

# SHA UPDATE

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## Singapore Green Hotel Award Ceremony & Seminar 2015



On 27 August 2015, 28 hotels were presented with the Singapore Green Hotel Award in recognition of their environmentally-friendly practices. The award presentation ceremony was held at PARKROYAL on Pickering. This is the highest number of winners, since the biennial award was inaugurated in 2009.

Hotel nominees, graded by a panel comprising representatives from BCA, NEA, PUB & SHA, were judged on their performance in the key areas of solid waste minimisation, energy conservation and water efficiency.

The Guest-of-Honour for the event was Ms Grace Fu, Minister, Prime Minister's Office, Second Minister for the Environment and Water Resources and Second Minister for Foreign Affairs. In her opening speech, Ms Fu applauded the 28 hotels for their efforts in environmental sustainability and urged them to keep up with their good work.

Congratulations to all the recipients of the Singapore Green Hotel Award:

- Capri by Fraser, Changi City / Singapore
- Carlton City Hotel Singapore
- Crowne Plaza Changi Airport
- The Fullerton Hotel Singapore
- Furama City Centre, Singapore
- Furama RiverFront, Singapore
- Grand Copthorne Waterfront Hotel Singapore
- Grand Hyatt Singapore
- Grand Park City Hall
- Holiday Inn Express Singapore Clarke Quay
- Holiday Inn Singapore Atrium
- Hotel Jen Tanglin Singapore
- InterContinental Singapore
- M Hotel Singapore
- Mandarin Orchard Singapore
- Mandarin Oriental Singapore
- Mandarin Mandarin Singapore
- Novotel Singapore Clarke Quay
- Pan Pacific Singapore
- Park Hotel Clarke Quay
- PARKROYAL on Pickering, Singapore
- Ramada and Days Hotels Singapore At Zhongshan Park
- Regent Singapore, A Four Seasons Hotel
- The Ritz-Carlton, Millenia Singapore
- Royal Plaza on Scotts
- Shangri-La's Rasa Sentosa Resort & Spa, Singapore
- Singapore Marriott Tang Plaza Hotel
- Swissôtel Merchant Court, Singapore

Held alongside the award ceremony was a mini-exhibition which showcased green solutions for the hospitality industry. In addition, a Green Hotel Seminar themed “Environmentally Sustainable Best Practices for the Hotel Industry” was specially organised for the participants of the event.

The following 4 informative papers were presented at the seminar :

**“Water Efficiency Initiatives for the Hotel Industry”**

*By Ms Pei Nan,  
Senior Engineer, Water Supply Network, PUB,  
the National Water Agency*

**“Sustainability and Creating Shared Value Opportunities with the Hotel Industry”**

*By Mr Stefan Phang,  
Director, Sustainability & Corporate Social  
Responsibility, Sealed Air Diversey*

**“Importance of Managing Good Air Quality in Hotels”**

*By Mr Ron Tan,  
Group Leader (Environmental Hygiene Risk Assessment and  
Mitigation), National Environment Agency,  
Environmental Health Institute*

**“The convergence of Internet of Things (IoT) and Smart Hotel Energy Management”**

*By Mr Daniel Ong,  
VP Engineering and Operations,  
Green Concepts Pte Ltd*



## Competition Act Seminar

Organised by SHA and conducted by Rajah and Tann Singapore LLP, the Competition Act Seminar was held on 14 September 2015, 4.00pm to 6.00pm at Ramada Singapore at Zhongshan Park.

Titled “Competition in the Hotel Industry – Acting Independently or Collusively”, the seminar received an overwhelming representation of more than 130 representatives from member hotels. The list of speakers were as follows :

**Ms Kala Anandarajah,**  
*Head, Competition and Antitrust and Trade*

**Ms Dominique Lombardi,**  
*Partner (Foreign Lawyer), Competition & Antitrust and Trade*

**Ms Tanya Tang,**  
*Principal Economist, Competition & Antitrust and Trade  
and Technology, Media & Telecommunications*



SHA would like to thank Ramada Singapore At Zhongshan Park for hosting this industry event and all attendees for their active participation.



# 33<sup>rd</sup> FDAWU/NTUC/SHA Productivity Seminar cum Award Ceremony

The 33<sup>rd</sup> FDAWU/NTUC/SHA Productivity Seminar and Awards Presentation took place on 21 July 2015 at Concorde Hotel Singapore.

The event was graced by Mr Lim Hng Kiang, Minister for Trade and Industry.

The 6th edition of the 'Productivity Idea' Award saw Shangri-La's Rasa Sentosa Resort & Spa, Singapore emerging as the overall champion with their simple yet innovative idea of reducing breakfast queue time with the use of hand puppets to guide customers to their table.

Presented for the 2nd time, the 'Hotel Sector Innovation Award for Workplace Safety & Health' 2015 went to Resorts World Sentosa for their project "RWS Wardrobe UHF Uniform Tracking System"

This year, a record number of 67 individuals were nominated by their respective organisations to receive the 'Employee of the Year' Award, jointly presented by FDAWU, NTUC and SHA.

The award ceremony was followed by an interactive session by Mr Bentley Williams, Chief of Wow! Academy titled "Zap! Making The Wow! Experience® Effortless".

The session was well attended by more than 190 representatives from the hotel industry.



