

May 2022

SHA UPDATE

Inaugural Hotel Sustainability Conference & Marketplace

- + SHA 60th Anniversary Celebration
- + FDAWU/NTUC/SHA Employee of the Year
- + SHA Welcomes New General Managers
- + Hotel Security Conference and Awards 2021
- + Your Say: Environmental Sustainability in Hotels
- + 2021 EXSA – Hybrid Presentation Ceremony



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MAY 2022

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Inaugural Hotel Sustainability Conference and Marketplace

Jointly organised by SHA, Singapore Tourism Board (STB) and Enterprise Singapore, the Inaugural Hotel Sustainability Conference and Marketplace was held on 21 March 2022 at Sands Expo and Convention Centre. The Guest-of-Honour for the event was Mr Alvin Tan, Minister of State, Ministry of Trade and Industry & Ministry of Culture, Community and Youth.

A key highlight of the event was the launch of Hotel Sustainability Roadmap which is co-developed by SHA and STB under the guidance of SHA Hotel Sustainability Committee. The roadmap sets out clear targets and strategies for hotels to adopt in their sustainability journey. To find out more about the Hotel Sustainability Roadmap, please check out the launch video [here](#).

The full-day in person conference consisted of the following:

- Presentation on “Sustainability Study for the Tourism Sector”, by Mr Marcus Ng, Director and Leader of the Deloitte Southeast Asia Economics Advisory Practice
- Presentation on “Hotel Design and Sustainability”, by Mr Khoo Peng Beng, Director and Co-Founder, ARC Studio Architecture + Urbanism
- Two panel discussions on “Certifications and Measurements for Hotel Environmental Sustainability” and Hotel Environmental Sustainability – Conservation and Waste Minimisation”



Panel discussion on “Certifications and Measurements for Hotel Environmental Sustainability” from left to right: Ms Farizan D’Avezac de Moran, Senior Partner, GreenA Consultants (moderator), Mr Bruno Cristol, Area General Manager, InterContinental Hotels Group, Singapore, Mr Eric Ricaurte, Founder & CEO, Greenview, Mr Sebastian Chung, Director of Safety, Health, Hygiene and Environment, Mandarin Oriental Singapore, and Mr Justin Wu, Director, SG Eco Office, Environmental Policy Division, Ministry of Sustainability and the Environment



Panel discussion on “Hotel Environmental Sustainability – Conservation and Waste Minimisation” from left to right: Ms Farizan D’Avezac de Moran, Senior Partner, GreenA Consultants (moderator), Mr Rainer Tenius, General Manager, Swissotel Merchant Court (now known as Paradox Singapore Merchant Court at Clarke Quay), Mr Parveen Kumar, Hotel Manager, Grand Hyatt Singapore, Mr Melvin Lim, General Manager, PARKROYAL COLLECTION Marina Bay, and Ms Stefanie Beitien, Head of Market Transformation, WWF-Singapore.

A specially curated Hotel Sustainability Marketplace showcasing hotel sustainability solutions from 20 vendors was also held alongside the Conference.

YOUR SAY | Environmental Sustainability in Hotels

The [Hotel Sustainability Roadmap](#) has set out the following two targets for the industry:

- 60% of hotel room stock in Singapore to attain internationally-recognised hotel sustainability certification by 2025.
- For hotels in Singapore to commence tracking of emissions by 2023 and reduce emissions by 2030, with a view to achieve net-zero emissions by 2050.

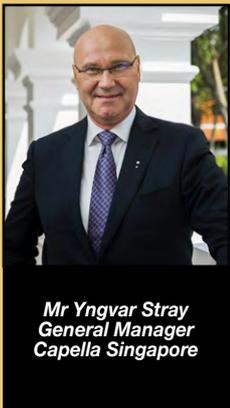
With the launch of the Hotel Sustainability Roadmap, SHA Update hears from GMs their hotel's initiatives to work towards uplifting sustainability performance and achieving the roadmap targets.

At *Capella Singapore*, we believe that doing what is right for the environment is a combination of many small decisions, and making real change begins with each of us and the choices we make every day. As such, we have implemented an Environmental Management System that meets the international requirements of the EarthCheck Company Standard.

Besides EarthCheck certification, Capella Singapore is also in the midst of getting the BCA Green Mark Gold certification and CPLC (Carbon Pricing Leadership Coalition) Singapore certification.

Capella Singapore is committed to continual improvement measured by way of annual Benchmarking Assessments. The team strives to work towards minimising our carbon footprint on the environment by implementing sustainable initiatives aimed at improving the hotel's performance, reducing the use of energy and water and the production of waste.

For example, we have phased out single-use plastics throughout the hotel, including plastic straws, bags, containers, and even bottles. Re-usable items such as eco-friendly cotton tote bags, paper straws, glass bottles, and containers made from biodegradable, natural materials are instead used.



Mr Yngvar Stray
General Manager
Capella Singapore

In our kitchens, most of our products are sourced from local suppliers to reduce our carbon footprint. We have also since started to manage our food waste by reducing wastage and composting food scraps to soil nutrients for our gardens. In return, the spices and herbs we use in the preparation of our dishes come directly from our Capella Herbs Garden, which are self-sustaining and harvested right here at Capella.

An auto-irrigation system is installed at the main entrances and the courtyard between the Tanah Merah buildings and Bob's Bar. Set at regular intervals, the auto-irrigation system helps to reduce overconsumption of water and energy. We are also carefully segregating waste derived from landscaping works in a separate open top bin which is collected to be processed as compost for future use.

At *Far East Hospitality (FEH)*, we are committed to reduce negative environmental impacts in our business operations with our sustainability program. Through FEH's green initiatives and activations with our staff and guests, we hope to build awareness on climate-related issues and implement sustainable solutions to reduce our carbon footprints individually and collectively.



Mr Gill Ishwinder Singh
Deputy Director and
Senior Vice President of
Operations
Far East Hospitality

Working towards achieving global standards for sustainable travel and tourism, the results of each initiative done in FEH is measured and reported in alignment with the United Nations Sustainable Development Goals (UNSDGs). This lays the foundation for us to work towards achieving Global Sustainable Tourism Council's Sustainability Certification.

Aside from the environmental aspect, our sustainability program also focuses on the social and economic wellbeing of our community. FEH believes that to achieve a sustainable future, there is also a need to have a strong, healthy, and fair society.

To reduce emissions by 2030 and achieve net-zero emissions by 2050, we are working with a reputable corporate sustainability consultant to uplift our current framework and monitor carbon, energy, and water performance.

Shangri-La Singapore is committed to operating in an economically, socially and environmentally sustainable manner while balancing the interests of diverse stakeholders in order to make a positive impact on our local communities in every location.

We strive to be leaders in corporate citizenship and sustainable development; holding ourselves accountable to international standards in order to serve as good stewards of society and the environment. Our Environmental, Social and Governance (ESG) Framework is underpinned by strong corporate governance, with emphasis on material topics for our business and our stakeholders organised into four pillars: Our Business, Our Communities, Our Environment and Our People.

We recognise climate change as one of the greatest sustainability challenges facing our business and the communities we serve.

One of our key sustainability initiatives is the reduction of our single use plastic purchase. Focusing on four key single use plastic categories that amount for more than 80% of our single use plastic population, the categories are:

- a. Plastic water bottles
- b. Bathroom amenities
- c. Shower bottles
- d. F&B takeaway series packaging

Shangri-La Singapore will be pledging to reduce single use plastic purchase from our 2019 baseline by 50% in five years starting from 2022.

As we look forward to business recovery, we will further enhance the eco-efficiency of our operations and strengthen the resilience of our portfolio to climate-related risks. We strive to continually improve our environmental performance.



Mr John Rice
General Manager
Shangri-La Singapore

At *The Fullerton Hotels and Resorts*, we are committed to creating a sustainable future. In 2019, *The Fullerton Hotel Singapore* and *The Fullerton Bay Hotel Singapore* signed a Plastic ACTion commitment (PACT) agreement with the World Wide Fund for Nature Singapore, committing to reduce the use of single-use plastics by 2030.

