

# SHA UPDATE

Oct 2013 – Dec 2013  
MICA(P) 032/02/2014

  
SINGAPORE HOTEL ASSOCIATION

## EDITORIAL TEAM

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

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

17 Cantonment Road, Singapore 089740 Email : [secretariat@sha.org.sg](mailto:secretariat@sha.org.sg) Website : [www.sha.org.sg](http://www.sha.org.sg)

## Recognising Service Champions in the Hospitality Industry!



On 18 November 2013, 590 Star Award winners from 91 participating organisations gathered at the University Cultural Centre (UCC) Hall for the annual Excellent Service Award – Star Presentation Ceremony for the Hospitality Sector.

The winners were recognised at the presentation ceremony for their efforts in delivering excellent service and going the extra mile for service. Mr Teo Ser Luck, Minister of State for Trade and Industry, was the Guest-of-Honour for the event.

Currently in its 4th year, the “SHA Outstanding Star Award” saw a total of 44 nominations this year. For going the extra mile to deliver top-notch service, these nominees were each presented with a trophy and a certificate.

SHA NEWS	SHATEC INSTITUTES NEWS	HOTEL CIRCUIT	TOURIST TRACKS
<ul style="list-style-type: none"> <li>Recognising Service Champions in the Hospitality Industry 1-2</li> <li>SHA Welcomes New General Managers 3</li> <li>SHA Welcomes New Ordinary Members 4</li> <li>Your Say: Top 3 Wishes for the Singapore Hotel Industry 4</li> <li>Service Gold Award 2013 5</li> <li>Hotel Security Conference 2013 6</li> <li>Marina Bay Sands Wins the SHA Challenge Trophy at the Bowling Tournament 2013 7</li> <li>General Managers' Networking Session 8</li> <li>SHA-NEA Food Safety Workshop 9</li> <li>The Singapore WSH Conference 2014</li> </ul>	<ul style="list-style-type: none"> <li>SHATEC 28<sup>th</sup> Graduation Ceremony 10</li> <li>The International Young Chef Challenge 2013, Korea 11</li> <li>Serving the Community on International Chefs' Day 11</li> <li>Continuing Education &amp; Training Programme Calendar 2013 12-13</li> <li>SPOTLIGHT 14</li> </ul>	<ul style="list-style-type: none"> <li>2013 World Travel Awards 15</li> <li>TTG Travel Awards 2013</li> <li>The Spirit of Giving and Sharing 16-17</li> <li>La Compagnie des Mousquetaires d'Armagnac Launches Singapore Chapter 17</li> <li>PARKROYAL on Pickering wins two awards at 2013 HICAP Conference in Hong Kong 18</li> </ul>	<ul style="list-style-type: none"> <li>Calendar of Conventions &amp; Exhibitions 18</li> <li>2013 Tourism Performance in Numbers 19</li> </ul>

# Recognising Service Champions in the Hospitality Industry!

For 2013, we are proud to announce the following winners of the SHA Outstanding Star Award - Ms Lau Yin Fun Alice from Hotel Royal Limited for the Hotel Category and Ms Siti Hawa Bte Hussein from the Costa Sands Resort (Sentosa) for the Non-Hotel Category.



Winners of the SHA Outstanding Star Award (from left) Ms Lau Yin Fun Alice, Guest Relations Officer, Hotel Royal Limited and Ms Siti Hawa Bte Hussein, Admin Assistant, Costa Sands Resort (Sentosa)

The nominees for the SHA Outstanding Star Award 2013 were as follows:

Organisation	Name
Amara Singapore	Tem Cheng Soon James
Bayview Hotel Singapore	Tan Siao Chin Jovy
Carlton Hotel Singapore	Anisah Binti Mohamad
Chinese Swimming Club	Lam Jia Yuh Andy
Concorde Hotel Singapore	Joanna Png
Costa Sands Resort (Sentosa)	Siti Hawa Bte Hussein
Crowne Plaza Changi Airport	Annalyn League Gulapa
Fraser Place Robertson Walk, Singapore	See Thoo Yau
Fraser Suites River Valley, Singapore	Masniatonezam Bte Sirin
The Fullerton Hotel Singapore	Low Lee Hong
Furama City Centre, Singapore	Shen Hai Bing
Furama RiverFront, Singapore	Louis Anak Bettie
Goodwood Park Hotel Ltd	Fong Li Foong
Grand Park Orchard	Kurukulasuriya Shakila Mehani Fernando
Holiday Inn Singapore Atrium	Tan Siew Mee Mimi
Hotel Royal Limited	Lau Yin Fun Alice
InterContinental Singapore	Anna Lau Yen Puan
Link Hotels International Pte Ltd	Sarajani Devi A/P Arunasalam
M Hotel Singapore	Nadia
Mandarin Orchard Singapore	Mohana Das A/L Munisamy
Marina Bay Sands Pte Ltd	Brian Xavier Calupe
Marina Mandarin Singapore	Shahrul Riza Bin Mohammad Zaini
NTUC Club	Ratnawati Bte Timyati

Organisation	Name
Orchard Hotel Singapore	Leow Hong Boon Nick
Orchard Scotts Residences (Far East Hospitality)	Zulkarnain Bin Johar
The Pan Pacific Hotel Singapore	Naw K Mie Shine
PARKROYAL on Beach Road	Asiah Bte Ismail
Park Hotel Clarke Quay	Thirumany A/P Ethiraj
Peninsula Excelsior Hotel	Florryvie De Gorio Sabino
Quebec Leisure International Pte Ltd	Noorhuda Binte Shamsudin
Raffles Hotel Singapore	Tamilarasi Govinda Raju
Resorts World at Sentosa Pte Ltd	Mohammed Ridzwan Bin Salim
The Ritz-Carlton, Millenia Singapore	Jaimaica Sunshine Sy Alfonso
Riverview Hotel Singapore	Tan Meow Gek
Royal Plaza on Scotts	Karlson Mamangun Kim
Shangri-La Hotel, Singapore	Jega Nathan Krishnan
Shangri-La's Rasa Sentosa Resort & Spa, Singapore	S B Senthil Kumaran
Singapore Cruise Centre Pte Ltd	Quah Kim Yan
Singapore Marriott Hotel	Nur Fadzliana Binte Ismail
Singapore Recreation Club	Roberts Duncan
Swissotel Merchant Court, Singapore	Men Jiang Tao
Fairmont Singapore & Swissotel The Stamford, Singapore	Nurul Fahimah Binte Iskandar
Traders Hotel, Singapore	Kelvin Jonathan A/L Santanadas
Treetops Executive Residences	Wong WeiQiang, Desmond



# SHA Welcomes New General Managers



**Mr Alejandro Helbling**  
General Manager  
Capella Singapore

Capella Singapore is pleased to announce that veteran hotelier, Mr. Alenjandro Helbling, has been appointed General Manager of Capella Singapore effective 1 October 2013.

Mr Helbling joins Capella Singapore from Dorado Beach, a Ritz-Carlton Reserve in Puerto Rico where he has served as pre-opening General Manager through to the present.

Originally from Argentina, Mr Helbling brings experience as General Manager from some of the finest resorts in Asia and Europe, including the Bulgari Bali and Hotel Villa Padierna, a Ritz-Carlton Managed Hotel in Marbella, Spain. His earlier career highlights include serving as Executive Assistant Manager, Food and Beverage at the Grand Hyatt in Santiago.



