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KaleidoScope

Mahidol University International College Newsletter

INTERNS AT YOUR SERVICE



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Editor's Note:

Due to unavailability of stock, KaleidoScope is unable to use recycled paper for this issue

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Advisors

Assoc. Prof. Dr. Phitaya Charupoonphol
Asst. Prof. Dr. Sumalee Singhanityom
Asst. Prof. Dr. Kangwan Yodwisitsak
Asst. Prof. Dr. Sarayut Nathaphan

Publisher

Mr. Korrachai Lekpetch

Editor

Mr. George Amurao

Circulation Officer

Ms. Ketvaree Phatanakaew

Art Director

Mr. Pratchaya Leelapratichayanont

Photographers

Mr. Korrachai Lekpetch
Mr. Pratchaya Leelapratichayanont
Mr. Sakon Lumpongphan

KaleidoScope Editorial and Production Office

Room 1110, MUIC Building 1,
999 Phutthamonthon Sai 4 Road,
Salaya, Nakhon Pathom
Thailand 73170
Telephone: +66 (0) 2441 5090 Ext.
1613
Fax: +66 (0) 2441 0629
Email: icwww@mahidol.ac.th
www.muic.mahidol.ac.th

INTENSIVE INTERNSHIP

In a very competitive industry like tourism and hospitality, it is advantageous for universities to produce graduates who not only have a strong grounding in theories but also prepared for the demands of the workplace. Herein lies the strength of MUIC's International Hospitality Program. It requires its students to undergo a two-step internship beginning with a three-month on-campus apprenticeship at the College's Salaya Pavilion Hotel. For this issue, we interviewed Tourism and Hospitality Management Division officials and four interns to give readers a glimpse into the training provided by the Division. Also in this issue, we celebrate the achievements of our alumni and current students, along with Mahidol University itself, which has garnered the top spot among the best universities of Thailand according to the Thames Higher Education (THE) World University Rankings.

We would also like to announce the recent publication of *Gwa Ja Pen Mahidol University International College (Before We Became Mahidol University International College)*, the memoir of former MUIC Dean, Prof. Chariya Brockelman. Tracing her 12 years of service to MUIC, the book also serves as a virtual manual for managing an international college in Thailand. **For the full article, please visit the MUIC website's About MUIC section and click "The Making of MUIC—A Memoir" in the menu.**



This Issue's Cover

Four interns from Salaya Pavilion Hotel share their thoughts about their apprenticeship.

Duke-NUS SCHOLARSHIP GRANT for Science Alumnus

It's not everyday that one can get admitted to the National University of Singapore (NUS), much less be awarded with a scholarship grant. One of our Biomedical Science alumni, **Mr. Punn Kuhataparuks**, actually did. He recently received a scholarship grant from Duke-NUS Medical School.

A letter from Duke-NUS confirmed that he will receive S\$10,000 per school year for the duration of his medical studies, on top of a S\$30,600 bursary renewable annually.

"Medical school has always been my goal even before entering MUIC. Starting in middle school, I have always enjoyed learning about biology especially on topics relating to the human body," the First Class Honor graduate said.

He told *Kaleidoscope* that his mentors at MUIC helped fuel his passion for medical studies. He added, "By studying in a liberal arts college (like MUIC), I was able to take many classes that were not related to my field of study but which allowed me to see different perspectives and learn from the professionals who have been through different walks of life."

As a former President of the Student Association, Mr. Kuhataparuks said extra-curricular activities have also been a great factor in his development as a student. They had "contributed to my growth in terms of leadership and teamwork. It made me realize my passion, which is to serve a community to the best of my abilities."



ALUMNA RECEIVES PRESTIGIOUS AWARD FROM SWEDISH GOVERNMENT



MUIC indeed produces world-class graduates. A veteran debater from MUIC was recently given the prestigious Global Swede Award by the Swedish government's Ministry of Foreign Affairs.