Since then, we have made significant progress. We have eliminated the use of plastic bottles across both hotels, and utilised alternative materials in place of single-use plastic items in our guestrooms and dining outlets. Waste recycling facilities are readily available in our guestrooms, public spaces and back-of-house areas. We collaborate with Clean the World to recycle used soap bars and redistribute them to developing nations – with close to 200kg of soap recycled at our hotels in Singapore in 2021. At *The Fullerton Hotel Singapore*, a food digester is utilised in our kitchen to reduce food waste.

We are heartened to share that *The Fullerton Hotel Singapore* was recently awarded the Green Mark GoldPlus award from the Building and Construction Authority, a testament to our dedication towards maintaining high environmental standards throughout our hotel operations. Our efforts to encourage greener operations at *The Fullerton Hotel Singapore* include the use of water efficient fittings and digital water sub-meters to achieve better water efficiency, and the use of Green Mark certified water-cooled chillers and an LED lighting system to achieve better energy efficiency.

To further support our efforts in sustainability, we have put in place an Environmental, Social and Governance framework for both our hotels, spanning five key pillars – Environment, People, Community, the Arts and Culture, and Heritage. The Hotel Sustainability Roadmap will enable us to build upon our current sustainability journey to work towards attaining the Global Sustainable Tourism Council certification in 2025, and net-zero emissions by 2050.



Mr Gino Tan
Country General
Manager
*The Fullerton Hotels and
Resorts*

SHA Welcomes New General Managers



Mr Yngvar Stray
General Manager
Capella Singapore

Capella Singapore has appointed Mr Yngvar Stray as its new General Manager. In his new role, Mr Stray helms the overall strategic management and operations of Capella Singapore which stretches over 112 guestrooms as well as 72 sea-facing suites and duplexes, and 9 manors at Capella's The Club Residences.

An accomplished hotelier with over 35 years of experience, Mr Stray brings with him a wealth of experience in operating international five-star luxury and lifestyle hotels in gateway cities across Asia and Europe since 1994. He has held senior leadership positions at Sheraton Towers Singapore, St. Regis Singapore, St. Regis Beijing, and Banyan Tree Shanghai on the Bund, as well as the appointed Group General Manager of Sino Hotels in Hong Kong.

Mr Stray is no stranger to Capella, having previously helmed the pre-opening and successful launch of Capella Sanya in 2019. Mr Stray's extensive professional experience as demonstrated in the success of Capella Sanya and his passion for service excellence puts him in an ideal position to elevate Capella Singapore to greater heights.



Ms Charmaine Wee
General Manager
Ann Siang House, KēSa
House and Wanderlust

With over 20 years of hospitality experience, Ms Charmaine Wee is a leader who strongly believes that great things in a business are achieved through the collective work of a team. Having proved her mettle as the General Manager of Unlisted Collection's hotel properties in Singapore, she moved on to join 8M Collective as Director of Accommodations where she and her team worked to consistently deliver exceptional standards of customer service and uplift the brand image of 8M Collective's properties.

In her current role as General Manager of Ann Siang House, KēSa House and Wanderlust, which are part of The Unlimited Collection by Oakwood, Ms Wee continues her work to advocate the preservation and transformation of heritage architectural gems which have been given new life as flexible-living boutique properties, conscientiously designed for modern travellers in Singapore's cosmopolitan cityscape.



Mr Gagan Singh
General Manager
Grand Copthorne
Waterfront Hotel

Millennium Hotels and Resorts is pleased to announce the executive appointment of Mr Gagan Singh as General Manager of Grand Copthorne Waterfront Hotel Singapore with effect from 17 Jan 2022. He currently helms the hotel, iconically perched by the Singapore River, marrying a picturesque waterfront view.

Packed with over 22 years of both hospitality and in-depth consumer-oriented operations experience with the Marriott International, Mr Singh has been a seasoned hotelier, leaving an indelible mark on internationally renowned hotels. Following his wealth of experience, he has championed many business, commercial and F&B strategies in those properties.

In Mr Singh's new capacity, he will assume an integral role in elevating Grand Copthorne Waterfront Hotel's branding and enhancing both dining and stay quality for guests, to ensure evolving demands are met, and that they continue to have a comfortable yet exciting experience throughout.

SHA Welcomes New General Managers

Mr Cedric Nubul is General Manager for Hilton Singapore Orchard, Hilton’s flagship and largest hotel in Asia Pacific overseeing the 1080-room property as well as the development of exceptional dining and events offering, and future-forward sustainability programmes.

Hilton Singapore Orchard is Mr Nubul’s third hotel conversion project. In his 20 years of experience, Mr Nubul has led teams in converting, opening and operating hotels – expertise and knowledge that will serve him well in this strategic appointment. An award-winning general manager, Mr Nubul is an industry veteran who joined the company in 2000 in his native Paris and previously worked across Spain, Italy, Maldives, and Malaysia in finance, commercial, and operational roles. He spent the last eight years in general manager roles in Latin America and the Caribbean.

Alongside numerous hotel awards, Mr Nubul himself was awarded Hilton’s General Manager of the Year Award for Americas and the President’s Excellence in Leadership Award for Americas.



Mr Cedric Nubul
General Manager
Hilton Singapore
Orchard

Mr Shreyas Ladde has been appointed as the General Manager of Holiday Inn Singapore Little India, a hotel comprising 300 contemporary guest rooms fitted with modern amenities.

Leading the conversion of the newest Holiday Inn located in the heart of one of Singapore’s most vibrant heritage districts, Mr Ladde brings a wealth of experience from operations to commercial roles with IHG Hotels & Resorts, The Luxury Collection, and Sheraton Towers. He spearheaded key projects including a multi-million dining transformation that is widely seen as the benchmark for experiential excellence.

In his current role at the brand-defining Holiday Inn, Mr Ladde is at the forefront of leading technological transformation and driving sustainability best practices to cement Holiday Inn Singapore Little India as the pioneer next-generation Holiday Inn in Singapore. Mr Ladde is also focused on delivering best-in-class guest experiences and commercial excellence through his progressive people and asset stewardship approach.



Mr Shreyas Ladde
General Manager
Holiday Inn Singapore
Little India

Shangri-La Hotels and Resorts is pleased to announce the executive appointment of Mr Allen Khoo as General Manager of JEN Singapore Orchardgateway by Shangri-La on 1 February 2022. He will helm the Shangri-La Group’s first JEN by Shangri-La property in Singapore, located at the centre of all the action in its most iconic shopping district Orchard Road that opened its doors in 2014.

A seasoned hotelier with over 25 years of hospitality experience, Mr Khoo has left an indelible mark on several Shangri-La properties across various destinations including Singapore, Malaysia, China and Taiwan. He brings with him a wealth of experience in operations management, championing guest engagement and driving commercial strategies and business results for the properties he has worked in.

In his new capacity, Mr. Khoo will assume an integral role in elevating the JEN brand experience, bringing new innovative products to the market and pivoting the team to deliver vibrant guest experiences in the post-pandemic world.



Mr Allen Khoo
General Manager
JEN Singapore
Orchardgateway by
Shangri-La



Mr Philipp C. Knuepfer
General Manager
Mandarin Oriental,
Singapore

Mandarin Oriental, Singapore is delighted to announce the appointment of Mr Philipp C. Knuepfer as General Manager. Mr Knuepfer was previously General Manager of Mandarin Oriental, Boston and was responsible for the most extensive renovation in the hotel's history, including the development of new Food & Beverage and Wellness concepts, successfully positioning the property as one of the finest hotels in North America. Prior to this, he held senior positions with the Group in Honolulu, Kuala Lumpur, Chiang Mai, Singapore, Taipei and Washington D.C.

A German national, Mr Knuepfer attained his Hotel Management degree at the International School for Hotel & Catering Business in Germany and is a graduate of the Cornell Hotel School in Ithaca, New York. He holds an MBA from RMIT University in Melbourne, Australia and completed advanced leadership education at the London Business School and Columbia Business School.