**Mr Mark Meaney**  
General Manager  
Conrad Centennial Singapore

Hilton Worldwide has appointed Mr Mark Meaney as General Manager of Conrad Centennial Singapore with effect from 7 December 2013.

Born in Ireland, Mr Mark Meaney has held several management positions in Japan, the United States of America, and Ireland in his 17-year hospitality career. Prior to this appointment, Mr Meaney was Director of Operations since July 2011 and Director of Food and Beverage from February 2010 to June 2011 at Conrad Tokyo renowned for its award-winning fine dining experience.

During his tenure at Conrad Tokyo, Mr Meaney spearheaded successful initiatives leading the hotel to win the Conrad Hilton Award twice, in 2011 and 2013 for being the best hotel in the Conrad brand portfolio. Before moving to Japan, Mr Meaney was the Resident Manager of the Mount Juliet Conrad, in Kilkenny, Ireland.



**Mr Bill Sheppard**  
General Manager  
Crowne Plaza Changi Airport

Crowne Plaza Changi Airport has announced the appointment of Mr Bill Sheppard as its General Manager, with effect from 7 October 2013.

Prior to his appointment, Mr Sheppard was the Regional General Manager for United Arab Emirates (UAE) and General Manager of Crowne Plaza Deira Dubai.

Mr Sheppard joins Crowne Plaza Changi Airport with a wealth of experience in hospitality spanning over 35 years, having worked in Europe, United States, Middle East and Australia.



**Mr Philip Jones**  
General Manager  
Mövenpick Heritage Hotel  
Sentosa

Mövenpick Heritage Hotel Sentosa is pleased to announce the appointment of Mr Philip Jones as its General Manager with effect from 2 December 2013.

Mr Jones, originally from Ireland, had been the General Manager of the Mövenpick Hotel Hanoi since February 2012. Prior to this, he worked in Dubai with Jumeirah International and was formerly with The Ritz-Carlton Hotel Company in the United States for over twelve years.

Armed with two decades of international experience in city hotels as well as resorts, Mr Jones brings with him a wealth of knowledge and insights of the hospitality industry.



**Mr Riaz Mahmood**  
General Manager  
Orchard Hotel Singapore

Millennium and Copthorne International Limited (MCIL) is pleased to announce Mr Riaz Mahmood as the newly appointed General Manager of Orchard Hotel Singapore.

A 20-year veteran of the hospitality industry, Mr Mahmood will take on the helm at Orchard Hotel Singapore. Armed with international industry experience and well-rounded knowledge amassed from his association with major hotels in Asia Pacific and Middle East countries, Mr

Mahmood's areas of expertise include pre-opening and opening of luxury hotels and resorts.

Most recently, he was the General Manager of the Sheraton Dammam Hotel and Towers, Saudi Arabia. He has also been associated with several internationally established hotel chains like Raffles, Swissôtel and Starwood in various senior management positions over the past 20 years.



**Mr Clifford Weiner**  
General Manager  
Traders Hotel, Singapore

Traders Hotel, Singapore has appointed Mr Clifford Weiner as its General Manager with effect from October 2013.

A Swiss national, Mr Clifford Weiner's hospitality career brought him from Switzerland, where he worked as the Food & Beverage Manager at the Badrutt's Palace Hotel, St. Moritz to London where he was InterContinental London's Director of Food & Beverage for four years.

Subsequently, Mr Weiner joined the pre-opening team of Atlantis The Palm Jumeirah, Dubai as its Executive Assistant Manager – Food & Beverage before joining Shangri-La Hotel, Singapore in 2010.

Prior to his appointment at Traders Hotel, Singapore, Mr Weiner was the Resident Manager at Shangri-La Hotel, Kuala Lumpur.

# SHA Welcomes New Ordinary Members

## Carlton City Hotel Singapore

Located two minutes' walk from the Tanjong Pagar MRT station within Singapore's Central Business District, Carlton City Hotel Singapore's guestrooms and facilities are well-designed for the comfort of both business and leisure travellers.

Conceived by world-renowned design firm Hirsch Bedner Associates, Carlton City Hotel Singapore welcomes its guests via a grand marble lobby adorned with classy crystal chandeliers. The 29-storey hotel offers 386 guestrooms across four room categories – Deluxe, Executive, Carlton Club and Carlton Suite. The functional design of the guest rooms creates an ideal resting space for both jet-setting executives and adventurous travellers.



Wireless broadband is complimentary throughout the hotel. Other amenities available to all guests include a well-equipped gymnasium, an outdoor swimming pool with jacuzzi, a 24-hour Concierge service and two boutique-sized meeting spaces.

## Your Say: Top 3 Wishes for the Singapore Hotel Industry in 2014

1. With such massive and rapid growth in competition, the hospitality environment is much more challenging for all of us today than it ever has been before. My wish is for the industry to have a successful new year in 2014. It would be great to see the economy continue to improve and hotels to have greater sales and better profits.
2. Calibrating manpower policies on foreign workers for our industry. (Always good to be hopeful.)
3. Desire for the Government to extend the reach of the various productivity schemes by tailoring them to better meet the needs of our industry: PIC to be refined with more benefits for hoteliers, with an extension of 3 years perhaps.



**Ms Charmaine Wee**  
General Manager  
Hotel 1929, New Majestic  
Hotel & Wanderlust

1. To be able to attract and groom service-oriented individuals who are keen to pursue a lifelong career in the hospitality industry.

Every position holds an invaluable importance in ensuring the success of every hotel; from Room Attendants to Food & Beverage Servers, to Administrative colleagues; thus having aspiring individuals to undertake these challenging roles will definitely heighten the overall memorable experience for guests visiting Singapore.



**Mr Rainer Tenius**  
General Manager  
Swissôtel Merchant Court

Currently, the hotel industry is greatly affected by manpower shortage and increased room supply. Thus, my wishes are:

1. Government to relook into the foreign workforce quota in order for us to upkeep our standard of service.
2. Careful consideration by the government with regard to the granting of new hotel licenses in view of the current challenges faced by the industry.



**Mr William Wong**  
General Manager  
Peninsula Excelsior Hotel

2. Continuous support from Government agencies and Singapore Tourism Board to draw travellers to visit Singapore.

This will not only boost Leisure, MICE, and Food & Beverage aspects for Hotels, it will also enrich businesses in other sectors such as Retail and Tourism.

3. Maintain Healthy Competition amongst Hotels in Singapore with the sharing of best practices amongst players.

The influx of both business and leisure tourists to Singapore is being met by the increasing supply of hotel rooms. Rather than focusing on dividing the 'Pie', players can definitely synergise and grow the 'Pie' together to achieve a win-win situation



# Service Gold Award 2013 - Recognising Kindness and Graciousness at the Workplace



The 19th edition of the SHA/SKM Service Gold – The National Kindness Award Presentation Ceremony was held on 27 November 2013 at the PARKROYAL on Beach Road.

A total of 94 deserving employees from 53 hotels, comprising both Rank & File and Managerial staff, were recognised at the ceremony for having displayed gracious and kind acts at their workplace. For their acts of kindness, each recipient received a certificate and a collar pin from the Guest-of-Honour, Mr Lawrence Wong, Acting Minister for Culture, Community and Youth and Senior Minister of State for Ministry of Communications and Information.

This year, in addition to the SHA/SKM Service Gold Award, an inaugural award - the "SHA/SKM Gracious Guest Recognition" was presented at the award ceremony. This special award aims to recognise guests who have exhibited exemplary graciousness to the service staff at hotels.

