



SINGAPORE HOTEL ASSOCIATION

**May-Aug Issue 2017**  
MCI(P)029/02/2017

# SHA UPDATE

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

Special Guest: Brother Christopher De Souza

Member of Parliament for Holland-Bukit Timah GRC and Advisor, Food, Drinks and Allied Workers Union

Organised by:



18<sup>th</sup> July 2017, NTUC Centre

Supported by:



## FDAWU/NTUC/SHA Employee of the Year Award Ceremony 2017

- + YOUR SAY on Work-life Balance Strategies in the Hotel Industry
- + SHA Welcomes New Members
- + SHA Welcomes New General Managers
- + SHA Annual General Meeting







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# FDAWU/NTUC/ SHA Employee of the Year Award Ceremony 2017

The FDAWU/NTUC/SHA Employee of the Year Award Ceremony was held on 18 July 2017 at NTUC Centre, Auditorium.

The guest-of-honour for the event was Mr Christopher De Souza, Member of Parliament for Holland-Bukit Timah GRC and Advisor, FDAWU.

This year, a record high of 71 employees received the FDAWU/NTUC/SHA Employee of the Year Award. These employees were nominated by their respective hotels to receive the award in recognition of their excellent performance and commendable service.

A long-standing award launched in 1985, this award serves to encourage hotels to recognise deserving employees for their excellent performance at the workplace.

In addition to the award ceremony, the event also saw the inclusion of a workshop component for all winners this year.

To encourage continuous learning and upgrading, the award winners were invited to attend an interactive "Service Ninja" workshop that was conducted by SHATEC, the training arm of SHA. The workshop, which was specially curated for the winners, focused on improving customer service at the workplace.



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

**Special Guest: Brother Christopher De Souza**

Member of Parliament for Holland-Bukit Timah GRC and Advisor, Food, Drinks and Allied Workers Union

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18th July 2017, NTUC Centre

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# YOUR SAY

## on Work-life Balance Strategies in the Hotel Industry

For this issue, SHA Update invited members to share their views on work-life balance strategies in the hotel industry.



**Mr Peter Webster,**  
Regional General  
Manager of Singapore, Thailand  
and the Philippines Hilton

We recognize that team members are the heart of Hilton and the long-term health of the company is interconnected to the health and well-being of our Team Members. As they continue to work at full speed to execute key priorities, we want to ensure that we are supporting them and prioritizing their well-being to increase their engagement and productivity - as their success is our success.

As we continue on the journey to make Hilton the most hospitable company in the world, Thrive@Hilton is a new initiative that focuses on three key pillars that together comprise our team members' ability to be their best both in and outside of work - Body, Mind and Spirit.

Our team member activities are centered on the 3 key pillars of Thrive@Hilton.

**BODY** – To ensure the health and well-being of our team members, we have recently renovated our team member fitness center and engaged external personal trainers for them to maintain their regular fitness regimes. We have also dedicated a “Snooze Room” with private resting pods for them to take quick naps before the start of their shift.

We also recently renovated our Team Member canteen to include a full salad bar and recreational items including a pool table, computers, TV and video game console for them to unwind during their break.

**MIND** – Every Wednesday, we practice ‘No Email Day’ to be mindful of effective communications within the hotel. We also have a monthly training calendar to encourage continuous learning and development opportunities, practice flexi-hours for the back-of-house department and also letting our team members “Dress-for-your-day” and decorate their work spaces to feel inspired and work-in-comfort.

**SPIRIT** – We want our team members to dare to dream, connect with purpose and feel appreciated. GoHilton is the best-in-class team member travel program that enables our team members to travel and be inspired. Our “Catch Me At My Best” initiative encourages team members to send an eCatch/appreciation note to each other for their efforts. We also organize monthly celebrations whereby different departments take over the team member canteen operations for a day.



**Mr Rhys Challenger,**  
General Manager, Mercure  
Singapore Bugis

Work-life balance in the hotel industry these days is indeed not easy, especially with the fast paced life here in Singapore. However, it can be eased by having understanding employers.

Some of our plans in the pipelines to better our hotel staff's work-life balance include:

- For staff that need not work shift hours, they may request for flexi-hours in order to accommodate family needs.

- Also, to encourage a healthier lifestyle, our management is looking into allowing staff to use the hotel gym or swimming pool during non-peak periods.