A fan of outdoor sports, motorsports and literature, Mr Knuepfer is no stranger to Singapore having previously served at Mandarin Oriental, Singapore as Executive Assistant Manager from 2008 to 2012.



Mr Jonathan Sit
General Manager
ONE°15 Marina Sentosa
Cove

Mr Jonathan Sit was appointed General Manager of ONE°15 Marina Sentosa Cove in October 2021. He is responsible for strategic and operational activities in ONE°15 Marina Sentosa Cove, one of the top marinas in Asia. Under his keen leadership, the marina completed a US\$5 million upgrade and reconfiguration to increase superyacht berths from 15 to 32. ONE°15 Marina Sentosa Cove also achieved the 'Marina World' International Marina of the Year award by the Marina Industries Association (MIA) in 2021.

Mr Sit joined the company as a Management Associate. He had successfully helmed various managerial positions across a number of revenue centres within the company for 8 years prior to his most recent appointment.

A Hong Kong native, Mr Sit earned his bachelor's degree at Cornell University's School of Hotel Administration in New York. Moving to Singapore in 2013, he started working at ONE°15 Marina in early 2014 as a Management Associate, rising to Head of Operations and F&B before becoming GM.



Mr Dino Lim
General Manager
Park Regis Singapore

Park Regis Singapore is pleased to announce the appointment of Mr Dino Lim to the position of General Manager. As a hospitality veteran spanning over 20 years, Mr Lim brings with him broad experience in sales, revenue management and hotel operations. At Park Regis Singapore, Mr Lim will be responsible for all aspects of the hotel operations, including overseeing the business performance as well as spearheading key strategies, taking the hotel to the greater heights.

Conferred as Singapore Best General Manager of the Year in 2019 by CMO Asia, Mr Lim has also won numerous accolades for the hotels under his management. Mr Lim spent 14 years of his career fronting sales strategies and leading sales teams in York Hotel, Gallery Hotel, Changi Village Le Meridien and Park Hotel Clarke Quay. With his sharp business acumen and leadership, he subsequently rose through the ranks where he last helmed as the General Manager of Park Hotel Clarke Quay. Mr Lim is a Singaporean and has a Bachelor of Science in Hospitality Administration.

SHA Welcomes New General Managers

Shangri-La Hotels and Resorts is pleased to announce the executive appointment of Mr John Rice as General Manager of Shangri-La Singapore on 1 November 2021. In addition to this new capacity, Mr Rice also holds the position of Vice President, Operations (Philippines), and will continue to oversee all the Shangri-La properties in the Philippines region.

An Australian national, Mr Rice brings with him extensive knowledge and expertise in the luxury hospitality sector, with senior Shangri-La leadership appointments in Mainland China and the Philippines. Prior to his arrival in Singapore, Mr Rice played a pivotal role in leading the teams through the COVID-19 pandemic by identifying new revenue streams, launching new business initiatives and driving commercial results. He will assume an integral role in elevating the hotel to new heights and strengthening the brand reputation of Shangri-La Singapore.



Mr John Rice
General Manager
Shangri-La Singapore

Ms Jacqueline Poey joined multiple award-winning luxury five-star hotel Sofitel Singapore City Centre last year as General Manager. Born and raised in Singapore, Ms Poey brings with her an impressive career in hospitality, spanning over 30 years of experience where she held senior management positions in reputable international hotel brands and groups. Ms Poey's successes as a woman leader in hospitality is a true testament of her strong people management skills and strategic vision.

As General Manager of Sofitel Singapore City Centre, Ms Poey will continue to develop and strengthen the hotel's successful positioning in the Singapore luxury hospitality market. Her key responsibilities lie in employee job security, long term planning and most importantly helping the hotel survive the pandemic and thrive in the post-COVID-19 world. She hopes to place Sofitel Singapore City Centre in the international spotlight, as she is confident the hotel has a strong product in terms of service quality and business performance. Similar to how her mentors have motivated her to break glass ceilings, Ms Poey hopes to groom future local female leaders to achieving career success in the hospitality industry.



Ms Jacqueline Poey
General Manager
Sofitel Singapore City
Centre

Kempinski Hotels has appointed Mr Andras Biro as the new General Manager at the award-winning five-star luxury hotel The Capitol Kempinski Hotel Singapore, where he will be overseeing the growth of the landmark property in the Lion City. Located in the heart of the Civic and Cultural District, the hotel, with Mr Biro on board, will further strengthen the presence of Kempinski in the country's dynamically evolving hospitality landscape.

Mr Biro, born and raised in Hungary, joins the luxury hotel in Singapore from his latest position in Russia, where he was General Manager of Kempinski Grand Hotel Gelendzhik, a multi-complex five-star luxury hotel and holiday resort on the Black Sea. From 2016 to 2018, he worked as Hotel Manager at the 686-room Grand Kempinski Hotel Shanghai, China, with a previous stint as Acting General Manager and Executive Assistant Manager at Kempinski Hotel Chongqing.



Mr Andras Biro
General Manager
The Capitol Kempinski
Hotel Singapore



Mr Mark Winterton
General Manager
 voco Orchard Singapore

Mr Mark Winterton returns to Singapore after a three-year stint with IHG Australia, to lead the strategic positioning of the hotel as the first voco Hotel to open in South East Asia, and spearheads the pre-opening conversion operations.

Mr Winterton first moved to Asia in 2007, and has since successfully launched new IHG hotels such as Crowne Plaza Changi Airport, Holiday Inn Express Singapore Clarke Quay and InterContinental Singapore Robertson Quay, and rebranded Crowne Plaza Bangkok Lumpini Park.

SHA Welcomes New Ordinary Members

Ann Siang House

Nestled on the outskirts of the historic Telok Ayer sub-district of Chinatown and within minutes of the central business district, Ann Siang House is a restored heritage building fusing flexible co-living accommodation with dynamic culinary offerings.

Each of the property's 20 well-appointed apartments is fully furnished with the comforts of home and designed with smart features that enable an all-inclusive lifestyle concept which combines work and play. Whether for leisure stays or long-term rental leases with select-services, bask in the bustle of the city, stroll along the old streets in the culturally-rich precinct or discover world-class bars and a multitude of trendy eateries all at your doorstep.



Hilton Singapore Orchard

Hilton Singapore Orchard is the largest Hilton hotel in Asia Pacific, exemplifying the best of the brand from its prime location in Singapore. Located in the heart of Orchard Road, Singapore's famous retail and dining destination, the 1,080-room hotel is set to elevate Hilton's signature service and culinary excellence to a new level.

Ideal for business, leisure and family travellers, rooms and suites feature fresh botanical-inspired design, modern amenities and eco-friendly features for a comfortable and sustainable stay. The hotel's world-class collection of curated culinary concepts includes residential all-day dining restaurant Estate, a botanical-inspired lobby lounge and bar Ginger. Lily, and internationally acclaimed Osteria Mozza, as well as two-Michelin starred Shisen Hanten and award-winning local heritage brand Chatterbox.

Weddings, events and conferences are on a similarly grand scale boasting over 2,400 square metres of event space across 16 versatile venues featuring natural daylight and impressive audio-visual capabilities, including two uniquely designed pillar-less ballrooms for up to 900 guests.



SHA Welcomes New Ordinary Members

KēSa House, The Unlimited Collection by Oakwood

Sitting in the heart of trendy Keong Saik Road, KēSa House boasts an inviting flexible-living concept housing a roster of some of the city's most unique and eclectic bars and restaurants, all under one striking roof. Perfect as a base to discover some of the city's most extraordinary sights from, retreat to the calm of communal spaces such as KēSa Lounge each evening after a day's adventures or enjoy co-living at its best in the common kitchen.

