



SINGAPORE HOTEL ASSOCIATION

Jan-Apr Issue 2019
MCI(P)018/02/2019

SHA UPDATE



SHA Golf Tournament 2019

- + Your Say on Health and Wellness in the Hotel Industry
- + SHA Knowledge Series
- + SHA Welcomes New General Managers

A low-angle, upward-looking photograph of several tall skyscrapers in Singapore, including the Petronas Towers. The buildings are dark and silhouetted against a cloudy sky. The perspective creates a sense of height and urban density.

8 in 10

hospitality
establishments

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SHA Golf Tournament 2019

The SHA organised its annual Golf Tournament at the Orchid Country Club, Dendro and Vanda 18-Hole Golf Course on 23 April 2019.

Following its successful debut last year, the annual event garnered more than 100 hospitality stakeholders coming together to network over a full-filled game of golf.

Highlights of the tournament include novelty games such as Nearest the Pin, Nearest the Line, Longest Drive and the much anticipated Hole-In-One prizes comprising Mercedes-Benz A180 Progressive; proudly sponsored by Daimler South East Asia Pte. Ltd and OCC Term Golf Membership by the Orchid Country Club.

Mitsubishi Electric Asia Pte Ltd was the Main Sponsor for the tournament.

Despite a passing shower in the late afternoon, golfers remained high-spirited and the event concluded on a high note with a sumptuous 8-course dinner by the Peach Garden Restaurant and great entertainment. 50 attendees also walked away with attractive lucky draw prizes!



Our heartfelt appreciation to all golfers and sponsors for making the annual SHA Golf Tournament 2019 a success!

Hole-In-One Sponsor

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- Montreux Patisserie Pte Ltd
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- PARKROYAL on Kitchener Road, Singapore
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CLS 350 - Fuel consumption: 7.7l/100 km; VES band: C1,
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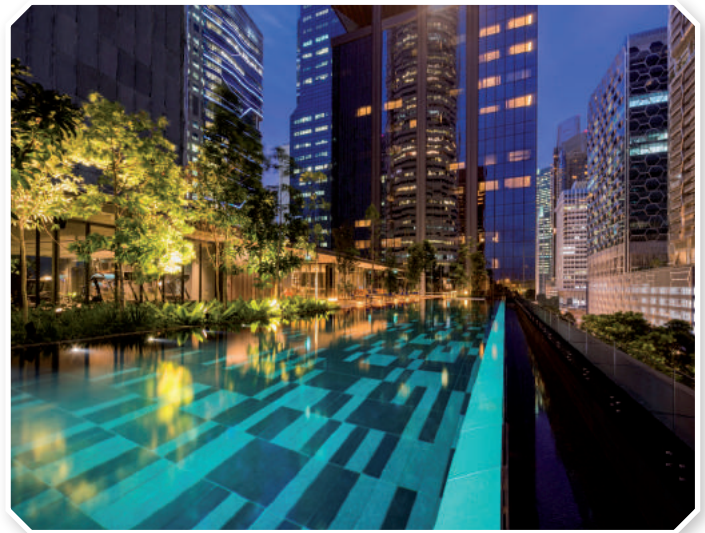


SHA Welcomes New Ordinary Member

Oakwood Premier OUE Singapore

Located in the heart of Singapore's vibrant Central Business District and within walking distance to Tanjong Pagar and Raffles Place MRT stations, Oakwood Premier OUE Singapore is an award-winning 268-room property offering a selection of the best in luxury living, style and design to cater to the needs of discerning international business and leisure travelers.

Blending urban style with nature-inspired elements, the elegantly furnished and well-appointed studio, one- and two-bedroom apartments are designed to give sophisticated international travelers an exclusive residence with all the luxuries of a hotel, making it perfect for both short and long stays.



Oakwood Premier OUE Singapore offers a comprehensive range of services including high speed internet connectivity, regular housekeeping and concierge services, 24-hour customer service, as well as state-of-the-art facilities such as an in-house SE7ENTH restaurant with in-room dining options, round-the-clock fitness center, outdoor infinity pool, The Oakwood Executive Club and Boardroom.

SHA Welcomes New Associate Members

JMD Asset Management

JMD Group of Companies is a real estate investment and development company that builds outstanding developments and creates exceptional investments and ventures.

Built upon the belief that strategic thinking, prudent planning, and a strong business network are the keys to sustainable growth and long-term partnerships, JMD leverages on both experience and innovation to create profitable investment strategies in real estate and its related industries.

Strategically located in Malaysia, Hong Kong and with its headquarters in Singapore, JMD manages a portfolio of premium assets across the region which includes corporate developments, industrial buildings, and residential properties.

