



THE-ICE ...

MUCH MORE THAN JUST AN ACCREDITATION AGENCY

FIND OUT MORE

THE-ICE 16th IPoE Forum 2023

Plenary Panel: Industry Leaders in Conversation with Leaders of the Future

Mr Matthew Ng

**Restaurant Manager, Akaiito Restaurant; Otōto Bar and Eatery, Melbourne, Australia
William Angliss Institute alumni, Higher Education, Bachelor of Culinary Management**



With a decade of diverse experience spanning an array of pivotal roles, ranging from Operations to Management, Matthew brings a comprehensive perspective of the hospitality domain to business proprietors and peers alike.

His niche expertise lies in the realm of fine dining, aligning seamlessly with Michelin standards. Matthew has garnered esteemed acclaim for his exceptional customer service acumen and profound industry knowledge, amassing commendation from both industry insiders and discerning patrons. His extensive network spans across an array of sectors, including Government, Finance, and Information Technology, fostering invaluable connections that consistently facilitate collaborative endeavours. Among his notable affiliations, Matthew has presided over esteemed institutions such as UOB, AMEX, and OCBC in Singapore, in addition to orchestrating the

MasterCard Global Risk Conference in 2016, thus gaining firsthand exposure to a spectrum of service styles and bespoke requisites.

A relentless advocate for exceeding expectations, Matthew is unwavering in his commitment to crafting experiences that resonate deeply with the palates and sentiments of his guests. During his tenure abroad in Melbourne, Australia, he orchestrated a significant expansion of the customer base and augmented overall expenditures at his establishment. Simultaneously, he undertook the mantle of training and enriching his team in the realms of wine expertise and operational finesse. Notably, Matthew prioritizes the holistic well-being of his team, addressing both their physical and emotional needs to cultivate an environment marked by positivity and cohesion. He remains receptive to diverse perspectives, actively soliciting input for continuous improvement and innovation within the business.

At the core of Matthew's passion resides the art of fine dining, a domain where he feels most at ease and derives profound gratification from guests expressing their delight in their exquisite experiences.

Presently, he is engaged with Akaiito, a distinguished 1-Hat Japanese Restaurant, and Otōto, a contemporary izakaya, both integral components of the same esteemed organization. Within these establishments, Matthew expertly curates Sake pairings and engages in direct interaction with patrons, further elevating their gastronomic journey. Collaboratively, alongside Chef Winston Zhang, he tirelessly endeavours to propel culinary and service standards to the zenith of excellence. Matthew's visionary leadership extends to the formulation of an exhaustive training regimen, empowering colleagues to embark on their journey of self-improvement and evolve into the paragons of professional excellence.