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MEDIA FACTSHEET**

**85 WORKERS IN THE HOTEL INDUSTRY TO RECEIVE FDAWU/NTUC/SHA
EMPLOYEE OF THE YEAR 2024 AWARD**

1. To recognise the excellent performance and commendable services of our workers in the hotel industry, the Food, Drinks and Allied Workers Union (FDWU) and the Singapore Hotel Association (SHA), supported by the NTUC's e2i (Employment and Employability Institute), will be awarding the FDAWU/NTUC/SHA Employee of the Year award to 85 individuals this year. Please refer to Annex A for the full list of award recipients and Annex B for write ups of selected profiles.
2. Launched in 1985, this longstanding award serves to encourage hotels to recognise deserving employees for their outstanding performance and contributions to organisational success.
3. The award was presented at the FDAWU/NTUC/SHA Employee of the Year 2024 award ceremony today at the Stephen Riady Auditorium @ NTUC Centre, graced by Guest-of-Honour NTUC Deputy Secretary-General Desmond Tan. He presented the award to the 85 individuals together with FDAWU President Julie Cheong, and SHA President, Kenneth Li. The event was attended by more than 160 employees and employer representatives from various hotels, union leaders and staff.

Nomination and Award Criteria

4. In light of the disruptions caused by rapid advancements in automation, artificial intelligence, digital technologies, and COVID-19, employers were encouraged to nominate employees who demonstrated Worker 4.0 traits. These traits include being ready to take on new tasks, staying relevant with new skills, and being resilient and adaptable to new ways of working.

5. The award is open to all non-managerial (rank-and-file/executive) staff who have at least one-year of continuous full-time service. Each SHA member hotel is allowed to nominate one employee for the award for the work year of 2023.

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Chinese Names and Terms	中文名称与词汇
National Trades Union Congress (NTUC)	全国职工总会 (职总)
Food Drinks and Allied Workers Union (FDWU)	食品饮料及同行业工友联合会
NTUC's e2i (Employment and Employability Institute)	就业与职能培训中心
Singapore Hotel Association	新加坡酒店协会
Desmond Tan NTUC Deputy Secretary-General	陈国明 职总副秘书长
Julie Cheong President Food, Drinks and Allied Workers Union	张爱红 会长 食品饮料及同行业工友联合会
Kenneth Li President Singapore Hotel Association	李本俊 会长 新加坡酒店协会
FDWU/NTUC/SHA Employee of the Year Award	年度最佳雇员奖项

About Food, Drinks and Allied Workers Union (FDWU)

The Food, Drinks and Allied Workers Union was formed in 1964. With more than 51,000 members, it represents workers in the hospitality and serviced apartments, food manufacturing, food services and grocery retail industries.

About the National Trades Union Congress (NTUC)

The National Trades Union Congress (NTUC) is a national confederation of trade unions as well as a network of professional associations and partners across all sectors in Singapore. NTUC's objectives are to help Singapore stay competitive and working people

remain employable for life; to enhance the social status and well-being of our members and working people; and to build a strong, responsible and caring labour movement. NTUC's vision is to be an inclusive labour movement for all collars, ages and nationalities. NTUC is at the heart of the Labour Movement, which comprises 58 affiliated unions, seven affiliated associations, seven social enterprises, six related organisations as well as a growing ecosystem of professional associations and enterprise partners. For more details, visit www.ntuc.org.sg.

About SHA

The Singapore Hotel Association (SHA) is the umbrella body for hotels in Singapore. Its membership is made up of hotel entities which are represented by proprietors of hotels or appointed representatives.

Its current membership comprises 167 hotels which accounts for some 80% of total gazetted room count. In addition, the SHA has a training arm, SHATEC, which was set up in 1983 to upskill manpower in the hotel industry.