Loxley

Loxley specialises in Guest Experience Management, bridging the gap between "What", "Why" and "How" things are happening. Through our Service Quality Assessments (SQA), we provide immediate actionable insights by evaluating the guest experience and overall performance quality. This allows hotels to gain insight from the guest's perspective, to give a better understanding of the current experience.

Through our simplified process, we advise on specific action items that are needed to drive greater satisfaction, loyalty, advocacy and spend. This enables hotels to build greater self-awareness and proactively manage their reputation by mitigating against negative feedback, reducing time required to deal with such situations and focus on what really matters.

Loxley is committed to supporting hotels in developing memorable guest experiences and driving ROI in terms of guest satisfaction, engagement and financial returns. Loxley-Tech is developing real-time guest feedback solutions to improve workflow efficiency, workforce management and EQ/behavioural monitoring to accelerate operational excellence.

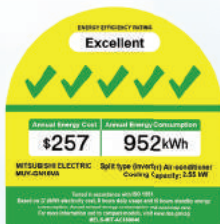


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QUIETEST
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EASY
To Clean!
Easily accessible
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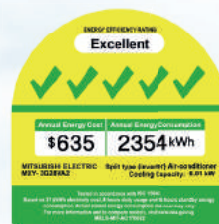
Mitsubishi Electric
starMEX
Air-Conditioner



MUY-GN10VA



MXY-2G20VA2



MXY-3G28VA2



MXY-4G33VA2



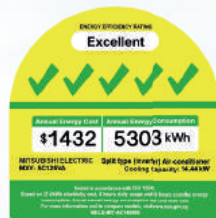
MXY-4G38VA2



MXY-5G48VA2



MXY-4C100VA



MXY-5C125VA



MXY-6C140VA

* THE WIDEST RANGE OF EXCELLENT ENERGY SAVINGS
5-GREEN TICKS AIR-CONDITIONERS IN SINGAPORE



YOUR SAY | on Health and Wellness in the Hotel Industry

For this issue, SHA Update invited members to share their views with travellers becoming more health-conscious, how hotels can step up to meet guests' needs and wellness preferences.



Mr Olivier Lenoir
General Manager,
Andaz Singapore

Andaz Singapore meets the needs of health-conscious travellers with a strong focus on wellness. Firstly, the hotel's physical structure and design allows ample daylight to stream in, which has been proven to improve sleep, elevate moods, strengthen the immune system and overall quality of life. For travellers looking to sustain a healthy and active lifestyle even while abroad, Andaz Singapore has partnered with world-renowned Virgin Active to grant hotel guests complimentary access to its fitness club at DUO Galleria during the length of their stay. The luxury fitness club features reformer Pilates,

kickboxing, spin classes within its studios, and works with the hotel to conduct aqua aerobics classes in its infinity pool once a week.

On the dining front, vegan, vegetarian, gluten-free and sustainably-sourced seafood options can be found readily within our 7 drinking and dining outlets, as well as in-room dining menu. Travellers looking for alternative drinking options, for overall well-being without sacrificing on taste, can choose from bio-dynamic natural wines as well as de-alcoholised wines that are served at the hotel.



Ms Sandra Klopogge
General Manager,
Holiday Inn
Express Singapore
Clarke Quay

Holiday Inn Express Singapore Clarke Quay is a Green Mark Award winning hotel, which is located in a vibrant location with great accessibility to various locations. On property, we have a gym and a 40 metre infinity rooftop pool which allows guest to work-out and have a swim during their business or leisure trip away from home. Being a select-service hotel, Express Start Breakfast is a great start of the day

with healthy food options such as fruits, vegetables, cereals and many more.

The hotel celebrates and emphasizes on events such as yoga session and Fitness events during Earth Hour which our in-house guests are welcome to participate. As the hotel team is preparing for Earth Week from 21 to 28 April 2019, we are collaborating some activities for hotel colleagues and guests.

SHA Welcomes New General Managers



Mr Farid Alain Schoucair
General Manager
Grand Copthorne Waterfront Hotel

Millennium and Copthorne Group is delighted to appoint Mr Farid Alain Schoucair as the General Manager of Grand Copthorne Waterfront Hotel. He brings a wealth of industry experience having lived and worked in many parts of the world, including Singapore, Kuala Lumpur, Macau, Dubai, Jeju (South Korea), Saipan (Northern Mariana Islands), and Manila.

Mr Schoucair was the General Manager at New World Makati Hotel responsible for the rebranded property from Renaissance Hotel. He has played an important role in conceptualizing, developing, implementing strategic plans and driving market initiatives. Mr Schoucair was also formally the General Manager of Grand Millennium Kuala Lumpur, which is part of the Millennium Hotels and Resorts.