The winners of the "Employee of the Year" Award are as follows:

1	Liu Say Kow Amara Sanctuary Resort Sentosa	18	G Kunendran A/L V Govindasamy, Goodwood Park Hotel	35	Lai Bo Cheng Mandarin Orchard Singapore	52	Huang Yang Qin Alan, Regent Singapore, A Four Seasons Hotel
2	Sharon Rose Beatingo Maulion Amara Singapore	19	Ravindran A/L Somasundram, Grand Copthorne Waterfront Hotel	36	Hooi Wai Meng Mandarin Oriental, Singapore	53	Dolyn Tan Xue Wei Rendezvous Hotel Singapore
3	Nor Hasan Bin Said Ascott International Management Pte Ltd	20	Yogeswaran A/L Papaya (Yogesh) Grand Hyatt Singapore	37	Cheng Yoot Wen Vivian Marina Mandarin Singapore	54	Maria Bte Abdullah The Ritz-Carlton, Millenia Singapore
4	Nordin Bin Jaapar, Bay Hotel Singapore	21	Ramadan Bin Mohammed Talib Grand Mercure Singapore Roxy	38	Chen Jenn Yih Darren, Movenpick Heritage Hotel Sentosa	55	Tan Chun Fai Nicholas Riverview Hotel Singapore
5	Yong Mei Yee Bayview Hotel Singapore	22	Wang Bin Grand Park City Hall	39	Wang Guo Chun Nestle Singapore Pte Ltd	56	Muhamad Syabani Bin Mahad Royal Plaza on Scotts
6	Evora Swenee Jean Distura Capella Hotel, Singapore	23	Tay Chen Wei Grand Park Orchard	40	Omayazida Binte Aziz Novotel Singapore Clarke Quay	57	Chua Chit Jean @ Chua Chip Kwang The Seacare Hotel
7	Gonzales Maria Clarissa Del Mundo Carlton Hotel Singapore	24	Geraldine Bautisa De Jose Hard Rock Hotel at Resorts World Sentos	41	Mark Sam Gil Oasia Hotel	58	Hor Choh Chai Johnny Shangri-La Hotel Singapore
8	Menaga D/O Mohd Maniam Concorde Hotel Singapore	25	Lee Shi Ting Stephanie Hilton Singapore	42	Wong Yeu Sing (Lewis) Orchard Hotel Singapore	59	Paul Simon Shangri-La's Rasa Sentosa Resort & Spa Singapore
9	Li Qifeng Colin Conrad Centennial Singapore	26	Chong Thiam Poh Holiday Inn Singapore Atrium	43	John Alfred Calma Umali Orchard Parade Hotel	60	Ernee Parizan Bin Ramlee Sheraton Towers Singapore Hotel
10	Pek Yu Shien (Melvyn) Crockfords Tower at Resorts World Sentosa	27	Tan Boon Leong Holiday Inn Singapore Orchard City Centre	44	Ahmad Suffian Bin Ramli The Pan Pacific Hotel Singapore	61	Low Soon Mui Swissotel the Stamford
11	Lim Puay Eng Crowne Plaza Changi Airport	28	Hassan Bin K K Maideen Hotel Grand Pacific	45	Theebanraj Muniandy Park Hotel Clarke Quay	62	Steven Leong Sun Kit Village Hotel Albert Court
12	Annie Loh Lai Ing Days Hotel Singapore at Zhongshan Park	29	Teh Wei Lun Hotel Jen Tanglin Singapore	46	Goh Hwee Guan PARKROYAL on Beach Road	63	Liyana Binte Ahmad Kamal Village Hotel Bugis
13	Luo Meng The Elizabeth Hotel Singapore	30	Ho Lum Chiok Hotel Miramar (S) Ltd	47	Mohamed Hadi Bin Mohamed Sa'ad PARKROYAL on Pickering	64	Jyzryl Escanilla Barroa Village Hotel Changi
14	David Tan Boon Seng, Fairmont Singapore	31	Xu Ling Hotel Royal Limited	48	Steven Yong Yan Mun Peninsula Excelsior Hotel	65	Trezor Yew Leong Chee Village Hotel Katong
15	Ivy Chui Peik Shin Festive Hotel at Resorts World Sentosa	32	Chua Peh Khim (Jean) Hotel Royal @ Queens	49	Zhang Jin Hua Quality Hotel Marlow	66	Liong Keng Seng (Francis) The Westin Singapore
16	Shee Wai Yin Ivy, Furama City Centre, Singapore	33	Harry Hee Kok Hau ibis Singapore on Bencoolen	50	Tonny Lee Suan Lip The Quincy Hotel	67	Thilagavathy d/o Sevapragasam U, York Hotel Pte Ltd
17	Thanarajan A/L Veramani, Furama RiverFront, Singapore	34	Anna Tan Zheng Fang M Hotel Singapore	51	Ashlyn Lin Pei-Ting Ramada Singapore at Zhongshan Park		



# 33<sup>rd</sup> SHA Inter-Hotel Bowling Tournament 2015

Congratulations to Marina Bay Sands Pte Ltd for clinching the champion title at the 33<sup>rd</sup> SHA Inter-Bowling Tournament 2015!

The SHA Inter-Hotel Bowling Tournament 2015 commenced on 21 July 2015. This year's tournament received participation from 39 hotels with a record number of 68 teams.

The top 34 teams from the Preliminary Round advanced to the final stage to compete for the SHA Challenge Trophy, while the other 34 teams rivalled for the SHA Challenge Shield.

The tournament ended on a high note on the 18 August 2015 with the Masters' Event. 60 male and 18 female bowlers took to the lanes at the Superbowl SAFRA Mount Faber. Mr Chow Keng Hai, Vice President - Rooms, Resorts World Sentosa, Ms Margaret Heng, Executive Director, SHA and Mr Vincent Ang, Chairman, SHA Inter-Bowling Tournament 2015 Organising Committee presented the prizes to the winners of the tournament.

