



SINGAPORE HOTEL ASSOCIATION

May-Aug Issue 2019
MCI(P)018/02/2019

SHA UPDATE



Singapore Green Hotel Award 2019-2020

- + SHA Annual General Meeting
- + Your Say on Creating Seamless Guests' Experience through Smart Hotel Technologies
- + SHA Welcomes New General Managers
- + Job Redesign & Innovation Workshops (JRI) by SHA and SHATEC



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CONTENTS



SHA NEWS

- 4** Singapore Green Hotel Award 2019-2020
- 5** SHA Welcomes New Ordinary Members
- 6** SHA Welcomes New Associate Members
Your Say on Creating Seamless Guests' Experiences Through Smart Hotel Technologies
- 9** SHA Welcomes New General Managers
- 11** Inaugural Hotel Human Capital Conference
- 12** SHA Annual General Meeting
- 13** FDAWU/NTUC/SHA Employee of the Year Award Ceremony 2019
SHA WSH Forum on Kitchen Safety
- 14** Job Redesign & Innovation Workshops (JRI) by SHA and SHATEC
Relooking at Operations with an Open Mind (ROOM) by SHATEC
SHA-SG Cares Focus Group Discussion
- 15** 37th SHA Inter-Hotel Soccer Tournament 2019
- 16** 37th SHA Inter-Hotel Bowling Tournament 2019

SHATEC NEWS

- 17** Journey to Bocuse d'Or: Fundraising Dinner by Chef Mathew Leong
- 18** SHATEC Experience Day 2019
Health Promotion Board Industry Networking Session: Sugar Reduction Innovation
- 19** Spotlight: Audrey Chung

HOTEL CIRCUIT

- 20** Grand Copthorne Waterfront Hotel Bolsters its Status with a Clutch of New Accolades and Guest Experiences
- 21** Marina Bay Sands – Sands Expo and Convention Centre Awarded Prestigious LEED® Platinum Green Building Certification
- 22** Pan Pacific Singapore Attains 10,000 Guest Reviews on TripAdvisor®
Six Senses Singapore Launches Spa Pods a Wellness Sanctuary in the Heart of Singapore's City Center

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Singapore Green Hotel Award 2019 - 2020



The 6th Singapore Green Hotel Award was presented on 21 August 2019 at Concorde Hotel Singapore.

27 hotels received the award from Guest-of-Honour, Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources and Ministry of Health.

The biennial award provides recognition to hotels for their efforts in implementing good environmental practices that focused on solid waste minimisation, energy conservation and water efficiency.

To facilitate the sharing of best practices and solutions, the ceremony was held in conjunction with a dedicated Green Hotel Seminar for Hotels and a mini-exhibition on green solutions.



Congratulations to the following recipients of the Singapore Green Hotel Award 2019-2020:

Carlton City Hotel Singapore

Concorde Hotel Singapore

Crowne Plaza Changi Airport

Four Points by Sheraton Singapore, Riverview

Furama City Centre, Singapore

Furama RiverFront Singapore

Grand Copthorne Waterfront Singapore

Grand Mercure Singapore Roxy

Grand Park City Hall

Holiday Inn Express Singapore Clarke Quay

Holiday Inn Singapore Atrium

Hotel Jen Tanglin Singapore

Hotel Michael, Resorts World Sentosa

InterContinental Singapore

JW Marriott Singapore South Beach

M Social Singapore

Mandarin Orchard Singapore

Mandarin Oriental, Singapore

Novotel Singapore Clarke Quay

Pan Pacific Singapore

PARKROYAL on Pickering

Ramada and Days Hotels by Wyndham Singapore At Zhongshan Park

The Regent Singapore

Shangri-La Hotel Singapore

Singapore Marriott Tang Plaza Hotel

Studio M Hotel

Swissôtel Merchant Court, Singapore

SHA Welcomes New Ordinary Members

Andaz Singapore

Andaz Singapore is situated at the heart of cultural crossroads. Being the first Andaz hotel to open in Southeast Asia, Andaz Singapore draws inspiration from its lively surroundings – intimate alleyways filled with shophouses in vibrant colours and textures – and weaves this ambience into the hotel to offer guests fresh perspectives of the city. The hotel marks the seventeenth property for the brand and joins other Andaz hotels in global gateway cities and top resort destinations around the world.

Andaz Singapore is located at DUO, which is a striking pair of concave skyscrapers, clad in a latticework of hexagonal windows. Designed by multi-award-winning German architect Mr Ole Scheeren, renowned for his works with the China Central Television Headquarters in Beijing and Prada Epicenters in New York and Los Angeles, DUO is the largest integrated development in the Ophir-Rochor district and comprises of residences, retail spaces, offices and the new Andaz Singapore hotel.

In collaboration with famed interior designer Mr Andre Fu of AFSO, the hotel was envisioned as a modern cultural discovery, which embraces Singapore’s urban spirit. Mr Fu observed the hotel’s dynamic location and its neighbourhood to create a dreamscape of passageways and incorporated subtle, locally inspired techniques, decorative details, furniture, art and fabric into the hotel’s design.

Andaz Singapore houses 342 contemporary guestrooms, including 26 suites, with floor-to-ceiling windows framing stunning views of the city. As with all Andaz hotels, all in-house guests can enjoy a complimentary minibar with locally sourced snacks that are replenished daily, complimentary Wi-Fi and all-day complimentary refreshments at Sunroom.



YOTELAIR Singapore Changi Airport



YOTELAIR Singapore Changi Airport is the only hotel within the Jewel Changi complex and is easily accessible from all four terminals at Changi Airport, making it perfect for busy international travellers and transit passengers alike. The stunning location also makes it an ideal destination for people who want to check out Jewel’s shopping scene, food and beverage options, as well as many other attractions. YOTELAIR Singapore Changi Airport is the perfect place to refresh, relax, and rejuvenate after a flight, during long layovers, or even before super early flights. Guests can enjoy both the convenience of the hotel’s in-terminal location and cleverly designed cabins.