Mr Roy Liang

*General Manager
Oakwood Premier OUE Singapore*

A dynamic and hands-on leader, Mr Roy Liang drives the Oakwood Premier OUE Singapore team, launching the debut property at the highly anticipated OUE Downtown mixed-use development. Mr Liang brings a wealth of experience to the role and will lead the shaping of an innovative and exciting work-play-live destination in the city's financial corridor.

Mr Liang's impressive track record in the hospitality industry includes eight years of experience specializing in high profile launch projects across Southeast Asia. His most recent position before joining Oakwood Premier OUE was General Manager at The Ascott Limited's award-winning brand – Somerset Serviced Residence Liang Court and Bencoolen in Singapore, where he was instrumental in ensuring the consistent, outstanding performance of both properties.

In his role at Oakwood Premier OUE Singapore, Mr Liang directs launch strategy, initiates strong team structures and ensures a memorable and unparalleled guest experience. He will apply his invaluable international standards, efficiency and passion for the industry to the role – a passion which he had developed as a student at Nanyang Technological University in Singapore, where he was awarded the CapitaLand Tourism and Hospitality Management Scholarship.



Mr Jean-Philippe Jacopi

*General Manager
Orchard Hotel Singapore*

Millennium Hotels and Resorts is pleased to announce the appointment of Mr Jean-Philippe Jacopin as General Manager of Orchard Hotel Singapore, the group's flagship property located in the heart of the world-famous Orchard Road.

A veteran of the hospitality industry, Mr Jean-Philippe will spearhead the development of the 656-room property, following a multimillion-dollar transformation which unveils an elegant new lobby, grand deluxe rooms, function and event spaces, in-conjunction with the milestone re-opening of iconic F&B destinations.

The son of hoteliers, Mr Jean-Philippe brings with him over three decades of hotel management experience with global luxury hospitality brands. Armed with international industry experience in China, Japan, Korea, Thailand, Switzerland and UK; and well-rounded knowledge amassed from his various key appointments, Mr Jean-Philippe's areas of expertise include Operations, Sales & Marketing, Food & Beverage, hotel renovations and pre-opening of hotels.



Mr Oscar Postma

*General Manager
Regent Singapore*

Mr Oscar Postma has been appointed Regent Singapore's new General Manager with effect from 1 January 2019. With a career spanning 25 years in the luxury hospitality industry, Mr Postma began his career with Starwood attaining leadership roles in Quality, Training and Rooms at seven properties across Europe. His assignments included Training Manager for three Sheraton Hotels in Brussels; Six Sigma Black Belt for two Sheraton Hotels in London and Executive Assistant Manager at The Westin, Dublin.

Mr Postma is no stranger to Singapore. He has spent six years at The Ritz-Carlton, Millenia Singapore as Executive Assistant Manager (EAM) Rooms and two years as EAM Rooms at The St. Regis Singapore. He led several major projects over this period, including the renovations of the Spa, Club and Presidential Suite at The Ritz-Carlton, Millenia Singapore.

In his most recent post prior to joining Regent Singapore, Mr Postma was the Corporate Director of Rooms for Capella Hotel Group, driving operational excellence across the room divisions of seven operating hotels under Capella's three brands.



Mr Jason Leung

General Manager
Singapore Marriott Tang Plaza Hotel

Singapore Marriott Tang Plaza Hotel is delighted to announce the appointment of Mr Jason Leung as General Manager with effect from 10 December 2018. A hotel veteran who is equipped with more than 16 years of invaluable experience, Mr Leung also brings with him a strong track record of achievements in the hospitality industry, as well as a charming and dynamic personality.

Mr Leung began his career in Sales & Marketing in the hospitality industry in Sydney, Australia. In 2006, he assumed the role of Business Development Director at Four Points by Sheraton, Sydney and was quickly promoted to Director of Sales. He had held various key management roles including Director of Sales & Marketing, Executive Assistant Manager and Hotel Manager. During Mr Leung's tenure at The Westin Resort Nusa Dua, Bali, he was responsible for strengthening the property's position as a world-class family leisure and MICE resort, and was also a part of the team overseeing the renovation of the award-winning Bali International Convention Centre.

Mr Leung's last stint before Singapore Marriott Tang Plaza Hotel was General Manager at Le Meridien Singapore, Sentosa. During his tenure, Mr Leung reinforced the hotel's reputation as the perfect destination to unlock the numerous excitements and attractions of Sentosa Island.

