

John Ng



Association of Professional Trainers (Singapore)

Genuine + Professional + Integrity



Mr. John Ng

**Lecturer/Consultant
Hospitality/F & B/Tourism
Certified Human Behaviour Analyst**

**Company : Far East Consultancy
Email : chween@singnet.com.sg
Mobile : 9127 7515**

John is a dynamic and experienced lecturer/consultant in the training and education industry.

He received a Bachelor's degree in Science majoring in Travel Industry Management from University of Hawaii and also received an MBA from University of South Australia.

John has had over 30 years of experience in the Tourism industry from operating his own travel agency, F&B business, to working as a regional director of an international corporation. He had also worked for The Westin and Oriental Group in the Hospitality Industry. John has chaired many seminars and talks on subjects relating to the industry such as Ethics in Tourism, Eco Tourism, MICE industries, F&B Industries and Trends in World Tourism. He has been invited as a panel speaker in ASEAN Tourism Meets.

John represented Singapore in the 5th International Convention of Tourist Guide Lecturers in South Africa in 1995, where he spearheaded the successful bid for Singapore to host the 6th annual convention.

He is also a certified human behavior analyst that helped many people realize their blind spot and at the same time their potential particularly in jobs that deal with people. He is also a recipient of ACTA (Advanced Certificate In Training & Assessment) awarded by Singapore Workforce Development Agency.

In the past few years, John has been involved as a lecturer in the Excellent Customer Service Award organized by Spring Singapore to many staff across various industries such as Banking (UOB, Maybank, DBS...etc), Medical (Eye Center, Tan Tock Seng, Mt. Elizabeth...etc), Tourism and IT industries.

He is currently an Associate Lecturer/Trainer for Singapore Chinese Chamber Institute of Business, MDIS, Raffles Knowledge Pte Ltd and Restaurant Association of Singapore.

He specializes in Professional Development programmes such as Excellent Customer Service and Supervisory Management and has trained many corporations locally and overseas. In the academic sectors, he teaches Mice market, Tourism Today, F&B Management and Hospitality Marketing. His delivery is fresh, upfront, and very practical. This allows participants to take-away readily applied skills to the workplace or home.