- Besides that, there is a possibility to implement a flexi-benefit wellness scheme, i.e. staff can make claims for vision care or body wellness classes, capped at S\$300 per annum.





**Mr Lee Richards**  
Vice President of Operations,  
Singapore, Millennium Hotels  
and Resorts

Unlike most other businesses, the hospitality industry operates around the clock. Operating 24/7 requires many of our team members to work non-standard hours: not just through the night, but on the weekends & holidays as well. However, that does not mean that there cannot be a balance between their professional lives from dominating their personal ones.

That is why, on top of profitability for the company, I make it a point to ensure a more than adequate work life balance arrangement to be put in place at the Millennium Hotels & Resorts. We created sustainable flexible work hour arrangements instead of adopting the rigid old fashioned way of a 'cast in stone' timetable. Our team members with children or who are married may request schedules that doesn't require them to

work during night shifts or weekends so they have ample time with their family. For staff with existing medical condition or are seeking medical assistance, we make sure they have enough rest by arranging 4 hours or 5 hours work per day so they have ample rest. Flexibility is the key.

Work life balance creates happier, more productive staff. It is also important to speak to the staff. This is to understand them and to keep communication open. Spending time speaking with the team members about issues, gathering their thoughts and learning more about what is happening in their lives is the most proactive way to better staff engagement.

The goal is to build a trusting relationship with the staff so they can produce positive results for themselves, their loved ones & for the company.



**Mr Gino Tan**  
Area General Manager,  
Singapore and General  
Manager, Pan Pacific Singapore

In an industry that is people focused and operates 24/7, work-life balance is a real challenge. However, a hotelier who understands the demands of the job and yet is passionate about it, will manage work and family by integrating it into their lifestyle

Some suggestions:

1. Start the work day earlier – Getting in earlier allows you to settle in and plan for the day, as well as the opportunity to sort through the emails received overnight.
2. Family and spousal understanding as well as their support are very important in ensuring work-life balance, since the demands of the job can be overwhelming.
3. Embrace technology, as it is a big help in managing your time, schedules and commitments.
4. A 12 to 13-hour day is very common in the hotel industry, and it is important to know your teams and the team members' strength in order to empower them or delegate tasks to them where necessary.

As Area General Manager of five hotels in Singapore as well as concurrently being the General Manager of Pan Pacific Singapore, the above points are even more critical for me, to balance the different roles I handle while carving out time for my personal life. Each of us has only 24 hours in a day but with proper advance planning and sticking close to my schedule, have allowed me to enjoy work-life balance.

Pan Pacific Singapore offers flexi work and shorter work week upon request from associates, who may require flexible work schedules due to family or personal reasons. Additionally, our hotel organizes many activities during the year to constantly engage our associates and create opportunities for interdepartmental interactions and build stronger bonding. These include sporting activities such as bowling, futsal, basketball and badminton; and social or enrichment activities related to festivals or events such as Mid-Autumn and Halloween. The activities and events may be held during the split-shift period, during work or after work hours, to allow our associates the opportunity to participate in an activity that they may otherwise not have done so on their own.

# SHA Welcomes New Ordinary Member

## Orchid Hotel

Experience a warm local hospitality and serene ambience at Orchid Hotel, a 4-star business hotel with 272 spacious guest rooms. The Hotel's close proximity to the Central Business District (CBD) within the historic Tanjong Pagar precinct provides convenience to business travelers. It is easily accessible to the Marina Bay area, Suntec Convention and Exhibition Hall, Orchard shopping belt and other attractions.

With travelers' business travel needs in mind, all our guests room are equipped with contemporary amenities – the convenience of high-speed broadband internet access, in-room WIFI, a work desk and coffee and tea making facilities. Vanda Room located on Level 2 is ideal for small scale meetings, trainings and corporate events. Assistance is provided from our team to add a professional touch.

The Hotel's café, Orchid Café located on Level 3, provides a home-style ambience, serving all day casual dining. Diners can make a choice between our a la carte menu; featuring both local and western selections, or enjoy an array of dishes at our well-known Teochew Porridge buffet line. Our local a la carte and buffet selection allows one to sample the flavours of Singapore and explore a variety of street foods in hawker style.