The new hotel features 130 cabins ranging from Premium Queen Cabins, ideal for two people, to larger Family Cabins sleeping four, ideal for friends or families. The hotel also features fully Accessible Cabins, catering to the needs of all

travellers. YOTELAIR cabins are affordable, comfortable, and smartly designed with adaptable spaces, providing all the amenities for guests to arrive at their next destination in top form.

Guests can also connect, unwind and recharge at KOMYUNITI, YOTELAIR’s signature public space and social hub, also ideal for co-working and informal meetings. Spanning two levels, the 68-seat space is accessible 24/7 and serves up light snacks and refreshments throughout the day. The hotel also features a 24/7 gym to keep fit on the go.

SHA Welcomes New Associate Members

Certis

Certis is a leading advanced integrated security organisation that develops and delivers multi-disciplinary security and integrated services. As a unique specialist operations-technology outsourcing partner, Certis integrates advanced security, technology, facilities management, customer service and talent to build and operate bespoke solutions for complex, critical operations that extend beyond security.

Our design-for-purpose solutions are led by an extensive track record of running operations and design

thinking to drive operational efficiencies and deliver business-critical outcomes for our customers. Certis' Security+ is an innovative approach where individual functions operating as silos, are now integrated as one, to reap synergies and increase productivity. Powered by technology, Security+ delivers heightened situational awareness and precious business insights.

Certis is headquartered in Singapore, with an international presence that extends to Australia, Hong Kong, Macau, China, Malaysia and the Middle East.

Luzerne

Luzerne has been designing & producing chinaware since 2004, drawing from 70+ years of tradition & expertise from its parent company, Hiap Huat Holdings Pte Ltd, which began as a manufacturer for leading chinaware brands worldwide. We focus on innovation & craftsmanship of our revolutionary bone ash free products that are in line with our commitment to sustainability. Our fully owned factory is the first in the world to receive halal certification.

Luzerne is fully committed to the local hospitality industry and currently developing the Luzerne Hive, consisting of Retail, Studio & Gallery at its main building on Bendemeer Road. We are collaborating with selected partners in the industry to bring its vision to valued clients & fans in Q1 2021.

YOUR SAY

on Creating Seamless Guests' Experiences Through Smart Hotel Technologies

For this issue, SHA Update invited members to share their views on how their hotels and its guests can benefit from a more seamless experience through smart hotel technologies



Mr John Kockan
General Manager,
Grand Park City Hall

Grand Park City Hall focuses on delivering experiential luxury that incorporates thoughtful touches as part of the guest experience as well as being a 'high-tech, high-touch' Smart hotel, that caters to form and function. In 2016, Grand Park City Hall engaged GTRIIP to provide a solution via a mobile app that would allow travellers to auto-populate their e-registration card with a photo of their photo IDs using OCR technology and check-in with a selfie.

Guests are able to complete their hotel check-in process on their phones using the mobile application and be issued their digital key or key card when they reach hotel premises. The new capability on the mobile application not only significantly reduced their check-in

time from five minutes to an impressive one minute, but also minimized the possibility of guests losing their physical key cards.

In addition, the same phone application enables guests to adjust in-room lighting and climate cooling. The same app is also guests' mobile key to access the lifts and unlock their rooms. Guests can also connect with the hotel's guest services manager directly through the application for assistance. With the Grand Park City Hall app, accessing, validating and profiling our guests in real time allows the hotel to deliver personalised end-to-end guests experiences according to their preferences. This allows the hotel team members to deliver consistent quality service, cutting down on repetitive tasks.



Ms Jacqueline Ho
General Manager,
M Hotel Singapore

With the ongoing digital revolution and advancements in digital technologies, M Hotel Singapore is committed to Singapore's SMART Nation plans through technology adoption and job redesign to optimize operations, boost productivity and lift guest experiences to a new level.

Introduced as the first front-of-house autonomous service delivery robot in 2017, AURA delivers bottled water, towels, toiletries and amenities to guest rooms. The robot operates and rides in the lift and navigates its way to a guest's door and lets them know that a delivery has arrived. AURA uses simple communication on her tablet face so people always know who she is, how she can help and how to intuitively interact with her. Guests who have never interacted with a robot before finds it a novelty and enjoy taking photos with her to post on the social media.

In our bid to develop manpower-lean business models, AURA's functions have just been newly expanded to include surveillance coverage. With the implementation of AURA's scouting feature, our Security Officers are able to view the CCTV footage of the surveillance coverage remotely from the Control room and Reception counter. Thanks to this new initiative, there is a reduction in the patrolling of premises by our Security Officers and this has provided us with the opportunity to equip our Security Officers with new skills.

With all these initiatives, the team was able to leverage technology advancement to keep pace with the evolving business priorities; and job enlargement provided them with the opportunity to uplift their capabilities, take on greater work responsibility and advance in their careers to promote work longevity.



Mr Ian Wilson
Senior Vice
President, Non-
Gaming Operations,
Marina Bay Sands

Hotels will be really "SMART" when they allow an easy and frictionless experience for guests which improves service AND productivity. This is easy to talk about but hard to execute. Success will not be from having the best technology, but having technology and systems that work seamlessly together. This is intuitive in that we know that for example sports teams with the best players are not always the most successful, but rather it is the team that works best together that succeeds. Technology is no different. To minimize cost and maximize service, technology that integrates well while also passing on key data will ensure the lowest cost and maximum service. For example, mobile check-in that requires rework when the guest arrives will detract from the experience. Another example is credit card draft capture that does not integrate with the PMS seamlessly thus causing rework or work to occur at the front desk vs. in the lobby.