With great enthusiasm and drive, Mr Leung is responsible for the success of this iconic, award-winning Singapore Marriott Tang Plaza Hotel that boasts 392 guestrooms and suites, 5 F&B outlets and 12 versatile meeting rooms.

SHA Knowledge Series

As part of the SHA Knowledge Series for members, SHA organised a total of 4 training workshops from January to April 2019.

1. Engineering Workshop (13 February 2019)

The SHA and Ridge Tool Company (RIDGID) jointly organised a Workshop on Sustainable Hotel Maintenance Practices that Promotes Productivity and Cost Efficiency for Directors of Engineering, Chief Engineers and Assistant Chief Engineers on 13 February 2019 at Furama City Centre Singapore.

The first segment was a presentation on sustainable hotel maintenance practices by Mr Mohamed Ridwan, Area Manager RIDGID Singapore. The presentation covered daily situations faced in the Engineering Department as well as solutions to improve productivity and cost efficiency. Following the presentation, participants were invited to take part in the hands-on product experience programmes at 3 stations, namely drain/pipe solutions, productivity tools that promote efficient work environment, as well as HVAC solutions. A total of 48 attendees from 35 SHA member hotels attended the event.



2. Competition Compliance Training Workshop for Hotels (13 March 2019)

SHA organised a dedicated Competition Compliance Training Workshop for Hotels on 13 March 2019, from 2.30pm to 5.30pm at Furama RiverFront Singapore. The objective of this training workshop is to familiarise hotels on the key prohibitions of the Competition Act, in particular, section 34 of the Act which prohibits agreements or concerted practices that prevent, restrict or distort competition within any market in Singapore.

Conducted by two subject experts from OC Queen Street LLC, Mr Harikumar Pillay, Counsel and Mr Poh Lip Hang, Principal Economist, the training workshop comprised a presentation, discussions on hypothetical cases studies, as well as a question-and-answer segment. The workshop was well attended by 68 representatives including General Managers, Vice Presidents, as well as department heads from 28 member hotels.



3. Employment Law – Upcoming changes and its impact on hotels (28 March 2019)

On 28 March 2019, SHA organised a Seminar on Employment Law – Upcoming Changes and its Impact on Hotels. The seminar was held from 2pm-6pm at Baker & McKenzie.Wong & Leow.

The seminar covered the following content:

Employment act amendments

Managing employee discipline

Terminations and Dismissals

HR-specific concerns

Key pitfall areas

Emerging issues

Case studies

Conducted by Ms Celeste Ang, Principal, Mr Clarence Ding, Senior Associate and Ms Jingyi Wang, Associate from Baker& McKenzie.Wong & Leow, the informative seminar was attended by 76 HR practitioners from 52 hotels.

4. “Is your Hotel at Risk of Non-Compliance: PDPA, GDPR & GST?” (11 April 2019)

The fourth SHA Knowledge Series was on 11 April 2019.

Held in partnership with RSM, the specially curated seminar comprises two components; PDPA and GDPR from the Technology, Financial & Legal Perspective and Managing GST Risk.

The seminar was well attended by more than 100 attendees and was conducted by the following distinguished speakers who delivered topics in their areas of expertise:

Data Risk

by Mr Hoi Wai Khon, Director, RSM

Outsourcing Risk

by Mr Anthony Lee, Digital Forensic Director, RSM

Legal Risk

by Mr Lionel Tan, Partner, Technology, Media & Telecommunications Practice, Rajah & Tan Singapore LLP

GST Risk

by Mr Richard Ong, Partner & Head, GST Services, RSM

SHA-MOM Post-Budget Dialogue

The SHA organised a Post-Budget Dialogue Session with the Minister for Manpower, Mrs Josephine Teo on 21 March 2019 from 10am-12pm at Raffles City Convention Centre for SHA hotel members. The session started off with a presentation by Minister, which she shared various schemes. Thereafter, there was a Question and Answer Session.

The session was attended by 99 senior management representatives from 63 hotels.



GM Networking Session @ PIXEL

The first industry update and networking session for hotel general managers was held on 26 February 2019 at PIXEL.

Held alongside a table-top exhibition curated by IMDA to showcase innovative technology solutions applicable to hotels.

The session started off with an update by Ms Margaret Heng, Executive Director of SHA, followed by a presentation “We are Open for Innovation” from Ms Charlene Wong, Senior Manager, Innovation, IMDA.

This was followed by a refreshment and networking break before attendees proceeded to break into groups for a tour of PIXEL facilities.

40 general managers, senior management representatives from member hotels and SHA associate members attended the networking session.