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ANNEX A
List of Award Recipients

The award winners for FDAWU/NTUC/SHA “Employee of the Year” Award 2024 are as follows:

	Company	Name	Designation
1	Aloft Singapore Novena	Hazirah Bte Abdul Razak	Front Office & Quality Specialist
2	Amara Sanctuary Resort Sentosa	Wang Fei Fei	Housekeeping Attendant
3	Amara Singapore	Muhammad Haiqal Rafiq Geach	Technician
4	AMOY Hotel	Rajesh Moganakrishnan	Senior Guest Service Executive
5	Artyzen Singapore Hotel	Kajendran S/O Rajagopal	Security Team Leader
6	Ascott International Management Pte Ltd	Aimi Emirah Binte Yuseri	Executive, Guest Service
7	Carlton City Hotel (Singapore) Pte Ltd	Ravean Raj Ravindaran	Concierge
8	Carlton Hotel (Singapore) Pte Ltd	S Sumathi Sankundan	Secretary (Engineering Department)
9	Concorde Hotel Singapore	Koh Geok Hwee (Rita)	Captain
10	Conrad Centennial Singapore	Fazli Bin Abdul Razak	Lobby Ambassador
11	Conrad Singapore Orchard	Wee Jiok Guan Wilson	IT Executive

12	Copthorne King's Hotel Singapore	Lim Kian Liang	Supervisor
13	Crockfords Tower	Wong Yik Shan	Guest Experience Lead
14	Crowne Plaza Changi Airport	Harikrishnan Subramanimam	Stewarding Supervisor
15	Dao by Dorsett AMTD Singapore	Rahiman Bin Rahman	Security Concierge
16	Dorsett Singapore	Irene Wong Suet Li	Dorsett Representative
17	Fairmont Singapore	Atok Kristine Catigbe	Senior F&B Guest Services Leader
18	Four Seasons Hotel Singapore	Terry Mariyadas	Duty Engineer
19	Furama City Centre Singapore	Ha Shek Fei Edison	Junior Sous Chef
20	Furama RiverFront Singapore	Chen Mei Lan	Room Attendant
21	Genting Hotel Jurong	Thitipa Kamcharee	Guest Relations Agent
22	Goodwood Park Hotel	Krishnamurthi A/L Shanmugan	Restaurant Executive
23	Grand Mercure Singapore Roxy	Chan Kah Soon	Housekeeping Assistant
24	Holiday Inn Express Singapore Clarke Quay	Cheah Gek Kiang (Serene)	Guest Service Agent (F&B)
25	Holiday Inn Express Singapore Orchard Road	Yip Kum Weng	Public Area Attendant
26	Holiday Inn Singapore Atrium	Cabading Calumnas Crisphanie	Bar Executive

27	Holiday Inn Singapore Little India	Ma. Angela Buenaobra San Juan	Duty Manager
28	Hotel Equarius	Rosnah Binti Jaafar	Senior Housekeeping Attendant
29	Hotel Michael	Pullan Francis Urizza	Hospitality Executive
30	Hotel Miramar (S) Ltd	Nguyen Thi Hien	Senior Chambermaid
31	Hotel Ora	Jersey Low Zi Ying	Guest Experience Lead
32	Hotel Royal Limited	Mathanmogan Vikiramunathan	Senior Electrician
33	Hotel Royal Queens	Maniselvan A/L Krishnan	Senior Duty Manager
34	ibis Singapore on Bencoolen	Siti Nurhana Binte Abdul Shukor	Sales Administrator
35	InterContinental Singapore	Wong Jie Eein	Senior Hostess
36	InterContinental Singapore Robertson Quay	Liu Chongqi	Housekeeping Floor Supervisor
37	JEN Singapore Orchardgateway by Shangri-La	Muhammad Reza Bin Mohd Salleh	Service Leader - Concierge
38	JEN Singapore Tanglin by Shangri- La	Subendran Vecivanathan	F&B Service Captain
39	M Hotel Singapore	Luis Tan Zheng Kai	Senior Guest Services Executive
40	M Social Singapore	Muhammad Rahimi Bin Mohamed	Security Executive