The results of the tournament were as follows:

## SHA Challenge Trophy

**Champion:** Marina Bay Sands Pte Ltd (Team 1)

**1st Runner-Up Team:** Marina Bay Sands Pte Ltd (Team 2)

**2nd Runner-Up Team:** Shangri-La Hotel, Singapore (Team 1)

## SHA Challenge Shield

**Champion:** Resorts World Sentosa (Team 3)

**1st Runner-Up Team:** Marina Bay Sands Pte Ltd (Team 2)

**2nd Runner-Up Team:** Resorts World Sentosa (Team 4)

## Team High Game

**Champion:** Resorts World Sentosa (Team 1)

**1st Runner-Up Team:** Marina Bay Sands Pte Ltd (Team 1)

**2nd Runner-Up Team:** Marina Bay Sands Pte Ltd (Team 3)

## Men's Open Masters

**Champion:** Calvin Tan, Resorts World Sentosa

## Men's Graded Masters

**Champion:** Poh Liong Yan, Grand Copthorne Waterfront Hotel

## Ladies' Masters

**Champion:** Tracy Ooi, Shangri-La Hotel, Singapore



Winners also took home cash prizes sponsored by SHA, prizes from the Superbowl SAFRA Mount Faber as well as dining / accommodation vouchers generously sponsored by the following SHA member hotels:

1	Capella Singapore
2	Conrad Centennial Singapore
3	Crowne Plaza Changi Airport
4	Grand Park City Hall
5	Grand Park Orchard
6	Hilton Singapore
7	Holiday Inn Singapore Atrium
8	Holiday Inn Singapore Orchard City Centre
9	InterContinental Singapore
10	Mandarin Orchard Singapore
11	Mövenpick Heritage Hotel Sentosa
12	Orchard Hotel Singapore
13	Park Hotel Alexandra
14	Park Hotel Clarke Quay
15	PARKROYAL on Pickering Singapore
16	Ramada and Days Hotels Singapore at Zhongshan Park
17	RC Hotels (Pte) Ltd
18	Rendezvous Hotel Singapore
19	Resorts World Sentosa Singapore
20	The Ritz-Carlton, Millenia Singapore
21	Riverview Hotel Singapore
22	Royal Plaza on Scotts
23	The Seacare Hotel
24	Shangri-La Hotel, Singapore
25	Shangri-La's Rasa Sentosa Resort & Spa, Singapore
26	Sheraton Towers Singapore
27	Swissôtel Merchant Court Singapore
28	Village Hotel Albert Court
29	W Singapore - Sentosa Cove
30	The Westin Singapore





# SHA Welcomes New General Managers



**Mr. Clarence Lim**  
General Manager  
Amara Sanctuary Resort Sentosa

Amara Sanctuary Resort Sentosa is delighted to announce the appointment of Mr. Clarence Lim as the Resort's new General Manager. Mr. Lim comes to Amara Sanctuary with a wealth of experience in customer service and managing airport stations for Singapore Airlines, with his most recent role in handling the planning coordination of the carrier's requirements in Changi Airport's future Terminal 5 project. He is proud to have led his team in Tokyo for handling the massive service disruptions amidst Tokyo's worst snowstorm in 50 years, which helped Narita Airport win the *Transforming Customer Service CEO Award*.

Armed with almost two decades of Airport Management and Sales & Marketing Management in leading cities such as New York, Tokyo, Brussels as well as other major Asian cities such as Manila, Bangkok, Osaka, Vietnam and Melbourne, Mr. Lim has a strong global perspective to lead his team to develop invigorating services and products to create an individual experience exuding warm Asian hospitality for the resort guests.



**Mr. Alex Loh**  
General Manager  
Klapsons, The Boutique Hotel

Mr. Alex Loh is the General Manager of Klapsons, The Boutique Hotel Singapore. Before taking on this role, he was the Project Manager responsible for launching Klapsons The River Residences Bangkok, and was later appointed as Managing Director of the same property.

Prior to his appointment at Klapsons, Mr. Loh was Head of Student Leadership at Temasek Junior College, Singapore and had a hand in several boutique lifestyle businesses. In his first year as GM, Mr. Loh has already accomplished much for the brand. Mr. Loh oversees all operations of the hotel and leads a team of 40 with his focus on ensuring that Klapsons is known for its winning team, and in providing a unique hotel experience that guests love and will return to.



**Mr. Craig Syphers**  
General Manager  
Pan Pacific Orchard

A passionate Australian hotelier, Mr. Syphers has worked at several reputable hotels in Australia and New Zealand, including Pullman Cairns International, Citigate Central Sydney, Sebel Parramatta, Carlton Crest Hotel Sydney and Centra Auckland Hotel. He brings to his first role in Asia an impressive resume with over 25 years of experience spanning general management, food & beverage, sales as well as conferences and events.

Prior to his appointment, Mr. Syphers spent more than three years as General Manager of PARKROYAL Melbourne Airport, where he was instrumental in strengthening the 276-room property's positioning as one of the leading airport hotels in the region.

Notably, PARKROYAL Melbourne Airport was named at the prestigious World Airport Awards for two consecutive years (2012-2013). Drawing on his extensive operations knowledge and skills, Mr. Syphers also drove the strategic formulation and implementation of key culinary and MICE initiatives to rebrand the hotel's dining experience and profile it as a premium meetings destination in Melbourne.



**Ms. Angeline Tan**  
General Manager  
Park Hotel Alexandra

Ms. Angeline Tan has been appointed General Manager of Park Hotel Alexandra, which is managed by the award-winning Park Hotel Group. A seasoned hotelier with over 25 years of hospitality experience, Ms. Angeline Tan helms the pre-opening team and is responsible for the launch and operations of the 442-room nature-inspired hotel.

Prior to this appointment, Ms. Angeline Tan was General Manager at Park Hotel Clarke Quay. At Park Hotel Clarke Quay, she has been instrumental in developing business and operational excellence, which saw the hotel consistently achieving outstanding performance above market and industry average, and clinched awards including Asia's Leading Lifestyle Hotel and Singapore's Leading City Hotel by World Travel Awards.



**Mr. Jack Chua**  
General Manager  
Park Regis Singapore

StayWell Hospitality Group is pleased to announce the appointment of Mr. Jack Chua as General Manager of Park Regis Singapore.

Mr. Chua is a seasoned professional with 30 years' hospitality experience, possessing a wealth of experience in Sales and Marketing, Operations and F&B under his belt. Prior to his appointment, Mr. Chua was the Executive Assistant Manager at Grand Corphorne Waterfront Hotel Singapore, and had previously held positions such as EAM – Sales & Marketing, Director of Sales and Director of Sales & Marketing at various international hotel chains from M Hotel, Royal Plaza on Scotts, Goodwood Park, Shangri-La's Rasa Sentosa Resort to Hyatt Regency, with his longest stint of 8 years at Swissotel Merchant Court, Singapore.