SHATEC Open House 2019

On 12 January 2019, SHATEC held its second and final Open House of the 2018/2019 season with cheer and prosperity of the Lunar New Year. The programme included hands-on workshops making pineapple tarts and dumplings, DIY healthy Yu Sheng dressing, as well as special appearances by Mediacorp 987 DJ Kimberly Wang. The students were excited to showcase their culinary skills at the Live Stations, followed by yummy food and treats to taste, like peanut muah chee and chicken steak flambéd.



Mediacorp 987 DJ Kimberly Wang with her handmade Prosperity Pineapple Tart



Mother and son attempting to make their final products beautiful with their dumpling skins in the Abundance Ingot Dumplings workshop



SHATEC student ambassadors are excited to meet the attendees!



HUAT AH! Our first Lo Hei session for the Year of the Pig!

Love in a Bento – CNY Edition

On 27 February 2019, Love in a Bento returned, packing in the heartiest of flavours, and full of nutritious power for the beneficiaries. Volunteers from Autism Association Singapore (AAS) and Me Too! Club, MINDS (MTC) joined in the second run of this meaningful SHATECare Movement, alongside SHATEC students and staff.



A group photo of our student volunteers before they set off!



SHATEC students hard at work to fill each bento box with an assortment of flavours!

Parents' Engagement Day

On 2 March 2019, SHATEC began the bright Saturday morning with a warm welcome to the parents, friends and family of the cohort of Culinary, Pastry and Hospitality students. Family members enjoyed fun demonstrations and eye-opening tasters facilitated by the students, followed by a dedicated and thorough catch-up with the trainers of their daughters and sons.



Île Flottante in all its creamy luxuriousness.



The Pastry Demo begins with a comforting Île Flottante, its parts including spun sugar, poached meringue and vanilla sauce!

Spotlight: Kung Teong Wah

In this issue, Mr Kung Teong Wah, General Manager at Copthorne King's Hotel was invited to share with us his journey to success.

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

My first IS kitchen experience was definitely my most memorable! It was a period of industry experience in Hotel Premier owned and managed by SHATEC students where I was assigned to a working kitchen in the Rosette and Bougainvillea restaurants.

During this phase was also the first time I sliced my index finger deeply as part of my journey to becoming a Chef.

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

The period in SHATEC provided me with a very holistic and hands-on experience of what to expect within the hospitality industry. SHATEC's experience was a good learning base and starting platform where I was attached to the Westin Stamford and Westin Plaza to gain professional ground knowledge of a real working kitchen.

3) What is your advice to current SHATEC students on how to be successful in the hospitality industry?

I strongly believe 3 P's are needed to attain a level of success within the hospitality industry. They are passion, perseverance



and patience. With a right amount of grit and determination added into the mix, you can never falter!

It will also provide you the opportunity to travel and experience other markets regionally or globally just as how I had been blessed with opportunities in 5 over countries. These real world experiences will then provide you a good learning curve and setting stone for achieving a solid mid-life career which you can then build upon.

Dorsett Singapore's Stay Vibrant Global Brand Initiative



Dorsett Singapore launches an exclusive “Three Wishes” under Dorsett’s Stay Vibrant global brand initiative, which offers three self-picked wishes for a unique tailored stay. On the launch of the Three-Wishes campaign, Ms Jessie Khoo-Gan, General Manager of Dorsett Singapore said, “We believe every guest is unique. We want to make them feel special, valued and cared for with these special touches. It’s also our way of saying Thank You for choosing to stay with us and trust these gifts will further enhance their stay experience.”

During the booking process, guests can pre-select two wishes ranging from a local snack delight, complimentary access to Social@Pavilion (available from 6pm to 10pm) or a complimentary upgrade to the next room category. The third wish will be granted at point of check-out, where guest can pick a fortune egg and stand a chance to enjoy one of the following: a Dorsett in-flight travel amenity kit, a Dorsett limited edition EZ-link card, a Dorsett travel adaptor or a bottle of red wine.

In addition, in anticipation of the needs of today’s travellers, whether leisure or business, guests can now enjoy a full 26-hours stay which allow more time to explore the myriad of shophouses and local eateries in Chinatown, the easily accessible Singapore’s entertainment and shopping belt Orchard Road, Marina Bay Sands, HarbourFront, Resorts World Sentosa, Universal Studios Singapore and many more awesome places of interest as well as food discovery.

The 26-Hour Full Stay is exclusively available for bookings made directly through the hotel official website at <http://www.dorsetthotels.com/singapore> or <https://dorsett-yourrewards.com>. Applicable to all room types, the flexible check-in and check-out arrangement is subjected to the room availability and the hotel must be notified at least 72 hours prior to arrival. This is one of the many thoughtful services featured under Dorsett’s Stay Vibrant global brand initiative. There are 5 brand attributes under the global brand initiative: City Convenience, Social Connectivity, Priceless Delights, Active Wellness and Vibrant Engagement.