Ms. Sasikarn Daphne Blendel Hingert was described in the event's program as "a polyglot orator who was a key member of her undergraduate university's prolific debate team. She has utilised her creativity and rhetorical skills in numerous initiatives to promote Chalmers and Sweden to Thai students. These initiatives have contributed profoundly to a 100% increase in Thai applicants to Chalmers in 2016." She is taking up a Master's degree in Biotechnology at Chalmers University of Technology with full scholarship.

The Global Swede is an initiative of the Swedish government and the Swedish

Institute to honor excellent foreign students in their role as future ambassadors of Sweden. Ms. Hingert was among a select 22 foreign students who received this award on May 18, 2016 at Arvfurstens Palats in Stockholm.

Ms. Hingert, who graduated with a degree in Biomedical Sciences in 2013, told *Kaleidoscope* that Chalmers sent her and a marketing officer to Thailand in November 2015 to successfully promote Chalmers among Thai students.

"We attended the OCSC International Education Fair at Siam Paragon, then we went to MUIC for the Education Expo, and lastly to Chulalongkorn University. I coordinated with MUIC's Student Affairs Office in securing a booth for Chalmers at the MUIC fair."

ALUMNI IN WELCOMING CAMP

The Welcoming Camp is primarily an activity for Freshmen, a chance for them to break the ice and know their schoolmates better. However, MUIC thinks it's also a good opportunity for them to meet some alumni and listen to a word of advice. On May 7-8, 2016, 30 alumni joined the Welcoming Camp held at Baan Phu Waan Pastoral Training Center in Nakorn Pathom province. A special panel entitled "Alumni Talk and Major Talk" featured the alumni who shared their thoughts on how freshmen can best adapt to university life, among others.

Kaleidoscope was able to talk to two of them. Mr. Thaweesak "Alex" Thananan, a Travel Industry and Management graduate and now an actor, news anchor and emcee, gave the opening speech in behalf of his fellow alumni during the "Bai Sri Su Kwan" ceremony. "I welcomed them to the MUIC family and asked them to love and protect one another long after they graduate," he said.

Ms. Chayanis "Opal" Nimvachirasoonthorn, a Marketing major of Batch 2013 and who is now an Assistant Marketing Manager at Perane Safety Glass Co.,Ltd., is a frequent speaker in Welcoming events. "I explained to them what it was like to be a Marketing student. I gave them tips on time management, discussed creativity and discipline, and also advised them to get the most out of what MUIC can offer."



ALEX

OPAL

FOOD AND BEVERAGE

ARAYA "AOR" KALAPUK
21 years old

For Ms. Araya "Aor" Kalapuk, studying under the IHM program "allows me to be creative while having a strategic plan for my future." Her internship at Salaya Pavilion Hotel and Training Center is affording her the opportunity to learn the nuts and bolts of the hospitality business through hands-on training.

Being the president of her in-house internship batch, Aor already has her hands full. She, however, takes on the challenge of not only learning but also leading. Leading, as she learned, is not only taking the initiative but also learning to listen, both to her batchmates and also the customer.

From her internship Aor learned that she must cater to every guest's needs. "Not every guest would like to be treated the same way. As service providers, we need to be able to 'read' the guests and observe their needs in order to deliver the service accordingly."

Q: What's the most interesting part of your internship? Why?

A: To be the representative of SPH trainees. Whether in front of the house or back of the house, every trainee in every department is the representative of the organization.

Mentor's Remarks:

Selected by her peers to be president of the batch, Aor is learning well how to be a leader. She is a sharp thinker, well-organized and always knows what she needs to achieve.



MEET the APPRENTICE



The International Hospitality Management (IHM) program is one of the flagship offerings of MUC. In fact, it was among the College's first programs (then known as Tourism Industry Management or TIM).