As General Manager of Park Regis Singapore, Mr. Chua will be responsible for the strategic growth and positioning of Park Regis Singapore as one of the leading upscale hotels in Singapore, strengthening the hotel's presence within the Clarke Quay vicinity and maintaining a high level of guest satisfaction.

During his free time, Mr. Chua loves cooking for his family and friends, appreciating wine and travelling around the world to experience different cultures. Mr. Chua holds a Higher Diploma in Hotel Management from SHATEC and is happily married with three children.



**Mr. Peter C. Draminsky**  
General Manager  
The Regent Singapore

Regent Singapore, A Four Seasons Hotel, is pleased to welcome its new General Manager, Mr. Peter C. Draminsky. Having travelled over 2,000 miles from Four Seasons Hotel Hangzhou at West Lake where he had spent the last two years, Mr. Draminsky arrives in the City in a Garden with more than two decades of experience and a fervently infectious enthusiasm.

Born and raised in Denmark, Mr. Draminsky, is however, not new to Asia. His first foray into hospitality was in Hong Kong, as a Corporate Trainee and thereafter he took on various Food and Beverage roles around the world. In 2005, Mr. Draminsky returned to Hong Kong and joined Four Seasons Hotels and Resorts as the Director of Food and Beverage at Four Seasons Hotel Hong Kong; opening the property before being promoted to Hotel Manager in 2008.

Now a 21-year veteran, Mr. Draminsky is where he wants to be, where his own passion and dedication lies. Out of the hotel, Mr. Draminsky is also a competitive sportsman who enjoys running, hiking and swimming.



**Mr. Klaus Christandl**  
General Manager  
The St. Regis Singapore

The St. Regis Singapore welcomed Mr. Klaus Christandl as its new General Manager on 17th August 2015. With over twenty five years of experience as a hotelier, ten of which as General Manager, Mr. Christandl joins the Best Address in Singapore from Hotel Imperial, Vienna, A Luxury Collection Hotel, which he headed for the past four years.

As a leader, Mr. Christandl has led his teams to garner several awards. One of them being "The most outstanding Sheraton property in EAME" in 2007 with Sheraton Miramar Resort El Gouna, Egypt. Additionally, Mr. Christandl also spearheaded the revitalization and successful repositioning of the iconic 142-year-old Hotel Imperial during his tenure there from 2011 to 2015.

In his new role at The St. Regis Singapore, Mr. Christandl is committed to steering the property to consolidate its position as The Best Address in the city, fostering a culture of excellence and pride amongst all its associates and consistently delivering memorable bespoke experiences for all its guests.

In his leisure time, Mr. Christandl enjoys mountain climbing, cycling and most of all, spending time with his family.

## Your Say

Dear Readers,

"Your Say" is taking a short holiday and will return in the next issue of SHA Update (Oct-Dec 2015).

Do keep a lookout for the views of our hotel General Managers in the next issue!

Yours sincerely,

The Editorial Team



# SHA Welcomes New Ordinary Members

## Genting Hotel Jurong

Adding to the repertoire of six on-site accommodation options, Resorts World Sentosa (RWS) has opened Genting Hotel Jurong in April 2015. As the first major hotel to open in the Jurong Lake District, the 557-room Genting Hotel Jurong heralds exciting new developments in the western part of Singapore. Genting Hotel Jurong features sleek architecture, with clean-line furnishings livened up by vibrant dashes of colour. Guests can also enjoy facilities like a self-service laundromat, a gym, and a swimming pool. Genting Hotel Jurong is well-connected by expressways and public transport, and hotel guests can ride the complimentary 24-hour shuttle bus that runs continually between Genting Hotel Jurong and RWS.

To complement the lush tropical lakeside environment close to the Jurong Lake, Genting Hotel Jurong features a “hotel in a garden” setting with lush greenery and landscape that includes a roof-top garden as well as an accessible sky terrace for guests to enjoy expansive views of the Jurong Lake District.

Genting Hotel Jurong is also well-equipped with MICE facilities, including the versatile and functional Genting Ballroom that can be partitioned into three sections for greater flexibility. Five meeting rooms also offer natural daylight and flexible layouts to accommodate various needs. For a different experience, the hotel’s Sky Lounge located at the roof-top with an adjoining lawn is perfect for intimate receptions and parties. Clients will enjoy the lush greenery and tranquil environment of the Jurong Lake District, inside the “hotel in a garden”.



## Park Hotel Alexandra



Step into a tropical garden surrounded by verdant greenery and embrace the tranquillity of nature at Park Hotel Alexandra. Standing on a stylish podium, the sleek glass-clad hotel boasts 442 elegant guestrooms and suites complete with an array of modern amenities. Facilities include a 25-metre infinity pool and fully-equipped gymnasium overlooking cascading water and tropical greens.

The Hotel’s three concept food and beverage outlets appeal to international travellers and locals alike: Roast-to-perfection premium meats complemented by a sumptuous spread at The Carvery, the distinct aromas of barista coffee and artisan tea at The Coffee Belt, and sunset watching at the al fresco pool bar Aqua Luna while enjoying refreshing cocktails and delicious bar food.

Located in a central urban area, Park Hotel Alexandra is near business hubs such as Mapletree Business District and Alexandra Distripark, and is a short 10-minute drive from major shopping and leisure destinations such as VivoCity, Orchard Road and Sentosa, making it an ideal choice for business or leisure travellers.

## Hotel Vagabond

Hotel Vagabond is Singapore’s first experience-driven luxury boutique hotel with a Salon area designed to immerse guests in the theatre of art, food, drink and conversation. It is also the first and only hotel in Asia to feature interiors by the celebrated French designer Jacques Garcia.