An evolution of the regular hotel experience, the smartly transformed row of shophouses is designed for those who wish to stop-over or stay a while with short to long-term rental leases.



voco Orchard Singapore

voco combines the reassurance of a big brand with the informality and charm of an individual hotel, providing guests with a dependably premium experience. The name, voco, means 'to invite' and 'call together' originating from Latin, representing the brand's thoughtful, unstuffy and charming nature. voco's well put-together hotels combine memorable moments and high-quality touches, from indulgent amenities to big, comfy beds. Guests will always get a warm welcome during a swift check in, a comfy room perfect for unwinding and relaxing, and vibrant bar and restaurant spaces that provide plenty of opportunity to connect and socialise.

As the first voco Hotel opening in Southeast Asia and Korea, voco Orchard Singapore sits in Lion City's most iconic shopping and lifestyle belt, offering a vibrant getaway from the bustling streets of Orchard Road. Celebrating the individual heritage and spirit of each hotel, the property offers localised guest touchpoints that speak to the history of the Orchard area. Charming, unstuffy, and playful, the 423-room hotel is a space for guests to relax, be themselves and feel the warmth of voco hosts and their surroundings.

For more information and to book, visit www.vocohotels.com/Singapore, and stay connected with us on Facebook www.facebook.com/vocoOrchardSingapore, and Instagram www.instagram.com/vocoorchardsg.



Wanderlust, The Unlimited Collection by Oakwood

Housed in a heritage 1920s Art Deco style building, Wanderlust merges old world charm with modern day comforts. Located on the fringe of Singapore's main commercial and business districts, guests are close to everything while remaining delightfully off the beaten track, right by the hipster enclave of Jalan Besar.

Conscientiously designed for the modern traveller, the property's curated spaces and flexible concept offering short stays and mid to long-term rental leases cater to every jaunt and journey. Along with convenient access to Changi Airport, the central business district as well as a multitude of local attractions, the Wanderlust's 29 rooms offer travellers an oasis of calm to return to after their adventures around the city.



SHA Welcomes New Associate Members

FOC Sentosa Pte Ltd

FOC Sentosa is a Mediterranean Restaurant and Beach Club inspired by Barcelona's world-famous beach culture. It is the second outlet by FOC Group in Singapore, opened in November 2016. Located at the east end of tranquil Palawan Beach on Sentosa Island, the tasteful and airy beachfront space, designed by lauded Barcelona-based design firm Lagranja, is resplendent with bright interiors and panoramic views of the sea from the second-storey private events space, seamlessly transitioning between indoor and outdoor spaces.

In line with the island's atmosphere, FOC Sentosa transforms from a relaxing morning destination to an idyllic lunch spot and, come night time, a vibrant gastronomic getaway with a great sunset view. The thoughtfully prepared cuisine, conceptualised by celebrated Spanish Michelin Star Chef Nandu Jubany, Alma Mater of FOC Group, and his local team led by Chef Juanjo Carrillo, delivers an authentic experience that captures the flavours found in Mediterranean grill- and barbeque-centric culinary culture, with an emphasis on hearty plates perfect for communal dining.

Greenview Hospitality Pte Ltd

Headquartered in Singapore with a growing team of international experts based globally, we help hotel companies navigate the evolving world of Environmental, Social and Governance (ESG). We provide solutions that support hotels and hotel companies to set up their sustainability frameworks and programs, measure their carbon footprint, achieve internationally recognized sustainability certifications, and ultimately advance their sustainability journey.

The Greenview Portal, an online sustainability software is one of our main platforms that enables hotels and hotel companies to accelerate their progress. It is designed to engage the properties so that they can take an active part in monitoring and improving their hotel's sustainability performance, with resources and detailed guidance on practical initiatives such as reducing plastics and food waste. And companies can use the system to monitor aggregated performance to advance on company commitments. The Greenview Portal is a GSTC-recognized system, which has built in features such as automatic carbon calculation, UN SDG reporting, goals and targets and benchmarking making it easier for hotels to work towards GSTC certification.

GSME (S) Pte Ltd

GSME (S) Pte Ltd was incorporated in 2016 where it was previously sole-proprietary owned under Global Sources Marketing Enterprise since 2010. We focus on liquor wholesale & distributorship business specializing in Japanese products such as Sake, Shochu and Whisky along with other availabilities from Taiwan and Norfolk England.

We sourced rare and unique products from Japan, focus on niche market to showcase few award-winning breweries' products with its blessing to be able to offer us exclusivity as authorized-importer. Our wish is to share our passion, interact and create awareness to hotel-chains, retail outlets and restaurants to offer unique, good quality products along with auspicious blessed packaging-labels for its in-house wedding packages and corporate events.

Hilton International Asia Pacific Pte Ltd

Hilton (NYSE: HLT) is a leading global hospitality company with a [portfolio](#) of 18 world-class brands comprising more than 6,800 properties and more than 1 million rooms, in 122 countries and territories. Dedicated to fulfilling its founding vision to fill the earth with the light and warmth of hospitality, Hilton has welcomed more than 3 billion guests in its more than 100-year history, earned a top spot on the 2021 World's Best Workplaces list and been recognized as a global leader on the Dow Jones Sustainability Indices for five consecutive years.

In 2021, in addition to opening more than one hotel a day, Hilton introduced several industry-leading technology enhancements to improve the guest experience, including Digital Key Share, automated complimentary room upgrades and the ability to book confirmed connecting rooms.

Through the award-winning guest loyalty program Hilton Honors, the nearly 128 million members who book directly with Hilton can earn Points for hotel stays and experiences money can't buy. With the free [Hilton Honors app](#), guests can book their stay, select their room, check in, unlock their door with a Digital Key and check out, all from their smartphone. Visit newsroom.hilton.com for more information, and connect with Hilton on [Facebook](#), [Twitter](#), [LinkedIn](#), [Instagram](#) and [YouTube](#).

Mandala Club

Life is an adventure. Or, at least, we at Mandala Club would like to think it is. And we also believe that an adventure is best experienced with great people in a great environment. That is why we make such extraordinary efforts to create a community that inspires meaningful moments and makes connections that matter—all while having a fabulous time.

In fact, it is no coincidence that our home is an early 20th-century, heritage-listed building in Singapore's buzzy Chinatown. Our very address, Bukit Pasoh Road, is a legacy of the intertwined clans and communities that once lived and thrived in the neighbourhood. And which will, if we have anything to say about it, continue to do so. And we have stitched this aspiration—this rare legacy—into a private members' club that's anchored in exceptional design; first-rate culinary, social and community programmes; and personal, almost invisible, service.

We do not like to boast (too much), but Mandala Club is a place for charismatic, vibrant, positive, fun, and warm characters who are engaging and friendly. Who prefer to gather in thoughtfully conceived spaces to enjoy the company of others, meet new friends and cultivate meaningful connections. We are wildly enthusiastic about gathering together an inclusive community that aspires to be part of something bigger—a group that insists on respect for place and purpose, responsible citizenship, and sustainability.

RIGEL Technology (S) Pte Ltd

Rigel, a Singapore home grown company founded in 1991, specialize in design and manufacturing of eco-friendly and smart bathroom products. Driven by our vision to become a world-renowned sanitary brand powered by smart technologies, Rigel has established strong foothold and presence in more than 12 Asian countries with headquarter in Singapore and sales office in Malaysia, Indonesia, Vietnam and China.

The 3 specializations are as follows:

1. Unique positioning in Smart Technology, coupled with benefits of energy efficiency, smart water usage with lower maintenance, providing cost savings and cutting down of time and manpower.
2. Strong emphasis in R&D, providing the latest smart bathroom technology in enhancing end users' lifestyle.
3. Anti-bacterial and anti-stain sanitary wares for clean, hygiene and easy maintenance for end users.

SAS Institute Pte Ltd (IDeaS Revenue Solutions)

IDeaS Revenue Solutions, headquartered in Bloomington of United States, is the industry leading provider of revenue management software (RMS) and services.

With over 30 years of expertise, IDeaS offers sophisticated yet simple revenue management solutions for business of all types and sizes in the global hospitality and travel industries. We transform the right data, by innovative and data-analytics technology, into clear and actionable insight, so that our clients can price, forecast and report with speed and confidence, optimizing business performance.

