

SHA UPDATE

Jan 2013 – Jun 2013
MICA(P) 023/02/2013


SINGAPORE HOTEL ASSOCIATION

EDITORIAL TEAM

Chief Editor : Ms Margaret Heng
Writers : Ms Li Shaoting, Ms Shrestha Sook Yean
Published by : Singapore Hotel Association
Designed and printed by : Colorcom Graphics Pte Ltd

SHA Update is the official publication of the Singapore Hotel Association and copies of SHA Update are not for sale. No part of this publication may be reproduced in any form or by any means without the written permission of the publisher. The views and opinions expressed are those of the authors and do not necessarily reflect those of the publisher.

17 Cantonment Road, Singapore 089740

Email : secretariat@sha.org.sg

Website : www.sha.org.sg

Thumbs Up for Recognising Employee Excellence and Productivity



Held on 31 May 2013 at the Holiday Inn Singapore Atrium, the 31st FDAWU/NTUC/SHA Productivity Seminar cum Awards Presentation Ceremony saw the recognition of a record number of 56 deserving employees who were nominated by their respective organizations for the "Employee of the Year" award.

The winners were presented with a certificate of commendation and a trophy by Guest-of-Honour, Mrs Josephine Teo, Minister of State for Finance and Transport.

In addition, the award ceremony recognized hotels for their productivity efforts in the 4th Productivity Idea Award. This year, the champion team title went to Shangri-La's Rasa Sentosa Resort for their simple yet effective idea of replacing ice-cube machines with more energy-efficient industrial chilled water dispensers and thereby making the operational task of serving iced water for meetings and banquets easier and faster.

Three teams, namely Equarius Hotel and Beach Villas at Resorts World Sentosa, Holiday Inn Singapore Atrium and Hotel Michael at Resorts World Sentosa were

shortlisted by the organizing committee to receive Special Mention for their efforts.

The second segment of the programme saw the sharing of productivity initiatives by Mr Joseph Chu, Director of Human Resources of Holiday Inn Singapore Atrium, which won the Aon Hewitt Best Employers Award 2013.

More than 200 representatives from the union and the hospitality industry attended the event.

SHA NEWS	SHATEC INSTITUTES NEWS	HOTEL CIRCUIT	TOURIST TRACKS
<ul style="list-style-type: none"> Thumbs Up for Recognising Employee Excellence and Productivity 1-2 Your Say : Raising the Image of the Hotel Industry 3 SHA Welcomes New Ordinary Members 4-5 SHA Welcomes New Associate Members 5 SHA Welcomes New General Managers 6-7 All Smiles at the SHA – NATAS Networking Session 8 Industry Update and Networking Session for General Managers 8 SHA Annual General Meeting 9 Great Singapore Sale 2013 9 Unity in Diversity: Doing Your Part to Stamp out Corruption 10 Understanding Budget 2013 – Briefing for SHA Hotel Members 10 SHA Human Resource Workshop @ CaliberLink 10 	<ul style="list-style-type: none"> Articulation Agreement with Hotel and Tourism Management Institute Switzerland 11 Celebrations at Recipes! 11 30 Years of Excellence in Hospitality Education 12 SPOTLIGHT 12 Continuing Education & Training Programme Calendar 2013 13-15 	<ul style="list-style-type: none"> Hotels Excel in the AON Hewitt Best Employers in Singapore Awards 2013 16 Meritus Hotels & Resorts Signs MoU with Fantasy Island Development 16 Holiday Inn Singapore Atrium Commended in the NTUC May Day Awards 2013 17 Carousel crowned Best Buffet Restaurant in AsiaOne People's Choice Awards for the fourth time 17 Hotel Rel's RelHealthy Programme for Staff and the Usage of Alkaline Water 18 Far East Hospitality unveils refreshed Village Hotels & Residences 18 	<ul style="list-style-type: none"> Singapore emerges as the only Asian Top 10 Convention City this year 19 2012 in Numbers 19 Calender of Conventions & Exhibitions 19

Thumbs Up for Recognising Employee Excellence and Productivity



Our heartiest congratulations to the following winners of the "Employee of the Year" Award 2013!



Organisation	Name
Albert Court Village Hotel	Johan Bin Wardi
Amara Sanctuary Resort Sentosa	Liu Say Kow
Amara Singapore	Xie Juan Michelle
Bayview Hotel Singapore	Zhao Qing Lian
Carlton Hotel Singapore	Raymand Hew Kok Foo
Changi Village Hotel	Muhammad Fahmi Bin Samsudin
Concorde Hotel Singapore	Tan Yong Chwee David
Copthorne King's Hotel Singapore	Pari S/O Nadaisan
Crowne Plaza Changi Airport	Marlon Loyloy Guipetacio
The Elizabeth Hotel	Parra Laarni Magpile
Fairmont Singapore	Tham Kwok Cheong, Eric
The Fullerton Bay Hotel	Ida Suhana Binte Abdul Kadir
The Fullerton Hotel Singapore	Chen Mengsi
Furama City Centre Singapore	Mohammad Yasser Bajarai Bin Feshal
Furama RiverFront, Singapore	Mariam Bte Abdullah
Goodwood Park Hotel	Ramesh A/L Thurugaiah
Grand Copthorne Waterfront Hotel	Muhammad Khairul Anuar Bin Basri
Grand Hyatt Singapore	Salfarudin Bin Sarip
Grand Mercure Roxy Singapore	Veronica May Alcantara Mayo
Grand Park Orchard	Rashidi Bin Jamia'an
Holiday Inn Singapore Atrium	Lim Michael Olegario
Holiday Inn Singapore Orchard City Centre	Wong Lye Choon, Edward
ibis Singapore on Bencoolen	Alison Choy Ai Jia
Landmark Village Hotel	Hew Choy Ping
Link Hotels International Pte Ltd	Yew Leong Chee
M Hotel Singapore	Liew Kuan Choo Yvonne
Mandarin Orchard Singapore	Soh Lay Beng Shirley

Organisation	Name
Mandarin Oriental, Singapore	Daniel Lee Kuok Joi
Marina Mandarin Singapore	Ong Neal Martin Yu
Hotel Miramar (S) Ltd	Jaspreet Kaur
Nestle Singapore Pte Ltd	Angelina Cabe Gacasan
Novotel Singapore Clarke Quay	Yen Chia Ying
Oasia Hotel Singapore	Anatan A/L Kumarasamy
Orchard Hotel Singapore	Ratnam Veloo A/L Thinagaran
Orchard Parade Hotel	Chona Balano Rodrigues
Pan Pacific Orchard	Lau Sim Koon
Pan Pacific Singapore	Lee Kian Hua
Park Hotel Clarke Quay	Pathip Laxman S/O Sugumaran
Peninsula.Excelsior Hotel	Santhi A/P Samy
Quality Hotel Marlow	Lo Kim Peng
The Quincy Hotel	Hennessy Villanueva Arias
Raffles Hotel Singapore	Yusri Bin Senin
Regent Singapore	Mohamed Aliff Bin Zainudin
Rendezvous Grand Hotel Singapore	Jennifer Tao Xiaohui
The Ritz-Carlton, Millenia Singapore	Mah Woon Kheng, Alice
Riverview Hotel	Liao Yingshan Tracy
Hotel Royal Limited	Lee Lily
Hotel Royal @ Queens (Singapore) Pte Ltd	Samsorbahari Bin Abdullah
Royal Plaza on Scotts	Colin Lam Quek Lim
Shangri-La Hotel, Singapore	Hung Jamie Romilda Lim
Shangri-La's Rasa Sentosa Resort & Spa	Nur Sakinah Binte Mohd Yusof
Sheraton Towers Singapore Hotel	Zunaidah Binte Masngud
Swissôtel Merchant Court Singapore	Ong Chee Yong
Swissôtel The Stamford	Abdul Hamid Bin Mohamed
Traders Hotel, Singapore	Liu Xin
York Hotel	Chang Kim Wah

Your Say : Raising the Image of the Hotel Industry

The hotel industry offers an exciting career to those who are passionate about the service industry. This issue, SHA Update finds out from some of our hoteliers on how we could raise the image of the hotel industry to attract local talents.