The heart and soul of Hotel Vagabond is the Vagabond Salon – a modern interpretation of a Parisian salon - where guests will have the opportunity to mingle with resident artists over a beautifully crafted cocktail, dine amongst a performance, watch an independent film, or listen to a jazz quartet.

Hotel Vagabond is the only hotel of its kind in Singapore to offer a rotational Artist in Residence programme. With an emphasis on writing, photography and performance art of all kinds, artists will be invited to apply for residences of up to three months.

Hotel Vagabond is a space for art – both for pleasure and function. Every piece has been personally sourced and commissioned by Satinder Garcha.

Last but not least, the hotel is also conveniently situated for both business and leisure travellers, between Singapore’s two most historic districts, Little India and Kampong Glam, and only five minutes from the heart of the Central Business District, Raffles Place, Marina Bay and Chinatown.





# Industry Mentorship Programme @ SHATEC – Harnessing the Power of Mentorship

On 31 July 2015, the Singapore Marriott Tang Plaza Hotel bore witness to the launch of the Industry Mentorship Programme @ SHATEC, yet another defining moment in the long history of SHATEC, the training arm of the Singapore Hotel Association and Singapore's pioneering hospitality training institution.

The Industry Mentorship Programme @ SHATEC serves to add value to the education of hospitality students in Singapore and enable them to be adequately equipped with sound advice to help them in their learning. This innovative initiative is the first of its kind to be launched in an industry school and seeks to pair experienced and accomplished professionals from the tourism and hospitality industry as mentors to SHATEC students in order to provide them with guidance in their fledgling careers.

With the support of leaders from the industry, it is hoped that the launch of this programme will influence the next generation of leaders in the hospitality industry. In the words of Ms Wee Wei Ling, Chairman of the SHATEC Mentorship Advisory Council, "as experienced hoteliers, we can make a difference".

Currently, 23 mentees from the three faculties at SHATEC - Hospitality and Business Studies, Food and Beverage Studies and Culinary and Pastry Studies - are enrolled in this programme. They have all been connected with mentors who possess the background and expertise that commensurate with the mentees' interests and career goals. Through the programme, the mentees are given opportunities to enhance their employability skills, increase their industry awareness and gain firsthand insights into the workings of Singapore's hospitality industry.

The mentees also have their obligations clearly spelt out to them upon joining the Industry Mentorship Programme @ SHATEC. There are timelines for duties which mentees need to adhere to during this one-year programme. This gives both parties the confidence that the entire experience will be a rewarding one.





## Mentor Olivier Lenoir has Begun Opening Doors for Mentee

Having worked his way through the ranks to become the Hotel Manager at Grand Hyatt Singapore, Swiss-born Mr. Olivier Lenoir, a mentor in the Industry Mentorship Programme @ SHATEC, is a firm believer that a little elbow grease goes a long way.

Mr. Lenoir believes that mentoring “adds the professional aspect of [working] life into the academic part of life” for students in Singapore where apprenticeship programmes are a thing of the past. Besides forging valuable connections, he also felt that the Industry Mentorship Programme @ SHATEC is a great tool to inspire Generation Y students to see hospitality as a career and not just another job.

Mr. Lenoir believes that the programme will prepare mentees by providing them with a “strong base that will allow [them] to grow [their] careers and to be successful in the hospitality industry.” The programme also provides mentees with a more realistic expectation of the industry; this in turn will also improve their chances of doing well.



## Chef Toni Robertson – Grooming the Next Generation

The biggest change that Mandarin Oriental Singapore's Executive Chef Toni Robertson has noticed in Singapore's hotel culinary scene since she last worked here in the late 1990s is the presence of more local talent in top positions. Therefore, “Supporting the next generation” to achieve this progress is very important to Chef Toni and is a key reason why she felt “honoured and privileged” when asked to be a mentor in the Industry Mentorship Programme @ SHATEC.

One challenge that Chef Toni feels is inevitable to newcomers of the culinary industry is the sheer level of competition they face. With the popularity of celebrity chefs and a “glorifying” image of what it means to be a chef, she feels that more people are coming into the industry with high hopes and unrealistic dreams. This is where an initiative like the Industry Mentorship Programme @ SHATEC is important in a student's development of becoming a hospitality professional.

A mentor can provide guidance to a mentee, but it is important that mentees have ambitions that they want to fulfil for themselves. “We can nurture them, coach them [but they need to tell me] ‘This is what I want to know... I want to know about this’,” says Chef Toni.

It is precisely this single-mindedness that impressed Chef Toni about her mentee Syahir Osman. “He's a go-getter,” she says about Syahir. “When I met him, he already looked like he had a goal, he had a structure. I can see that he will go far.”

Syahir Osman aspires to be a Chef de Cuisine and sees Chef Toni as the perfect mentor to help him achieve that aspiration. Syahir shares that he firmly believes that Chef Toni can give him a better insight of the industry and what his career progression can be like.



## Spotlight

In this issue, Mr. Norman Cross, Executive Assistant Manager – Food and Beverage at Ramada and Days Hotels, Singapore At Zhongshan Park was invited to share with us his journey to success.

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

I do not have a singular fondest memory; rather the entire duration that I was at SHATEC has been a rewarding journey – from the time I spent on campus in Mt. Sophia to the transition to the Bukit Batok campus. The friendship cultivated with fellow students and the mentorship received from my lecturers were truly fulfilling for me.

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

My success story comes from the simple fundamentals of working hard and listening. I believe in being entrepreneurial and learning as much as I can in the shortest possible time. I am curious and intuitive by nature; in my opinion knowledge is the key to everything. How you decipher knowledge and use it to your advantage is yet another important component altogether.

In my career to date, I have had the pleasure of working in business hotels, private restaurant groups and city clubs.

These experiences gave me distinct viewpoints on how each business unit serves the same purpose, but functions differently in the way business is conducted.

SHATEC has opened the doors for me with its strong network in all facet of the hospitality industry. The school has also taught me how to be a great team player, work on tight timelines and most of all have confidence to drive for success.