In APAC, we have a team of sales, marketing, client support and advisory consulting, to partner with our clients throughout their revenue management journey. For more info, please email apac@ideas.com or visit ideas.com.

Swisspro Pte Ltd

The Plastic Age is over – including its redundant logistics, labour and waste disposal. Swisspro strives to actively change the practice and norm by transforming Hotels and Restaurants into sustainable and environmental businesses. The global trend of banning plastic no longer depends on individual efforts. Avoiding plastic wherever possible is an irreversible and global trend supported and implemented by large corporations and leading groups of hotels and restaurants.

With 20 years of market presence, Swisspro leads the local markets with drinking water systems of premium quality, service, back end support and customer reputation. Top hotels in Singapore already use and trust our one-stop solution, covering drinking water needs in Guestrooms, MICE, F&Bs, VIP lounges and other facilities.

SHA 60th Anniversary Celebration

The SHA celebrated its 60th anniversary with a dinner event on 17 December 2021 at the Raffles City Convention Centre.

The event was graced by Mr Gan Kim Yong, Minister for Trade and Industry, who delivered the Opening Address and also presented the Distinguished Leader Award to our two notable recipients, Mdm Kay Kuok and Mr Albert Teo for their invaluable contributions to SHA and the hospitality industry.

The theme of the event was “Our People, The Heart of Hospitality”, particularly chosen to thank and acknowledge all hotel colleagues for their invaluable contribution to our nation’s battle against Covid as well as our journey forward as an industry.

A total of 500 guests attended the event which comprised hotel members as well as industry partners from the private and public sectors.



SHA also commissioned a video on the industry and its people and a specially designed commemorative collar pin for all hotel colleagues, as a small gesture of our appreciation for their immense contribution to the industry. Please check out the video [here](#).

The key highlights of the evening included:

- Panel Discussion on “Insights by Industry Leaders” which was moderated by Mr Jesper Palmqvist, Area Director Asia Pacific – STR, and
- Keynote paper on “Indistractable: How to Control Your Attention and Choose Your Life” by Mr Nir Eyal, Wall Street Journal Bestselling Author of “Hooked” and “Indistractable.” Investor, Consultant, and Public Speaker

Special thanks to the sponsors below for their invaluable support to the event.

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2021 EXSA – Hybrid Presentation Ceremony

The SHA organised the 2021 EXSA – Hybrid Presentation Ceremony for the Hospitality Sector on 16 March 2022. The highly anticipated event was livestreamed concurrently via Zoom and the SHA Facebook page from the University Cultural Centre.

The annual award ceremony was well attended virtually by more than 300 viewers who had tuned in to support their colleagues and organisations!

The Opening Address was delivered by Guest-Of-Honour, Mr Christopher de Souza, Advisor, Food, Drinks and Allied Workers' Union (FDAWU) and Member of Parliament for the Holland-Bukit Timah GRC. Ms Kwee Wei-Lin, President of SHA, also gave her Welcome Comments at the hybrid event.

In addition, the key highlight of the ceremony was the unveiling of the 2 SHA Outstanding Star winners for both the hotel and non-hotel sector, respectively.

Congratulations, once again, to all the EXSA 2021 Award Winners from 134 participating organisations.



FDAWU/NTUC/SHA Employee of the Year

The FDAWU/NTUC/SHA Employee of the Year Award Ceremony 2021 was held at NTUC Centre on 4 October 2021.

This year, a total of 69 employees were presented the Employee of the Year Award for their excellent performance and commendable service.

The event was graced by Mr Liang Eng Hwa, Advisor, FDAWU and Member of Parliament, Bukit Panjang SMC

Congratulations to all our deserving recipients!



SHA/SKM Service Gold Award 2021

The 27th SHA/SKM Service Gold Award Ceremony was held on 5 November 2021 at the Orchard Hotel Singapore.

The hybrid event was graced by Mr Alvin Tan, Minister of State for Trade and Industry and Culture, Community and Youth.

Ms Kwee Wei-Lin, President of SHA delivered the welcome address at the event.

Jointly organized by SHA and the Singapore Kindness Movement (SKM), the longstanding annual award seeks to motivate and promote graciousness and kindness in the industry by encouraging hotels to give due recognition to their employees who have displayed gracious and kind acts at the workplace.

A total of 130 winners from 73 participating hotels were recognized for their kind acts at the ceremony.



In addition, 8 gracious guests who had exemplified kindness and graciousness towards service staff were highlighted at the same award presentation.

Congratulations to all winners!



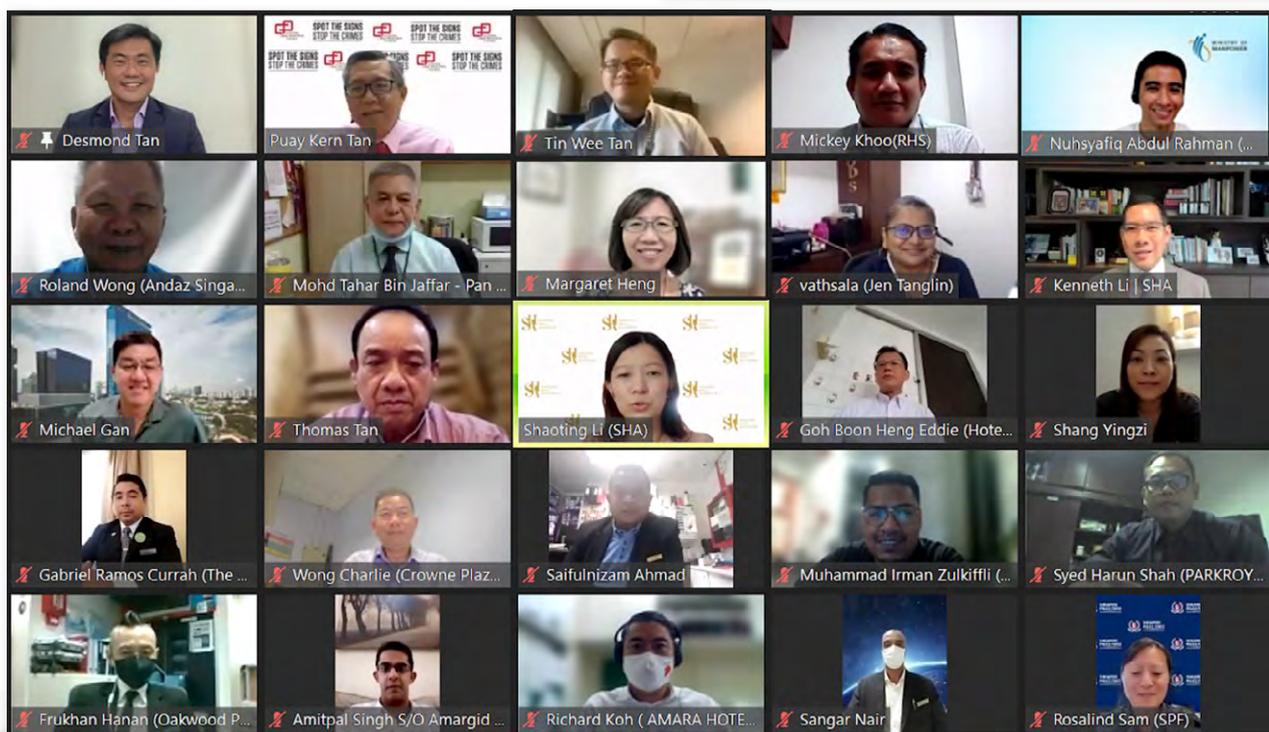
Hotel Security Conference and Awards 2021

The Hotel Security Conference was held on 28 October 2021 via Zoom for the first time.

Themed “Maintaining & Building Resilience in a Crisis”, the Conference was jointly organised by the SHA, Singapore Police Force and National Crime Prevention Council.

Mr Desmond Tan, Minister of State, Ministry of Home Affairs and Ministry of Sustainability and the Environment was the Guest-of-Honour for the Conference.