The Luxury of being Yourself

1. Promote tourism as a key economic driver and develop social outreach programmes to educate Singaporeans on how each individual CAN make a difference to the experience of our tourists/hotel guests. In fact, every Singaporean has a 'responsibility' and the potential to be a great tourism ambassador!
 2. Beyond offering a profession with global perspective and great opportunities to learn and grow in different countries, the hospitality industry provides daily opportunities to serve and delight; which very often makes a meaningful difference in the lives of guests and people that we interact with.
 3. Every team member in the hotel is equally important in assuming a professional image, to act as an ambassador for the hotel in interacting with different nationalities and cultures from all over the world.
 4. Hospitality is the place in which you can tap on your creativity in meeting the diversified needs of our guests.
 5. The hospitality industry has progressed and transformed into an environment which provides abundant learning opportunities across various functions and departments. There is certainly a visible and viable growth path for aspiring talents.
 6. For those who are passionate and perform well, opportunities for career advancement are always available.
- It has been and continues to be, our responsibility to fill the earth with the light and warmth of hospitality!



Mr Heinrich Grade
General Manager
Conrad Centennial Singapore

Creating a Positive Work Environment

More than just a job, a career in the hospitality industry is for many a calling as it requires more than just delivering efficient service operationally. It is about communicating the essence and soul of the brand that you are part of.

At Capri by Fraser, Changi City/Singapore, service excellence is a vital component of our guests' experience and for that we are not short on professional development and training to equip our team with the skill sets needed to deliver excellent service.

It is also important to create a positive work environment with open communication channels where feedback is valued so that we can constantly improve as a team.

Recognition for exemplary performance helps to keep team members motivated. Sincere care and concern among team members are also key areas as they will ultimately reflect in the way service is delivered to the guests.



Mr Raymond Howe
General Manager
Capri by Fraser,
Changi City/Singapore

Understanding what Motivates our Local Talent

With the heightened competition for talent, it is becoming more important for hotels to shape their employer branding and understand the motivations of the jobseekers so as to attract them to join the industry.

In today's context, jobseekers are no longer seeking for a job but are looking for opportunity to grow within an organization. Henceforth it is imperative that hotels ensure that growth opportunities are available across all jobs levels. At the W Singapore – Sentosa Cove, we have implemented a program called "Starwood CAREERS". It is a guide and tool to effectively develop our talents. They are developed through selective trainings, coaching sessions, careful observation and feedback. This program provides a win-win situation for both parties. It enables a ready pool of talent pipeline and motivates them further to embark on future roles upon completion of the Starwood CAREERS programs.

Hotels should explore ways to question the status quo of how certain hotel processes are traditionally being done. To make it exciting, hotels should review the existing processes and consider in empowering the younger employees.

To further attract the young local jobseekers, hotels need to create and offer a FUN workplace to engage the talents. While we work tirelessly to meet the demands of our guests, we must be able to offer an exciting environment for our talents to break the standard job routine and take their minds off work. It is important that our talents are re-energized and have a well-rested mind. I am confident that this helps in their engagement with guests. As the saying goes, all work and no play makes Jack a dull boy!



Mr Stephane Fabregoul
General Manager
W Singapore Sentosa Cove

SHA Welcomes New Ordinary Members

Days Hotel Singapore at Zhongshan Park

The Days Hotel Singapore at Zhongshan Park comprises an all-day dining restaurant offering Mediterranean and South East Asian fare, a gym and 405 guest rooms stylishly designed in vibrant hues of orange or blue. Each Days room is equipped with a 32-inch flat screen TV with cable channels, complimentary in-room WIFI, and an in-room safe.

Situated within the central district of Novena, the hotel is a mere five minutes' complimentary shuttle service to Velocity, United Square shopping malls and office towers, as well the Novena Medical Hub and Mount Elizabeth Hospital. The Days Hotel is also located on the Balestier Heritage Trail which includes the Sun Yat Sen Nanyang Memorial Hall Museum, a walk that peeks into Singapore's past as well as local food culture.

Providing quality comfort and convenience at the best value, Days Hotel Singapore at Zhongshan Park is the choice accommodation for budget-conscious travellers.



Days Hotel
Singapore at
Zhongshan Park



Dorsett
Singapore

Dorsett Singapore

Owned and managed by Dorsett Hospitality International, the 10-storey midscale Dorsett Singapore boasts of modern architecture and design clad with a full glass building façade to present a refreshing landmark that seeks to harmonise with the heritage backdrop in the vicinity.

Boasting of an exclusive location as one of the few hotel properties in Singapore to be seated above Outram Park MRT interchange station, the hotel provides easy access to the city's commercial and tourist highlights such as the Singapore's entertainment and shopping belt Orchard Road, Marina Bay Sands, HarbourFront, Resorts World Sentosa, Universal Studios Singapore, and Singapore's Central Business District.

All 285 guestrooms and loft rooms offer stylish and comfortable accommodation of uncompromising contemporary living of unpretentious luxury – each equipped with free wired and wireless high speed internet access, 40" LED TV with cable TV and international channels, posturepedic mattress, cordless phone and IP phone with IDD access, iPhone/iPad docking app-enhanced dual alarm stereo clock radio, complimentary tea and coffee making facilities, and a host of other facilities, well suited for both leisure and business travellers to enjoy, relax and refresh.

Naumi Liora

Naumi Liora is a radiant landmark in the heart of the colourful Chinatown, within minutes from the Central Business District, a plethora of specialty shops, watering holes and award-winning restaurants.

Housed in an artfully restored heritage townhouse, each of the 79 rooms have been sized uniquely, retaining elements of heritage that harmonise with modern comforts.

Immerse yourself in a warm sanctuary of style at Naumi Liora, another outstanding establishment by Naumi Hotels, and expect to receive the highest standard of Naumi hospitality- passionate, enthusiastic and intuitive.



Naumi Liora

SHA Welcomes New Ordinary Members



Park Avenue Changi

Park Avenue Changi

Situated at the heart of Changi Business Park at UE Bizhub EAST, Park Avenue Changi introduced contemporary comfortable living spaces and efficient work environments to meet the demanding business travellers' needs in the area.

A prestige residence to call home, Park Avenue Changi features 171 chic business hotel rooms and 80 luxuriant serviced suites. Guests who are accommodated in the serviced suites will find themselves back at home with spacious living room and fully equipped kitchenette to create cosy living experience each time our guests stay with us.

With a roof-top relaxation pool and a state-of-the-art gymnasium, Park Avenue Changi offer guests a chance to relax in a tranquil environment and enjoy the frequent landing sight of the aeroplanes towards Changi Airport.

Ramada Singapore at Zhongshan Park

Ramada Singapore at Zhongshan Park is the only four-star international hotel in Novena offering 384 well-appointed guest rooms in a contemporary design, catering to both business and leisure travellers. Each room features amenities such as a flat screen TV with cable channel access, complimentary in-room WIFI access, and an in-room safe.

With 540 square metres of meeting and banquet space, Ramada Singapore offers a perfect setting for corporate meetings, wedding banquets and private parties. The hotel's two function rooms are equipped with the flexibility to accommodate events requiring various set-ups.

Alongside facilities such as a swimming pool, gymnasium and business centre, an all-day dining restaurant, Flavours at Zhongshan Park, serves up a delectable selection of Straits Chinese and western cuisines.

In addition, the hotel adjoins a two-level retail mall consisting of eateries, shops and a supermarket.



Ramada Singapore at Zhongshan Park

SHA Welcomes New Associate Members

Select Group Ltd

Listed on the SGX-Catalist, Select® has been the leading food service provider to people from all walks of life in Singapore for over two decades.