Millennium Hotels and Resorts Signs China-focused Distribution Agreement with Ctrip

On 14 March 2019, Millennium Hotels and Resorts (MHR) signed an agreement with Ctrip, one of China's largest integrated travel services to develop a global distribution strategy promoting MHR properties to Ctrip's 300 million strong customer base.

The agreement was announced jointly at ITB Berlin by Mr David Zhou, Chief Business Officer for Accommodation Business Unit of Ctrip and Mr Nayan Peshkar, MHR Senior Vice President – Digital, Distribution & Revenue Strategy.

This marks the start of an alliance enabling Ctrip to offer MHR's iconic portfolio of hotels in the USA, Europe, the Middle East, Asia and Australasia to its China-based business and leisure travel clients. Through the aegis of a strategic collaboration agreement, MHR will partner with Ctrip's membership programme, which will



certify its properties as "Chinese Friendly Hotels" and enable them to benefit from Ctrip's influential ranking system. MHR and Ctrip will also work towards customer initiatives such as the launching of a flagship store on Ctrip's digital platforms, joint marketing campaigns as well as knowledge sharing and cross exposure programmes for team members.

Oakwood Premier OUE Singapore Wins Double Accolades at Serviced Apartment Awards 2019

Oakwood Premier OUE Singapore, a luxury hotel and serviced apartment in Downtown Singapore, is delighted to clinch two prestigious accolades at the Serviced Apartment Awards 2019 held at the Plaza Park Riverbank, London on 14 March 2019. The property has been named 'Best Property (71+ units)'. The General Manager, Mr Roy Liang, was also awarded the 'Rising Star' award.

Judged by a panel of industry experts, the 'Best Property (71+ units)' award benchmarks serviced apartments with 71 units or more against five criteria – delivery of a best-in-class guest experience, innovation in product and customer service, usage of brand to drive occupancy, customer engagement and effective sales, marketing and distribution. The 'Rising Star' is an award that aims to recognize industry newcomers who influence and demonstrate impact on sector

growth and property development. The nominees were shortlisted by industry experts before public voting by readers of Serviced Apartment News.

Mr Roy Liang expressed his appreciation, "We are extremely honored to win the well-respected 'Best Property (71+ units)' award, which is a testament of the continuous effort and pursuit for service excellence by my team. I am humbled by the 'Rising Star' award and will like to share this recognition with the rest of the industry professionals who are change makers in their respective fields and are in this long marathon of service excellence with me".



HOSPITALITY ROBOTS

MEET OUR **8**
FLEET OF
CUSTOMIZABLE
TECHI ROBOTS



Techi BUTLER 3 COMPARTMENTS

For Room service
applications,
Hospitals &
High Rise
Buildings.



Techi BUTLER 2 LARGE COMPARTMENTS

For Room
service
applications,
Hospitals &
High Rise
Buildings.



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Restaurants,
Hospitals
and
Kitchen
Applications



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and Event
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Catering
and Bulk
Delivery.



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Hospital and
Casino food
delivery
needs.

- ▶ Elevator integrated
- ▶ Multipoint delivery robots
- ▶ Skin customizable for hotel theme
- ▶ Robots for all applications



