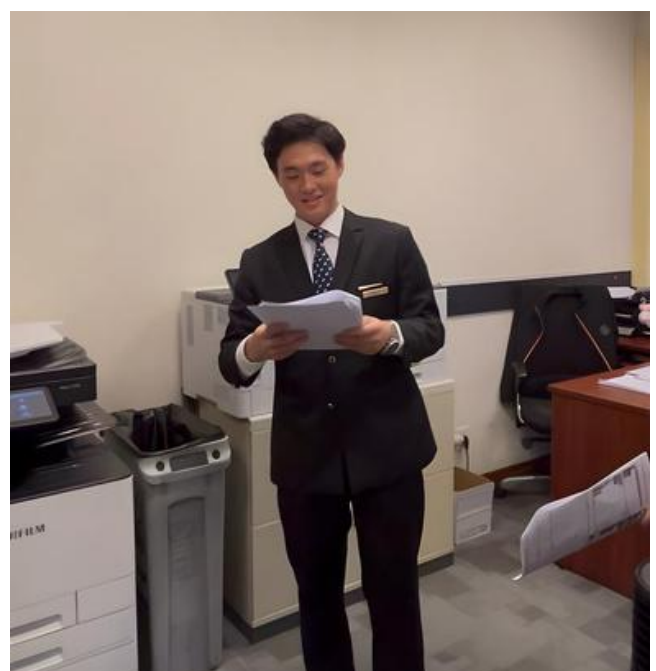
For him, the workplace culture at The Peninsula Shanghai was cohesive, friendly, and highly professional, with colleagues and managers being willing to help and share their experience. At the same time, the hotel maintained high standards and detailed procedures, especially for payments and documentation, which pushed Tim to be more careful, systematic, and disciplined in his work. This combination of support and high expectations helped him gain confidence, take on more complex duties, and improve his quality of service.

When asked about his challenges during his internship, Tim said that his major challenge was adapting to shift work and a flexible schedule, which was very different from his previous office-based internships. He addressed this by checking his roster carefully every day and organizing his personal time around changing shifts. He added: “Living away from Hong Kong for the first time and sharing a dorm room with three colleagues from different departments also required adjustment, but open communication and compromise helped us create a respectful living environment.”

Another issue for Tim was the language barrier. Speaking mainly Cantonese, changing to simplified Chinese initially made guest interaction and system use difficult. To solve it, he relied on his phone dictionary, sought help from colleagues, and gradually built enough confidence to handle more local and foreign guests independently.



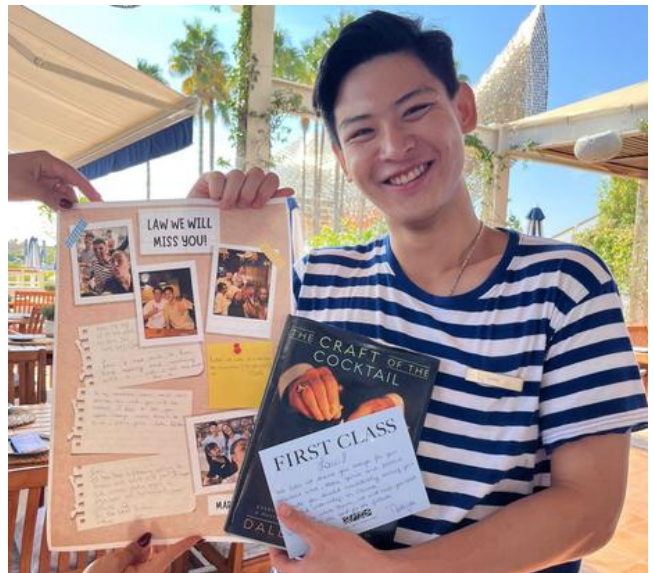
This internship for Tim consolidated his interest in front-of-house roles. For his upcoming internship, he wants to try out back-office roles such as Sales and Marketing to better understand how strategy and operations work together in a luxury hotel. To finalize his words, he said: “My goal is to combine front-line guest experience with strategic knowledge, with which I can contribute more broadly to the hospitality sector in the future.”