The Group, led by Managing Director Mr Vincent Tan and his team of professionals, manages thousands of dedicated staff trained in all aspects of the food service industry.

With its extensive experience in the F & B industry, the Group has established a substantial brand presence in Chinese Fine Dining, events catering, institutional catering, Thai casual dining, themed food courts, quick service restaurant as well as Hong Kong dessert chain.

To stay competitive in the market and to meet the demands of its customers, Select Group is venturing into unique concepts that will bring together culture, traditions and food.

The SAF Warrant Officers and Specialists Clubs (THE CHEVRONS)

Conveniently located at 48 Boon Lay Way, tucked away from the hustle and bustle of the city, THE CHEVRONS is one of the most ideal venues in the western part of Singapore for any occasion.

Uniquely named after the distinguished V-shaped stripes donned by our dedicated servicemen of the Singapore Armed Forces, THE CHEVRONS provides a vibrant and relaxing environment with an extensive range of leisure and recreational facilities (such as chalets, swimming pool, gym, spa, bowling alley, karaoke lounge, members' lounge, café and restaurant) for its members and guests.

The four-storey clubhouse features an impressive range of versatile function rooms equipped with state-of-the-art audio, visual support, wireless internet connection, and intelligent lightings. Together with a wide selection of food and beverage menus, and provision of exclusive event setups, THE CHEVRONS is the ideal venue for company or social functions.

SHA Welcomes New General Managers



Ms Judy Wong
Residence Manager
Ascott Raffles Place Singapore

With more than 20 years of experience in the hospitality industry, Ms. Judy Wong's new appointment to head Ascott Raffles Place brings the promise of refreshing changes to the group's flagship property.

A Certified Hotel Administrator (CHA) by American Hotel & Lodging Association, Judy possesses extensive knowledge in operations and Sales & Marketing. She is the Area Manager overseeing 3 Serviced Residences and 2 Corporate Leasing properties in Singapore.

Ms Wong has contributed greatly to the group's expansion plan by playing an active role in the opening of various properties.



Mr Simon Soh
Hotel Manager
Berjaya Singapore Hotel

Mr Simon Soh has been appointed Hotel Manager of Berjaya Singapore Hotel. A Singaporean national, Mr Soh has a Master of Business Administration (MBA) degree from the University of Leicester, United Kingdom. He has a versatile background of working experience in the hotel industry, including working as General Manager of the Van Chai Resort, Vietnam and Angkorland Hotel, Siem Reap, Cambodia.

Before that he held various human resources and training roles with Hard Rock Hotel Bali, Indonesia, Banyan Tree Resort, Seychelles and Le Meridian Hotel, Singapore. Prior to joining Berjaya Singapore Hotel, Mr Simon Soh was General Manager of Centara Hotel Manila.



Mr Philip Wong
General Manager
Dorsett Singapore

A veteran with over 30 years of experience in the tourism and hospitality industry, Mr Philip Wong, is undoubtedly a prominent figure with established wealth of experience in the field.

Mr Philip Wong joins the Hong Kong Stock Exchange Listed Dorsett Hospitality International and assumes the role of General Manager of Dorsett Singapore – the first property under the group to enter the Singapore market, overseeing the construction and development to the managing of this new iconic 285-room midscale hotel in the precinct of Chinatown which opened doors on 28 March this year.

Prior to this appointment, Mr Wong was the General Manager of a platinum 5 Star Sovereign Hotel, Zhanjiang in Guangdong, PRC. His notable portfolio also includes senior management positions in reputable hotels in Singapore and Asia including the Starwood Hotels and Resorts, the Ritz Carlton Hotel Company, Shangri La International Group and Cairnhill Hotels & Resorts, among others. Adding to his multi-facet experience, he has also worked for renowned organisations such as Singapore Airlines and DFS Galleria Singapore.



Mr Ernie Ong
General Manager
Gallery Hotel

Veteran Hotelier, Mr Ernie Ong's extensive knowledge and experience of managing hotel properties locally and regionally through his formative years in the hotel industry has put him in good stead to helm his new role of the General Manager at the Gallery Hotel.

Mr Ong has plans to increase brand visibility and awareness of the Gallery Hotel to the general public and to win more accolades for the property. In addition, Mr Ong currently holds the position of Second Vice-President of the Food and Beverage Managers' Association, Singapore.



Mr Gerald Hendrick
General Manager
Hotel Grand Pacific

Hotel Grand Pacific is pleased to announce the appointment of Mr Gerald A. Hendrick as General Manager.

Mr Gerald A. Hendrick brings with him over 19 years of experience from various hospitality management organizations in many management roles within Asia and Middle East including openings and re-branding of hotels.

Prior to joining the Hotel Grand Pacific, Mr Gerald A. Hendrick was with Raffles Hotel and other luxurious 5 star hotels namely Hilton International, Shangri-la hotels and resorts, St Regis, Mandarin Oriental Hotel Group, Pan Pacific and Madinet Jumeirah in Dubai.

Mr Hendrick has organized and managed many high profile events and handled a vast portfolio of corporate meetings and events. During his spare time, Mr Hendrick enjoys spending time with family, watching theatrical musicals and has a liking for field sports.



Mr Kenneth Low
General Manager
Grand Park City Hall

Grand Park City Hall is delighted to announce the appointment of Mr Kenneth Low Siew Woh as General Manager with effect from 19 June 2013.

A strong veteran in the hospitality industry with more than 20 years of hotel management experience, Mr Kenneth Low has held key managerial appointments in various international hotel groups.

Mr Low comes from Far East Organisation, where the 46-year old company Director incorporated Kitchen Language in 2008, growing the portfolio and revenue streams from a single restaurant to 24 outlets with an annual turnover exceeding S\$26 million. Prior to operating Kitchen Language, Mr Low has been taking care of hotel operations in various properties in the Organisation's portfolio.

SHA Welcomes New General Managers



Mr Roland Svensson
General Manager
Mövenpick Heritage Hotel
Sentosa

Mövenpick Heritage Hotel Sentosa announced the appointment of Mr Roland G. Svensson as its General Manager with effect from 1 January 2013.

Mr Svensson, a Swedish national, has been with Mövenpick Hotels & Resorts for two and a half years working in a variety of positions across properties in Thailand. Having held positions in Asia with several leading hotel companies for most of his career, Mr Svensson has built up a strong understanding and insight into the tourism industry regionally. In his most recent position

as the General Manager of Mövenpick Resort & Spa Mae Nam Beach in Koh Samui, and Mövenpick Suriwongse Hotel Chiang Mai, Thailand, Mr Svensson had been instrumental in planning for the opening and rebranding of these properties.

With more than 25 years of experience in the hospitality industry within Asia Pacific, Mr Svensson brings with him very extensive experience in hotel management and a wealth of knowledge in hospitality consulting.



Mr Ryan Sun
General Manager
Park Avenue Group

The Park Avenue Group, hospitality arm of main board listed company United Engineers Limited, is pleased to announce the appointment of Mr Ryan Sun as General Manager for the Group.

Mr Sun has played instrumental roles in the pre-opening of the Park Avenue Rochester hotel in 2011 as well as Park Avenue Changi in 2012. His primary focus is to establish adequate business process and enhance customer service excellence standard for the rapid expansion of hospitality business. He also spearheads the

business development for the regional expansion.

Prior to his current role, Mr Sun held key position as business head of UEL's environmental investment business in China. Under his leadership, the footprint of UEL's presence has expanded to 13 cities across China.

In his spare time, he enjoys a good game of golf, swimming and spending quality time with his family.



Mr Tony Cousens
General Manager
Ramada and Days Hotels
Singapore at Zhongshan Park

Mr Tony Cousens was appointed General Manager of both the Ramada and Days Hotels Singapore at Zhongshan Park in December 2011. In his role, he is responsible for the overall strategy, development and management of both hotels, the first properties in the country to be managed by the Wyndham Hotel Group, the world's largest hotel company with over 16 brands and 7150 hotels.