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

Do not be afraid to ask for help or assistance from either your fellow colleagues or superiors. No man is an island and I believe in team work and the sharing of ideas to get everyone involved, motivated and working to achieve the same goals. Be inquisitive and ask questions. Keep abreast of market trends especially in this digital age where things move at a much faster pace than before. It is okay to steer off the beaten track as long as you see it being suitable to your career needs. There is no wrong experience, but it is how you utilize that knowledge gained to your benefit in your career.



**Mr. Norman Cross**, Executive Assistant Manager, Food and Beverage at Ramada and Days Hotels, Singapore At Zhongshan Park



## Relocation of SHATEC'S Restaurant-Recipes

SHATEC's training restaurant ceased its operations on 18 September 2015 after a run of 17 years at The Treasury Building. A new training restaurant, "The Sapling", meaningfully named to highlight how its students will grow and blossom

under the nurturing environment of SHATEC opened its doors to the public on 2 November 2015. The Sapling is located at the SG Enable premises.

## Accor's Appearance Guidelines Project

SHATEC was invited for the first time, to participate in Accor's Appearance Guidelines Project which was held from January to mid-June 2015. The Appearance Guidelines are used at every hotel to brief employees on their dress code, facial grooming, hairstyles and make-up. 4 students from DHM-01-14A, Daphne Tan Denosta, Levina Chan, Melvin Aye Kyaw Zin and Pop Taifayongchit, gladly took up the challenge of making recommendations to the existing guidelines. They presented their suggestions and also submitted a training plan, both of which their proposals were well-received by Accor. At the end of the programme each student also received a testimonial from Accor for their efforts.



## SHATEC's Got Talent 2015

SHATEC's Got Talent 2015 concluded on 20 July 2015 in an amazing evening of beautiful music, applause and laughter. Guest performer, Zulyqah, winner of SHATEC's Got Talent 2014, once again impressed the audience with her great vocals. The champion, Samonte Ivan-Jonathan Alameda, from HCA-01-15A, wowed the audience with his guitar and singing performance. He walked away with over \$600 worth of prizes including shopping vouchers and dining privileges sponsored by Grand Hyatt Singapore.



## SHATEC Executive Development Programme (EDP) 2015

SHATEC, together with School of Hotel and Tourism Management (SHTM), Hong Kong Polytechnic University, organised a series of 4 stand-alone modules under the banner of Executive Development Programme (EDP) 2015. EDP 2015, supported by the Singapore Development Agency (WDA) was well-subscribed with a total of 69 participants.

A total of four modules were held from July to September with 2-day duration for each module.

The 4 modules held from July to September 2015 were as follows:

- **Innovations and Leadership in the Hospitality Industry**  
Held from 23 to 24 July 2015
- **Branding and Distribution Strategies**  
Held from 13 to 14 August 2015
- **Meeting and Event Management**  
Held from 8 to 9 September 2015
- **Social Media in Hospitality**  
Held from 14 to 15 September 2015



## Site inspection with the Mayor of Auckland and Auckland Council

Swissôtel Merchant Court, Singapore played host to a group of VIPs on 4 September 2015 for a site inspection. The Mayor of Auckland, Mr. Len Brown and Auckland Council, along with National Environment Agency (NEA) visited the hotel to learn more on the Eco Digester Machine.

Daily recycling of food waste is done through the Eco Digester Machine, which decomposes segregated food waste; recycled water is then produced for non-consumption purposes such as watering of plants in the hotel. This system has been installed since December 2014 and is part of the hotel's sustainability efforts.

Mayor Brown also shared that as Auckland is looking to ban food waste from going into landfills, the Council is thus exploring different processes that will assist in achieving this goal.



## World's First Life-Sized Coffee Capsules Race Car at Royal Plaza on Scotts Singapore

Singapore, 21 August 2015 – Royal Plaza on Scotts Singapore (RP) celebrated Singapore's eighth night motor racing season with the display of a life-sized coffee capsules race car, the first to be created in the world. The culinary team has created other life-sized race cars with seashells, pasta, chocolate, bread and macarons in previous years.

Tying in with the hotel's green initiatives, this year's life-sized race car featured recycled coffee capsules, collected from the hotel's 511 guestrooms and 11 meeting rooms which provide guests with complimentary gourmet coffee from Nespresso machines. The enthralling masterpiece plays up the vibrant colour palettes, using coffee capsules of nine different Grand Cru varieties. Keeping to the theme of Kopi GP, recycled coffee grounds are used on the wheels to create a contrast in textures on the car and give guests a whiff of the delightful aroma of coffee.

Measuring 4.4 metres long, 1.9 metres wide and 1.3 metres tall, the structure took a dedicated team of



8 chefs and culinary staff 1108 hours to complete. The team was led by RP's talented Executive Chef, Darren Ong.

The hotel also aims to give back to the community by raising funds for the less privileged. A Community Chest donation box has been placed with the display. The hotel hopes to raise more than S\$3,000 from the initiative and the total amount of funds raised will be matched dollar-for-dollar by the government under the Care & Share movement led by Community Chest.

Guests were also invited to join in the fun by taking part in the hotel's social media contest to guess the total number of coffee capsules used for the life-sized race car. The closest guess wins a 2D1N weekend stay in RP's Executive Suite with Club benefits and dinner for two at award-winning buffet restaurant, Carousel.



## SG50 at Grand Mercure Singapore Roxy. A Jubilee Celebration Worth its Weight in Gold

It was a month of joyous celebration to commemorate Singapore's Golden Jubilee. The lobby was decked out with memorabilia of days gone by. From the retro barber chair to the still functioning gramophone, the vintage embellishments attracted compliments from local and international guests alike.

Throughout August, guests visiting restaurants at the Grand Mercure Singapore Roxy were also treated to an unforgettable feast, consisting of Singapore's rich diversity of a culinary treasures.