From the 11 nominations received for this award, two guests – Mr Keith Sim (nominated by the Fairmont Singapore & Swissôtel The Stamford) and Mr Harry Lim (nominated by Furama RiverFront, Singapore), were singled out by to receive the inaugural award for showing appreciation and graciousness towards service staff.

Overseas guests who were nominated for the award also received a certificate of recognition via post. Here's what some of our overseas Gracious Guests had to say on receiving this very special recognition:

*On being nominated by the Pan Pacific Singapore:*

"I just want to say thank you for recognising me and sending a certificate on behalf of the Singapore Hotel Association and the Singapore Kindness Movement.

**Mr Bruce Drake, 57, Australia**

*On being nominated by the Royal Plaza on Scotts:*

"This is wonderful and I am delighted to receive this recognition!"

**Mr Lennard R. Thal, 71, United States**

*On being nominated by the Holiday Inn Singapore Atrium:*

"I feel as though I have been truly honoured. I absolutely did not expect it and I certainly don't feel I deserve it. Thank you and I hope I can live up to your kindness."

**Mr Stephen Booker, 51, England**

Congratulations to all our award winners!



From left to right - Mr William Wan, General Secretary, SKM, Ms Margaret Heng, Executive Director, SHA, Mr Harry Lim, a recipient of the "Gracious Guest Recognition" Award, Guest-of-Honour, Mr Lawrence Wong and Mr Allen Law, 2nd Vice-President, SHA.

# Hotel Security Conference 2013



## Winners of the Hotel Security Excellence Award 2013:

1. Amara Sanctuary Resort Sentosa	33. Novotel Singapore Clarke Quay
2. Amara Singapore	34. Oasia Hotel
3. Bayview Singapore	35. Orchard Hotel Singapore
4. Carlton Hotel Singapore	36. Orchard Parade Hotel
5. Concorde Hotel Singapore	37. The Quincy Hotel
6. Conrad Centennial Singapore	38. Pan Pacific Singapore
7. Copthorne King's Hotel Singapore	39. Park Hotel Clarke Quay
8. The Elizabeth Hotel	40. Park Regis Singapore
9. Fairmont Singapore & Swissotel The Stamford	41. PARKROYAL on Kitchener Road
10. Four Seasons Hotel Singapore	42. Raffles Hotel Singapore
11. The Fullerton Hotel & The Fullerton Bay Hotel	43. Rendezvous Grand Hotel Singapore
12. Furama City Centre, Singapore	44. Beach Villas, Resorts World Sentosa
13. Furama RiverFront Singapore	45. Crockfords Tower, Resorts World Sentosa
14. Gallery Hotel	46. Equarius Hotel, Resorts World Sentosa
15. Goodwood Park Hotel	47. Festive Hotel, Resorts World Sentosa
16. Grand Copthorne Waterfront Hotel Singapore	48. Hard Rock Hotel Singapore, Resorts World Sentosa
17. Grand Hyatt Singapore	49. Hotel Michael, Resorts World Sentosa
18. Grand Mercure Roxy Singapore	50. The Ritz-Carlton, Millenia Singapore
19. Hotel Grand Pacific	51. Royal Plaza on Scotts
20. Grand Park City Hall	52. The Sentosa Resort & Spa
21. Grand Park Orchard	53. Shangri-La Hotel, Singapore
22. Hilton Singapore	54. Shangri-La's Rasa Sentosa Resort & Spa, Singapore
23. Holiday Inn Singapore Atrium	55. Sheraton Towers Singapore Hotel
24. Holiday Inn Singapore Orchard City Centre	56. Singapore Marriott Hotel
25. ibis Singapore on Bencoolen	57. St. Regis Singapore
26. InterContinental Singapore	58. Swissotel Merchant Court
27. Link Hotel Singapore	59. Traders Hotel, Singapore
28. M Hotel Singapore	60. Village Hotel Albert Court
29. Mandarin Orchard Singapore	61. Village Hotel Bugis
30. Mandarin Oriental, Singapore	62. Village Hotel Changi
31. Marina Bay Sands Pte Ltd	63. Village Hotel Katong
32. Marina Mandarin Singapore	64. York Hotel

## Hotel Security: Keeping a Watchful Eye

74 hotels received the Hotel Security Awards from Guest-of-Honour, Mr Masagos Zulkifli, Senior Minister of State, Ministry of Home Affairs and Ministry of Foreign Affairs on 17 October 2013 at the Furama RiverFront Singapore. A record number of 64 hotels were awarded the Hotel Security Excellence Award, while another 10 hotels were presented with the Hotel Security Award.

This is the 18th year that the Singapore Hotel Association, the Singapore Police Force and the National Crime Prevention Council are jointly organising the annual Security Conference

In addition, a total of 230 individual employees were commended for their honest, brave and vigilant acts. Their exemplary acts were recorded in a booklet that was distributed to all attendees of the event.

For the second half of the event, which was the Hotel Security Conference, speakers shared their insights on the theme "Hotel Security: Keeping a Watchful Eye": The following papers were shared at the Conference:

- **Overview of Crime Situation in Hotels in Singapore** by ASP Mohd Ilkhan, Community Involvement Division, Operations Department, Singapore Police Force
- **Emergency Preparedness - Exercise Heartbeat Delta 2012** by Mr Peter Ang, Senior Manager, Emergency Planning, Resorts World Sentosa
- **Security Best Practices in Hotels** by Mr Tay Mui Song, Senior Manager (Security), PCS Security Pte Ltd
- **Current and Emerging Threat to the Hospitality Industry** by Ms Jolene Jerard, Manager (Capacity Building), International Centre for Political Violence and Terrorism Research, S. Rajaratnam School of International Studies, Nanyang Technological University

## Winners of the Hotel Security Award 2013:

1. Crowne Plaza Changi Airport	6. Peninsula. Excelsior Hotel
2. Hangout @ Mount Emily	7. Regent Singapore
3. Mövenpick Heritage Hotel Sentosa	8. RELC International Hotel
4. Pan Pacific Orchard	9. Riverview Hotel Singapore
5. PARKROYAL on Beach Road	10. Hotel Royal



# Marina Bay Sands Wins the SHA Challenge Trophy at the Bowling Tournament 2013

Marina Bay Sands Pte Ltd has emerged as champion at the 32nd SHA Inter-Hotel Bowling Tournament 2013!

The SHA Inter-Bowling Tournament 2013 commenced on 3 September 2013. This year saw a good turnout of 36 hotels with a total of 59 teams to participate in the tournament.

The top 30 teams from the Preliminary Round advanced to the final stage to compete for the SHA Challenge Trophy, while the other 29 teams rivalled for the SHA Challenge Shield.

The tournament ended on a high note on 24 September 2013 with the Masters' Event as 60 male bowlers and 18 female bowlers took to the lanes at the Superbowl SAFRA Mount Faber. Mr Chow Keng Hai, Vice President, Rooms, Resorts World Sentosa graced the sports event and presented the prizes to the winners of the tournament.