With more than three decades of hospitality experience, Mr Cousens played a vital role in spearheading the pre-opening team for both hotels, which have close to 800 rooms. An industry veteran with a wealth of experience in Asia, he has worked with some of the world's leading hotel groups including, Le Meridien Hotels & Resorts, Four Seasons Hotels & Resorts, The Jumeirah Group and General Manager of the Marina Mandarin renovation 2005 – 2008.

A British-Canadian national, he has worked and lived in Asia for the past two decades and currently resides in Singapore with his wife and son.



Mr Frank Beck
Managing Director
The St. Regis Singapore

Mr Frank Beck joins The St. Regis as its Managing Director in January 2013.

Armed with over two decades of hospitality experience, Mr Frank Beck embarked on his illustrious career with Starwood Hotels & Resorts in the year 1990 at various properties around the world, rising through the ranks with significant contributions from Banquet operations to Executive Assistant Manager to General Manager.

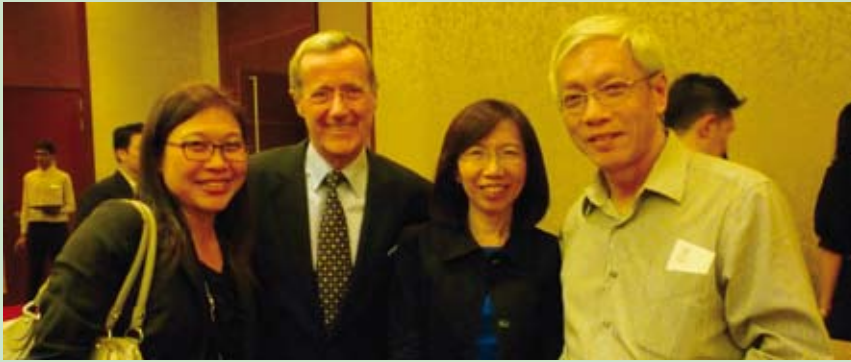
Wide versed with all aspects of hospitality management, Mr Beck has been General Manager in a variety of properties for most of his career, overseeing and managing the opening of some of Starwood's most prominent and profitable properties across Southeast Asia, including The Westin Chosun, Seoul, Sheraton Senggigi Beach Resort, Lombok and more recently, the rebranding of Sheraton Laguna Nusa Due, Bali to The Laguna Resort & Spa Nusa Dua, Bali and the opening of The St. Regis Bali Resort.

InterContinental Hotel Group appoints Sam Davies as Area General Manager - Singapore

InterContinental Hotel Group (IHG) has appointed Mr Sam Davies as the Area General Manager for Singapore, incorporating InterContinental Singapore, Crowne Plaza Changi Airport, Holiday Inn Singapore Orchard City Centre and Holiday Inn Singapore Atrium. Mr Davies took up this role in January 2013.

Prior to this role, Mr Davies was the General Manager at Holiday Inn Singapore Atrium for 4 years and has been with IHG for some 18 years.

All Smiles at the SHA – NATAS Networking Session



On 15 January 2013, the SHA, together with the National Association of Travel Agents Singapore (NATAS), organised a joint networking event for members. Close to 100 representatives from both associations attended the event which was hosted by the Resorts World Sentosa Singapore.

The first presenter, Ms Rachel Loh, Assistant Director, Business Tourism Development and Integrated Resorts, STB, spoke on the MICE Outlook for the industry. This was followed by a presentation from Mr Noel Hawkes, Vice President, Channel Development and Attraction Sales, RWS, on the upcoming attractions in the resort.

Attendees were also given an introduction of its latest attraction at Resorts World Sentosa, the Marine Life Park, by Mr Biswajit Guha, Director, MLP Education and Conservation.

The event ended with a visit to the Marine Life Park @ Resorts World Sentosa, to the delight of the attendees!



Industry Update and Networking Session for General Managers



The 1st Industry Update and Networking Session for General Managers for the year 2013 took place on 27 February 2013 at Pan Pacific Singapore.

The session began with an interaction and industry update session by Ms Margaret Heng, Executive Director of SHA.

Directors of Human Resource from member hotels were also invited to join in the second half of the session which comprised a presentation on the Personal Data Protection Act by the Personal Data Protection Commission followed by updates from the Ministry of Manpower.

SHA Annual General Meeting



The 2013 SHA Annual General Meeting (AGM) took place on 21 June 2013 at Parkroyal on Pickering. This meeting also marked the election and announcement of the SHA Board for the new term of 2013-2015.

In this regard, SHA is pleased to share that Mdm Kay Kuok has been re-elected as President of SHA and the SHA Executive Committee for 2013-2015 is as follows:

President	Mdm Kay Kuok, Shangri-La Hotel
1 st Vice-President	Mr Albert Teo, Amara Singapore
2 nd Vice-President	Mr Allen Law, Grand Park City Hall
Honorary Treasurer	Mr Loh Lik Peng, Hotel 1929
Asst. Honorary Treasurer	Mr Arthur Kiong, The Elizabeth Hotel
Honorary Secretary	Ms Kwee Wei-Lin, Capella Singapore
Asst. Honorary Secretary	Mr Andrew Yap, Peninsula. Excelsior Hotel

Following the Annual General Meeting, Mr Damien Little, Director of Horwath HTL shared with members the "Key Findings of the Hotel Industry Study for Financial Year 2012" as well as the forecast for 2013 for hotels in Singapore and other major cities in Asia Pacific.

SHA would like to thank all members who attended the AGM.



Great Singapore Sale 2013

This year marked the 20th anniversary of the Great Singapore Sale from 31 May 2013 to 28 July 2013.

In addition to island-wide promotions and shopping deals, the following SHA hotel members offered special hotel deals and promotions by participating in this annual sale event:

1. Amara Singapore	15. Grand Park City Hall	30. Ramada Singapore at Zhongshan Park
2. Bay Hotel Singapore	16. Grand Park Orchard	31. Regent Singapore, A Four Seasons Hotel
3. Capella Singapore	17. Hotel Grand Pacific	32. Rendezvous Grand Hotel Singapore
4. Capri by Fraser, Changi City Singapore	18. Hotel Fort Canning Singapore	33. Resorts World Sentosa – Equarius Hotel
5. Concorde Hotel Singapore	19. Hotel Royal	34. Riverview Hotel Singapore
6. Copthorne King's Hotel Singapore	20. Innotel Hotel	35. Royal Plaza on Scotts
7. Days Hotel Singapore at Zhongshan Park	21. M Hotel Singapore	36. Studio M Hotel Singapore
8. Fragrance Hotel – Ruby	22. Mandarin Orchard Singapore	37. The Sentosa Resort & Spa
9. Fragrance Hotel – Sapphire	23. Nostalgia Hotel	38. Traders Hotel Singapore
10. Furama City Centre	24. Novotel Singapore Clarke Quay	39. Wangz Hotel
11. Furama Riverfront	25. Orchard Hotel Singapore	40. York Hotel Singapore
12. Gallery Hotel	26. Parc Sovereign Hotel	
13. Goodwood Park Hotel	27. Park Hotel Clarke Quay	
14. Grand Copthorne Waterfront Hotel Singapore	28. Peninsula. Excelsior Hotel	
	29. Raffles Hotel	

(List accurate as at 30 June 2013)

Unity in Diversity: Doing Your Part to Stamp out Corruption

The Corrupt Practices Investigation Bureau (CPIB), with the support of the Singapore Hotel Association (SHA) organised an exhibition cum roadshow on Saturday, 15 June 2013, from 9.30am to 6.00pm.

The event saw an array of activities suited for all ages, from the collaborative activity - *Circle Painting*, to educational games such as *Wheel of Knowledge* and *Challenge Your Mind*. Through the games, members of the public interacted with officers from CPIB and found out how they can play their part in stamping out corruption. Other fringe

activities held included

In addition, 84 entries of the inaugural “Do Your Part to Stamp Out Corruption” Poster-Slogan Competition were featured at the Exhibition. The entries showcased creative poster-slogan designed to spread the message on anti-corruption.