The best model for a seamless experience is welcoming a guest into your own home. The ideal state is allowing a guest to walk into the hotel with their details provided in advance, greet them by name and escort them to their room without ever going to a desk. This would be accomplished through mobile technology, facial recognition, the property management system, and draft capture all working cohesively while sharing key data that can allow for the personalization of a guest's stay. It can be a challenge to contact some guests in advance due to booking channels, but providing this service to everyone who books through a hotel's own website will drive business to this cost effective channel. As hoteliers, we need to redesign jobs to make this happen, start small, and build. It is certainly attainable today, but it will not be painless. However, the dividends for hotel and guests alike make this journey well worth pursuing.



Mr Kurt O. Wehinger
General Manager,
Pan Pacific Singapore

The technologies we adopt at Pan Pacific Singapore are both impactful and minimally intrusive – to ensure that we deliver the best experience while maintaining the personal touch.

For instance, we have two autonomous Linen Delivery Robots, Stylo and Milo, that assist in housekeeping operations by transporting linen to the stores, which are located on different floors. The two robots can navigate their way without human guidance as they are equipped with sensors to avoid obstacles in their path. These robots have made the work of our housekeeping associates less strenuous and allowed them more time to focus on other tasks, increasing their productivity.

Last year, a Luggage Management System using QR codes was implemented. As the receipt is scanned electronically, the luggage tag that corresponds to the receipt will light up and beep, allowing our associates to easily locate the bag. This process has

made check-out speedier by shortening the time required to retrieve a luggage. It also improves accuracy and security.

A centralised system is also in place to manage guest requests in real-time at the hotel. This greatly reduces the waiting time while increasing productivity levels across teams. Guest requests are keyed into the system and assigned to the relevant teams for follow-up. Jobs are easily tracked in the online system through any mobile device and managers can manage their department remotely.

Furthermore, we employ the use of a smart energy management system to help conserve energy at the hotel. The system allows guests to customise their room temperature settings and automatically turns off lights, television and air-conditioning when the room is vacant. This brings the smart home concept into our hotel room, allowing our guests to experience the feeling of a home away from home.

SHA Welcomes New General Managers



Mr Olivier Lenoir

*General Manager
Andaz Singapore*

Andaz Singapore is pleased to introduce Mr Olivier Lenoir as the General Manager of the property. In his role, Mr Lenoir is responsible for overseeing all property operations.

An experienced hotelier and Hyatt veteran, Mr Lenoir began his career with Hyatt Hotels Corporation 17 years ago. Prior to joining Andaz Singapore, he most recently served as the Hotel Manager at Grand Hyatt Singapore, having begun his career with postings at Grand Hyatt Jakarta, Grand Hyatt Shenzhen and Grand Hyatt Taipei.

A Swiss native, Mr Lenoir has a diploma in hospitality from the Ecole Hôtelière de Lausanne. In addition to speaking French, English and Spanish, he also has a knack for picking up local accents and languages, loving to pepper sentences with “tio bo” (which means “is that correct?” in Hokkien) and “kesian” (which means “poor thing” in Malay) to the amusement of his team members. He loves to travel around the world with his loving wife and two beautiful children, and to experience every destination as a local.



Mr Douglas Glen

*General Manager
Carlton City Hotel Singapore*

Carlton City Hotel Singapore is pleased to announce the appointment of Mr Douglas Glen as General Manager. Bringing with him an incredible track record with over 30 years of extensive leadership and global luxury hospitality experience, Mr Glen will be responsible for driving all key operations and strategic initiatives for the 386-room upscale business hotel’s continued growth in revenue and brand reputation.

An articulate hospitality professional and enterprising leader, Mr Glen has successfully managed high-profile, five-star international chain hotels in the United Kingdom and Southeast Asia. As General Manager of The Landmark Bangkok from 2013 to 2018, he played a pivotal role in the overall growth and profit of the five-star hotel, effectively developing a cross-functional culture for continuous improvement. Prior to joining Carlton City Hotel Singapore in April 2019, Mr Glen was most recently Pre-Opening General Manager for the five-star Steigenberger Hotel Riverside in Bangkok, luxury hotel group Deutsche Hospitality’s first hotel venture in Southeast Asia.



Mr Andrew Donadel

*General Manager
Park Hotel Alexandra*

Park Hotel Alexandra welcomes Mr Andrew Donadel as its new General Manager, with effect from 6 May 2019. Mr Donadel takes over the reins of Park Hotel Alexandra following his stint as the General Manager of Destination Singapore Beach Road, where he was integral in helping the new hotel brand achieve a record year for 2018 in competitiveness and profitability.

Prior to joining Park Hotel Group, Mr Donadel held management roles at various international hospitality groups, bringing with him over 15 years of industry experience in property, productivity and people management. In his new appointment, Mr Donadel will be responsible for the day-to-day operations and management of the 442-room hotel, which also includes an all-day dining restaurant, a swim-up pool bar and as well as a specialist barista café. Mr Donadel, a native Australian, enjoys keeping healthy and staying fit, and often finds time in his schedule to exercise, which he finds helps to relieve stress and stay focused at work.



Mr Tane Picken

*General Manager
Shangri-La Hotel, Singapore*

Shangri-La Hotels and Resorts has appointed Mr Tane Picken as General Manager of Shangri-La Hotel, Singapore. In his new role, Mr Picken helms the group's first Shangri-La hotel comprising 792 guestrooms and suites in three distinctive wings set amidst 15 acres of tropical gardens. He also oversees Shangri-La Apartments and Shangri-La Residences.

Mr Picken joins this flagship hotel with more than 18 years of hospitality management experience across a variety of luxury hotel brands across Africa, the Middle East and Asia.

No stranger to Shangri-La Hotels & Resorts, the South African native was previously the General Manager at Shangri-La's Rasa Sentosa Resort & Spa, Singapore, and was instrumental in managing daily operations and developing key business strategies for the resort. He was also the General Manager of Hotel Jen Penang from 2015 to 2016. As the General Manager of Shangri-La Hotel, Singapore, Mr Picken will be responsible for financial performance, colleagues and guest engagement, community relationships, partnerships and talent development.



