



Ong (third from left) with Tan (fourth from left) during the trip to Osaka.



Ong and friends hitting the streets of Osaka.

Multi-tasking employee

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Ong (left) had the Japanese guests dancing and singing at the 'The One' singing finals.

GEORGE TOWN — The hotel industry is all about hospitality and Hard Rock Hotel Penang's entertainment and vibe manager, Tommy Ong, 41, serves with pride and gives great attention to detail.

"Hard Rock hotels are always full of fun and activities but it is the people who make it a memorable experience," says Ong, who has been with the hotel since its opening in 2009. He was previously an entertainment manager at Club Med in Indonesia, Australia, New Caledonia and Japan.

Ong is responsible for creating and managing events and activities for the hotel's Beach Club, Roxity Kids Club and Tabu Teens Club. He also overlooks the repertoire of music played at the different outlets to ensure the right mood and volume levels are maintained at all times.

He also works with the marketing team on advertising and promotional materials.

"I like sourcing for new and interesting events that will fit the Hard Rock brand which includes hosting auditions for gigs and shows," Ong said. In addition, he conducts training sessions for his team, overlooks the hotel's media relations and emcees various events at the venue.

His job offers him the opportunity to make friends with people from all walks of life and from different nationalities.

"I have a great opportunity to make new friends from around the world. It is satisfying to see guests having a memorable time with their family and friends. They treasure the good moments and often write back to express their gratitude."

Among the personalities he has met are members of Air Supply, Zainal Abidin, Man Kidal, Datuk Sheila Majid, Adibah Nor and Amy Search.

Ong, who often works long hours and weekends, says: "I have managed to find a balance between personal time and official work. This is the sacrifice one has to make in this industry."

He recently accompanied Sherman Tan — winner of the resort's "The One" singing competition to Osaka for the finals.

"We showcased our local talent and the Japanese audience appreciated Sherman's performance."

On his long-term goals with the chain, he said: "The Hard Rock family is a big one. Everywhere I travel to, if there's a Hard Rock Cafe or Hotel, I will definitely visit and introduce myself. This helps me collaborate events with my counterparts in other countries.

"For this practice to grow, I believe we need a regional manager and I hope to hold that post if and when it is created. For now, I will continue to enjoy what I do."