



PRESS RELEASE

IBTE Students from School of Hospitality and Tourism Visits Insignia Cruise Ship

21 May 2023 - The Institute of Brunei Technical Education (IBTE), School of Hospitality and Tourism initiated an educational field visit to the Oceania Insignia Cruise Ship which was docked at Cruise Ship Centre, Muara Conventional Terminal on the 21st May 2023. The visit was arranged and led by *Cikgu Siti Umi Amirah binti Hj Ra'emi Maleek*, Programme Leader for Tourism Programmes for School of Hospitality and Tourism, where 30 students and 5 teaching staff joined from Higher National Technical Education Certificate (HNTec) in Hospitality Operations programme and HNTec in Travel and Tourism programme.

The objective of the visit was to provide students on the insights of the Cruise industry and the facilities as well as services available inside a Cruise Ship. This gave the students an opportunity to learn first-hand on the modules taught in the programme they are studying. The students also learned about other job opportunities available within the Cruise Industry.

Abdul Qawim Bin Mohd Noorhafiz, a student currently in his first semester under HNTec in Hospitality Operations programme said that he enjoyed the trip and commented *"it was interesting because I got the opportunity to learn about the operations inside the Cruise Ship which includes how the staff work in the restaurant. Mainly on how they serve their passengers and how baristas make and serve drinks to passengers"*. The student added witnessing different styles of service in an International Cruise Ship has benefited him in a way that it has broaden his knowledge and experience in the Restaurant sector.

Whilst Nur Haziqah Umairah binti Azimi, a student from HNTec in Travel and Tourism programme said that her key take away from the trip was that her learning experience has expanded because she has learnt a lot throughout the visit as it is related to the Customer

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Service module she is currently learning. She also added, *“I feel like a special guest upon arrival because everyone was welcoming and friendly and the atmosphere was very different to what I personally experience in Brunei or in other countries. I learnt different ways on how the staff deals with veterans, tourists, good hospitality and the importance of executing excellent customer service. This has impacted me and I feel motivated to do well in my studies so I can help the Hospitality and Tourism Industry in Brunei”*.

It was a great privilege for IBTE School of Hospitality and Tourism to receive a rare opportunity in which provided both students and staff a day of quality teaching and learning outside of their classroom. It is initiatives like this that allows students and teachers to move towards IBTE’s vision and mission and most importantly ensure Wawasan Brunei 2035 aspirations are aligned and achieved.

Prepared by:
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IBTE

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