41	Mandarin Oriental, Singapore	Ganesan A/L T Naganathan	Operations Executive
42	Marina Bay Sands Pte Ltd	Ivy Ong	Front Office Supervisor
43	Oasia Hotel Downtown	Lucas Noel Parthiben	Senior Guest Service Assistant
44	Oasia Resort Sentosa Singapore	Siti Hajar Binti Yusaini	Senior Guest Service Assistant
45	ONE°15 Marina Sentosa Cove Singapore	Ridzuan Bin Mohammad	Doorman cum Driver
46	Orchard Hotel Singapore	Si Toh Pooi Mun	Pastry Chef
47	Orchard Rendezvous Hotel Singapore	Che Ming Yang	Room Attendant
48	Pan Pacific Singapore	Nge Swee Boon	Manager, Service One
49	Paradox Singapore Merchant Court	Nur Lydiawati Binti Roslie	Guest Services Executive
50	Park Avenue Changi	Pharaathi Letchumi Kanthan	Senior Guest Relations Executive
51	Park Avenue Rochester	Masmira Binte Mohamed Arsad	Guest Relations Officer
52	PARKROYAL COLLECTION Marina Bay, Singapore	Qi Lingling	Ambassador II-Guest Room
53	PARKROYAL COLLECTION Pickering, Singapore	Baldeo Emmanuel Doon	Senior Bellman

54	PARKROYAL on Beach Road	Siti Munirah Binte Mohd Zain	Guest Services Team Leader
55	Peninsula Excelsior Singapore, A Wyndham Hotel	Mohamed Amin Bin Mohamed Said	Senior Restaurant Operations Manager
56	Pullman Singapore Orchard	Algene See Meng Soon	Senior Housekeeping Coordinator
57	Quincy Hotel Singapore	Nur Fatin Binte Abdul Rashid	Guest Services Executive
58	Raffles Hotel Singapore	Muhammad Zulhilmi Hussainy Bin Suhardi	Senior Facilities Technician
59	RELC International Hotel	Lee Li Ching	Guest Service Officer
60	Rendezvous Hotel Singapore	Premalata Gopinathan	Room Attendant
61	Royal Plaza on Scotts	Ho Kim Hoang	Housekeeping Attendant
62	Shangri-La Rasa Sentosa, Singapore	Foo See Liang (Richard)	Recreation Associate
63	Shangri-La Singapore	Warren Recana Valencia	Service Associate – Housekeeping (Room Attendant)
64	Sheraton Towers Singapore Hotel	Amin Bin Sahat	Service Assistant (Rooms)
65	Singapore Marriott Tang Plaza Hotel	Debra Quek Pei Ling	SENIOR CATERING SALES MANAGER
66	Sofitel Singapore City Centre	Tan Yu Chai	Demi Chef
67	Studio M Hotel	Er Soon Chyuan	Guest Services Executive

68	Swissotel The Stamford	Rozannah Binti Mazlan	Guest Relations Officer
69	The Barracks Hotel Sentosa	Muhammad Nizam Bin Muhammad Yusuf	Senior Guest Experience Executive
70	The Capitol Kempinski Hotel Singapore	Nur Rafani Umairah Binti Pinus (Tracy)	Food & Beverage Captain
71	The Clan Hotel	Liu Hongyang	Housekeeping Supervisor
72	The Fullerton Bay Hotel Singapore	Ganes A/L Paramasivam	Senior Bell Captain
73	The Fullerton Hotel Singapore	Thet Zin Oo (Johnny)	Captain
74	The Outpost Hotel Sentosa	Mohamad Azela Bin Mohd Radzi	Housekeeping Supervisor
75	The Ritz-Carlton, Millenia Singapore	Figueroa Kristine Soriano	Restaurant Captain
76	The Scarlet Hotel	Muhammad Rifa'ie Bin Roslan	Technician
77	The St. Regis Singapore	Mohd Salleh Bin Waras	Loss Prevention Supervisor
78	Vibe Hotel Singapore Orchard	Yang Fang	Assistant Housekeeping Supervisor
79	Village Hotel Albert Court	Wang Qiang	Assistant Housekeeper
80	Village Hotel Bugis	Harvinth P Rajakumaran	Guest Service Executive
81	Village Hotel Katong	Muhammad Khairul Syafiq Bin Jumaat	Guest Service Executive

