

Mr Richard Hatter
General Manager, Hotel ICON
Adjunct Associate Professor
School of Hotel and Tourism Management
The Hong Kong Polytechnic University



Richard Hatter is the General Manager of Hotel ICON and Adjunct Associate Professor of the School of Hotel and Tourism Management at The Hong Kong Polytechnic University.

Richard previously spent 18 years with Shangri-La Hotels and Resorts where he held senior corporate management positions in development and operations, including as Director of Development. He also held several general manager posts at leading Shangri-La hotels. Mr Hatter previously worked with Dusit Thani Hotels in Thailand and Gulf Hotels in the U.A.E and in luxury hotels in the United Kingdom and Tortola BVI. He began his hotel industry career in 1980.

From the unequivocal brand statement – Unlike any other – to the sleek identity system and engaging guest items, Richard Hatter’s creative vision is very much in evidence at Hotel ICON. Starting from the ground upwards, during his five year tenure, Richard has successfully developed the world’s first fully integrated commercial and teaching/research hotel owned by the university which includes implementing and managing all aspects of Hotel ICON’s technology infrastructure, development of the brand, management and operating philosophy, marketing strategy, operating systems, recruitment and formulating the integrated educational internship model.