Mr Gavin Weightman

*General Manager
Shangri-La's Rasa Sentosa Resort & Spa, Singapore*

Mr Gavin Weightman takes the helm of Shangri-La's Rasa Sentosa Resort & Spa, Singapore as General Manager from May 2019. The Australian native brings over two decades of extensive hospitality experience to the role of managing Singapore's only beachfront resort, which features 454 rooms in an idyllic setting on Sentosa island.

A seasoned hotelier, Mr. Weightman was most recently General Manager of Shangri-La's Tanjung Aru Resort & Spa, Kota Kinabalu, and previously held roles in Shangri-La hotels and resorts around the world, including Fiji, Australia and Malaysia.

"I am excited to join the dedicated team at Shangri-La's Rasa Sentosa Resort & Spa to create memorable experiences for our guests. The resort is nestled in a unique seaside location on Sentosa island, with close proximity to a variety of lifestyle activities and attractions. With the addition of the resort's newest attraction – Nestopia, an outdoor play space, we strive to continue delivering our commitment to be at the forefront of hospitality, especially for families," said Mr Weightman.



Mr Vincent Billiard

*General Manager
The St. Regis Singapore*

The St. Regis Singapore has announced the appointment of Mr Vincent Billiard as General Manager of The St. Regis Singapore, with immediate effect. In his role as General Manager, Mr Billiard will be responsible for driving strategic growth, service and operational excellence across the key functional units at The St. Regis Singapore.

A passionate hotelier who built his foundation in hospitality at the esteemed Ecole Hôtelière de Lausanne, Mr Billiard brings with him a wealth of knowledge and over 18 years of hospitality experience in luxury properties. Prior to his move to Singapore, Mr Billiard held numerous key leadership roles in several Ritz-Carlton hotels, and was exceptionally involved in the opening of 10 other properties across a portfolio of brands including Ritz-Carlton, Edition and Bvlgari.

Most recently in Shanghai, Mr Billiard led the launch of the high-profile Bvlgari Hotel and Residences Shanghai, where he helmed the property as General Manager. During his tenure there, he successfully positioned the hotel as a leader in RevPAR and rates; and at the same time, garnered strong accolades for excellence in hotel operations.



From L-R: Jenny Ooi and Jenny Lee, resident managers; Annie Chan, room attendant; Jessie Low, housekeeping coordinator; Henrietta Chong, general manager.

Going Tech-Savvy: How One Hotel Made Working With Robots a Reality

In order to help its mature workers in the Housekeeping department, Great World Serviced Apartments added a couple of robots to ease the workload, with help from Workforce Singapore (WSG).



Housekeeping is not glamorous. Pushing a trolley stocked with linens weighing about 60kg is extremely tough and, in the words of Henrietta Chong, general manager at Great World Serviced Apartments, it's "backbreaking".

"I tried working with them during the high house and my gosh, my back... it's really not easy," she shares. "Imagine how much harder it is for our mature workers who are between 50 and 70 years old." In the housekeeping department alone, there are at least 10 employees in this category.

This is what fuelled her desire to adopt robotics into the hotel's operations, where robots can help to complement the work of mature workers and reduce chances of injury. Thankfully, this dream of using machines to ease workload came to fruition through WSG's WorkPro, a grant that encourages companies to implement progressive employment practices, such as through job redesign.

Housekeeping made productive

With the grant, Ms Chong could procure housekeeping robots that assisted by loading and transporting linens to wherever housekeeping staff is with the touch of a button, whether they are on the third floor or 30th floor. Says 70-year-old Annie Chan, the eldest housekeeping staff at the hotel, "The robot helped me to save a lot of time and effort.

Previously, I had to go up and down to pack and transport linens from floor to floor. With the robot, I don't have to do that anymore."

Her colleague, 60-year-old Jessie Low, who works as a housekeeping coordinator, shares the same sentiment. "It was quite unproductive previously without the robot. In my role, I had to go to the store and wait for everyone to collect the linens and it takes about two hours," she laments. "Now I don't have to do that. I can perform my other responsibilities while running the robot at the same time. I'm not away from my desk for too long hours and leaving the housekeeping phone unattended."

Sure, there were some teething pains at first – including staff having to "fight" the robot for space in the service lift – but everyone soon adapted to it after a few months. "I just need to load and unload the linens. [The robot] makes it much easier for us to work," shares Mdm Chan.

Improved work conditions

It is precisely for this reason that Ms Chong is thankful that WorkPro allowed her to purchase this tech marvel. "I'm sure there were times where my colleagues have injured themselves but not said anything. The robot is here to help make work less strenuous so everyone is happy. Nobody should be injured because of work," she says.

Find out more about how **WorkPro** can help your company move ahead in its employment practices: bit.ly/SHA-WorkPro

Inaugural Hotel Human Capital Conference

Organised by the Hotel Human Capital Advisory Committee which is led by the Singapore Hotel Association, together with the Food, Drinks and Allied Workers Union, Singapore Tourism Board and Workforce Singapore, the inaugural Hotel Human Capital Conference was held on 31 May 2019 at Raffles City Convention Centre.

The inaugural conference also saw the launch of the Hotel Job Redesign Initiative by Guest-of-Honour, Ms Low Yen Ling, Senior Parliamentary Secretary, Ministry of Manpower. More than 100 hotels also pledged their commitment to implementing at least 1 Job Redesign Initiative by end 2020.

Other highlights of the half-day conference include a keynote presentation on The Future of Work by Mr Adrian Ole, Director, Deloitte



Consulting Asia Pacific and a panel discussion on Human Capital Best Practices and Job Redesign. Close to 200 participants attended the conference.

