

Nomination: 8526

Mr. Benjamin Bing Hong

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company MGM China
Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title Mr. Benjamin Bing Hong
Category C01 - C16 Individual > C04 - Chief Learning Officer of the Year
Individual Submission Format Written Answers
a. Briefly describe the nominated individual: history and past performance (up to 200 words). Required <p>Benjamin Hong is the Executive Director of Learning & Talent Development at MGM China, overseeing a 50+ member training team for two integrated resorts in Macau and regional offices, serving 12,000 employees. Under his leadership, MGM China Learning Team has received 110 awards for excellence in employee development, engagement, and culture, including two BEST Awards from the Association of Talent Development.</p> <p>Benjamin's initiatives extend beyond internal development, focusing on community learning and local talent growth. He shares insights at universities, local communities, and HR forums, while also creating innovative learning programs that benefit both internal teams and external partners, including collaborations with the Macao Government Tourism Office and UNWTO.</p> <p>With nearly 20 years of experience in Hospitality Human Resources Management, Benjamin previously held positions at Starwood Hotels & Resorts, including Area Director of Talent Development & Culture for South China & Hainan, and Director of Human Resources at The St. Regis Shenzhen. His diverse corporate experiences in hospitality have honed his cultural awareness and business partnership skills, making his learning expertise in the hospitality industry.</p>

b. Outline the nominee's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

Benjamin played a pivotal role in the company's post-pandemic recovery from the organizational learning perspective. Working closely with management and communities, he led his team in responding to the unprecedented challenges by implementing major transformations in learning infrastructure and approaches. These transformations focused on supporting new business trends, training to achieve diversified business goals. Benjamin's work centered on building long-term organizational capabilities alongside transformation efforts, creating a strong learning culture that accelerated digitalization, personal ownership of growth, and innovative ways to support external communities.

Key achievements:

- Building organizational capacities with 2,500 classroom training programs, 19,500 eLearning courses and 10 career development programs
- Establishing partnerships with 30+ learning partners to introduce programs such as back-to-school program, benefiting 2,000+ employees
- Organize an array of learning events about National Education, Chinese history & Culture, Talent Development, Youth Development and Tourism+ etc., target to MGM employees, students and industry professionals
- Nurturing strong work ethics and engagement with "Craftsmanship" Training Program
- Developing community outreach eLearning programs to receive 200,000+ visitation, including the sign language eLearning program in town
- Constructing talent pipeline in the communities through active participation in academic and professional activities, including being guest lecturer, giving talks, serving as panel judge, reviewing new curriculum, etc.
- Formulating structured internship and mentorship scheme
- Pioneering signature in-house "Learning Month" and Academy Graduation with partners
- Promoting Greater Bay Area Talent Exchanges
- Benchmarking with best-in-class L&D practices through awards, including Best in Localization, best corporate university, etc.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the nominee's past performance (up to 250 words). Required

With Benjamin's vision and leadership, the company has stayed ahead of the game in the field of Learning and Development, especially in digitalizing learning through enhancing the organizational capabilities to quickly adapt to the new tourism trends. The following summarizes the highlights of his achievement.

- Learning digitalization - Introduced brand-new virtual classroom platform, transforming 60% classroom training to virtual format, resulting in the number of active users jumping from 60% to 96%, highest ratio in the local market.
- Furthering self-directed Learning - Managed to achieve an average of 100 training hours per employee in 2023, exceeding industry average of 40 hours.
- Career Development - Continued to nurture career development and lifelong learning during the unusual time. Total over 200 participants graduated from our signature "PRIDE Career Development Program".
- Continuous Education – Established exclusive partnership with renowned universities to offer diploma and certification programs, future skills, etc. Back-to-school program, for example, provides classroom lecture in the property premise and flexible work had successfully nurtured 30 MGM employees to achieve their dream of completing their high-school diploma last year.
- Sustainable Learning in Communities – supported local talent development initiatives, including internship opportunities, sharing sessions, being a guest lecturer, introducing study-work scheme, youth development programs, co-publish papers, etc., benefiting over 8,000 students over the years.
- International Guest Welcome Training Program/Macao Courtesy Program, a new focus area to support our new strategy to attract more international guest, including trainings such as International Guest Culture Awareness Program and Language Trainings.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

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Supporting Document

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