In his opening remarks, MOS Desmond Tan recognised the 20 Special Mention recipients of the SHA Hotel Security Awards 2021 for Individuals to recognize their exemplary acts in bravery, honesty and vigilance. These special mention award recipients were selected from a total of 224 nominations.



The following papers were presented at the conference:

- “Hotel Crimes and Crime Prevention Measures”
by Mr Tan Puay Kern, Vice-Chairman, National Crime Prevention Council
- “SGSecure@Workplaces for Hotels”
by Mr Nuhsyafiq Abdul Rahman from Joint Operations Division, Ministry of Manpower, and
- “Tackling Security Threats in the Hospitality Industry”
by Dr Rohan Gunaratna, Professor of Security Studies, S.Rajaratnam School of International Studies, Nanyang Technological University and Director General, Institute of National Security Studies, Sri Lanka.

The virtual event was well attended by over 120 hotel representatives.

Industry Engagement on Progressive Wage Model (PWM) and Occupational Progressive Wages (OPW)

To provide members with a better understanding on the potential impact of the various PWMs on hotels, SHA organized two closed-door briefing sessions as follows:

- Briefing on Progressive Wage Model (PWM) for Hotels on 15 December 2021, 3pm-5pm via Zoom
- *Speaker: Mr Toh Hong Seng from Singapore National Employers Federation (SNEF)*
- SHA - NTUC Briefing cum Feedback Session on PWM and OPW for Hotels on 22 February 2022
- *Speakers include NTUC U Care Centre and Ministry of Manpower*

The sessions which were targeted at Directors of Human Capital and Senior Management representatives also provided a platform for members to raise feedback and clarifications regarding the implementation of PWM and OPW.

Both session were well attended by more than 100 representatives from the hotel industry.

Webinars - SHA Knowledge Series

SHA continued to organise a series of webinars via the SHA Knowledge Series for its members to update hotels on the latest trends and solutions.

Below is a quick snapshot of some the webinars conducted!

Webinar on “Pathway to Total Revenue Management” by SHA and IDEaS Revenue Solutions on 20 April 2022

Titled “Pathway to Total Revenue Management”, the webinar shared on the following topics:

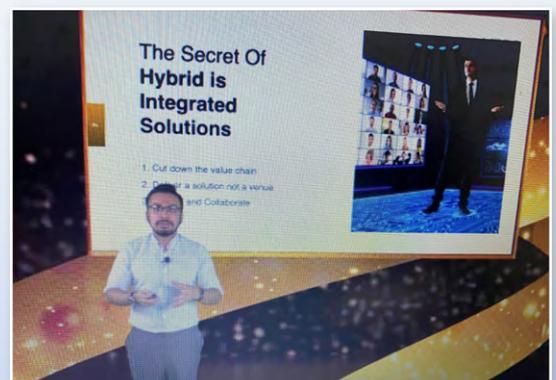
- Market recovery indicators
- The advantage of automation
- Total revenue forecasting and profit optimisation



Webinar on “Getting your Venues Hybrid Ready” with Unearthed Productions on 12 August 2021

As part of the SHA Knowledge Series, a webinar on “Getting Your Venues Ready for Hybrid & Virtual Events” jointly organized by SHA and its knowledge partner, Unearthed Productions.

The webinar shared with members on the future of events for venues and spaces, as well as the new way of meeting through livestreaming.



Webinar on “Hospitality Reboot” - Technology Webinar with NEC Asia Pacific on 25 August 2021

The webinar titled “Hospitality Reboot” covered the following topics:

- Beyond the Room and Beyond the Crisis: How Technology can Match the Shifting Landscape of Hospitality
- Hospitality Reborn with Smart Technologies
- Mobile Keys Digitalized
- Energy Management, Cloud, Digital Keys, Contactless – How These Tech Stacks Will Impact Your Hotel.

Time	Topic	Speaker
10:10-10:25am	Beyond the Room and Beyond the Crisis: How Technology can Match the Shifting Landscape of Hospitality	Frank Trampert SVP, Global Managing Director Sabre Hospitality Solutions
10:25-10:40am	Hospitality Reborn with Smart Technologies	Lawrence Chan, Consultant NEC Asia Pacific
10:40-10:55am	Mobile Keys Digitalized	Cheong Soon Huat Regional Manager, South East Asia Saito Systems Asia Pte Ltd
10:55-11:10am	Energy Management, Cloud, Digital Keys, Contactless – How These Tech Stacks Will Impact Your Hotel	Silvio Reale Chief Sales Officer VDA Asia Pacific Limited

Webinar on “Innovative Solutions for Cross-Border Payment” with SingX on 30 November 2021

Titled “Innovative Solutions for Cross-Border Payment”, the one-hour complimentary webinar provided insights to members on how they can make sure of prevailing solutions for their cross-border transactions.



Webinar on Air Hygiene Management Strategies for Hotels on 2 September 2021

We were honoured to have Mr Ian Wilson, an Industry Veteran, started the webinar with his personal insights on the importance of air quality.

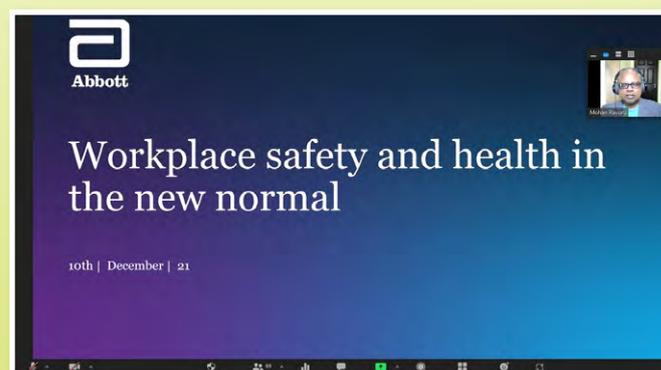
This was followed by a keynote paper “Managing Indoor Air Quality for Building Occupants’ Health and Well-Being” by Mr Mohammad Nazeem from NEA.



Webinar on “Regular Testing Solutions for Safer Business Resumption as Vaccinated Travel Lanes open up” by Abbott Rapid Diagnostics Pte. Ltd on 9 December 2021

At the webinar, SHA members gained insights from the following two presentations:

- Workplace safety and health in the new normal
- Testing Solutions towards a Safer Environment for You and Your Guests as Travel Resumes



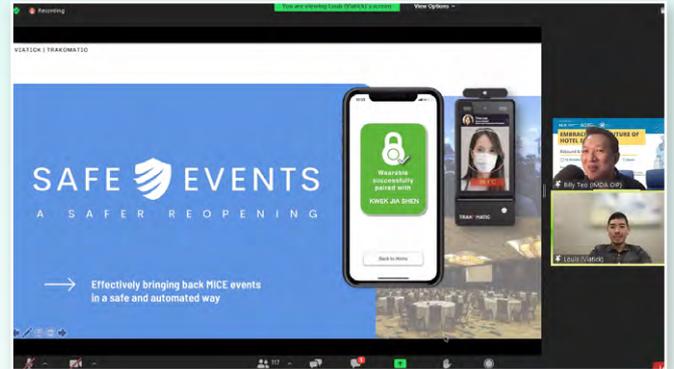
SHA-IMDA Webinar on Rebound & Recover: Embracing the Future of Hotel Experiences

SHA and the Infocomm Media Development Authority (IMDA) Open Innovation Platform (OIP) jointly organised a Webinar on “Rebound & Recover: Embracing the Future of Hotel Experiences” on 12 October 2021 via Zoom.

The webinar showcased OIP solutions from Vouch and Viatick to provide personalised services to enhance and streamline guests’ experiences.

In addition, IMDA and ThinkPlace shared on “Leveraging Data & 5G got Hotels” and “Leveraging on Design Thinking to Kickstart Innovation”.

The Singapore Tourism Board (STB) also provided an overview on the ready innovation resources hotels can tap into.