## SHA Challenge Trophy

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

**1st Runner-Up Team:** Resorts World Sentosa (Team 1)

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

## Men's Open Masters

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

## Men's Graded Masters

**Champion:** Bertram Ong, RC Hotels (Pte) Ltd (Team 1)

## Ladies' Masters

**Champion:** Josef Holly Angela Nicdao, Shangri-La Hotel, Singapore (Team 1)

## SHA Challenge Shield

**Champion:** Resorts World Sentosa (Team 2)

**1st Runner-Up Team:** Resorts World Sentosa (Team 4)

**2nd Runner-Up Team:** Grand Park Orchard

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 member hotels:

## Winners

1. Amara Sanctuary Resort Sentosa	27. Marina Bay Sands Pte Ltd
2. Amara Singapore	28. Marina Mandarin Singapore
3. Bayview Singapore	29. Hotel Miramar (S) Ltd
4. Carlton Hotel Singapore	30. Novotel Singapore Clarke Quay
5. Conrad Centennial Singapore	31. Orchard Hotel Singapore
6. Copthorne King's Hotel Singapore	32. Orchard Parade Hotel
7. The Elizabeth Hotel	33. Pan Pacific Singapore
8. Four Seasons Hotel Singapore	34. Park Hotel Clarke Quay
9. The Fullerton Hotel Singapore	35. PARKROYAL on Kitchener Road
10. Furama City Centre	36. PARKROYAL on Pickering Singapore
11. Furama RiverFront Singapore	37. Peninsula Excelsior Hotel
12. Goodwood Park Hotel	38. The Quincy Hotel
13. Grand Copthorne Waterfront Hotel Singapore	39. RC Hotels (Pte) Ltd
14. Grand Hyatt Singapore	40. Rendezvous Grand Hotel Singapore
15. Grand Mercure Roxy Singapore	41. Resorts World at Sentosa
16. Hotel Grand Pacific, Singapore	42. Riverview Hotel Singapore
17. Grand Park Orchard	43. Royal Plaza on Scotts
18. Hilton Singapore	44. Shangri-La Hotel, Singapore
19. Holiday Inn Singapore Atrium	45. Shangri-La's Rasa Sentosa Resort & Spa, Singapore
20. Holiday Inn Singapore Orchard City Centre	46. Sheraton Towers Singapore
21. ibis Singapore Novena	47. Swissôtel Merchant Court Singapore
22. InterContinental Singapore	48. Traders Hotels
23. Link Hotel Singapore	49. Village Hotel Albert Court
24. M Hotel Singapore	50. Village Hotel Changi
25. Mandarin Orchard Singapore	51. Village Hotel Katong
26. Mandarin Oriental Singapore	



The victorious team from Marina Bay Sands receiving the SHA Challenge Trophy from Mr Chow Keng Hai



Winner of the SHA Challenge Shield – Resorts World Sentosa (Team 2)

## General Managers' Networking Session



The 3rd General Managers' Networking Session took place on 3 December 2013 at Recipes - A Bistro by Shatec. The session began with an industry update session by Ms Margaret Heng, Executive Director of SHA.

This was followed by a presentation by Dr Nilanjan Sen, Associate Dean, Nanyang Executive Education on the "Cornell-Nanyang Advanced Management Programme in Hospitality Management". The second presentation of the day was a light-hearted sharing by Master Danny Cheong on his Fengshui outlook for "What's in store for the hotel and tourism industry in 2014?"

The following were his words of advice for the wooden horse year, 2014:

- 2014 is a year of recovery
- Most industries should see improvements; but the tourism and F&B industries are expected to show the most improvement
- Better markets include Japan, Central Europe and America

The event also included a lucky draw segment which saw eight GMs walking away with prizes comprising Toquilla hats and Equadorian organic chocolates which were specially sponsored by the Embassy of Ecuador for the event.





## SHA-NEA Food Safety Workshop



The SHA and National Environmental Agency (NEA) jointly organised a half-day Food Safety Seminar on 1 October 2013 from 2.30pm to 5.00pm at the Environmental Building.

The seminar was well attended by 111 participants from 58 SHA member hotels.

Themed “Importance of Serving Safe Food to Your Customers”, the Seminar included the presentation of the following 4 papers which highlighted the importance of Food Safety:

- “Food Safety at Banquet and Buffet Line” by Ms Linda Quek, Technical Consultant at LQ Consult
- “The Role of Food Hygiene Officers (FHOs) and how each FHOs can contribute to food safety” by Mr Muhammad Kamal Bin Abdul Rahman, Associate Trainer for Food Hygiene Officers (FHO) course at ITE College East
- “Good Hygiene Practices and Food Safety Management System at Fairmont Singapore” by Ms Irene Oh, Group Director, Food Safety at Fairmont Singapore & Swissôtel The Stamford
- “Serving Safe Food to Consumers” by Ms Atikah Abdul Rahman, Assistant Director, Environmental Health Department, NEA

At the presentations, a Question-and-Answer segment was held to address

participants’ questions on the SS583:2013-Guidelines on Food Safety Management for Food Service Establishments.

Members who wish to purchase a copy of the standard can visit the Singapore Standards eShop (<http://www.singaporestandardseshop.sg>) for more information.



From left to right:

Mr Tai Ji Choong, Director (EHD/NEA), Mr Kamal Rahman, Associate Trainer for Food Hygiene Officers (FHO) course at ITE College East, Ms Irene Oh, Group Director, Food Safety, from Fairmont Singapore & Swissôtel The Stamford, Mr. Derek Ho, Director-General (EPHD/NEA), Ms Margaret Heng, Executive Director, SHA

## THE SINGAPORE WSH CONFERENCE 2014

**7 – 8 May 2014 | Suntec Singapore**

The Singapore Workplace Safety and Health (WSH) Conference is the premier WSH Conference in the Asia region. In its third run, the Conference will see world-renowned WSH professionals, practitioners, business and government leaders gather in Singapore to share their insights on WSH best practices and how WSH challenges can be transformed into business opportunities. This year, the Singapore WSH Conference 2014 highlights the importance of managing both safety and health risks at the workplace in totality, through its theme ‘Integrating safety and health: Towards a holistic approach’.

For more information on the Conference, visit [www.singaporewshconference.sg](http://www.singaporewshconference.sg).

### SPECIAL RATES FOR PARTNERS & EARLY BIRDS

SHA Members enjoy special rates when you register for the WSH Conference 2014.

**Promotional Referral Rates**  
When you register with the following code  
**WSHC006-SHA**

**Before 28 Feb 2014**  
**\$S\$750**  
Per participant

**After 28 Feb 2014**  
**\$S\$840**  
Per participant

To enjoy above special rates, key in the promo code, “WSHC006-SHA” during registration at <http://www.singaporewshconference.sg/registration.html>

# SHATEC 28<sup>th</sup> Graduation Ceremony

26 November 2013 was a joyous occasion for 418 SHATEC students as they celebrated their graduation at the SHATEC 28<sup>th</sup> Graduation Ceremony which was held at the University Cultural Centre. Parents and industry partners also attended the event to partake in this very special event.



*Mr Lionel Yeo, Chief Executive of STB giving his congratulatory speech*

Mr Lionel Yeo, Chief Executive of Singapore Tourism Board was the Guest-of-Honour at the graduation ceremony. In his congratulatory speech, Mr Yeo lauded SHATEC's contribution to the hospitality industry:

"SHATEC has grown to become Singapore's leading educational institute in hospitality training and excellence. For 30 years, it has produced quality graduates who have contributed significantly to the hospitality industry, and I would like to take the opportunity to congratulate SHATEC for grooming some of Singapore's finest hospitality talents. SHATEC has become a key pillar supporting the growth of tourism in Singapore and around the region."