To be kept informed of upcoming events & Job Redesign (JR) news, do sign up for the JR community at <https://sha.org.sg/job-redesign/take-action>.



SHA Annual General Meeting

The SHA Annual General Meeting (AGM) took place on 25 June 2019 at Carlton Hotel Singapore. This year was also election year. At the AGM, Mr Albert Teo announced that he would be stepping down as the President of SHA and thanked all colleagues and members for their strong support during his term as President. The association also took the opportunity to express its sincere appreciation to Mr Teo for his commitment and time, despite his busy schedule, to guide and lead SHA.



The association is pleased to announce the appointment of a new President, Ms Kwee Wei-Lin. The list of elected SHA Executive Committee for the new term 2019-2021 is as follows:

| | |
|--------------------------------------|---|
| President | Ms Kwee Wei-Lin, <i>Capella Singapore</i> |
| 1st Vice-President | Mr Arthur Kiong, <i>The Quincy Hotel</i> |
| 2nd Vice-President | Mr Chris Teo, <i>Grand Mercure Singapore Roxy</i> |
| Honorary Secretary | Mr Tan Tee Teck, <i>Crockfords Tower (Resorts World Sentosa)</i> |
| Assistant Honorary Secretary | Mr Teo Ho Beng, <i>Ramada by Wyndham Singapore at Zhongshan Park</i> |
| Honorary Treasurer | Mr Kenneth Li, <i>Carlton Hotel Singapore</i> |
| Assistant Honorary Treasurer | Mr Thomas Andrew Meyer, <i>Swissôtel the Stamford</i> |

Following the AGM, Mr Robert Hecker, Managing Director of Horwath HTL, delivered an insightful sharing on “Singapore Hotel Industry - Survey of Operations 2019 (Financial Year 2018)”. Ms Fenny Uriarte, Business Development Manager, Southeast Asia from STR also shared about “Key findings for the hotel industry in Singapore”.



FDAWU/NTUC/ SHA Employee of the Year Award Ceremony 2019

Held on 24 July 2019 at the NTUC Auditorium, the FDAWU/NTUC/SHA Employee of the Year Award Ceremony recognised 87 deserving employees who were nominated by their respective employers to receive this prestigious award. Each recipient was presented with a trophy by Special Guest, Mr Patrick Tay, Member of Parliament for West Coast GRC and Assistant Secretary-General, NTUC.

Prior to the award ceremony, the Employee of the Year Award winners attended a dedicated workshop on change management which was specially curated to help them navigate change at the workplace.

In addition, the award ceremony also recognised two teams with the Hotel Sector Innovation Award for Workplace Safety and Health.

Congratulations to all winners!



SHA WSH Forum on Kitchen Safety

The SHA, with the support of the WSH Council, presented the SHA Workplace Safety and Health (WSH) Forum on Kitchen Safety on 26 August 2019 (Monday) at Regent Singapore.

The Guest-of-Honour for the event was Mr Zaqy Mohamad, Minister of State (MOS) for Manpower and National Development. During the opening address, MOS shared the following:

- Workplace incident statistics related to Slips, Trips and Falls (STF) for the first half of 2019
- Outcomes of Ministry of Manpower's recent enforcement operations targeting STF hazards
- Measures to prevent STF incidents

Held in conjunction with the forum was a mini-exhibition, as well as a hands-on CPR training session (DARE programme).



Job Redesign & Innovation Workshops (JRI) by SHA & SHATEC

The JRI workshops were specially crafted for the participants of both Management and Non-Management levels to acquire a working knowledge of the Job Redesign (JR) framework that has been proposed for Singapore's hotels and to gain appreciation for the role of creativity in shaping innovative JR solutions.



A total of 75 participants from 38 hotels have attended the workshops.

While the management workshop covers the impetus for JR implementation in hotels and engagement of employees, the non-management workshop familiarises participants with the processes and outcomes of JR, including how to be positively engaged in organizational change.

Relooking at Operations with an Open Mind (ROOM) by SHATEC

Hotels which hope to benefit from a more hands-on application can also sign up for Relooking at Operations with an Open Mind (ROOM) which will equip the participants with the knowledge to identify opportunities for innovation in workplace as well as to seek opportunities for growth. Participants will also gain insights into innovative ways of thinking and performing tasks at work.

This programme comprises group consultation and site visits, in addition to lecture and discussion to identify opportunities to improve processes at work through collaboration, pilot testing of ideas and support for innovation implementation.

For more information, please contact 6415 3514/513/531 or email cet@shatec.sg

SHA-SG Cares Focus Group Discussion

The SHA and the SG Cares Office, MCCY (Ministry of Culture, Community and Youth) jointly organised a Focus Group Discussion (FGD) on 2 July 2019 (Tuesday). The aim of the FGD is to look into the social and community needs of hotel employees who may require additional support at the workplace due to various situational challenges at home. Discussing these issues would encourage members to better support their employees, and also result in positive impact on staff engagement, productivity and retention.

For this dedicated FGD for hotels, we were privileged to have the presence of Ms Sim Ann, Senior Minister of State, Ministry of Culture, Community and Youth & Ministry of Communications and Information, at the session. 27 participants from 22 hotels attended this session.



37th SHA Inter-Hotel Soccer Tournament 2019

The Finals of the 37th SHA Inter-Hotel Soccer Tournament 2019 took place on 27 June 2019 at Our Tampines Hub.

The first half for the 3rd/4th placing of the Finals saw a face-off between Marina Bay Sands Pte Ltd and JW Marriott Singapore South Beach. The exciting match between the two teams concluded in favour of Marina Bay Sands Pte Ltd.

This year, a new Champion Hotel has emerged. After contending with Carlton Hotel Singapore, the team from Marina Mandarin Singapore eventually emerged victorious to receive the Champion Trophy.