The Big Reset Workshop with IMDA

As a follow-up to the SHA-IMDA webinar, SHA and IMDA jointly organised “The Big Reset Workshop” for SHA hotel members on 9 November 2021 via Zoom.

At the workshop, Mr Bill Bannear, Managing Director for ThinkPlace Singapore and Design Thinking Consultant helped participants to understand their business challenges and identify opportunities via a series of discussions and brainstorming.

More than 30 hotel representatives attended this complimentary online workshop.



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Leadership Succession at SHATEC

Mr Lim Boon Kwee Appointed as Chief Executive Officer

The Board of [SHATEC](#) has announced the appointment of Mr Lim Boon Kwee as the new Chief Executive Officer. He succeeds Ms Margaret Heng, who has served a duo role as Executive Director of the Singapore Hotel Association (SHA) and Chief Executive of SHATEC since 2011.

Ms Heng, who has stepped down as Chief Executive of SHATEC, will remain as the Executive Director of SHA to spearhead new initiatives for the industry in a transformed tourism landscape. After the transition, she will also join the SHATEC Board as a non-executive member.

Mr Lim, in his new capacity, will steer and manage SHATEC, Asia Pacific's leading hospitality school, and continue to enhance its goal of nurturing a sustained resource of future-ready talents for the evolving tourism industry.

"I am extremely honoured to join SHATEC and be involved in grooming our young talents to become future leaders of the hospitality industry. I look forward to working with all stakeholders to make SHATEC a significant brand in hospitality education in Singapore and the rest of the world," said Mr Lim Boon Kwee, Chief Executive Officer of SHATEC.

A true veteran of the hospitality industry, Mr Lim was the Chief Operating Officer of Dusit International from March 2016 to April 2022, where he orchestrated the group growth from 26 to 47 hotels in 12 countries with more than 50 properties in the pipeline. He was responsible for the overall financial and operational responsibilities of Dusit's Hotel Business. Concurrently from March 2013 to April 2022, Mr Lim served as the President of Dusit Fudu Hotel Management Company Ltd., Dusit's joint venture company based in Shanghai, China.

Prior to his role at Dusit, Mr Lim played senior leadership roles and left international footprints for Millennium and Copthorne, Shangri-La, Westin, Sheraton, Rosewood (formerly New World), and IHG in Singapore, China and USA.



SHATEC TV Special on MediaCorp Channel 8's Tuesday Report

MediaCorp Channel 8's "Tuesday Report" documentary series "My Teacher, My Lifelong Friend", which aired on 5 October 2021 followed SHATEC Culinary Ambassador, Chef Samson Lin's incredible journey as a trainer and mentor to aspiring culinary talents.

After taking up a teaching role at SHATEC 10 years ago, Chef Samson's former students are now business owners, professional chefs and hawkers! Among those featured include Jay Teo, a Michelin-starred Chef and Culinary Trainer at SHATEC; Shaun Gian, Founder-Owner of The BetterShip and The BetterField; and Remus Seow, Founder of Fukudon located in Marine Parade Food Centre.



Watch Full Episode on MEWatch – click image to play

Chef Mathew Leong Takes Singapore Global in Bocuse d'Or 2021 Final

On 26 September 2021 at the Bocuse d'Or Final, 26-year-old Chef Mathew Leong, the youngest ever Singaporean candidate based in Norway competed against the most promising chefs of this generation in the biannual international culinary competition Bocuse d'Or-which is seen as the Olympics of cooking!

On Team Singapore, Mathew brought the heat with his dishes strongly inspired by our iconic architecture and attractions, along with a refined harmony of flavours that placed him in the Top 12 out of 22 countries. This impressive feat is only a springboard for Mathew to chart his next moves towards culinary mastery!

Speaking of 2022 and beyond, he told SHATEC, "2022 will bring new challenges for me, which includes rebuilding the team for Bocuse d'Or 2025. From now, I have another shot to reconstitute my bases and grow stronger than ever, to take Singapore to the Top 10."



Mathew commanded his kitchen to prepare two competition dishes precisely within five hours and 35 minutes, which he had trained for across two and a half years to vie for gold and boost Singapore on the global culinary stage.



The ornate Meat Platter by Mathew Leong using a whole braised beef chuck, and is inspired by the Gardens by the Bay. Here, Mathew aimed to showcase Singapore's commitment to being a greener, more sustainable city through his dishes.

Mentoring@SHATEC: Connecting School and Industry

Mentoring@SHATEC (previously known as Industry Mentorship Programme@SHATEC) is designed for students to receive expert advice, guidance and gain insights into business practices from practitioners in the hospitality industry.

Students enrolled in the programme will be matched with a mentor whose background and experience best align with the students' study interests and career goals. Based on

one-on-one mentoring approach, the programme is also a part of the school's strategy to help students link with industry and prepare them for work and life after graduation.

On 16 December 2021, SHATEC students ready to kickstart their career mentoring journey discovered more about the programme from a few industry mentors in a virtual fireside chat. Mentors in attendance included Chef Cheryl Koh, Pastry Chef, Les Amis & Tarte; Chef Charles Goh, Executive Chef, York Hotel; Mr Darren Ware, General Manager, Carlton Hotel; and Ms Hon Liangyi, Manager, Sustainability Partnerships & Communications, Pan Pacific Hotels Group.



Watch the fireside chat session with industry mentors – click image to play.

SHATEC Virtual Graduation 2021

The virtual commencement for the Class of 2021 SHATEC graduating cohort was streamed via YouTube Live on 21 December 2021, which included more than 400 full-time and part-time graduates who received their certificate and diploma qualifications. More than 60 percent of full-time diploma graduates also secured employment prior to their formal graduation!

Graduating students were invited to share their cherished SHATEC memories in photos, showcased in a video reel at the Graduation! They were also treated to a fun dance video of SHATEC trainers moving to the beat of 'Happy' by Pharrell Williams!



Some of the award recipients pictured above. A total of 27 Graduation Awards were presented to 2021's graduands receiving the highest academic honours.

SHATEC Wins Singapore Prestige Brand Award 2020/2021 – Established Brands Category

SHATEC has been named winner of the Singapore Prestige Brand Award 2020/21 (SPBA) in the Established Brands category!

SPBA recognises and honours Singapore brands that have been developed and managed effectively through various branding initiatives, serving as a yardstick for SMEs to benchmark their brand equity against their competitors. As a SPBA-Established Brand, SHATEC's standing as a quality training provider is recognised for its proven track record and distinctive brand promise to its customers and learners, among the many defining characteristics which make the SHATEC brand unique and successful.

This achievement would not be possible without the continual support of all stakeholders, who have played instrumental roles in SHATEC's business transformation journey for the past four decades. We will continue to uphold the SHATEC name as a resilient and progressive brand as we embrace the future together with our indomitable SHATEC CAN-DO Spirit!



Spotlight:

Ms Celina Chua

In this issue of SHA Update, Ms Celina Chua, Assistant Director of Sales, Capella Singapore was invited to share her journey to success with us.

1) What is your most memorable experience whilst as a student at SHATEC?

I have many fond memories during my time as a student at SHATEC. One of the most unforgettable experiences for me occurred during restaurant operational training. During one particular occasion, we were being taught how to balance a tray while serving to a table of guests. A rectangular container was filled with water, and we were to balance this on a huge tray and walk down the hallway. In the midst of walking, I completely lost control of my balance and dropped the entire tray with water splashing everywhere! Thank goodness it was not hot water in the container. On hindsight, a skill like this, which seems simple, can be quite challenging, and requires practice, in order to be perfect. This skill may be basic, but so important. In reality when you are working in a restaurant, you will be holding hot plates/ bowls of food that could possibly spill on a guest if this skill is not perfected. This, along with many other topics of training that I received at SHATEC helped to equip me adequately for my future in hospitality.

2) Share with us your success story and how SHATEC has played a part in your career development through the years.