This year's graduation ceremony was made even more special as the audience was brought through a journey of SHATEC's development over the years, with a video that marked the school's 30th anniversary.

In her closing address, Ms Margaret Heng, Chief Executive of SHATEC encouraged the graduates to follow their hearts, realise their dreams and to fly the SHATEC flag high where they may be. In addition, Ms Heng specially selected and dedicated the song "This World is Yours" to the graduates. The meaningful lyrics of the music video encouraged the graduates to believe in themselves and fulfill their dreams.

More than just a graduation ceremony, SHATEC also went the extra mile by inviting its industry and academic partners to the event to share their job opportunities and overseas education pathways with SHATEC graduates. The strong support from partners truly added much significance to this event.



*Congratulatory speech by SHATEC alumnus, Mr Kung Teong Wah, Executive Assistant Manager, Holiday Inn Singapore Atrium*



*Guests watching SHATEC's commemorative video*



*Academic procession*



*Graduates from the Class of 2013*



# The International Young Chef Challenge 2013, Korea

SHATEC is honoured to be part of the National Junior Chef Team, participating in The International Young Chef Challenge 2013 held at Seoul, Korea in November.

SHATEC partnered with Republic Polytechnic to form a team representing Singapore. The team did Singapore proud with their

win of 2 Silvers; a Silver Medal for Hot Present Cold Category and another Silver Medal for the Hot Cooking Category which required the team to cook a 3-course meal for 65 persons.

Kudos to the students and trainers for the great work!



*The Singapore Team at the International Young Chef Challenge 2013*



*SHATEC representatives for the International Young Chef Challenge*

## Serving the Community on International Chefs' Day

SHATEC students rose to the occasion to celebrate International Chefs' Day 2013 on 19 October 2013 by giving back to the community.

Together with members from Singapore Chefs Association and Singapore Junior Chefs Club, they availed their time to pack goodie bags and serve lunch to the elderly from various homes.

It was time well spent as students provided positive feedback that they had a fruitful and purposeful experience.



*Our students with Singapore Junior Chef Club Committee*



*Serving lunch*



*Packing goodie bags for the elderly*

# Continuing Education & Training Programme Calendar 2013

## Food & Beverage

Programme Title	Programme Duration	Date	S'porean/ PR Rate*	Foreigner Rate	Public Rate	SHA Rate
<b>WSQ Maintain Inventories</b> Time : 9am to 6pm	16	11 & 12 Mar	\$58.85	\$588.50	NA	NA
<b>WSQ Perform Hosting Duties</b> Time : 9am to 6pm Assessment timing to be advised	16	11 & 12 Mar	\$58.85	\$588.50	NA	NA
<b>WSQ Interact with Guests</b> Time : 9am to 6pm Practical Assessment- time to be advised	16	18 & 19 Mar	\$58.85	\$588.50	NA	NA
<b>WSQ Maintain F&amp;B Service Environment</b> Time : 9am to 6pm Practical Assessment- time to be advised	16	3 & 4 Mar	\$58.85	\$588.50	NA	NA
<b>WSQ Provide Table-Side Service</b> Time : 10am to 4pm Practical Assessment- time to be advised	18	10,17 & 31 Mar	\$58.85	\$588.50	NA	NA
<b>WSQ Provide Speciality Coffee Service</b> Time : 9am to 6pm Practical Assessment- time to be advised	32	17 to 20 Mar	\$58.85	\$588.50	NA	NA
<b>WSQ Prepare and Serve Alcoholic Beverages</b> Practical Assessment- time to be advised	32	3 to 6 Mar	\$58.85	\$588.50	NA	NA
<b>WSQ Implement Loss Prevention</b> Time : 1pm to 6pm Practical Assessment- time to be advised	10	17 & 18 Mar	\$58.85	\$588.50	NA	NA
<b>WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures – English Workshop</b> Time : 9am to 6pm Practical Assessment- time to be advised	8	4, 11, 18, 25 Feb 4, 11, 18, 25 Mar	\$16.05	\$160.50	NA	NA
<b>Refresher Food Hygiene Course (English)</b> Time : 3pm to 7pm	4	20 Feb, 27 Mar	\$53.50	\$53.50	NA	NA
<b>WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures – Mandarin Workshop</b> Time : 9 am to 6 pm Practical Assessment- time to be advised	8	13, 20 Feb 6, 17 Mar	\$16.05	\$160.50	NA	NA
<b>Refresher Food Hygiene Course (Mandarin)</b> Time : 3pm to 7pm	4	10 Feb, 4 Mar	\$53.50	\$53.50	NA	NA
<b>WSET Level 1 Certificate in Wines</b> Time : 9am to 3pm (Theory) 11am to 11:45am (Assessment)	6.75	20 Mar (Exam on 27 Mar)	NA	NA	\$508.25	\$454.75
<b>WSET Level 2 Intermediate Certificate in Wines &amp; Spirits</b> Time : 9am to 6pm (Theory) 11am to 12pm (Assessment)	15.92	12 & 13 Feb (Exam on 19 Feb) 26 & 27 Mar (Exam on Apr 3)	NA	NA	\$941.60	\$856.00
<b>WSET Level 3 Advanced Certificate in Wines &amp; Spirits</b> Time : 9am to 5pm (Theory) 10am to 12:15pm (Assessment) Practical Assessment timing to be advised	27.08	13, 14, 24 & 25 Mar (Exam on 1 Apr)	NA	NA	\$2,086.50	\$1,872.50
<b>WSET Level 2 Intermediate Certificate in Wines &amp; Spirits</b> Time : 9am to 6pm (Theory) 11am to 12pm (Assessment)	15.92	12 & 13 Feb (Exam on 19 Feb) 26 & 27 Mar (Exam on Apr 3)	NA	NA	\$941.60	\$856.00
<b>WWSET Level 3 Advanced Certificate in Wines &amp; Spirits</b> Time : 9am to 5pm (Theory) 10am to 12:15pm (Assessment) Practical Assessment timing to be advised	27.08	13, 14, 24 & 25 Mar (Exam on 1 Apr)	NA	NA	\$2,086.50	\$1,872.50



# Continuing Education & Training Programme Calendar 2013

## Rooms (Housekeeping/ Front Office)

Programme Title	Programme Duration	Date	S'porean/ PR Rate*	Foreigner Rate	Public Rate	SHA Rate
<b>Up-selling and Suggestive Selling Techniques for Front Office Staff</b> Time : 1:30pm to 6:30pm	9	12 & 13 Feb 17 & 18 Mar	NA	NA	\$321.00	\$288.90
<b>Room Revenue Management</b> Time : 2pm to 6pm	12	18 to 20 Feb 19 to 21 Mar	NA	NA	\$481.50	\$428.00
<b>WSQ Provide Concierge Services</b> Time : 1pm to 6pm	35	17 to 23, 24 & 25 Mar (Assessment on 28 Mar)	\$58.85	\$588.50	NA	NA
<b>WSQ Handle Guest/Resident Arrival</b> Time : 9am to 6pm (Theory) To be advised (Assessment)	28	26 to 28, 31 Mar (Assessment on 4 Apr)	\$58.85	\$588.50	NA	NA
<b>WSQ Supervise Housekeeping Operations (English / Mandarin)</b> Time : 9am to 6pm To be advised (Assessment)	28	17 to 20 Mar	\$58.85	\$588.50	NA	NA
<b>WSQ Service Other Public Areas and Back-of-House</b> Time : 2pm to 6pm To be advised (Assessment)	16	24, 26, 28 Feb, 3 Mar (Assessment on 10 mar)	\$58.85	\$588.50	NA	NA