From the Sunny Beaches of Barcelona: Freddie in Hotel Arts

by Yan Pavlov

Born in Tachileik, Myanmar, Freddie at first wanted to become a doctor. He was into biology, the human body, and the functionality of living. But at one point he became uncertain about his career path. Then he discovered hospitality, and by diving more into the industry, Freddie realized that his true pursuit was about connecting and interacting with people, giving them care. “In hospitality, we do not treat patients, but we take care of people, make them feel comfortable during service, and this creates positive experiences. This had become one of the reasons for my interest in the hospitality industry. I wanted to study something that focuses more on practical interactions, which would help me develop my communication skills and progress my career.” – he said.



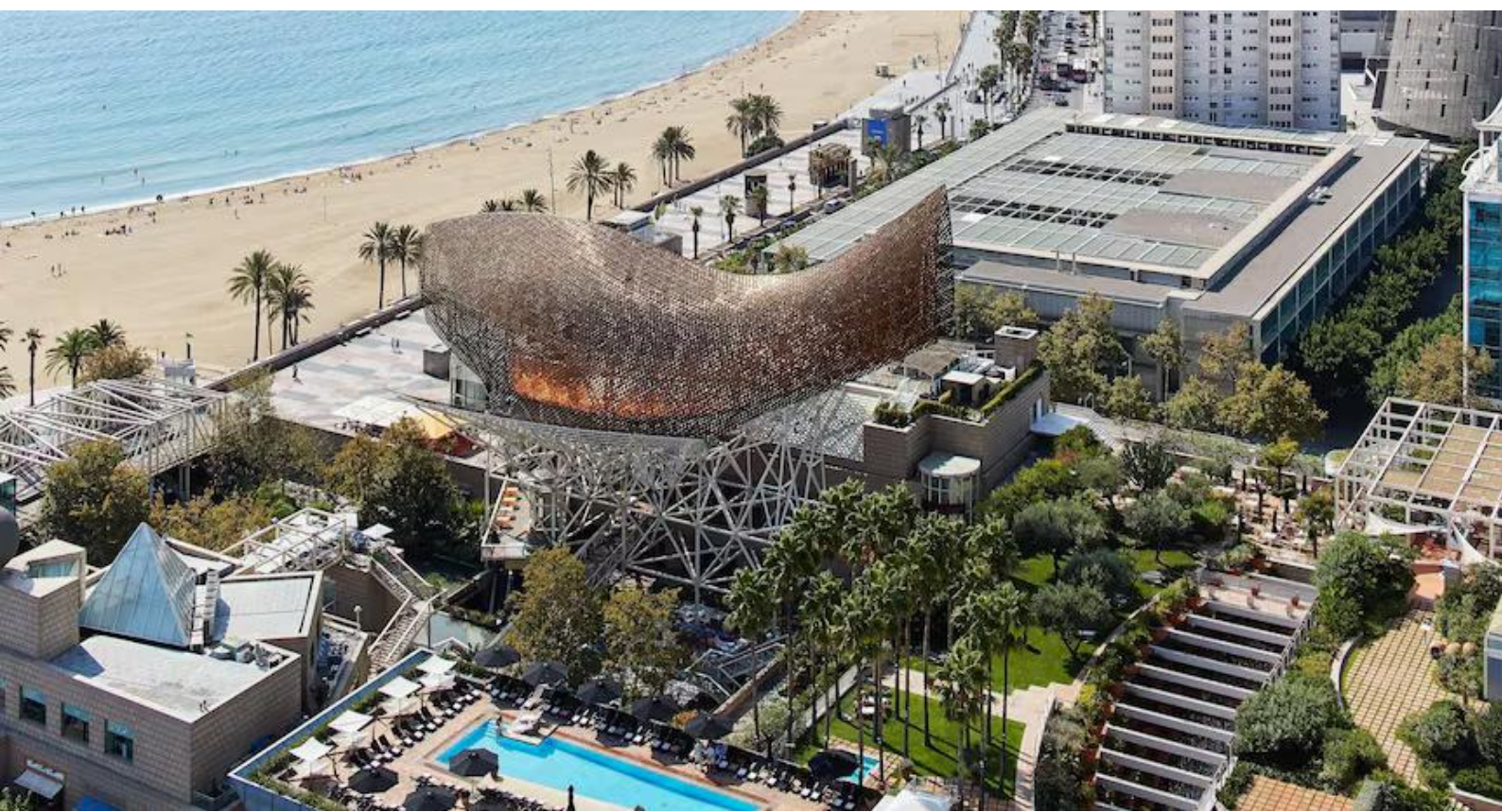
Freddie had his internship at Hotel Arts Barcelona, a 5-star luxury hotel in Barcelona. He worked in the Food and Beverage department, usually at Marina Coastal Food restaurant. During his working period, he had a chance to rotate through different positions in the restaurant. This allowed him to understand more about how each part of the system worked and how important all the roles are in creating a steady flow of service. Not only that, after some time, Freddie got an opportunity to work at the bar.