Results of the 37th SHA Inter-Hotel Soccer Tournament 2019 were as follows:

| | |
|---|---|
| Champion Team | Marina Mandarin Singapore |
| 1st Runner-Up Team | Carlton Hotel Singapore |
| 2nd Runner-Up Team | Marina Bay Sands Pte Ltd |
| 3rd Runner-Up Team | JW Marriott Singapore South Beach |
| 1st/2nd Placing Match "Man of the Match" | Kumaran Krishnan, Marina Mandarin Singapore |
| 3rd/4th Placing Match "Man of the Match" | Abdul Kareem Kabeer, Marina Bay Sands Pte Ltd |

The top four teams received cash prizes sponsored by SHA, while the "Man of the Match" winners of the 1st/2nd placing match and 3rd/4th placing match were presented dining vouchers from JW Marriott Singapore South Beach and Andaz Singapore respectively.

Congratulations to all Winning Teams and "Man of the Match" winners!



37th SHA Inter-Hotel Bowling Tournament 2019

The 37th SHA Inter-Hotel Bowling Tournament 2019 commenced on 9 July this year, with a total of 56 teams from 38 participating hotels. Based on the results of the preliminary round, the top 28 teams competed for the SHA Challenge Trophy, while the remaining 28 teams vied for the SHA Challenge Shield during the Team Finals event held on 16 July at SAFRA Mount Faber. Resorts World Sentosa won the Challenge Trophy this year.

The bowling tournament concluded on 30 July 2019 with the Masters' Event and a prize presentation ceremony.

Mr Vincent Ang, Chairman of the SHA Inter-Bowling Tournament 2019 Organising Committee, and Ms Margaret Heng, Executive Director of SHA, presented the prizes to the winners of the tournament. Winners also took home cash prizes sponsored by SHA, prizes from the SuperBowl SAFRA Mount Faber as well as dining/accommodation vouchers kindly sponsored by SHA Hotel Members.

Congratulations to all winners!



SHA Challenge Trophy

| | |
|--------------------------------------|--------------------------------|
| Champion Team | Resorts World Sentosa - Team 3 |
| 1st Runner-Up Team | Marina Bay Sands - Team 4 |
| 2nd Runner-Up Team | Resorts World Sentosa - Team 1 |

SHA Challenge Shield

| | |
|--------------------------------------|--------------------------------|
| Champion Team | Marina Bay Sands - Team 1 |
| 1st Runner-Up Team | Resorts World Sentosa - Team 2 |
| 2nd Runner-Up Team | Carlton Hotel Singapore |

Team High Game

| | |
|--------------------------------------|--------------------------------|
| Champion Team | Marina Bay Sands - Team 2 |
| 1st Runner-Up Team | Marina Bay Sands - Team 4 |
| 2nd Runner-Up Team | Resorts World Sentosa - Team 3 |

Men's Masters - Open

| | |
|-----------------|----------------------------------|
| Champion | Ryan Loo (Resorts World Sentosa) |
|-----------------|----------------------------------|

Men's Masters - Graded

| | |
|-----------------|-------------------------------------|
| Champion | Yap Zen Wei (Grand Hyatt Singapore) |
|-----------------|-------------------------------------|

Ladies' Masters

| | |
|-----------------|--|
| Champion | Violet Leong (Orchard Hotel Singapore) |
|-----------------|--|

Journey to Bocuse d'Or: Fundraising Dinner by Chef Mathew Leong

Our students in deep concentration to tackle the fine details of plating Chef Mathew's dishes!



On 26 July 2019, SHATEC homegrown talent and successful candidate of the prestigious Bocuse d'Or culinary competition, Chef Mathew Leong presented an exquisite dinner for his ardent supporters and food connoisseurs!

The night's affair was humbly supported by SHATEC culinary chefs Samson Lin and Nicholas Yap, who worked closely with Chef Mathew through the preparation stages, alongside our kind sponsors Snorre Food and FRESHdirect!

SHATEC Chief Executive Ms Margaret Heng also presented Chef Mathew with a Chef Works Singapore premium quality chef's jacket and a bottle of fine champagne!



Chef Mathew receiving a token of appreciation from Ms Margaret Heng



*Giving a thumbs up for the event.
(L-R) Chef Samson Lin, Chef Mathew Leong and Chef Nicholas Yap.*

SHATEC Experience Day 2019

On 28 May 2019, SHATEC welcomed over 180 students and teachers from six schools to its campus for a morning of fun learning and lots of hands-on culinary, pastry and service skills. The six schools were as follows:

- Assumption Pathway School
- Bedok South Secondary School
- Deyi Secondary School
- Hougang Secondary School
- Pasir Ris Secondary School
- Regent Secondary



Students enjoyed making their own pizza.



Another group photo of happy students with their flower corsage.



Happy participants of Ms Melissa Padilla's mini mocktail lesson!

Health Promotion Board Industry Networking Session: Sugar Reduction Innovation

SHATEC participated in a networking session organised by Health Promotion Board on 15 August 2019 to showcase our products and services to manufacturers and F&B owners.

SHATEC pastry chef, Chef Zavier prepared two versions of the baked products, Pandan Chiffon Cake and Japanese Cheese Tart, using usual white sugar and iLite Cook and Bake for visitors to sample.



Featuring Team SHATEC at the event!
 (L-R) Mr Victor Seah, Acting Director, Development, Chef Zavier Lee, Pastry Chef, Aleka Yaw York Ling (Qiu Yuling), Student, Diploma in Pastry and Baking, Ms Evelyn Soh, Executive, Continuing Education & Training

Spotlight:

Audrey Chung

In this issue, Ms Audrey Chung, Senior Vice President, Business Development & Marketing, Far East Hospitality Management was invited to share her journey to success with us.

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

Being new in Singapore at that time, the warmth and friendliness of the teaching staff and my classmates helped seal the decision to remain here in the hospitality industry. I loved the learning journey which took us through the various functions of a hotel operations. Most of us felt that while it is not difficult to run a hotel, the toughest is the many moving parts that constitute making a guest's stay memorable and that is people. The message that we are in the people business was aptly imbued throughout our time in SHATEC.