Over the years, the Tourism and Hospitality Division (THM) kept pace with the ever-dynamic industry through the effective melding of thorough theoretical grounding and strong vocational focus. According to Dr. Chen Ka Tat Nixon, THM Program Coordinator, the latter is achieved primarily through a two-step internship program. Students who have passed 80 credits are required to undergo a three-month on-campus internship at the Salaya Pavilion Hotel and Training Center before going on to off-campus apprenticeship in hotels like JW Marriott, Sheraton, W Hotel and Hilton Hotel in Thailand, the Anantara in Dubai and Park Hotel in Singapore; event organizers like TCEB, IMPACT, and Pico; major airlines such as Thai Airways; and tour companies like Kuoni.

HOUSEKEEPING

JAIRANAI "MINK" PIJITPAKDEEKUL
20 years old

Mink dreams of one day putting up her own hostel "that attracts many guests from around the world."

Based on her experience so far in Housekeeping department, she has come to appreciate the need to keep both the public areas of the hotel and the guest rooms clean and hygienic not only to keep guests satisfied but also to "maintain the condition of the hotel for long-run operation."

To accomplish this, Mink says motivation is paramount. "The key to encourage one another is by being observant and understanding. People have different motivating factors. If my colleague is getting discouraged, it is important to know what motivates him. We must also be able to motivate ourselves first, which I believe is the most difficult thing."

Another important factor for success is time management. "In the Housekeeping department, the staff and interns will have to complete their task within the given time, regardless of the workload."

Q: What's the most interesting part of your duty here at Salaya Pavilion? Why?

A: For our internship, apart from the hotel operation work, we are responsible for completing several additional tasks. These are to design and sell the batch shirt, to arrange a Mango Bar Event and also to organize a Theme Night. These tasks let us work together as a whole batch, promote Salaya Pavilion products, allow us to apply what we have learned into practice.

Mentor's Remarks:

My impression of Mink—who is vice president of her batch—is very good. She is attentive, focused and committed to what she is doing. She is also friendly, hospitable, helpful, has an excellent attitude, determined, and accommodating.





INTERNSHIPS

At the Salaya Pavilion Hotel and Training Center, which was established in 1999, interns are required to rotate through four departments, namely, Front Office, Food and Beverage, Housekeeping, and Kitchen. They also attend workshops on team-building, good manners and others.

Ajam Nate-tra Dhevabanchachai, General Manager of Salaya Pavilion Hotel and Training Center, and head of Internship I, said that after three months' apprenticeship, she expects the interns to have a strong foundation in hotel operations, personality development and life experience through group training and personalized counselling.

"SPH interns not only learn about hotel operations, but they also gain life experience (via daily transactions with guests and group activities among their batchmates). We train them in personal grooming, and leadership and communication skills, and instill in them the right attitude, a passion for service, and the value of teamwork," she said. "Our interns are well-trained in four hotel departments, making it easier for them to excel in the field."

For our cover story, *Kaleidoscope* interviews four members of Batch 62 and learn more about them and their internship.



FRONT OFFICE

MR. WORAPAN "PUAY" RITVICHAI
23 years old

For Puay, majoring in International Hospitality Management is a pragmatic choice. He is well aware of the continuing boom in tourism in Thailand. Not only that, his family is in the hospitality business and he intends to learn as much as he can about the industry.

At the same time, Puay wants to take on the challenge of solving day-to-day problems in the hospitality business. Whether it is as simple as being punctual in performing his duties to ascertaining that he has satisfied the expectations of hotel guests, he sets a high bar for his own performance. He appreciates the value of his current posting, saying that working in the Front Office helps him hone his problem-solving skills. "I have to interact directly with hotels guests. This requires lots of patience and I have to be service-minded. Excellent service means repeat guests."

He is grateful to his instructors at Salaya Pavilion for being patient in training him and his batchmates. He acknowledges their different teaching techniques and is happy to learn something new, one of which, is wine-tasting.



KITCHEN

CHIEH-CHI "JACKY" HUANG
21 years old

Jacky is a Taiwanese who has been born and raised here in Thailand. According to him, cooking has been his passion, so enrolling in MUIC's IHM program is an inevitable decision.