There, the combination of creativity, guest interaction, and technical skills shifted his interests toward bartending, and after talking to his supervisor, he got an opportunity to work in the bar for his last two months of internship. Freddie added: “This was one of the most memorable experiences for me during my time at Hotel Arts”.

When talking more about the culture and the environment of the hotel, Freddie said that the culture at Hotel Arts Barcelona was professional, fast, and international. The working environment, however, was extremely challenging for him. Being his first time in service, he had to learn quickly while catching up with his team at the same time. The standards and expectations of the restaurant and his team pushed him to become more organized, disciplined, and to take on more responsibilities. They also developed his stress management and ability to work under pressure.

Besides the intensity of work, another challenge was communication with international guests. For him, working in Barcelona meant that he had to meet guests and colleagues from different cultures and backgrounds, and sometimes the differences in language made communicating become a difficulty. Freddie solved it by being patient, flexible with words, and learning something new from daily experiences.

For his future, Freddie will continue his career in Food and Beverage, aiming for work in bars and nightlife concepts. While for long-term, he wants to get back in Myanmar and open his own hospitality business. To conclude his story, he said: **“Even though my very first dream was to be a doctor, now I see myself in hospitality, taking care of people in another way.** The experience from my internship at Hotel Arts Barcelona taught me a strong foundation and made me more confident about myself and my future path”.





Kazakhstan Awaits: Sagi at The Ritz-Carlton, Astana

by Yan Pavlov

Coming from Kazakhstan, Sagadat's decision to join the hospitality industry came from his passion for working with people and creating memorable experiences for them. He always enjoyed communicating with people, helping them feel comfortable, and being part of an environment where every interaction mattered. For him, hospitality perfectly combines these interests while also offering opportunities for international career growth and continuous personal development.

Sagi completed his internship at The Ritz-Carlton, Astana, one of the most prestigious luxury hotels in Kazakhstan and part of Marriott International.

He held the position of Guest Relations, where he welcomed guests, assisted them with check-in experiences, escorted them to their rooms, introduced hotel facilities, handled individual requests, and coordinated with departments such as Front Office, Housekeeping, and Concierge to ensure exceptional service delivery.

The workplace culture, for Sagi, at The Ritz-Carlton had a profound impact on his performance and growth. The company's philosophy, "We are Ladies and Gentlemen serving Ladies and Gentlemen," was reflected in everyday interactions among employees and guests.



Every morning, all the staff participated in Line-Up meetings where service values were reinforced, special guest requests were discussed, and team members prepared for the day ahead. This supportive and respectful atmosphere motivated him to perform at his best.

When asked about his struggles during the internship, Sagi outlined that there were several challenges. One of his greatest difficulties was adapting to the demanding schedule and maintaining high energy levels during long shifts. “Starting work at 7 a.m. required significant adjustments to my routine and self-discipline,” – he commented. Another challenge was earning trust and respect amongst his older colleagues, especially because he was only 17 years old during the duration of his internship.