The most memorable moment during my student years was running the training restaurant. Together with my classmates, we learnt to work together through thick and thin. From the thick smoke from burnt meat to thin resource when someone called in sick last minute. It was truly moments of joy and despair.

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

SHATEC has certainly played a big part in fueling my passion for the hospitality business. It provided me with the knowledge and insights to what makes a hotelier.

I started as an Executive, M.I.C.E. in Sales & Marketing after my internship with the Marina Mandarin Hotel. The core skills that I learnt in SHATEC placed me in good stead. I understand how each operational department worked and learnt to negotiate only with what my colleagues could deliver. In other words, never over-commit and find ways to delight your guests.

Over the years, I honed my sales and marketing skills by going through the grind with the different segments. In doing so, I gained a holistic and an encompassing knowledge in the hospitality sales and marketing arena.



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

- a) Be passionate about what you do. Always strive to be best in your chosen profession. Being talented itself is insufficient to get you through, one needs practice and continuous learning to hone your professional craft.
- b) Choose an organization that genuinely believes in you and willingly develop you. There are many good local hotel groups who conduct trainings for their employees but only a handful are committed to invest in developing the next generation of hoteliers.
- c) Be brave. Take on assignments/opportunities that you may not be familiar. The challenge will help you learn and grow at record time! Develop 'thick-skin' – getting scolded is not the end of the world, mistakes and feedback are gifts.

Grand Copthorne Waterfront Hotel Bolsters its Status with a Clutch of New Accolades and Guest Experiences

Grand Copthorne Waterfront Hotel marked its 20th year in Singapore with a slew of prestigious awards and a series of experiential campaigns tailored for guests. Adding eight more awards to its burgeoning list of accolades, Grand Copthorne Waterfront Hotel has raised the bar for the hospitality industry as it continually reinvents its offerings to respond to the evolving expectations of guests and stakeholders.

Grand Copthorne Waterfront Hotel was recently conferred five prestigious awards by the International Hotel Awards 2019, in the categories of Luxury Hotel, Luxury Convention Hotel, Luxury Hotel Marketing Singapore, Luxury Hotel Marketing Asia-Pacific and International 5 Star Standard.

The International Hotel Awards celebrate excellence throughout the global hospitality industry and across the various properties and sectors.

Grand Copthorne Waterfront Hotel also took home an award recognising the property for its innovative recruitment strategy at the Asia Recruitment Awards 2019. The hotel was also conferred the Her World Brides Venue Awards 2019 for the property's signature solemnisation ceremony at The Promenade. Grand Copthorne Waterfront Hotel was also conferred with the Green Mark Platinum Award for Excellence in the Built Environment by the Building and Construction Authority for the 5th consecutive year.



Marina Bay Sands – Sands Expo and Convention Centre Awarded Prestigious LEED® Platinum Green Building Certification

Marina Bay Sands has achieved the prestigious LEED® (Leadership in Energy and Environmental Design) Platinum certification for Sands Expo and Convention Centre under 'Building Operations and Maintenance'. It is the first integrated resort (IR) in Asia Pacific to attain this certification for its MICE venue.

Developed by the U.S Green Building Council (USGBC), the LEED® rating system is the most widely used green building rating system in the world. It recognises buildings designed, constructed, maintained and operated at the highest levels for improved environmental performance.

The certification was awarded based on core expertise of diverse departments at Marina Bay Sands and multiple differentiating factors that include:

- Helping MICE clients to reduce environmental impact by offering customisable green meetings programmes that include sustainable set-ups, waste management and an extensive Harvest Menu with fresh, locally sourced produce. A post-event impact statement that captures environmental impact data and sustainability initiatives is also provided.
- Utilising energy saving initiatives e.g. LED lights, programmable lighting and an air conditioning system which enables the convention centre to be 42 per cent more energy efficient than similar rated buildings in the world.
- Adopting a rigorous waste management strategy, resulting in over 50 per cent of all operational waste – such as paper, cardboard and plastics – being recycled.
- Implementing a Responsible Sourcing strategy that helps drive sustainable sourcing of more than 60 per cent of office supplies and ongoing consumables.
- Partnering with WWF Singapore to achieve Marina Bay Sands' 2020 target of responsibly sourcing up to 50 percent of its total seafood by volume.
- Engaging and educating Team Members – from top executives to frontline staff – on sustainability issues. The Sustainability Steering Committee comprises senior leadership from various departments and provides direction on the property's sustainability strategy, resources and performance.