When he underwent the internship program at Salaya Pavilion, he was first assigned to the Kitchen section where he learned new things about pastries. The trainers taught him how to bake different kinds of bread and cookies. Not only that, he also learned how to package pastry products, perform buffet duties and prepare ingredients for big events.

He says he learned a lot from Salaya Pavilion's trainers. "The trainers are very friendly and also kind to every intern. They are willing to teach and answer all our questions. I like the study class with the trainers because they demonstrate the skills and right techniques in cooking."

Beyond the kitchen, he says he also likes learning new things. One of these is the importance of team work in his industry. He also brings to the table what he claims are his strengths: Good manners and a positive attitude.

Q: What kind of food do you like cooking?

A: Aside from baking cookies, I like to cook main dishes, especially European dishes that have tomatoes, cheese, and cream as ingredients.

Mentor's Remarks:

Jacky observes things calmly. He is an optimist and a quick learner. As he is Taiwanese, he is able to help a great deal with our Chinese guests here at SPH. Aside from Mandarin and English, he can also speak Thai and Spanish.

Q: What skills are you good at?

A: Communication is my strongest asset. I can work well with all kinds of people. I use my communication skills to reach a compromise with my team mates, staff and co-workers from another department.

Mentor's Remarks:

A very cheerful person, Puay is willing to learn and provide maximum satisfaction to every client. Aside from this, he is a goal-oriented person who shares happiness and good advice with his friends.

Back From STUDIES ABROAD

Aside from the chance to learn in another university in a foreign land, what are the other advantages of being an exchange student? *KaleidoScope* interviewed two outbound exchange students who had spent a semester abroad (they were also featured in the magazine's May-August 2015 issue) and asked them about their experience.



Ms. Martha Asad-Dehgan, an International Studies major, said going on an exchange study abroad does not mean being confined to the four walls of the classroom. It means exploring the Netherlands and its neighboring countries, sometimes with classmates and newfound friends, sometimes, by herself.

She experienced taking the train alone and also shared car rides as she traveled from Gronigen to Eindhoven. She also visited France, Belgium, Germany, Austria, Hungary, and Slovakia.

Such trips afforded her to get more acquainted with other cultures. One time, she attended a worship service in a Christian church. "I sat right at the back just in case I needed to leave. Despite this, the church-goers welcomed me despite my awkward behavior."

After a semester of studying abroad, Martha said, "I learned that knowledge is infinite and it's impossible to stop learning. I gained a new perspective and tried to understand why people think differently. I put myself way out of my comfort zone and I survived."



Ms. Kanjanaporn "Mild" Tienchat-a-nan, a Marketing student, loves traveling and getting exposed to new cultures. It is no surprise then when she went to Oxford Brookes University in the UK as an exchange student. Aside from her studies, she also worked with the Thai Society at Oxford, helping out in the Asian Food Festival and also Loy Krathong Festival. She also joined the Fashion Society Club of the university, enabling her to strut down the catwalk during the university's fashion show event.

Mild also visited Scotland and Northern Ireland. Having classmates and housemates from Uruguay, the Netherlands, Denmark, and the US gave her the chance to learn more about their respective cultures.

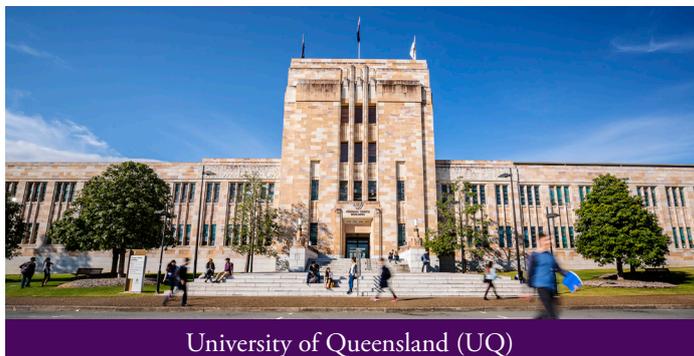
"I learned how to deal with people from different countries. I learned more about their cultures too. Studying abroad also taught me to be more responsible and organized, and to also socialize with others better and learn how to best manage my emotions."