## Communication & Language

Programme Title	Programme Duration	Date	S'porean/ PR Rate*	Foreigner Rate	Public Rate	SHA Rate
<b>Basic Conversational English Level 2 for F&amp;B Staff</b> Time : 3pm to 6pm	30	4, 6, 11, 13, 18, 20, 25, 27 Mar, 1 Apr	NA	NA	\$513.60	\$460.10
<b>Email and Memo-Writing Workshop</b> Time : 2pm to 6pm	4	19 Feb, 26 Mar	NA	NA	\$83.46	\$74.90

## Service Skills/ Others

Programme Title	Programme Duration	Date	S'porean/ PR Rate*	Foreigner Rate	Public Rate	SHA Rate
<b>Service Recovery Workshop</b> Time : 2pm to 6pm	8	19 & 20 Feb 19 & 20 Mar	NA	NA	\$256.80	\$224.70
<b>WSQ Implement Marketing Strategies</b> Time : 9am to 6pm	40	12, 19, 26 Feb, 5, 12 Mar	\$58.85	\$588.50	NA	NA
<b>WSQ Work Safely</b> Time : 2pm to 6pm	12	18 to 20 Mar	\$58.85	\$588.50	NA	NA

## Lifestyle

Programme Title	Programme Duration	Date	S'porean/ PR Rate*	Foreigner Rate	Public Rate	SHA Rate
<b>Western Dining Etiquette</b> Time : 9:30am to 12pm	2.5	15 Mar	NA	NA	\$50 (before GST)	NA
<b>Pasta Making</b> Time : 9:30am to 12pm	2.5	1 Mar	NA	NA	\$50 (before GST)	NA
<b>The Eggs-pert Cook</b> Time : 9:30am to 12pm	2.5	8 Mar	NA	NA	\$50 (before GST)	NA

^Programme duration exclude assessment hour.

\*Terms and Conditions apply.

For registration and further enquiries, please email SHATEC at [ptcourses@shatec.sg](mailto:ptcourses@shatec.sg) or contact the following: Sabrina Chew at telephone number: 6415 3522 / 6338 0320  
Ryan Chua at telephone number : 6415 3513

## SPOTLIGHT

In this issue, Ms Eddy Tan, Director of Guest Relations of Swissôtel The Stamford, was invited to share with us her journey to success.

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

I spent two enriching years of education at SHATEC and was adequately equipped with a tremendous amount of practical training that remains very close to my heart till today. I had a veteran but strict teacher and mentor then, Ms Ann Ang, who kept us on our toes each day. Looking back now, those are truly fond memories and I am very grateful to her for the tough discipline. I am happy to say that after leaving SHATEC for more than 28 years, we have become good friends and still remain in touch.

My most notable experience at SHATEC is undoubtedly the way practical lessons were conducted. Through role-play situations, I had the chance to act out different roles including that of both the guest as well as a service staff which enabled me to better understand the needs and challenges from both perspectives. Our meals were often enjoyed at a SHATEC restaurant operated by my fellow schoolmates then, so even our daily activities involved practical training.

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

SHATEC has most certainly shaped my career path and played a major role in my success today. SHATEC equipped me with the relevant knowledge that I required in the hospitality sector, and provided me with opportunities to experience a variety of operational roles and situations that I would eventually face in the industry.

Having trained at SHATEC, I was extended the prospect of joining Swissôtel The Stamford (formerly known as The Westin Stamford) as part of the opening team in 1986. Primed with the correct mindset and expectations, my practical knowledge gained then was put to relevant use. I started my career in Front Office (Reception), and subsequently joined Concierge as well as the opening team for the launch of the Executive Club Floors and The Stamford Crest. Through the years, favourable opportunities took me further to assist with the opening of new properties in countries such as Japan, China and Thailand, where I shared best practices and provided guidance to new teams at the hotels – the same way I benefitted from my time at SHATEC.

To date, it has been a total of 28 years of experience I have amassed at the hotel, but there has never been a dull moment. Witnessing the growth in my team as they develop in knowledge and passion, and seeing the return of happy guests, are most fulfilling. To me, guest satisfaction is job satisfaction.



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

The hospitality industry is a very dynamic industry that is predominantly service-driven, where the welfare of our guests, both internal guests like colleagues from other departments as well as our external guests, serve as our main focus. Thus, it is important to always put ourselves in the shoes of our guests and treat them in the same way we would like to be treated. A suitable approach to practise this would be in accordance to the acronym 'CARE' – Courtesy, Appreciation, Respect and Empathy, something that I strive to adhere to daily.

Each day in the hospitality industry is different from the one before, so being adaptable to different situations is another key trait to possess. It is vital to adapt accordingly in various situations, and take every opportunity to learn from and grow.

Whilst it may not always be easy, passion for service and people will ultimately be the key driving force for success in the hospitality sector.



## 2013 World Travel Awards

The 2013 World Travel Awards (WTA) was held on 30th November 2013, at La Cigale Hotel in Doha, Qatar. It serves to acknowledge, reward and celebrate excellence in the global travel and tourism industry.

Awards are presented to luxury hotels in different categories on a country and global basis.

Our heartiest congratulations to the following winners!

### 2013 WORLD TRAVEL AWARDS (ASIA)

AWARD CATEGORY	WINNER
Asia's Leading City Hotel	Grand Park City Hall, Singapore
Asia's Leading Hotel Residences	Capri by Fraser- Changi City Singapore
Asia's Leading Hotel Brand	InterContinental Hotels & Resorts
Asia's Leading Lifestyle Hotel Brand	Park Hotel Group
Asia's Leading Luxury Business Hotel Brand	Swissôtel Hotels & Resorts
Asia's Leading Luxury City Hotel	Swissôtel The Stamford, Singapore

### 2013 WORLD TRAVEL AWARDS (SINGAPORE)

AWARD CATEGORY	WINNER
Singapore's Leading Boutique Hotel	Klapsons The Boutique Hotel
Singapore's Leading Business Hotel	Swissôtel The Stamford
Singapore's Leading City Hotel	Park Hotel Clarke Quay
Singapore's Leading Conference hotel	InterContinental Singapore
Singapore's Leading Hotel	Raffles Singapore
Singapore's Leading Hotel Residences	Capella Singapore
Singapore's Leading Lifestyle Hotel	The Fullerton Bay Hotel Singapore
Singapore's Leading Spa Resort	The Sentosa Resort & Spa

## TTG Travel Awards 2013

An annual regional event organised in recognition of the best of Asia-Pacific's travel industry, the TTG Travel Awards Ceremony and Gala Dinner, was held in Bangkok, Thailand on 3 October 2013.

Well done to the following hotel members for being recognised at the TTG Travel Awards 2013!

AWARD CATEGORY	WINNER
Travel Hall of Fame	Raffles Hotel Singapore
Best Luxury Hotel	Shangri-La Hotel, Singapore
Best Mid-Range Hotel	Furama Riverfront, Singapore
Best Independent Hotel	Royal Plaza on Scotts
Best Boutique Hotel	The Quincy Hotel By Far East Hospitality
Best City Hotel- Singapore	Mandarin Orchard Singapore

## The Spirit of Giving and Sharing

The busy festive period did not stop our hotel members from engaging their colleagues to bring smiles to the less-privileged through visits, festive treats and donation drives during the Christmas season.