THE SHA HOTEL MEMBERS

30 Bencoolen
Andaz Singapore
Amara Sanctuary Resort Sentosa
Amara Singapore
Amoy Hotel
Aqueen Hotel - Little India
Ascott Orchard Singapore
Ascott Raffles Place Singapore
Bencoolen Hotel
Broadway Hotel
Capella Hotel, Singapore
Capri by Fraser Changi City, Singapore
The Capitol Kempinski Hotel Singapore
Carlton City Hotel Singapore
Carlton Hotel
Concorde Hotel Singapore
Conrad Centennial Singapore
Cophorne King's Hotel Singapore
Courtyard by Marriott Singapore Novena
Crowne Plaza Changi Airport
Days Hotel by Wyndham Singapore at Zhongshan Park
Destination Singapore Beach Road
Dorsett Singapore
Dusit Thani Laguna Singapore
The Elizabeth Hotel
Fairmont Singapore
five/6 Hotel Splendour
Fortuna Hotel
Four Points by Sheraton Singapore, Riverview
Four Seasons Hotel Singapore
Fragrance Hotel - Ruby
Fragrance Hotel - Sapphire
The Fullerton Hotel
The Fullerton Bay Hotel Singapore
Furama City Centre Singapore
Furama RiverFront Singapore
Genting Hotel Jurong
Goodwood Park Hotel
Grand Copthorne Waterfront Hotel Singapore
Grand Hyatt Singapore
Grand Mercure Roxy Hotel
Grand Park City Hall
Grand Park Orchard
Hilton Singapore
Hilton Garden Inn Singapore Serangoon
Holiday Inn Express Singapore Clarke Quay
Holiday Inn Express Singapore Orchard Road
Holiday Inn Express Singapore Katong
Holiday Inn Singapore Atrium
Holiday Inn Singapore Orchard City Centre
Hotel 81 (Dickson)
Hotel 81 (Star)
Hotel Chancellor @ Orchard
Hotel Clover 33 Jalan Sultan
Hotel Fort Canning Singapore
Hotel G Singapore
Hotel Grand Central
Hotel Grand Pacific
Hotel Indigo Singapore Katong
Hotel Jen Orchardgateway Singapore
Hotel Jen Tanglin Singapore
Hotel Kai
Hotel Miramar (S) Ltd
Hotel Re! @ Pearl's Hill
Hotel Royal
Hotel Royal @ Queens
ibis Singapore on Bencoolen
ibis Singapore Novena
InterContinental Singapore
InterContinental Singapore Robertson Quay
Jayleen 1918 Hotel
JW Marriott Singapore South Beach
Le Meridien Singapore Sentosa
Link Hotel
Lloyd's Inn
M Hotel Singapore
M Social Singapore
Mandarin Orchard Singapore
Mandarin Oriental, Singapore
Marina Bay Sands
Marina Mandarin Singapore
Mercure Singapore Bugis
Mercure Singapore on Stevens
Naumi Hotel
Nostalgia Hotel
Novotel Singapore Clarke Quay
Novotel Singapore on Stevens
Oasia Hotel Downtown Singapore
Oasia Hotel Novena, Singapore
Oakwood Premier OUE Singapore
ONE*15 Marina Club
One Farrer Hotel
Orchard Hotel Singapore
Orchard Rendevous Hotel, Singapore
Orchid Hotel
The Outpost Hotel Sentosa, Singapore
Pan Pacific Orchard
Pan Pacific Singapore
Parc Sovereign Hotel - Albert St
Park Avenue Changi
Park Avenue Rochester
Park Hotel Alexandra
Park Hotel Clarke Quay
Park Hotel Farrer Park
Park Regis Singapore
PARKROYAL on Beach Road
PARKROYAL on Kitchener Road
PARKROYAL on Pickering
Peninsula.Excelsior Hotel
Perak Hotel
Quality Hotel Marlow
The Quincy Hotel
Raffles Hotel Singapore
Ramada Singapore by Wyndham at Zhongshan Park
The Regent Singapore
RELC International Hotel
Rendezvous Hotel Singapore
Resorts World at Sentosa (Beach Villas, Crockfords Tower, Equarius Hotel, Festive Hotel, Hard Rock Hotel, Hotel Michael)
The Ritz-Carlton, Millenia Singapore
Robertson Quay Hotel
Royal Plaza on Scotts
The Scarlet Hotel
The Seacare Hotel
Shangri-La Hotel Singapore
Shangri-La's Rasa Sentosa Resort & Spa, Singapore
Sheraton Towers Singapore
Singapore Marriott Tang Plaza Hotel
Six Senses Duxton
Sofitel Singapore City Centre
Sofitel Singapore Sentosa Resort and Spa
SO Sofitel Singapore
South-East Asia Hotel
The St Regis Singapore
Studio M Hotel
Swissotel Merchant Court, Singapore
Swissotel The Stamford, Singapore
Travelodge Harbourfront
V Hotel Lavender
Village Hotel Albert Court
Village Hotel Bugis
Village Hotel Changi
Village Hotel Katong
Village Hotel at Sentosa
W Singapore Sentosa Cove
Wangz Hotel
The Warehouse Hotel
The Westin Singapore
XY Hotel Bugis
York Hotel
YOTEL Singapore Orchard Road
YOTELAIR Singapore Changi Airport

THE SHA ASSOCIATE MEMBERS

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

One-Stop Reliable Maintenance

Your trustable regular maintenance to assure the system performance.

Capabilities & Benefits



DEDICATED TEAM

available 24/7 to give customer a peace of mind



FLEXIBLE SERVICE PACKAGES

to meet customer's operational and financial budget



FIRST APPROVED TRAINING ORGANIZATION

offers the Singapore WSQ courses in air conditioning installation, commissioning and maintenance



ONE STOP WHOLESOME EXPERIENCE

comprehensive array of replacement parts and air conditioning accessories by Daikin Spare Parts Centre

Maintenance Models & Packages

General Maintenance

- Regular reminders & thorough check on site
- Professionally trained & updated with latest industry practices
- Right tools & procedures
- Attendance during and after office hours



Spare Parts Coverage

- Semi/full comprehensive parts coverage
- No hassle in repairs & replacement
- Responsive support



Indoor Air Quality (IAQ) Solution

- Steam cleaning
- Duct cleaning
- Air purifier
- Ozone sanitizing solution



Internet of Things (IoT) Solution

- Remote monitoring system
- SVM control
- Daikin On Site



| Maintenance Packages | | Non – Comprehensive | Comprehensive |
|------------------------------------|--------------------------------------|---------------------|---------------|
| Preventive Maintenance Service | | ✓ | ✓ |
| 24/7 Breakdown Inspection Service* | During Office Hours (Within 2 Hours) | ✓ | ✓ |
| | After Office Hours (Within 4 Hours) | Chargeable | ✓ |
| Parts Replacement Works | | | ✓ |
| Repair Works | | | ✓ |
| Value Added Services** | | | ✓ |

*Subjected to maintenance contract model selection & site application. **Customized services based on site application.

Perfecting the Air

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