New Exchange Program with **HK AND AUSSIE UNIS**

Students from the Tourism and Hospitality Management (THM) Division now have a chance to learn alongside fellow students from the Chinese University of Hong Kong (CUHK) and University of Queensland (UQ) in Australia through an intensive international student exchange and cross-cultural program called Asia-Pacific Hospitality Management Program (APHMP).

Dr. Chen Ka Tat Nixon, Program Coordinator, said they are now selecting the students for the first batch. Participants

in this program are expected to improve their cultural sensitivity and cross-cultural learning capabilities, develop an understanding of business and tourism ethics and corporate social and environmental responsibilities.



University of Queensland (UQ)



Chinese University of Hong Kong (CUHK)

MU *Ranked* No. 1 *in Thailand*

Mahidol University (MU) was ranked as the top university in Thailand, according to the latest Thames Higher Education (THE) World Rankings survey.



Among the various components of the ranking, MU received a score of 44.1% for International Outlook, undoubtedly driven by the strong internationalization thrust of Mahidol University International College.

According to THE, this year's survey covered 800 universities in 70 countries. MU leads six other Thai universities in the prestigious academic ranking list, namely, Chiang Mai University, Chulalongkorn University, Khon Kaen University, King Mongkut's University of Technology Thonburi, Prince of Songkhla University, and Suranaree University of Technology.

Freshmen Organize Media Talk

Freshmen students from the Media and Communication Program successfully hosted on June 16, 2016 their first-ever talk event called "Media มิได้ยว" or "Media Mediang" (a play on the Thai and English words which when combined means the "deteriorating state of the media"). This event was aimed at educating students on the complexities of newsmakers and newsmaking and their impact on Thai society.

Dr. Chalermchai Yodmalai, a journalist and media critic, and Dr. Jitarin Jaidee, a psychiatrist from Bangkok Hospital, were the guest speakers.

Dr. Chalermchai explained that audiences tend to love negative stories more than positive ones. The media tend to use sensationalistic headlines to grab the attention of the audience. On the other hand, Dr. Jitarin said harmful media messages like obscene words and graphic images can affect negatively the mental state of some audience members.

They said it is essential that audiences must be "media literate" which is the ability to effectively comprehend and be critical of mass media messages.

The writer, Ajarn Nunnapan Puathanawat, is an assistant lecturer at the Media and Communication Program.



Student Wins 1st Prize *in* SPEECH CONTEST

A Third Year Social Science student bagged the 1st Prize in the recently concluded Indonesian Speech Contest held on May 28, 2016 at the Indonesian Embassy in Bangkok.

Ms. Mareeya Wu, whose concentration is Southeast Asian Studies, won over 12 other contestants in the competition sponsored by the Indonesian Embassy that tested their fluency in Bahasa Indonesia. Ms. Wu's winning speech was entitled, "Bahasa Indonesia Dan Budaya Indonesia" ("Indonesian Language and Culture").

Ms. Wu is currently studying Bahasa Indonesia 3 with Ajarn Kurniati Wirakotan. Asked about her student's victory, Ajarn Kurniati said, "She delivered an excellent speech in Bahasa Indonesia. What's more, she amazed the judges because she was able to answer their questions correctly in that language."

Ms. Wu's prize is an expense-paid trip to the Indonesian capital, Jakarta, and also to Yogyakarta from August 15 to 20, 2016. Part of the itinerary is a visit to the Indonesian Presidential Palace during the Independence Day ceremony on August 17, 2016.

Asked about the value of studying Bahasa Indonesia, Ms. Wu said it would be helpful when she enters graduate school or work for an NGO after graduation.





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