# SHA Welcomes New Associate Members

## Bekins Commercial Installation Asia Singapore Pte Ltd

Bekins Commercial Installations (BCI) Worldwide Asia has over 30 years of experience in FF&E, Warehousing, Project Management, and Transportation for hotel & commercial pre-openings/renovations throughout North America and Asia. From the remodel of Restorante il Teatro in the Wynn Macau to the 3,000 room renovation of the Marina Bay Sands, BCI has a proven track-record of executing projects of all shapes and sizes.

Recently, we've taken the next step by translating our experience into a proprietary software system. Benefits include:

- Decrease paperwork and delays with digital signatures for completed rooms & tasks
- Real-time photo capturing
- Integration of project schedules
- Increase warehouse productivity & reduce inventory inaccuracies
- Customer dashboard to view project status, reports, and notifications
- Access it anywhere, anytime via the cloud

BCI Worldwide Asia – we deliver the results you expect.

## Sceptre Hospitality Resources Pte Ltd

SHR is a leading provider and pioneer of advanced tools and services that help hotels execute their best distribution strategy while delighting guests and optimizing profitability. The technical maturity of SHR—having built not one but two Central Reservations Systems (CRS)—is second to none.

Our proprietary Windsurfer® CRS offers advanced features that allow hotels to easily manage rates and inventory across all distribution channels, providing not only one of the best booking engines on the market, but also the strongest integrations and connections to wherever hoteliers sell their rooms. The Internet Booking Engine, TopSail™ lets hoteliers easily merchandise and sell rooms, packages, and add-ons in virtually any way they choose.

SHR brings hoteliers the best in nimble technology, intelligently supported by tested industry experts—keeping hotels competitive.

## TKHS Group Singapore Pte Ltd

TKHS is a leading provider of pre- and post-opening logistics services for the luxury hospitality industry. We provide a full turn key service from ex-factory through until installed onsite for OS&E and FF&E items. This includes international freight arrangements, customs clearance, warehousing, delivery to site and installation. We also offer an extensive range of services for hotel refurbishments including liquidation services.

TKHS's highly skilled management team are currently overseeing projects in Singapore as well as other Asian countries such as Malaysia, the Philippines, Macau, Hong Kong, South Korea and Australia. We provide the right management and the flexibility to meet the challenging needs of the hospitality industry.

# SHA Welcomes New General Managers



## Mr Fernando Gibaja

*General Manager  
Capella Singapore*

Capella Hotel Group has appointed Mr Fernando Gibaja as General Manager of Capella Singapore. Equipped with vast industry knowledge and insight, Mr Gibaja brings to Capella Singapore over 20 years of extensive international experience in hotel operations, development and management.

Most recently, Mr Gibaja was the General Manager of Jumeirah Zabeel Saray Hotel & Spa, a luxury hotel located on Dubai's iconic Palm Jumeirah. Prior to his tenure with the Jumeirah Group for the last seven years, Mr Gibaja has held a number of senior leadership positions across the globe with Mandarin Oriental and Ritz-Carlton.



## Mr Steven Tang

*General Manager  
Capri by Fraser, Changi City / Singapore*

With close to 25 years of experience in the hospitality industry, Mr Steven Tang brings with him an in-depth knowledge of property management and an intrinsic understanding of sales & marketing. As General Manager of Capri by Fraser, Changi City / Singapore, Mr Tang oversees the management and daily operations for this flagship property of the group's growing hotel residence brand.

Mr Steven Tang joins Capri by Fraser following his previous appointment as Hotel Manager of Hotel Grand Central where he was responsible for its pre-opening and operations. He has also held senior positions within the hospitality industry including Costa Sands Resorts, Rendezvous Hotel, Novotel Apollo, Orchard Parade Hotel and Shangri-La's Rasa Sentosa.

Outside of work, his passions include reading, travelling and a good plate of Yang Chow Fried Rice.



## Mr Cheong Hai Poh

*General Manager  
Grand Copthorne Waterfront Hotel Singapore*

Grand Copthorne Waterfront Hotel Singapore has appointed Mr Cheong Hai Poh as its General Manager with effect from 19 June 2017.

Mr Cheong Hai Poh brings a wealth of international hospitality experience spanning more than 28 years in 10 cities. Having a proven track record of business, operational and reputational risk management expertise, Mr Cheong will provide leadership and strategic planning to all departments in the Grand Copthorne Waterfront Hotel in support of the Millennium Hotels and Resorts Group service culture, as well as maximising revenue and guest satisfaction.