Having worked in the hospitality industry for over 20 years, I have planned and executed countless successful events, from proposals, weddings, to corporate meetings, retreats, and conferences. In the course of my work, it is important to understand that every guest is unique and their requirements are never the same. I have learnt to listen carefully in order to pick up on each guest's unique wants and needs, in order to tailor our services to each individual event's needs. During this process, it is important to understand fully how each department in the hotel works. Learning all the basics in school definitely provided a strong foundation for me. While at SHATEC, we had the opportunity to be exposed to the workings of each department, and how every department is key in playing a part towards the success of the hotel. I had the opportunity to work in F&B operations and banqueting, get my hands dirty with washing the dishes at stewarding, help in the pastry kitchen to prepare for banquet events, assist Housekeeping to strip rooms at times when we need to facilitate guestroom turn over for arrival, at call centre



taking in guest requests for dining or room reservations etc. All these experiences have proven to be valuable and incredibly helpful to my work.

3) How has COVID-19 changed your work and do you see this as the new norm moving forward?

So much has changed at work because of COVID-19. The past 2 years have been unique and allowed us to do things that we never thought possible in the past. We have learnt to communicate effectively with colleagues and clients through zoom meetings when physical meet ups were not preferred. We have learnt to pivot quickly with each changing circumstance, to cater to our guests as their needs also change quickly. We have also learnt to work more closely with colleagues in other departments – to cover each other when needed. Stay safe and stay healthy!

Safety Performance of Fairmont Singapore & Swissôtel The Stamford Recognised with WSH Innovation Awards 2021

Fairmont Singapore & Swissôtel The Stamford were among 229 awards recipients recognised for advocating effective risk management processes and demonstrating exemplary safety records at the virtual WSH Awards and bizSAFE Awards Ceremony (<https://www.wshawards.sg/>) on 29 July 2021, by the Workplace Safety and Health (WSH) Council.

This marks another milestone win for the Hotels who was honoured in the WSH Innovation Awards category, for its product innovation and achievements with H-Butler; a suite of technology-enabled contactless innovations that safeguard the well-being of guests and colleagues to enhance overall hotel experience.

This award not only showcases the Hotels' championing of innovation in the daily way it operates but more importantly, it reaffirms the unwavering commitment to safety; made even more pertinent now as Singapore moves towards living with an endemic COVID-19. The new digital solutions in H-Butler have paved way for Fairmont Singapore to resume business operations safely after the lockdown in 2020, making guests feel confident, safeguarded and secure each time they stay or dine at the Hotels.

Guests are able to register and check-in prior to arrival, and check-out via the web or on their mobile device through the simple use of a QR code; without the hassle of having to download any applications. They can also customise their stay with different hotel offerings, make payment online, request for service in-room, save time and most importantly, minimise face-to-face engagement to protect their own well-being. Upholding good WSH practices in the face of the pandemic has similarly helped to ensure that colleagues are safe and healthy too, as they continue to strive towards maintaining a healthy workforce within a safe workplace.



Wrapping Up The Year With Good Cheer

Millennium Hotels and Resorts (MHR) has raised \$65,000 in a yearlong charity initiative with The Straits Times School Pocket Money Fund (STSPMF), a charity devoted to helping needy kids and youth which supports more than 10,000 students a year.

For the year 2021, \$10 is donated for every Otter Adventure Staycation at the six Millennium Hotels and Resorts properties in Singapore which includes Orchard Hotel, Grand Copthorne Waterfront Hotel, M Hotel, Studio M Hotel, Copthorne King's Hotel and M Social Singapore.

“The impact of the pandemic amidst the launch of the funding project, resulted in a shortfall of the amount collected, however, the MHR management feels it’s important to help the children especially during the trying time. Thus, Millennium Hotels and Resorts topped up to meet the monthly target donation for this meaningful cause,” said Mr Paul Er, Vice President, Sales (Asia) of Millennium Hotels and Resorts.

Ms Tan Bee Heong, General Manager of the STSPMF, said “We are thankful to Millennium Hotels and Resorts for its continued support and remembering the less fortunate even when their business is hit by the pandemic. This year, STSPMF sees a spike in the number of applications for school pocket money. MHR’s donation will go a long way in helping us provide the necessary financial assistance to our beneficiaries.

To wrap the year on a sweet note, the children beneficiaries and families were treated to a theatrical dining experience at The Orchard Cafe to enjoy the flavours of the season. The Orchard Hotel Singapore also presented the children with festive cakes and goodies.



STSPMF beneficiaries enjoying their festive lunch at The Orchard Cafe at Orchard Hotel Singapore with STSPMF General Manager Ms Tan Bee Heong

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Capri by Fraser China Square
Carlton City Hotel Singapore
Carlton Hotel Singapore
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Conrad Centennial Singapore
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Hotel Clover 33 Jalan Sultan
Hotel Fort Canning Singapore
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Ji Hotel Orchard Singapore

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Mercure Singapore Bugis
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Naumi Hotel
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Oasia Hotel Downtown Singapore
Oasia Hotel Novena, Singapore
Oasia Resort Sentosa
ONE°15 Marina Club
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Orchard Hotel Singapore
Orchard Rendevous Hotel, Singapore
Pan Pacific Serviced Suites Beach Road
Pan Pacific Singapore
Paradox Singapore Merchant Court at Clarke Quay
Parc Sovereign Hotel - Albert Street
Park Avenue Changi
Park Avenue Rochester
Park Hotel Alexandra
Park Regis Singapore
PARKROYAL COLLECTION Pickering, Singapore
PARKROYAL COLLECTION Marina Bay Singapore
PARKROYAL on Beach Road
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Quincy Hotel
Raffles Hotel Singapore
Ramada by Wyndham Singapore at Zhongshan Park
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Resorts World at Sentosa (Beach Villas, Crockfords Tower, Equarius Hotel, Festive Hotel, Hard Rock Hotel, Hotel Michael)
Riverside Hotel Robertson Quay
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Sheraton Towers Singapore
Singapore Marriott Tang Plaza Hotel
Sofitel Singapore City Centre
Sofitel Singapore Sentosa Resort and Spa
SO Sofitel Singapore
South-East Asia Hotel
Studio M Hotel
Swissotel The Stamford, Singapore
Tai Hoe Hotel
The Barracks Hotel Sentosa
The Capitol Kempinski Hotel Singapore
The Clan Hotel
The Outpost Hotel Sentosa, Singapore
The Ritz-Carlton, Millenia Singapore
The Scarlet Hotel
The Seacare Hotel
The St Regis Singapore
Travelodge Harbourfront
V Hotel Bencoolen
Vibe Hotel Singapore Orchard
Village Hotel Albert Court
Village Hotel Bugis
Village Hotel Changi
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voco Orchard Singapore
W Singapore Sentosa Cove

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YOTELAI/R Singapore Changi Airport

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Keep Track Solutions
Members Only Hospitality Pte Ltd
Nanyang Polytechnic
National Service Resort & Country Club
NEC Asia Pacific Pte Ltd
NTUC Club
Reckitt Benckiser (Singapore) Pte Ltd
Republic of Singapore Yacht Club
RIGEL Technology (S) Pte Ltd
RSM Chio Lim LLP
The SAF Warrant Officers and Specialists Club
SAS Institute Pte Ltd (IDeaS Revenue Solutions)
Sia Huat Pte Ltd
Simmons (Southeast Asia) Pte Ltd
Singapore Cricket Club
Singapore Exhibition Services Pte Ltd (Informa Markets)
Singapore Institute of Technology
Singapore Island Country Club
Singapore Recreation Club
Skycom Satellite Systems Pte Ltd
SoftBank Robotics Singapore
Solo Pte Ltd
Somerville (Singapore) Pte Ltd
Starhub Ltd
Starwood Asia Pacific Hotels & Resorts
STR Global Singapore Pte Ltd
Swisspro Pte Ltd
The Tanglin Club
Trane Distribution Pte Ltd
Tung Lok Millennium Pte Ltd
Tuan Sing Holdings
Unilever Singapore Pte Ltd
Young Women's Christian Association of Singapore