As part of the contribution to SG50, a fund raising event was organized. For just 50 cents, guests received "scratch and win" cards that entitled them to win complimentary coffee, wine and even a 2D1N stay at the Grand Mercure Singapore Roxy. While the event raised S\$25, 000, the hotel's parent company – Roxy Pacific Holdings Limited contributed an equal sum. Finally, a cheque totalling \$50, 000 was presented to Dr Chua Ee Chek of WeCare@ Marine Parade, a deserving programme that aids vulnerable residents with outreach programmes.



The cheque was presented by Executive Chairman and Chief Executive Officer of Roxy Pacific Holdings Limited, Mr Teo Hong Lim, on 17 August 2015 at the Marine Parade National Day Dinner 2015. Emeritus Senior Minister Goh Chok Tong also graced the occasion with his presence.

## BCA Endorsed M Hotel with Green Mark Gold <sup>Plus</sup>

Since March 2015, M Hotel Singapore has been undergoing through in phases a 4 million dollars facelift of their external building façade and a renovation of 300 guestrooms, targeted to be completed by first quarter of 2016.

M Hotel Singapore has also stepped up from BCA Gold Award in 2014 to the Gold <sup>Plus</sup> Award this year. It is a recognition by the Building & Construction Authority (BCA) for the hotel's numerous green efforts.

Among its key features include choice of ermine white colour external walls that keeps the building cool and reduces energy consumption; every room is fitted with energy-saving LED lighting approved by Singapore Environment Council; taps

and shower are certified by PUB for their water saving function; green label certified corridor carpets to reduce damage to the environment.

M Hotel Singapore is also a long term supporter of the annual Earth Hour event and recipient of the Singapore Green Hotel 2015 awarded by the Singapore Hotel Association.

Last but not least, the hotel has also voluntarily made improvement to help users with accessibility difficulties. Now guests with disabilities are able to access and move freely within the hotel as the building has also been certified as barrier free by BCA.



## Hotel Jen Tanglin Singapore – Renovation Update

Hotel Jen Tanglin Singapore, formally known as Traders Hotel, Singapore was rebranded in September 2014. Following which, in December 2014, the entire property went through an extensive renovation for a total makeover of 565 guest rooms and suites, Club Lounge, lobby and an all day dining restaurant. The entire refurbishment is scheduled to complete in November 2015.

The new Hotel Jen Tanglin Singapore integrates key elements and values of the Jen brand with bright, stylish and

contemporary guest rooms and suites are designed with the new 'Jeneration' of independently minded business and leisure travellers' needs in mind.

The hotel aims to feature young and upcoming talents, from artists to artisan products, and offer a platform where these young local talents can showcase their products from F&B, to fashion and art and gain exposure to a wide international audience. Simultaneously, this will give travellers unique Singapore insight, experiences and stories to bring home.





# Singapore Remains Asia's Top Meeting and Convention City for 2014

**Singapore, 9 Sep 2015** – Singapore is once again Asia's top meeting and convention city, according to the Union of International Associations (UIA) and International Congress and Convention Association's (ICCA) 2014 global rankings released earlier this year.

The city state also retained its spot as the UIA's top international meeting city for the eighth year running, and at the top of Asia Pacific cities in ICCA's rankings for the 13th consecutive year.

## Singapore's Recent Event Bid Wins

Both rankings served to emphasise that event owners continue to regard Singapore as a top MICE (Meetings, Incentives, Conventions and Exhibitions) destination. Further testament to the city state's attractiveness is the magnitude and prestige of events recently won.

These wins include the International Council of Nurses (ICN) Conference, which comes to Singapore in 2019, and the International Union for Physical and Engineering Sciences in Medicine (IUPESM) World Congress for Medical Physics and Biomedical Engineering two years later in 2021.

Pinnacle events in their respective fields, the ICN conference and IUPESM World Congress are graced by industry thought leaders and top executives. Open interaction among attendees from different levels, areas of expertise and cultures helps promote knowledge-sharing, and improve the quality of information exchange.

## Strong line-up of 2015 events

In 2015, there are also similarly-high profile events making their debuts either in Asia or Singapore. Examples are the World Liquefied Petroleum Gas (LPG) Forum, Sibos 2015,

the European Society for Medical Oncology (ESMO) Asia Congress, and the recently concluded West Point All-Academies Asia Summit.

The World LPG Forum enters Singapore for the first time in September. The Forum is the world's largest LPG event, attracting over 1,000 senior industry leaders from across the LPG supply chain usually. There, the key policy makers of the industry will discuss growth potential and explore new opportunities while forging new business relationships.

## MICE 2020

Aside from the strong pipeline of events in Singapore, a key initiative helping to drive the MICE industry forward is the MICE2020 mid-term roadmap, which is a part of Singapore's approach to Quality Tourism.

The brainchild of a year-long consultation and ideation with the MICE industry, MICE2020 is centred around three core ideas to help give Singapore the edge in an ever-changing global landscape – offering Singapore as a destination with authentic local offerings and unique, experiential events; turning Singapore into a connected city with the digital capabilities to allow business visitors to do what they need to do seamlessly; and positioning Singapore as Asia's MICE resource capital that is home to skilled talent and knowledge.

Said Ms Lachmandas, "These pillars will inject fresh impetus into the industry and help Singapore grow into a destination that goes beyond efficiency and safety, to one that delivers innovative content and enriching experiences that connect with the visitor. This will hopefully help keep us competitive in Asia in the years to come."

# New S\$10 Million Fund to Boost Visitor Experience

**Singapore, 18 August 2015** – The Singapore Tourism Board (STB) has launched a new S\$10 million Experience Step-Up Fund (ESF) under its Tourism Product Development Scheme.

The fund aims to encourage businesses to develop new tourism experiences that will enhance overall visitor experience and satisfaction in Singapore. In conjunction with the launch of the new Fund, the Board is also calling for proposals for tour development and technology initiatives.