82	Village Hotel Sentosa	Luo Meng	Assistant Housekeeper
83	voco Orchard Singapore	Lim Kee Poh David	F&B Associate
84	W Singapore Sentosa Cove	Mohamed Noor Bin Zain	Team Leader
85	York Hotel Pte Ltd	Chan Hin Chuan Steven	Assistant Manager - F&B Operations

ANNEX B

Write Ups of Selected Profiles of Award Recipients

1. Fazli Bin Abdul Razak, Lobby Ambassador, Conrad Centennial Singapore

Fazli embarked on his journey at Conrad Centennial Singapore two decades ago, starting as a porter. Through the years, he diligently honed his skills and participated in various hotel-sponsored courses. His unwavering dedication and perseverance saw him rise from a porter to Bell Captain, and subsequently to Concierge.

In late 2022, Fazli embraced the newly introduced role of a Lobby Ambassador, contributing his valuable insights into its development and job responsibilities. His exceptional talent for engaging with guests quickly became evident, with numerous guest feedback specifically praising his impactful contributions.

Additionally, he actively collaborates with other departments, exemplifying his steadfast commitment to teamwork.

2. Muhammad Reza Bin Mohd Salleh, Service Leader – Concierge, JEN Singapore Orchardgateway by Shangri-La

Reza is an incredibly dedicated member of the Concierge team, as well as an active member of the Food, Drinks and Allied Workers Union. He has demonstrated strong leadership skills, actively participating in hotel activities, and maintaining full attendance. As a service leader, Reza has guided their team to success, serving as a role model to others.

Additionally, Reza is a top membership enroller and has led the concierge team to achieve the hotel's targets.

Reza has also shown excellent customer service skills, going above and beyond to ensure guests' satisfaction. Reza is always willing to learn new skills and take on new challenges and has shown great initiative and creativity in improving the hotel's services.

3. Si Toh Pooi Mun, Pastry Chef, Orchard Hotel Singapore

Si Toh Pooi Mun (Nicole) has demonstrated exceptional teamwork and leadership skills, demonstrating a strong collaborative spirit within the kitchen department.

During major events such as F1 Grand Prix and Singapore Airshow, she works tirelessly from as early as 4am till late at night, while still delivering exceptional performance.

As a Pastry Chef, Nicole has crafted unique creations such as a special afternoon tea menu and is also responsible for beloved staples such as the Signature Durian Cake.

Nicole has demonstrated her commitment to continuous learning by actively participating in training and was multi-skilled under the Career Conversion Programme for Tourism Professionals. She also helps to conceptualise and lead food waste management and sustainability programmes in the kitchen. This includes creating menus made with organic and sustainable produce, as well as utilising herbs from the hotel's own herb garden.

4. Siti Munirah Binte Mohd Zain, Guest Services Team Leader, PARKROYAL on Beach Road

Siti Munirah played a key role in supporting the hotel's upgrading of its Property Management System (PMS) to a cloud-based system. She ensured that all deposits and bookings were accurately and securely transferred, tested the data migration process and assisted with troubleshooting. She even stayed back after her night shift voluntarily until around noon time to ensure she is able to support her team members where needed.

She was tasked to work on and train her teammates on a standardised workflow for a room change and blocking of out-of-service rooms in the system. This standardised process ensured all team members including the bell services and housekeeping are being notified in a timely manner to ensure a room change request is completed by the end of the day.

Her leadership and positive attitude helped her create special rapport not just with her team but also with the hotel guests.

5. Lim Kee Poh David, F&B Associate, voco Orchard Singapore

David Lim has been with the hotel for close to 45 years, but he is still very passionate about what he does on a daily basis.

Working in the Banquet department, David is always ready to lend a helping hand to his colleagues and guests. Every year without fail, he will volunteer to help the team out during one of the busiest periods in the nation – Singapore F1 Grand Prix. Despite the hectic 3 days of event and pre-event preparations, he remains upbeat and full of energy, motivating the younger team members to pull through the event together until its successful completion.

During the hotel's rebranding, David helped to rally support from existing hotel staff for the new management and assisted the hotel leaders whenever he could as the Food



Drinks and Allied Workers union Branch Secretary. He is the epitome of an unsung hero indeed.