THE SHA HOTEL MEMBERS

30 Bencoolen
Andaz Singapore
Amara Sanctuary Resort Sentosa
Amara Singapore
Amoy Hotel
Aqueen Hotel - Balestier
Ascott Orchard Singapore
Ascott Raffles Place Singapore
Bay Hotel Singapore
Bencoolen Hotel
Broadway Hotel
Capella Hotel, Singapore
Capri by Fraser Changi City, Singapore
The Capitol Kempinski Hotel Singapore
Carlton City Hotel Singapore
Carlton Hotel
Concorde Hotel Singapore
Conrad Centennial Singapore
Cophorne King's Hotel Singapore
Courtyard by Marriott Singapore Novena
Crowne Plaza Changi Airport
Days Hotel by Wyndham Singapore at Zhongshan Park
Destination Singapore Beach Road
Dorsett Singapore
Dusit Thani Laguna Singapore
The Elizabeth Hotel
Fairmont Singapore
five/6 Hotel Splendour
Fortuna Hotel
Four Points by Sheraton Singapore, Riverview
Four Seasons Hotel Singapore
Fragrance Hotel - Ruby
Fragrance Hotel - Sapphire
The Fullerton Hotel
The Fullerton Bay Hotel Singapore
Furama City Centre Singapore
Furama RiverFront Singapore
Genting Hotel Jurong
Goodwood Park Hotel
Grand Cophorne Waterfront Hotel Singapore
Grand Hyatt Singapore
Grand Mercure Roxy Hotel
Grand Park City Hall
Grand Park Orchard
Hilton Singapore
Hilton Garden Inn Singapore Serangoon
Holiday Inn Express Singapore Clarke Quay
Holiday Inn Express Singapore Orchard Road
Holiday Inn Express Singapore Katong
Holiday Inn Singapore Atrium
Holiday Inn Singapore Orchard City Centre
Hotel 81 (Dickson)
Hotel 81 (Star)
Hotel Chancellor @ Orchard
Hotel Clover 33 Jalan Sultan
Hotel Fort Canning Singapore
Hotel G Singapore
Hotel Grand Central
Hotel Grand Pacific
Hotel Indigo Singapore Katong
Hotel Jen Orchardgateway Singapore
Hotel Jen Tanglin Singapore
Hotel Kai
Hotel Miramar (S) Ltd
Hotel Rel @ Pearl's Hill
Hotel Royal
Hotel Royal @ Queens
Hotel Supreme
ibis Singapore on Bencoolen
ibis Singapore Novena
Innotel Hotel
InterContinental Singapore
InterContinental Singapore Robertson Quay
Jayleen 1918 Hotel
JW Marriott Singapore South Beach
Le Meridien Singapore Sentosa

Link Hotel
Lloyd's Inn
M Hotel Singapore
M Social Singapore
Mandarin Orchard Singapore
Mandarin Oriental, Singapore
Marina Bay Sands
Marina Mandarin Singapore
Mercure Singapore Bugis
Mercure Singapore on Stevens
Naumi Hotel
Nostalgia Hotel
Novotel Singapore Clarke Quay
Novotel Singapore on Stevens
Oasia Hotel Downtown Singapore
Oasia Hotel Novena, Singapore
Oakwood Premier OUE Singapore
ONE°15 Marina Club
One Farrer Hotel
Orchard Hotel Singapore
Orchard Rendezvous Hotel, Singapore
Orchid Hotel
Pan Pacific Orchard
Pan Pacific Singapore
Parc Sovereign Hotel - Albert St
Park Avenue Changi
Park Avenue Rochester
Park Hotel Alexandra
Park Hotel Clarke Quay
Park Hotel Farrer Park
Park Regis Singapore
PARKROYAL on Beach Road
PARKROYAL on Kitchener Road
PARKROYAL on Pickering
Peninsula.Excelsior Hotel
Perak Hotel
Quality Hotel Marlow
The Quincy Hotel
Raffles Hotel Singapore
Ramada Singapore by Wyndham at Zhongshan Park
The Regent Singapore
RELC International Hotel
Rendezvous Hotel Singapore
Resorts World at Sentosa (Beach Villas, Crockfords Tower, Equarius Hotel, Festive Hotel, Hard Rock Hotel, Hotel Michael)
The Ritz-Carlton, Millenia Singapore
Robertson Quay Hotel
Royal Plaza on Scotts
The Scarlet Hotel
The Seacare Hotel
Shangri-La Hotel Singapore
Shangri-La's Rasa Sentosa Resort & Spa, Singapore
Sheraton Towers Singapore
Singapore Marriott Tang Plaza Hotel
Six Senses Duxton
Sofitel Singapore City Centre
Sofitel Singapore Sentosa Resort and Spa
SO Sofitel Singapore
South-East Asia Hotel
The St Regis Singapore
Studio M Hotel
Swissotel Merchant Court, Singapore
Swissotel The Stamford, Singapore
V Hotel Lavender
Village Hotel Albert Court
Village Hotel Bugis
Village Hotel Changi
Village Hotel Katong
W Singapore Sentosa Cove
Wangz Hotel
The Warehouse Hotel
The Westin Singapore
XY Hotel Bugis
York Hotel
YOTEL Singapore Orchard Road