He overcame these challenges through open communication, professionalism, and consistency in his work. **By demonstrating dedication and sharing knowledge he gained from his Swiss education, he gradually earned respect from his older colleagues and built strong relationships with his team members.**

Looking ahead, Sagadat plans to continue developing his career in hospitality by gaining experience within internationally recognized hotel brands. His long-term goal is to contribute to the growth of Kazakhstan’s hospitality industry by implementing international service standards while preserving authentic Kazakh hospitality. **In the future, he wants to establish his own premium hospitality business that would combine European excellence with Kazakh warmth,** creating exceptional experiences for guests from around the world.

Swiss excellence: Jayden at Hotel Astoria in Luzern

by Yan Pavlov

Growing up in Melbourne, Australia, with roots tied to the winemaking regions of Cape Town, South Africa, hospitality was never really a career choice Jayden made. It was something he was raised around. “There’s something about that world, the wine, the table, the people gathered around it, that stuck with me from a young age”. What draws Jayden to this industry is the personal connection. The idea that you can create an experience for someone that they remember. That you can bring a place to life. That’s what he’s here for.



Getting to César Ritz was his own journey. He was playing basketball at the highest level in high school back in the States, and that pathway opened a door to Switzerland and to our school. For him, it wasn’t a straight line, but looking back, it makes sense. Jayden’s internship was at Hotel Astoria in Luzern, Switzerland, where he worked in F&B as a bartender at La Cucina, an Italian restaurant that operated at a borderline fine-dining level.

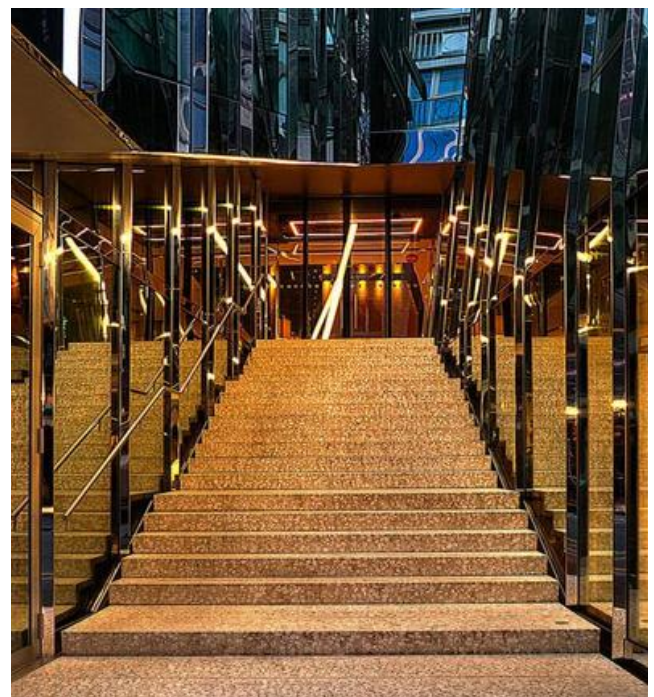
It was a four-star property with three F&B outlets and a very high bar of excellence. His team was primarily Italian, fast-paced, and formal. The workload was genuinely extreme at times. It pushed him to his limits. But that pressure taught him something about himself: how efficiently he could perform over long periods, how to stay composed when the floor is full, and everything moving at once. Jayden said, **“The biggest thing I took away wasn’t technique. It was a mindset: attention to detail. That small things matter.”** Learning how to present wine properly, how to make a meal feel like an experience rather than just a transaction, that all connects back to where I come from”. Those Cape Town roots showed up in how he approached the bar.

Jayden also shared an important moment of his internship. **It came when his general manager issued him a written final warning, challenging his ability to manage behind the bar. It was a hard moment. But instead of shutting down, Jayden rose to it: “I focused, I improved, and by the end of my time there, that same general manager wrote me a formal recommendation letter for future employers”. That turnaround meant more to him than any smooth shift ever could have.**

Finalizing this interview, Jayden shared that his next internship will be in Sweden through a connection he made by networking at **school**.