"Increasingly, travellers are seeking varied and engaging experiences that allow them to gain a deeper appreciation

and understanding of our stories and heritage. They're not just going for run-of-the-mill city tours but unique ones like back-of-house visits, precinct or interest-based tours," said Ms Choo Huei Miin, Director of Visitor Experience and Capability Development, STB. "Through the ESF, which is underpinned by STB's Quality Tourism strategy, we aim to spur tourism businesses to create and deliver more and better experiential offerings that add to Singapore's overall destination attractiveness. Tourism businesses are also encouraged to adopt innovative technology solutions to up their game."

# THE SHA HOTEL MEMBERS

Adonis Hotel  
Amara Sanctuary Resort Sentosa  
Amara Singapore  
Amoy Hotel  
Aqueen Hotel - Balestier  
Ascott Raffles Place Singapore  
Bay Hotel Singapore  
Bayview Hotel Singapore  
Beach Hotel  
Bencoolen Hotel  
Broadway Hotel  
Capella Hotel, Singapore  
Capri By Fraser Changi City, Singapore  
Carlton City Hotel Singapore  
Carlton Hotel  
Concorde Hotel Singapore  
Conrad Centennial Singapore  
Copthorne King's Hotel Singapore  
Crowne Plaza Changi Airport  
Days Hotel Singapore at Zhongshan Park  
Dorsett Singapore  
The Duxton Hotel  
The Elizabeth Hotel  
Fairmont Singapore  
Fortuna Hotel  
Four Seasons Hotel  
Fragrance Hotel - Ruby  
Fragrance Hotel - Sapphire  
The Fullerton Hotel  
The Fullerton Bay Hotel Singapore  
Furama City Centre Singapore  
Furama RiverFront Singapore  
The Gallery Hotel  
Genting Hotel Jurong  
Goodwood Park Hotel  
Grand Copthorne Waterfront Hotel Singapore  
Grand Hyatt Singapore  
Grand Mercure Roxy Hotel  
Grand Park City Hall  
Grand Park Orchard  
Hangout @ Mount Emily  
Hilton Singapore  
Holiday Inn Express Singapore Clarke Quay  
Holiday Inn Express Singapore Orchard Road  
Holiday Inn Singapore Atrium  
Holiday Inn Singapore Orchard City Centre  
Hotel 1929

Hotel 81 (DICKSON)  
Hotel 81 (GEYLANG)  
Hotel 81 (STAR)  
Hotel Chancellor @ Orchard  
Hotel Clover 33 Jalan Sultan  
Hotel Fort Canning Singapore  
Hotel Grand Central  
Hotel Grand Pacific  
Hotel Kai  
Hotel Jen Orchardgateway Singapore  
Hotel Jen Tanglin Singapore  
Hotel Miramar (S) Ltd  
Hotel Re! @ Pearl's Hill  
Hotel Royal  
Hotel Royal @ Queens  
Hotel Supreme  
Hotel Vagabond  
ibis Singapore on Bencoolen  
ibis Singapore Novena  
Innotel Hotel  
Jayleen 1918 Hotel  
Klapsons, The Boutique Hotel  
InterContinental Singapore  
Link Hotel  
Lloyd's Inn  
M Hotel Singapore  
Mandarin Orchard Singapore  
Mandarin Oriental, Singapore  
Marina Bay Sands  
Marina Mandarin Singapore  
Marrison Hotel  
Moon 23 Hotel  
Movenpick Heritage Hotel Sentosa  
Naumi Hotel  
Naumi Liora  
New Majestic Hotel  
Nostalgia Hotel  
Novotel Singapore Clarke Quay  
Oasia Hotel  
ONE°15 Marina Club  
One Farrer Hotel & Spa  
Orchard Hotel  
Orchard Parade 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 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  
Ramada Singapore 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  
Riverview Hotel  
Robertson Quay Hotel  
Royal Plaza on Scotts  
Santa Grand Hotel East Coast  
The Scarlet Hotel  
The Seacare Hotel  
Shangri-La Hotel  
Shangri-La's Rasa Sentosa Resort & Spa, Singapore  
Sheraton Towers Singapore  
Singapore Marriott Hotel  
The Singapore Resort & Spa Sentosa  
Sloane Court Hotel  
Sofitel So Singapore  
South-East Asia Hotel  
The St Regis Singapore  
Studio M Hotel  
Swissotel Merchant Court, Singapore  
Swissotel The Stamford, Singapore  
V Hotel Lavender  
Value Hotel - Thomson  
Village Hotel Albert Court  
Village Hotel Bugis  
Village Hotel Changi  
Village Hotel Katong  
W Singapore Sentosa Cove  
Wanderlust Hotel  
Wangz Hotel  
The Westin Singapore  
York Hotel

# THE SHA ASSOCIATE MEMBERS

The American Club  
Auric Pacific Marketing Pte Ltd  
Batam View Beach Resort  
Docomo Intertouch Pte Ltd  
HPL Hotels & Resorts  
Institute of Technical Education (ITE)  
Keppel Land Hospitality Management Pte Ltd  
Nanyang Polytechnic  
NTUC Club  
Orchid Country Club  
Pasta Fresca Da Salvatore Pte Ltd  
Pinedale Trading Pte Ltd

The Quayside Group Pte Ltd  
Republic of Singapore Yacht Club  
Republic Plaza City Club (S) Pte Ltd  
S A Hotel Management Pte Ltd  
The SAF Warrant Officers and Specialists Club  
Select Group Ltd  
Sia Huat Pte Ltd  
Simmons (Southeast Asia) Pte Ltd  
Singapore Exhibition Services Pte Ltd  
Singapore Island Country Club  
Singapore Meritus International Hotels Pte Ltd

Singapore Recreation Club  
Singapore Swimming Club  
Singapore Telecommunications Limited  
Somerville (Singapore) Pte Ltd  
Starhub Ltd  
The Tanglin Club  
Trane Singapore  
Unilever Singapore Pte Ltd  
Wine Trade Asia Pte Ltd  
YHS (Singapore) Pte Ltd