Kudos to our hoteliers for your spirit of giving and sharing!

### Royal Plaza on Scotts Brings Festive Cheer to children at MINDSVILLE@Napiri

Royal Plaza on Scotts brought festive cheer to the children at MINDSVILLE@Napiri, a beneficiary of Community Chest on Christmas Eve. Mr Patrick Fiat, General Manager of Royal Plaza on Scotts, dressed up as Santa Claus and gave away indulgent treats such as homemade German Dresden stolen, homemade Italian panettone, traditional English fruit cakes and assorted cookies from Gourmet Carousel together with 13 other associates from the hotel.

The hotel embarks on corporate citizenship programmes so as to impart to the employees the spirit of volunteerism and to be socially responsible. Proceeds from the donation drive that the hotel is conducting for associates are dedicated to MINDSVILLE@Napiri (children's wing) to help the children whom the associates have met.



*Mr Patrick Fiat, General Manager of Royal Plaza on Scotts, dressed as Santa Claus to bring joy to children*

"Dressing up as Santa Claus is part of creating fun not only for the children at MINDSVille, but also for our hotel associates and myself this Christmas. We wanted to bring smiles to the faces of the children by spending time with them and by bringing some festive treats for them. It has been a meaningful and joyful morning for me and my team." said Mr Patrick Fiat, General Manager of Royal Plaza on Scotts.

Carousel also shared blessings with the less privileged by donating \$1 for every patron who dined-in during the dinner meal period from 16 to 31 December 2013. All contributions were dedicated to the Eden Children's Centre (Simei- Early Intervention for Infants and Children), a beneficiary of Community Chest.

### Quality Hotel Marlow Brings Festive Cheer to Chen Su Lan Home

19th November 2013 was a fun-filled day for the children at Chen Su Lan Home. 20 representatives from Quality Hotel Marlow shared some Christmas cheers with the residents from the Home. The underprivileged children from the Home are between the ages of 5 to 20. Most of these children came from single parent families.

The staff from Quality Hotel Marlow fulfilled the Christmas wishes of 77 children by presenting them with the gifts of their choice.

In addition, Quality Hotel Marlow also brought along their signature Popiah to the Home. The experience of making this wonderful Asian Delight brought smiles to the children. This interaction not only allowed the children to learn the art of Popiah making, but also at the same time, treasure the food prepared and served to them daily.

This event aimed to promote the spirit of care and share amongst the staff members of Quality Hotel Marlow.



## The Spirit of Giving and Sharing

### Fulfill a child's dream this Christmas!

To bring festive cheer, Orchard Hotel Singapore has collected the hand-written wishes from the underprivileged children from Fei Yue Community Services Family Service Centre and MINDSville@Napiri and hung them on their Charity Christmas Tree at Orchard Café. Staff and guests are encouraged to 'Adopt a Wishing Star', to fulfil these children's wishes.

This Wishing Tree initiative aims to bring warm festive cheer to the less privileged children and for them to enjoy Christmas as the rest of us do, with their desired Christmas gift from 'Santa'. The children from Fei Yue Community Services are from low income families, and MINDSville is dedicated to give special care for children with intellectual disability. Both charities have been selected together with the National Council of Social Services.

In support of the Charity Christmas Tree, Orchard Hotel's Facebook page also launched the 'Virtual Wishing Tree!' campaign. The hotel will donate a Christmas Tree Gingerbread Cookie to those special needs children for every wish posted.



*Adopt a Wishing Star @Orchard Wishing Tree : (clockwise from right) Santarina, General Manager Riaz Mahmood, Executive Chef Paul Then and Director of HR Joseph Chia hanging up the children wishes*

"We want to grant the heartfelt wishes of those less fortunate children and inspire our staff, guests and fans to lead the traditional spirit of giving especially during the festive season," says Mr Riaz Mahmood, General Manager of Orchard Hotel Singapore.

## La Compagnie des Mousquetaires d'Armagnac Launches Singapore Chapter

La Compagnie des Mousquetaires d'Armagnac has launched its Singapore chapter at Royal Plaza on Scotts in October 2013. At the grand ceremony, 15 Musketeers from various industries, professions and nationalities came together for the enthronisation by Mr Patrick Fiat, Lieutenant of Compagnie des Mousquetaires d'Armagnac Singapore.

La Compagnie des Mousquetaires d'Armagnac was founded to foster companionship of honourable Ladies and Gentlemen in enjoying the delights of fine cuisine of all kinds and fine wines from all over the world. Today, the Compagnie des Mousquetaires of d'Armagnac lives on, advocating the loyalty and freedom that the Musketeers were known for.

The objectives of Compagnie des Mousquetaires d'Armagnac are to foster friendship and camaraderie, promote the culinary art and gastronomic excellence and encourage the development of young talent in the hospitality industry.

The evening started off with a march-in by Patrick Fiat, Lieutenant of the Singapore squadron and Jean, Bernard Guillemin, Captain Lieutenant of the Malaysian Squadron. They came in with fire torches and the company's flag, just like in the times of King Louis XIII.

The new Musketeers were introduced to all the guests, presented a sash by Guillemin and knighted with a sword by Lieutenant Fiat.



Keeping true to the spirit of the Musketeers, when the Lieutenant calls "Tous pour un", the newly installed Singapore Squadron chorused "Un pour tous!" in response to signify "All for one and one for all."

The menu served for the night for the Musketeers by Royal Plaza on Scotts' award-winning culinary team included dishes such as Whole Sea Bream Baked in Salt Crust, Charbroiled Tomahawk Beef Rib, Charcoal Spit-roasted Whole Baby Lamb and Crepe Suzette."

## PARKROYAL on Pickering wins two awards at 2013 HICAP Conference in Hong Kong

PARKROYAL on Pickering in Singapore, owned and managed by Pan Pacific Hotels Group, is the proud winner of the Reggie Shiu Development of the Year Award and the Sustainable Project Design Award at the 2013 HICAP (Hotel Investment Conference Asia Pacific) Conference held in Hong Kong from 16 to 18 October 2013.

Now in its ninth year, the Reggie Shiu Development of the Year Award recognises the single development of the year representing the accomplishments of material market impact in a variety of ways including scale, innovation, quality, performance and return on investment. Each year's winner is determined by delegate voting before the conference.

For its sustainable and visually arresting building design which embodies the PARKROYAL brand pillars of modern comforts and authentic local connections, PARKROYAL on Pickering was also named a winner of the 2013 HICAP Sustainable Project Design Award.

The HICAP Sustainable Hotel Awards were launched in 2007 with the aim of recognising hotel operators and developers in the Asia Pacific region who demonstrate exemplary sustainable practices as well as environmentally and culturally responsible development. Winners are chosen by a panel of judges comprising six leading professionals from the fields of architecture, sustainable development, responsible tourism and conservation.