Close to 2000 visitors attended the event which was held at the Plaza of the National Library.

Here are some snapshots captured at the event!



Understanding Budget 2013 – Briefing for SHA Hotel Members

As a follow up to the Budget 2013 announcements in February 2013, the SHA arranged with the Inland Revenue Authority of Singapore (IRAS) for a dedicated briefing session for members on 16 April 2013 at the Peninsula Excelsior Hotel.

The following two papers were presented:

1. “Wage Credit Scheme (WCS)” by Ms Celine Hong, Senior Tax Officer, Inland

Revenue Authority of Singapore (IRAS)

2. “Productivity and Innovation Credit Scheme (PIC)” and “Corporate Income Tax (CIT) Rebate” by Ms Chan May Ling, Tax Specialist, IRAS and Ms Joan Fuan, Tax Specialist, IRAS

Attendees found the briefing to be very useful. The session was well attended by 80 participants from 52 hotels.



SHA Human Resource Workshop @ CaliberLink

The first SHA Human Resource Workshop for 2013 was held on 26 April 2013 at CaliberLink.

The following papers were presented at the workshop:

Learning for Results

By Ms Lalithaa Maniam,
Senior Manager (Generic
Skills Development
Division), WDA

Proposed changes to Employment Act

By Ms Kala Anandarajah,
Partner, Rajah & Tann

Introduction to CaliberLink

By Ms Eileen Teng, Principal
Manager, CaliberLink

Overview of the Executive Development Programme

By Ms Ong Shu Pei,
Senior Employability
Coach, Employment and
Employability Institute (e2i)

CET Programmes

By Ms Juliana Soh,
Senior Vice President,
Development &
Infrastructure, Shatec
Institutes



Articulation Agreement with Hotel and Tourism Management Institute Switzerland



On 1 February, Shatec Institutes and Hotel and Tourism Management Institute Switzerland (HTMi) inked an articulation agreement that will enable Shatec Institutes' hotel management graduates and pastry and baking graduates to have course credits transfer into HTMi's programmes.

This articulation partner is the latest addition to SHATEC's existing 10 universities/institutions in Australia, New Zealand and USA.

Celebrations at Recipes!

As part of its 30th anniversary celebrations, SHATEC organised a month-long series of workshops in May to offer the public better insights into some of its training courses. The workshops were held at Recipes – A Bistro by SHATEC.



In addition, SHATEC's illustrious alumni chefs, Celebrity chef Eric Teo, Pang Kok Keong from Antoinette, Tony Khoo from Marina Mandarin Hotel and Randy Chow from Temasek Polytechnic created a special menu to commemorate the school's anniversary. The exclusive 4-Course Set Dinner Anniversary Menu was served at Recipes on 7 June and 14 June.

30 Years of Excellence in Hospitality Education

A pioneer in hospitality and tourism education, SHATEC has seen more than 30,000 graduates pass through its doors in the last three decades. It is therefore not surprising that wherever you go in the hospitality industry, you will invariably meet a SHATEC graduate.

In fact, over the years, SHATEC is proud to share that it has produced many prominent alumni, both locally and internationally.

SPOTLIGHT

This issue, Mr Pek Chin Siong, Executive Director of Hotel Operations of Marina Bay Sands was invited to share with us his journey to success.

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

The F&B Service training conducted by Mr Alan Lowe had carved an indelible memory in us. We were made to sweat by carrying trays of bricks to simulate serving of drinks. We hated his guts then and always joked that he must be having a tough time with his partner. Thinking back, this exercise may seem silly but it actually toughened us mentally.

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

After graduating from Shatec with a higher diploma in hotel management, I started working at The Westin Stamford & Westin Plaza as a Guest Relations Assistant.

Doing the right thing at the right time and place has accelerated my growth in the industry.

Looking back, I am thankful to be enrolled in Shatec. The school has equipped me with the relevant knowledge, hands on experience and most importantly, it has also given me a healthy mindset to handle trying moments at work.

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

Begin by acquiring the relevant knowledge, skills and experience. Learning is a lifelong process and constant upgrading will help you stay relevant in the industry.

The hospitality industry provides abundant opportunities. At the same time, it is competitive. Seize the opportunities that come your way – big or small- to gain invaluable experience. You need to temper your ambition with patience. Rome was not built in a day, so reaching the pinnacle of your career might take some knocks along the way.



Mr Pek Chin Siong is the Executive Director of Hotel Operations of Marina Bay Sands. In this role, he is responsible for the hotel operations of Marina Bay Sands, taking care of 2,561 rooms, which includes the 195 suites in the integrated resort.

Continuing Education & Training Programme Calendar 2013

Food and Beverage

Programme Title	Programme Duration	Date	Fees (SHA)	Fees (Non-SHA)	SDF Training Assistance	AP Funding~
WSQ Prepare and Serve Coffee and Tea Time : 9am to 6pm Practical Assessment timing to be advised	16	2 & 3 Jul	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures – English Workshop Time : 9am to 6pm Practical Assessment timing to be advised	8	2, 9, 16, 23, 30 Jul 6, 13, 20, 27 Aug 3, 10, 17, 24 Sep	NA	\$150.00 (before GST)	\$135.00	NA
WSET Level 1 Certificate in Wines Time : 9am to 3pm (theory) 11 am to 11.45 am (assessment)	6.75	3 Jul (exam on 10 Jul)	\$454.75	\$508.25	NA	NA
WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures – Mandarin Workshop Time : 9am to 6pm Practical Assessment timing to be advised	8	4, 15 Jul 5, 7 Aug 11, 19 Sep	NA	\$150.00 (before GST)	\$135.00	NA
WSQ Maintain Inventory Time : 9am to 6pm	16	8, 9 Jul 9, 10 Sep	NA	\$550.00 (before GST)	\$495.00	NA
Up-selling and Suggestive Selling Techniques for Food and Beverage Staff Time : 1.30pm to 6pm	9	10, 11 Jul 12, 13 Aug 4, 5 Sep	\$288.90	\$321.00	\$18.00	NA
WSQ Interact with and Serve F&B Guests Time : 9am to 6pm	26	16, 18 Jul 24, 26 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Prepare for Service (Mise-en-place) Time : 9am to 6pm (Theory) Practical Assessment timing to be advised	16	17, 18 Jul 11, 12 Sep	NA	\$550.00 (before GST)	\$495.00	NA
Refresher Food Hygiene Course (Mandarin) Time : 3pm to 7pm	4	17 Jul, 19 Aug, 18 Sep	NA	\$53.50	NA	NA
Refresher Food Hygiene Course (English) Time : 3pm to 7pm	4	18 Jul, 15 Aug, 19 Sep	NA	\$53.50	NA	NA
WSQ Perform Hosting Duties Time : 9am to 6pm Practical Assessment timing to be advised	16	22, 23 Jul 18, 19 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSET Level 3 Advanced Certificate in Wines & Spirits Time : 9am to 5pm (theory) 10am to 12.15pm (assessment)	27.08	23, 24, 29, 30 Jul (exam on 1 Aug)	\$1,872.50	\$2,086.50	\$189.56	NA
WSQ Set Up Venue Time : 9am to 6pm	16	24, 25 Jul 4, 5 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSET Level 2 Intermediate Certificate in Wines & Spirits Time : 9 am to 6 pm (theory) 11 am to 12pm (assessment)	15.92	6, 7 Aug (exam on 14 Aug)	\$856.00	\$941.60	\$111.44	\$71.64
WSQ Supervise Bar Service Time : 10am to 5pm Practical Assessment timing to be advised	24	13 - 15 Aug	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Provide Table-Side Service Time : 10am to 4pm Practical Assessment timing to be advised	18	13 - 15 Aug	NA	\$550.00 (before GST)	\$495.00	NA