He’s stepping into marketing, but his longer-term vision goes beyond that. He wants to develop his understanding of leadership, communication, and consultancy. **“I see myself working with leadership teams and staff to help them build more efficient, more human work environments,”** – he added. Hospitality taught him that the experience you create inside an organization is directly reflected in what guests feel on the outside. That’s the thread Jayden wants to follow.



Luca Terenziani: Behind the numbers

By: Mark-Antony Joinville



With roots in both Denmark & Italy, Luca Terenziani joined César Ritz Colleges to study Hospitality & Tourism Management to turn his interest in working with people into a professional Career. His passion was first developed after high school, where he was able to gain experience working in hotels and discovered how much he enjoyed interacting with clients and guests. For Luca, the personal side of hospitality was the most rewarding for him. “I enjoy putting a smile on people’s faces,” he explained. His enthusiasm for creating a positive guest experience eventually encouraged him to transform his passion for the industry into an education.

For his second internship, Luca decided to return home to Denmark, where he joined the finance department at the Hotel D’Angleterre in Copenhagen. Moving into finance introduced him to a different side of hospitality from the guest-facing roles that had initially drawn him to the industry. His interest developed during his studies, particularly in Dr. Haitao’s Accounting & Finance classes, which inspired him to explore the financial side of hotel operations.

One of the most valuable moments came when a colleague went on vacation, and Luca was entrusted with the responsibility for the accounts payable.

This meant directly communicating with suppliers and helping to manage the financial flow between the hotel and a large network of suppliers. This experience taught Luca an important lesson about the difference between simply working quickly and working well. **“It doesn’t matter how fast things are done, but how well things are done,”** he reflected. For him, the internship reinforced the importance of effectiveness over efficiency.

For Luca, the experience of Hotel D’Angleterre represented an important step in his professional development. It allowed him to combine his interest in hospitality with a growing understanding of finance. What began as a passion for working with people has developed into a broader appreciation of the business behind hospitality.





Kao: Building for the future

By: Mark-Antony Joinville

Originally from Bangkok, Atchariyathum Metheesathitthim, known as Kao, came to César Ritz Colleges with a strong interest in sports, particularly in golf and football. When the COVID-19 pandemic disrupted many of his original plans, he began thinking more seriously about his future and the kind of education that could offer flexibility across different industries. Mainly inspired by his father's career and professional network, Kao saw hospitality as a field that could help him develop both business knowledge and strong interpersonal skills.

His growing interest in hospitality was also shaped by watching his father build relationships with people from different backgrounds. For Kao, the ability to connect with others and build a professional network is what he looks forward to.

The emphasis on building relationships and strengthening communication became an important part of how he approached both his studies and internship experience.

For his internship, Kao returned to Bangkok, where he worked as an Assistant Marketing Manager at EnergyLib. The role introduced him to the fast-paced environment of a growing company and allowed him to contribute directly to its development.

One of his most memorable moments came during the launch of three new locations in Bangkok. Being involved in the process allowed him to see new designs and marketing materials come together while collaborating with colleagues to continue improving the business during a rapid period of expansion.

The internship also challenged Kao to become more confident and adaptable in his communication. During a market research project, he was not only asked to distribute surveys but also to approach members of the public directly and ask questions about the company. “Many people ignored me or completely declined to answer my questions,” he recalled. Rather than becoming discouraged, Kao adjusted his approach and learned how to capture people’s attention more effectively while gathering as much information as possible.

Professionally, **the internship gave Kao a new perspective on what it means to work within a business that is still focused on growth.** Having previously gained experience in food and beverage, he found the environment very different from joining an already established operation. At EnergyLIB, he was able to observe how a company operates when its ambition is to expand and become a leading brand within the industry.



On a personal level, the experience confirmed that Kao could balance professional responsibilities with his commitment to fitness and a healthy lifestyle. More importantly, it strengthened his confidence in the direction he wants to take in the future.

His long-term goal is to build a business of his own, potentially in the form of a gym, recovery facility, or a healthy food and beverage concept. “I really value fitness and health,” he explained, adding that he hopes to share that passion with as many people while creating the best facilities and experience he can.

For Kao, the internship did not change his ambitions but gave him more motivation to eventually turn them into a business.



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