Photo Credit: Patrick Bingham Hall

### TOURIST TRACKS

## Calendar of Conventions & Exhibitions

FROM	TO	EVENT TITLE
6 Mar	8 Mar	Cafe Asia 2014
6 Mar	8 Mar	International Coffee & Tea Industry Expo 2014
10 Mar	13 Mar	MAISON&OBJET ASIA 2014
10 Mar	14 Mar	BioPharma Asia Convention 2014
11 Mar	14 Mar	Cyber Intelligence Asia 2014
13 Mar	16 Mar	International Furniture Fair Singapore 2014
16 Mar	18 Mar	Festival of Media
18 Mar	21 Mar	5th International Singapore Lipid Symposium
19 Mar	21 Mar	Asia Pacific Maritime 2014
25 Mar	27 Mar	Private Banking Asia 2014
30 Mar	2 Apr	FIDI Global Alliance Annual Conference 2014

(Source: STB Calendar of Events)



# 2013 TOURISM PERFORMANCE IN NUMBERS

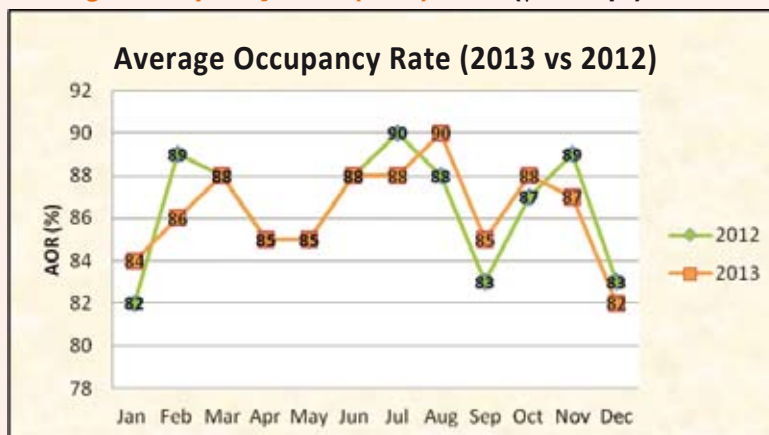
International visitor arrivals to Singapore reached 15,466,000 in 2013, an increase of 6.7% over 2012. This figure is within STB's forecasted visitor arrivals of 14.8 – 15.5 million for the year.

Please refer to the chart below for the comparison of monthly visitor arrivals against 2012.

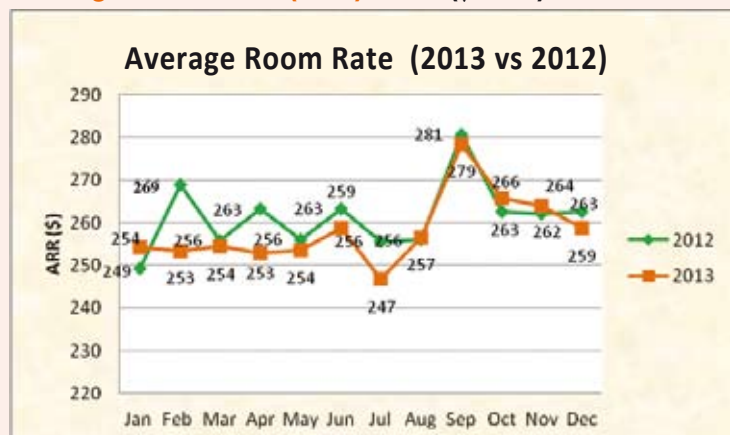
**Visitor Arrivals: 15.4 million (↑ 6.7%)**



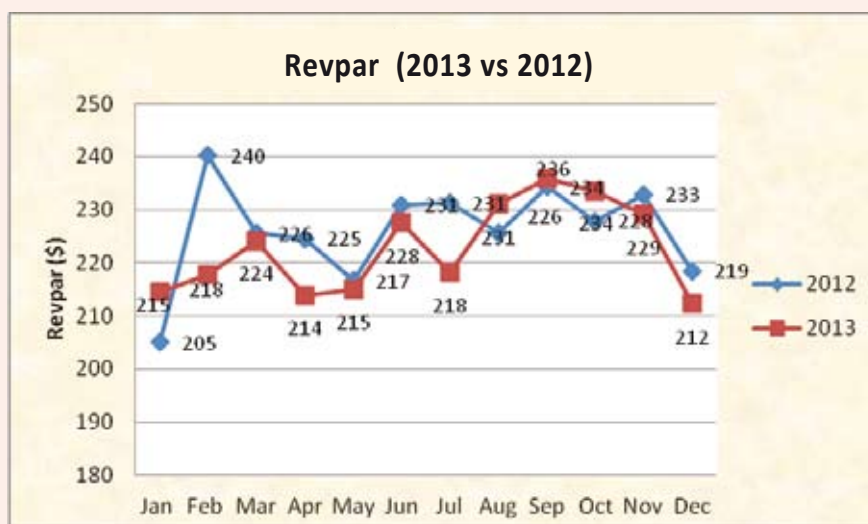
**Average Occupancy Rate (AOR): 86% (↓0.2% pt)**



**Average Room Rate (ARR): \$258 (↓1.4%)**



**Revenue per Available Room (Revpar): \$223 (↓ 1.6%)**



# THE SHA HOTEL MEMBERS

Amara Sanctuary Resort Sentosa  
Amara Singapore  
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  
Carlton Hotel  
Concorde Hotel Singapore  
Conrad Centennial Singapore  
Cophthorne 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  
Goodwood Park Hotel  
Grand Cophthorne 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 Orchard Road  
Holiday Inn Singapore Atrium  
Holiday Inn Singapore Orchard City Centre

Hotel 1929  
Hotel 81 (DICKSON)  
Hotel 81 (GEYLANG)  
Hotel 81 (STAR)  
Hotel Fort Canning Singapore  
Hotel Grand Central  
Hotel Grand Chancellor  
Hotel Grand Pacific  
Hotel Miramar (S) Ltd  
Hotel Re! @ Pearl's Hill  
Hotel Royal  
Hotel Royal @ Queens  
Hotel Supreme  
ibis Singapore on Bencoolen  
ibis Singapore Novena  
Innotel Hotel  
Jayleen 1918 Hotel  
Klaptops, The Boutique Hotel  
InterContinental Singapore  
Link Hotel  
M Hotel Singapore  
Mandarin Orchard Singapore  
Mandarin Oriental, Singapore  
Marina Bay Sands  
Marina Mandarin Singapore  
Moon Hotel  
Movenpick Heritage Hotel Sentosa  
Naumi Hotel  
Naumi Liora  
New Majestic Hotel  
Nostalgia Hotel  
Novotel Singapore Clarke Quay  
Oasia Hotel  
ONE°15 Marina Club  
Orchard Hotel  
Orchard Parade Hotel  
Pan Pacific Orchard  
Pan Pacific Singapore  
Parc Sovereign Hotel  
Park Avenue Changi  
Park Avenue Rochester  
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 Grand 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  
The Sentosa Resort & Spa – A Beaufort Hotel  
Shangri-La Hotel  
Shangri-La's Rasa Sentosa Resort, Singapore  
Sheraton Towers Singapore  
Singapore Marriott Hotel  
Sloane Court Hotel  
South-East Asia Hotel  
The St Regis Singapore  
Studio M Hotel  
Swissotel Merchant Court, Singapore  
Swissotel The Stamford, Singapore  
Traders Hotel  
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  
York Hotel

# THE SHA ASSOCIATE MEMBERS

The American Club Singapore  
Auric Pacific Marketing Pte Ltd  
Batam View Beach Resort  
CareerStar International Pte Ltd  
Cofely Southeast Asia Pte Ltd  
Docomo Intertouch Pte Ltd  
Himawari Pte Ltd  
HPL Hotels & Resorts  
Institute of Technical Education (ITE)  
Kaplan Higher Education  
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  
YHS (Singapore) Pte Ltd

(as at 31 Dec 2013)