Continuing Education & Training Programme Calendar 2013

Programme Title	Programme Duration	Date	Fees (SHA)	Fees (Non-SHA)	SDF Training Assistance	AP Funding~
WSQ Provide Speciality Coffee Service Time : 9am to 6pm	32	13 - 15 Aug	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Maintain Display Time : 9am to 6pm Practical Assessment timing to be advised	16	21, 22 Aug	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Interact with Guests Time : 9am to 6pm Practical Assessment timing to be advised	16	28, 29 Aug	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Coordinate Food and Beverage Service Time : 9am to 6pm Practical Assessment timing to be advised	32	2 - 5 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Provide Buffet Service Time : 9am to 6pm Practical Assessment timing to be advised	32	9 - 12 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Provide Wine Service Time : 9am to 6pm Practical Assessment timing to be advised	40	16 - 18 Sep, 23 - 24 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Provide Catering Service Time : 9am to 6pm Practical Assessment timing to be advised	30	26 - 29 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Prepare and Serve Non-Alcoholic Beverages Time : 9am to 6pm Practical Assessment timing to be advised	16	29, 30 Jul 25, 26 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Prepare and Serve Alcoholic Beverages Time : 9am to 6pm Practical Assessment timing to be advised	32	27, 30 Aug	NA	\$550.00 (before GST)	\$495.00	NA

Rooms (Housekeeping/ Front Office)

Programme Title	Programme Duration	Date	Fees (SHA)	Fees (Non-SHA)	SDF Training Assistance	AP Funding~
Up-selling and Suggestive Selling Techniques for Front Office Staff Time : 1.30pm to 6pm	9	8 - 9 Jul 1 - 2 Aug 2 - 3 Sep	\$288.90	\$321.00	\$18.00	NA
Room Revenue Management Time : 2pm to 6pm	12	10 - 12 Jul 20 - 22 Aug 30 Sep - 2 Oct	\$428.00	\$481.50	NA	NA
WSQ Provide Concierge Services Time : 1pm to 6pm	35	15 - 19, 22, 23 Jul 19 - 23, 26, 27 Aug 2 - 6, 9, 10 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Supervise Room Service Time : 9am to 6pm, to be advised (Assessment)	24	29 - 31 Jul	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Handle Guest/Resident Arrival Time : 9am to 6pm, to be advised (Assessment)	28	13 - 16 Aug	NA	\$550.00 (before GST)	\$495.00	NA

Continuing Education & Training Programme Calendar 2013

Programme Title	Programme Duration	Date	Fees (SHA)	Fees (Non-SHA)	SDF Training Assistance	AP Funding~
WSQ Service Guest Rooms (English) Time : 1pm to 6pm, to be advised (Assessment)	40	17 - 19, 22 - 26 Jul 19 - 23, 26 - 28 Aug 2 - 6, 9 - 11 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Provide Bell Services Time : 9am to 6pm	30	15 - 18 Jul	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Supervise Housekeeping Operations (English / Mandarin) Time : 9am to 6pm, to be advised (Assessment)	28	29 Jul - 1 Aug 26 - 29 Aug 24 - 27 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Service Other Public Areas and Back-of-House Time : 2pm to 6pm	16	15 - 17 Jul 13 - 15 Aug 10 - 12 Sept	NA	\$550.00 (before GST)	\$495.00	NA

Communication & Language

Programme Title	Programme Duration	Date	Fees (SHA)	Fees (Non-SHA)	SDF Training Assistance	AP Funding~
Basic Conversational English Level 1 Time : 3pm to 6pm	30	1 - 5, 8 - 10 Jul 12 - 16, 19 - 21 Aug 2 - 6, 9 - 11 Sep	\$460.10	\$513.60	NA	NA
Email and Memo-Writing Workshop Time : 2pm to 6pm	8	4 - 5 Jul 1 - 2 Aug 16 - 17 Sep	\$224.70	\$256.80	\$16.00	NA
Basic Conversational English Level 2 Time : 3pm to 6pm	30	15 - 19, 22 - 24 Jul 19 - 23, 26 - 28 Aug 23 - 27, 30 Sept - 2 Oct	\$460.10	\$513.60	NA	NA

Service Skills/ Others

Programme Title	Programme Duration	Date	Fees (SHA)	Fees (Non-SHA)	SDF Training Assistance	AP Funding~
WSQ Promote Tourism Time : 9am to 6pm	16	24 - 25 Jul 15 - 16 Aug 30 Sep - 1 Oct	NA	\$550.00 (before GST)	\$495.00	NA
Service Recovery Workshop Time : 2pm to 6pm	8	30 - 31 Jul 21 - 22 Aug 26 - 27 Sept	\$224.70	\$256.80	\$16.00	NA
WSQ Work Safely Time : 9am to 6pm	12	6 & 7 Aug	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Implement Marketing Strategies Time : 9am to 6pm	44	23 - 27, 30 Sep	NA	\$550.00 (before GST)	\$495.00	NA
WSQ Develop Sales Proposals (Travels and Tours) Time : 9am to 6pm	40	16 - 20 Sep	NA	\$550.00 (before GST)	\$495.00	NA

Hotels Excel in the AON Hewitt Best Employers in Singapore Awards 2013

Established in 2001, the biennial Aon Hewitt's Best Employers study is the most extensive research study in Asia Pacific to investigate what comprises an employer of choice.

This year, 3 hotels received recognition as the Best Employers in Singapore based on their performance in four measurable factors, namely employee engagement, compelling employer brand, effective leadership and high performance culture.

The Ritz-Carlton, Millenia Singapore was recognized as the Best of the Best Employer in Singapore, while Holiday Inn Singapore Atrium and Royal Plaza on Scotts were named Best Employers in the Hotels category. In addition, the Royal Plaza on Scotts was recognised for its Commitment to Engagement.

Congratulations to our SHA hotel members for receiving the distinguished achievement!

Meritus Hotels & Resorts Signs MoU with Funtasy Island Development



Funtasy Island, located 16m south of Singapore

3 April 2013 – Asian hospitality chain Meritus Hotels & Resorts (MHR) has signed a Memorandum of Agreement with Funtasy Island Development (FID) Pte Ltd for the management of a deluxe resort development comprising a 200-room condotel, a 230-suite hotel, and an aggregate of 413-unit villas on Funtasy Island – envisioned to be the largest eco theme park and the first gated island community in the world.

Located on Riau Islands, Indonesia and slated to open in 2014, Funtasy Island will house hotel suites and villas complementing retail, convention, dining and recreational facilities – all spread over 810 acres of pristine tropical islands situated between Batam and Singapore.

A mere 16 kilometres off the coast of Singapore, Funtasy Island will be accessible via a 20-minute luxury yacht or ferry ride from the Harbourfront ferry terminal. The island is approximately two-thirds the size of Sentosa island, with 70% of its total area being preserved as a nature sanctuary. Eco-themed activities will include aquaculture tours in the surrounding waters as well as nature trails, allowing visitors to explore the island's unspoiled environment.

Upon completion Funtasy Island shall be the first development of its kind near Singapore, keeping holidaymakers and corporate travellers close to attractions such as Universal Studios, Resorts World, Marina Bay Sands, and Orchard Road,

whilst enjoying the natural seclusion of a private island.

Speaking at the signing ceremony, Mr Chua Tian Chu, MHR Deputy CEO, commented: "We are thrilled to be partnering with Funtasy Island Development in bringing this one-of-a-kind resort development into the international limelight. Adding into the equation our signature brand of Asian hospitality and over 40 years of proven hotel management expertise, we are uniquely positioned to drive the product and service offerings of Funtasy Island's hotel and villas."

Holiday Inn Singapore Atrium Commended in the NTUC May Day Awards 2013



Holiday Inn Singapore Atrium marks another achievement as it received the Plaque of Commendation Award at the NTUC May Day Awards 2013 held at Orchid Country Club on 28 April 2013.