THE SHA ASSOCIATE MEMBERS

The American Club
Aston Food & Beverage Specialities Pte Ltd
Auric Pacific Marketing Pte Ltd
Aqua-Terra Oilfield Equipment & Services Pte Ltd
Bakerzin Holdings Pte Ltd
Batam View Beach Resort
Bekins Commercial Installation Asia Singapore Pte Ltd
The British Club
Creative Eateries Pte. Ltd.
CS Tay Foods Pte Ltd.
Destino Gastronomic Pte Ltd
dnata Singapore Pte Ltd
DP Architects Pte Ltd
EcoLab Pte Ltd
Givex Singapore Pte Ltd
Guava Amenities Pte Ltd
Harry's International
Himawari Pte Ltd
Hock Services (Pte) Ltd
Horwath HTL
Hospitality Resource Solutions Pte Ltd
Hospitality and Retail Systems Pte Ltd
HPL Hotels & Resorts
Hygiene Care Services
Institute of Technical Education (ITE)
JMD Asset Management
Keppel Land Hospitality Management Pte Ltd
Lytox Technologies Pte Ltd
Loxley
Minibar Systems Asia Pte Ltd
MyRepublic Limited
Nanyang Polytechnic
National Service Resort & Country Club
NTUC Club
One Stop Hospitality Solutions Pte Ltd
Orchid Country Club
Palvision (Singapore) Pte Ltd
Republic of Singapore Yacht Club
Republic Plaza City Club (S) Pte Ltd
RSM Chio Lim LLP
The SAF Warrant Officers and Specialists Club
Sceptre Hospitality Resources Pte Ltd
Select Group Ltd
Sentosa Development Corporation
Sia Huat Pte Ltd
Simmons (Southeast Asia) Pte Ltd
Singapore Institute of Technology
Singapore Island Country Club
Singapore Meritus International Hotels Pte Ltd
Singapore Recreation Club
Skycom Satellite Systems Pte Ltd
Somerville (Singapore) Pte Ltd
Starhub Ltd
STR Global Singapore Pte Ltd
The Tanglin Club
Trane Distribution Pte Ltd
Tung Lok Millennium Pte Ltd
TKHS Group Singapore Pte Ltd
UBM SES
Unilever Singapore Pte Ltd
YHS (Singapore) Pte Ltd

(as at 30 Apr 2019)

RIDGID

2019 PROMO

PROMO RUN FROM 01 JUNE TO 30 JUNE 2019



SGD 500.00 W/GST

SGD 467.29 W/O GST

RIDGID CA-300 INSPECTOR CAMERA*

Easily record still images and videos of problems in hard-to-reach areas and save these on the internal memory (235 MB) or the included 4 GB SD-card.

CAT. # 37888/40363

*CA-300 inspection camera sold separately to Micro Reel

SGD 300.00 W/GST

SGD 280.37 W/O GST

POWERCLEAR™ DRAIN CLEANING MACHINE

The powerful, compact and versatile new PowerClear™ drain cleaner effortlessly cleans tub, shower or sink blockages from ¾" (20mm) to 1 ½" (40mm) diameter.

CAT. # 59138



SGD 700.00 W/GST

SGD 654.21 W/O GST

K-45AF SINK MACHINE + C1-IC CABLE

Excellent for small line cleaning. Opens clogged lavatory, sink lines, urinals and tub or shower drains.

CAT. # 36033



SGD 900.00 W/GST

SGD 841.12 W/O GST

K-45AF SINK MACHINE + C1-IC CABLE + C-6 CABLE + T-250 + TOOL BOX

CAT. # 36043



SGD 85.00 W/GST

SGD 79.44 W/O GST

K-1 COMBINATION AUGER

The K-1 Combination Auger provides an all-in-one solution for removing blockages from urinals and shower drains.

CAT. # 46683

FREE COMPETENCY TRAINING UPON PURCHASE



CONTACT US:

AQUA-TERRA OILFIELD EQUIPMENT & SERVICES PTE LTD

SEAH BOON YEOW P: +65 6319 4657 | M: +65 9758 7558 |

F: +65 6268 4455 | Email: byseah@aterra.com.sg

VISIT OUR TRAINING & DEMO CENTER

@ 19 JURONG PORT ROAD, SINGAPORE 619093

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GREENER AIR SOLUTION

Daikin Singapore provides indoor air quality (IAQ) solution & refrigerant service to prevent 'sick building' syndrome and keep your hotel green to improve guests' comfort.



Steam Cleaning

Makes use of high-pressure steam to clean the coil

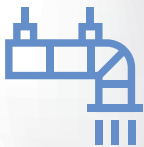
- Environmentally friendly, chemical free process
- Achieve good IAQ by removing unpleasant smell and odour
- Improve airflow rate and cooling performance for better efficiency



Before



After



Duct Cleaning

Makes use of specialized equipment to clean the inside of the ductings

- Remove dust, allergens and impurities accumulated inside the ducting after prolonged use
- Remove unpleasant smell and odour to improve IAQ



Before



After



Refrigerant Service

Preventive service to identify and purify contaminants in the refrigerant cycle

- Reduce equipment downtime
- Prolong equipment lifespan
- Green Mark Certification and Carbon Tax Exemption



EVERYWHERE WITH YOU

Contact Daikin Call Centre **6311 8686** for more details