Nominated by the Unions, Associations, Co-operatives and Related Organisations, the award recognises the hotel's efforts in developing its workforce and for leading change.

Mr. Sam Davies, General Manager, Holiday Inn Singapore Atrium said, "I'm really proud of the team's achievement. We are definitely living up to the name of being one of the best companies to work in, a sheer testament to our recognition in the recent Aon Hewitt Best Employer in Singapore 2013 award which the hotel just received as well. I would like to thank all the team for their commitment and dedication."



Carousel crowned Best Buffet Restaurant in AsiaOne People's Choice Awards for the fourth time

Singapore, 24 April 2013 – Carousel is once again recognised as "Best Buffet Restaurant" at AsiaOne People's Choice Awards this year. The awards ceremony, organised by AsiaOne, Singapore Press Holdings' leading news and lifestyle portal, honours the best brands and products both in Singapore and the region, based entirely on the popularity votes casted.

The bestowal of "Best Buffet Restaurant" title for the fourth year validates the relentless efforts put in by the Carousel team to upkeep the dining and service standards. The team behind Carousel, including Royal Plaza on Scotts' General Manager, Patrick Fiat and Culinary Executive Chef, Abraham Tan, sit down together in a weekly meeting called "F&B Experience Circle" to go through guests' feedback to address any areas of concern and to recognise colleagues who have made a difference with their service. Through these regular reviews, the team elevates the dining experience by making changes that are relevant to the evolving needs of our guests.



Carousel team receives Best Buffet Restaurant award from Adrian Tay, Editor of AsiaOne.

Patrick Fiat, General Manager of Royal Plaza on Scotts, said, "We are a proud winner of "Best Buffet Restaurant" once again. This would not have been possible without our guests and employees, whose continuous support for the past four years has made us one of the best brands in the industry. We will continue striving to be their top choice."

Hotel Re!'s Re!Healthy Programme for Staff and the Usage of Alkaline Water

12 June 2013 – We all know how difficult it can be to try and maintain a healthy lifestyle in the midst of our hectic schedules. And it is always encouraging when the company's management decides to go the extra mile to get staff on their feet.

Re!Healthy Programme

In a bid to incite a healthier lifestyle amongst their staff, Hotel Re! has started a Re!Healthy Programme in conjunction with our Workplace Health Grant. Each week, staff are encouraged to participate in invigorating exercise routines which include Yoga and Zumba, and engage in educational health talks such as the Influenza Health Talk, Eating Right in the 21st Century and 7 Keys to Resilience to date.

KYK Alkaline Water

Also, to ensure that all of us at Hotel Re! remain in the pink of health, the management decided to purchase the KYK Gen II Ionizer, in conjunction with our PIC Grant which dispenses drinkable alkaline water. A 30 year long research by Dr Kim Young Kwi, founder of the KYK Alkaline Water Ionizers, led to a discovery that the consumption of alkaline water, at a level of 9.0 for adults and 8.5 for children, was essential to restore the pH balance in our highly acidic bodies, boost immunity, decelerate aging and allow us to get properly hydrated and energized to face the challenges of each day.

Far East Hospitality unveils refreshed Village Hotels & Residences

Singapore, 12 June 2013 – Far East Hospitality announced the refresh of its Village portfolio of hotels and residences. The refresh will see the renaming of the Village properties, in line with a sharpened brand proposition for guests of delivering unique, authentic local experiences which is comfortable and memorable in a seamless manner. In addition, refurbishments will be unveiled for six of the eight Village properties.

As Singapore's largest operator of hotels and residences, this is part of Far East Hospitality's broader strategy to refresh guest experience and provide a unified theme across the Village brand while delivering Singapore-inspired hospitality to guests.

On the Village brand refresh, Mr Arthur Kiong, Far East Hospitality's Chief Executive Officer said, "Today's generation of savvy guests want authentic, differentiated experiences. The Village brand has always been about providing these unique, local experiences through harnessing the strengths of the locales, and our guests have consistently told us that they appreciate the localized Singapore experience that Village properties provide. As a home-grown hospitality brand, the Far East brand of hospitality is one that is Singapore-inspired and we are bringing this to life by having each Village property draw inspiration from the immediate surroundings to be infused into the guest experience."

Unified Village branding

With its strategic locations within Singapore's cultural enclaves, Village hotels and residences draw inspiration and vitality from its surrounding neighbourhood to provide guests with opportunities to experience and explore the culture and local offerings by living like a local.

These include regularly updated Walking Guides for guests at the respective precincts such as Kampong Glam, Little India and Robertson Quay.

Guests staying at Village Hotel Albert Court (formerly known as Albert Court Village Hotel) and Village Hotel Bugis (formerly known as Landmark Village Hotel) can expect to taste Indian Kulfi ice-

cream, Chinese stuff buns and Malay pastries with Multicultural Food Tasting activities. Village Hotel Changi (formerly known as Changi Village Hotel) is also offering activities like cycling, yoga, zumba classes as well as day trips to Pulau Ubin for its guests. The hotel provides bicycle rental for the convenience of guests to commute around the surrounding vicinity.

Later this year, the Peranakan-inspired Village Hotel Katong, which is also the flagship hotel for the Village brand, will open its doors to guests. Located in the heart of Katong, Village Hotel Katong is a smoke-free hotel that will feature the Peranakan heritage of Singapore's eastern regions of Katong and Marine Parade with Straits Chinese design accents.

Village refurbishment plans

As part of the Village brand refresh, the various properties will also undergo refurbishment in rooms, façade and facilities.

Village Hotel Albert Court and Village Hotel Changi will undergo the upgrading of its Deluxe and Superior rooms, and Village Hotel Bugis will upgrade its Deluxe and Club rooms. The hotel refurbishments will adapt contemporary motifs from its surrounding precincts to reflect the rich Singapore heritage and culture that guests can experience.

The refurbishment works are currently in progress and is expected to be completed by the end of the year.

Singapore emerges as the only Asian Top 10 Convention City this year

Singapore, May 20, 2013 – Singapore has emerged as the only Asian city in the Top Ten Convention Cities in the world alongside Vienna, Madrid, Paris, Berlin and Barcelona, according to the latest Global Rankings by the International Congress and Convention Association (ICCA). Singapore has also maintained its position as Asia's Top Convention City for 11 years running. In 2012, Singapore hosted a record of 150 ICCA events, the highest so far, representing a 5.6 per cent increase from 142 in 2011, compared to the 4.4 per cent increase from 2010 to 2011.

The accolade comes after a stellar year for Singapore tourism as the country welcomed a record high 14.4 million visitors, an increase of nine per cent from 2011 while tourism receipts stood at S\$23.0 billion, an increase of three per cent from 2011. For 2013, Singapore forecasts tourism receipts to grow to between S\$23.5 – S\$24.5 billion, and visitor arrivals to between 14.8 – 15.5 million.

There was also robust performance in the Meetings, Incentives, Conventions and Exhibitions (MICE) industry, which saw BTMICE visitor arrivals rise to 2.5 million from January to September 2012, representing a six per cent year-on-year growth. Expenditure by these business visitors rose seven per cent year-on-year to an estimated S\$4.29 billion.

This comes after a successful year of hosting 18 world congresses in 2012, including a number of first-in-Asia or Singapore events

such as the Congress of the International Council for Commercial Arbitration, International Association of Gaming Regulators Conference, Young Presidents' Organisation Global Leadership Summit, World Conference on Tobacco or Health, World Nut and Dried Fruit Congress as well as Global MBA Leadership Conference & Expo.

Ms Neeta Lachmandas, Assistant Chief Executive of the Singapore Tourism Board (STB), commented, "The competition in the global meetings arena has never been keener, and Singapore is up against many worthy cities going for the MICE business. We believe that we are moving in the right direction by providing original content, incisive insight into leading-edge discussions and platforms for networking and exchange opportunities. We will also certainly continue to work with partners to strengthen our events calendar and deliver quality meetings to our delegates."

Upcoming key conventions that are first-in-Asia or Singapore include the 79th World Library & Information Congress 2013, World Engineer's Summit 2013, Interspeech 2014, 2013 IEEE Symposium Series on Computational Intelligence, 9th International Symposium on Bilingualism 2013, CICILS World Pulses Convention 2013, International Society of Magnetic Resonance in Medicine Annual Meeting 2016, World Congress on Cosmetic Dermatology 2014, and International Federation of Landscape Architects World Congress 2018.

Calendar of Conventions & Exhibitions

(Jul – Sep 2013) (Source: STB Calendar of Events)

2012 in numbers

- 14.4 million visitor arrivals
- S\$23 billion in tourism receipts achieved
- 87% Average Occupancy Rate
- S\$222 Revenue Per Available Room
- S\$257 Average Room Rate

STB's Forecast for 2013

- 14.8 to 15.5 million Visitor Arrivals
- S\$23.5 to S\$24.5 billion in Tourism Receipts

(Source: Singapore Tourism Board)

FROM	TO	EVENT TITLE
30 Jul	05 Jul	International Conference on Materials for Advanced Technologies
01 Jul	04 Jul	SCM Logistics World Asia 2013
10 Jul	12 Jul	Office Expo Asia (OEA) 2013
10 Jul	12 Jul	Singapore Gifts & Premiums Fair (SGPFair) 2013
11 Jul	13 Jul	International Conference on Managing the Asian Century
11 Jul	14 Jul	26 th APACRS Annual Meeting
17 Jul	19 Jul	PALME Asia 2013
23 Aug	24 Aug	2 nd AMM-AMS-HKAM Tripartite Congress & 47 th Singapore-Malaysia Congress of Medicine
02 Sep	04 Sep	Asia Trade Finance Week 2013
02 Sep	05 Sep	Shared Services and Outsourcing Week Asia 2013
02 Sep	08 Sep	2 nd Quintessence International Dental Conference
09 Sep	11 Sep	Joint 7th SELF Biennial Conference and ERAS Conference 2013
09 Sep	10 Sep	Sustainable Building 2013
11 Sep	13 Sep	FlexPo 2013
11 Sep	13 Sep	International Green Building Conference 2013
11 Sep	13 Sep	BEX Asia 2013
20 Sep	24 Sep	31 st Asian Composers League Festival and Conference
27 Sep	28 Sep	Singapore Health and Biomedical Congress 2013

THE SHA HOTEL MEMBERS

Amara Sanctuary Resort Sentosa	Hotel 81 (DICKSON)	Parkroyal on Pickering
Amara Singapore	Hotel 81 (GEYLANG)	Peninsula. Excelsior Hotel
Ascott Raffles Place Singapore	Hotel 81 (STAR)	Perak Hotel
Aqueen Hotel - Balestier	Hotel Fort Canning Singapore	Quality Hotel Marlow
Bay Hotel Singapore	Hotel Grand Central	The Quincy Hotel
Bayview Hotel Singapore	Hotel Grand Chancellor	Raffles Hotel
Beach Hotel	Hotel Grand Pacific	Ramada Singapore at Zhongshan Park
Bencoolen Hotel	Hotel Miramar (S) Ltd	The Regent Singapore
Berjaya Hotel	Hotel Re! @ Pearl's Hill	RELC International Hotel
Broadway Hotel	Hotel Royal	Rendezvous Grand Hotel Singapore
Capella Hotel, Singapore	Hotel Royal @ Queens	Resorts World at Sentosa (Beach Villas, Crockfords Tower, Equarius Hotel, Festive Hotel, Hard Rock Hotel, Hotel Michael)
Capri By Fraser Changi City, Singapore	Hotel Supreme	The Ritz-Carlton, Millenia Singapore
Carlton Hotel	ibis Singapore on Bencoolen	Riverview Hotel
Concorde Hotel Singapore	ibis Singapore Novena	Robertson Quay Hotel
Conrad Centennial Singapore	Innotel Hotel	Royal Plaza on Scotts
Copthorne King's Hotel Singapore	Jayleen 1918 Hotel	Santa Grand Hotel East Coast
Crowne Plaza Changi Airport	Klapsons, The Boutique Hotel	The Scarlet Hotel
Days Hotel Singapore at Zhongshan Park	InterContinental Singapore	The Seacare Hotel
Dorsett Singapore	Link Hotel	The Sentosa Resort & Spa – A Beaufort Hotel
The Elizabeth Hotel	M Hotel Singapore	Shangri-La Hotel
Fairmont Singapore	Mandarin Orchard Singapore	Shangri-La's Rasa Sentosa Resort, Singapore
Fortuna Hotel	Mandarin Oriental, Singapore	Sheraton Towers Singapore
Four Seasons Hotel	Marina Bay Sands	Singapore Marriott Hotel
Fragrance Hotel - Ruby	Marina Mandarin Singapore	Sloane Court Hotel
Fragrance Hotel - Sapphire	Moon Hotel	South-East Asia Hotel
The Fullerton Hotel	Movenpick Heritage Hotel Sentosa	The St Regis Singapore
The Fullerton Bay Hotel Singapore	Naumi Hotel	Studio M Hotel
Furama City Centre Singapore	Naumi Liora	Swissotel Merchant Court, Singapore
Furama RiverFront Singapore	New Majestic Hotel	Swissotel The Stamford, Singapore
The Gallery Hotel	Nostalgia Hotel	Traders Hotel
Goodwood Park Hotel	Novotel Singapore Clarke Quay	V Hotel Lavender
Grand Copthorne Waterfront Hotel Singapore	Oasia Hotel	Value Hotel - Thomson
Grand Hyatt Singapore	Orchard Hotel	Village Hotel Albert Court
Grand Mercure Roxy Hotel	Orchard Parade Hotel	Village Hotel Bugis
Grand Park City Hall	Pan Pacific Orchard	Village Hotel Changi
Grand Park Orchard	Pan Pacific Singapore	Village Hotel Katong
Hangout @ Mount Emily	Parc Sovereign Hotel	W Singapore Sentosa Cove
Hilton Singapore	Park Avenue Changi	Wanderlust Hotel
Holiday Inn Singapore Atrium	Park Avenue Rochester	Wangz Hotel
Holiday Inn Singapore Orchard City Centre	Park Hotel Clarke Quay	York Hotel
Hotel 1929	Park Regis Singapore	
	Parkroyal on Beach Road	
	Parkroyal on Kitchener Road	

THE SHA ASSOCIATE MEMBERS

The American Club Singapore	Manpower Singapore	Simmons (Southeast Asia) Pte Ltd
Auric Pacific Marketing Pte Ltd	Nanyang Polytechnic	Singapore Exhibition Services Pte Ltd
Batam View Beach Resort	NTUC Club	Singapore Island Country Club
CareerStar International Pte Ltd	Orchid Country Club	Singapore Meritus International Hotels Pte Ltd
Cofely Southeast Asia Pte Ltd	Pasta Fresca Da Salvatore Pte Ltd	Singapore Recreation Club
Docomo Intertouch Pte Ltd	Pinedale Trading Pte Ltd	Singapore Swimming Club
GRID Communications Pte Ltd	The Quayside Group Pte Ltd	Singapore Telecommunications Limited
Himawari Pte Ltd	Republic of Singapore Yacht Club	Somerville (Singapore) Pte Ltd
HPL Hotels & Resorts	Republic Plaza City Club (S) Pte Ltd	Starhub Ltd
Institute of Technical Education (ITE)	S A Hotel Management Pte Ltd	The Tanglin Club
Jack's Place Holdings Pte Ltd	The SAF Warrant Officers and Specialists Club	Trane Singapore
Kaplan Higher Education	Select Group Ltd	Unilever Singapore Pte Ltd
Keppel Land Hospitality Management Pte Ltd	Sia Huat Pte Ltd	YHS (Singapore) Pte Ltd

(as at 30 Jun 2013)