Mr Cheong also holds various appointments in several associations such as President of International Food and Beverage Association, Chairman of the Hospitality and Tourism Academic Advisory Committee by Institute of Technical Education and the Hospitality Association of Singapore.





### Mr Serge Rigodin

*General Manager  
Hotel G Singapore*

Hotel G Singapore is pleased to share the appointment of Mr Serge Rigodin as its General Manager.

Bringing along with him valuable expertise throughout his 26 years of industry experience across Cambodia, China, Indonesia, Korea, London, Myanmar, Thailand and Vietnam, Mr Rigodin is a seasoned hotelier with a proven track record of performance where he transformed the new hotel to an award-winning and highly acclaimed property in China.

As such, Hotel G Singapore is confident and excited to be under his leadership.



### Mr Craig Syphers

*General Manager  
PARKROYAL on Beach Road*

Pan Pacific Hotels Group is pleased to announce the appointment of Mr Craig Syphers as General Manager for PARKROYAL on Beach Road, Singapore.

Mr Craig Syphers joined Pan Pacific Hotels Group as General Manager of PARKROYAL Melbourne Airport in 2013 and was transferred to Pan Pacific Orchard, Singapore two years later.

While he was at Pan Pacific Orchard, Singapore, the hotel's all-day dining restaurant, 10 at Claymore, won several dining awards including the World Luxury Restaurant Awards and Singapore Tatler's Best Restaurants.

Prior to joining the Group, Mr Syphers had worked at several international hotels in his native Australia and New Zealand.



### Mr Andrew Donadel

*General Manager  
Pan Pacific Orchard, Singapore*

Pan Pacific Hotels Group has appointed Mr Andrew Donadel as General Manager of Pan Pacific Orchard, Singapore.

Mr Andrew Donadel began his career with the Group in 2013 as the General Manager of Pan Pacific Serviced Suites Beach Road, Singapore and PARKROYAL Serviced Suites, Singapore.

In 2014, Mr Donadel moved to Ho Chi Minh City in Vietnam to head up PARKROYAL Saigon. He will now return to Singapore for a new role at Pan Pacific Orchard, Singapore.

An Australian, Mr Donadel started his hospitality career with The Westin Sydney and Montreal Marriott Chateau Champlain before moving to Ascott International, where he spent six years managing Somerset, Citadines and Ascott serviced residences in Singapore and Australia.



### Mr Tane Picken

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

Mr Tane Picken was appointed general manager of Shangri-La's Rasa Sentosa Resort & Spa, Singapore on 11 May 2017. Mr Picken brings over 16 years of hotel experience across Africa, the Middle East and Asia to his new role at the helm of the only beachfront resort in Singapore, with 454 rooms set amidst idyllic surroundings on Sentosa island.

Prior to his appointment, Mr Picken was previously the general manager at Hotel Jen Penang and the hotel manager of Golden Sands Resort, Penang.

No stranger to the resort and Singapore, the South African native was resident manager at Shangri-La's Rasa Sentosa Resort & Spa, Singapore for two years from 2013 to 2015 and was instrumental in managing daily operations and developing key strategies for the resort.

# Industry Update and Networking Session for GMs

The 1<sup>st</sup> Update and Networking Session for General Managers (GMs) for 2017 was held on 22 May 2017, 2.30pm to 4.30pm at SBF Center.

Directors of HR joined in for the second half of the programme which included an informative paper on “Managing Employment Disputes” by Withers KhattarWong and sharing on “Adapt & Grow Initiatives” by Workforce Singapore (WSG).



*Presentation on “Managing Employment Disputes” by Withers KhattarWong*



*Sharing on “Adapt and Grow Initiatives” by Workforce Singapore*

The 2<sup>nd</sup> Update and Networking Session for GMs was held on 27 July 2017, 2.30pm to 5.00pm at Hilton Singapore.

Directors of Rooms were also invited to attend the second half of the programme comprising presentations by BBC World News which included a sharing of the latest research data on Singapore-bound travelers.

In addition, the Singapore Tourism Board (STB) updated members on its 3-year Hotel Career Campaign and the recently launched Hotel Innovation Challenge.



*Sharing on survey of Singapore-bound travellers by BBC World News*





# SHA Annual General Meeting 2017

The SHA Annual General Meeting (AGM) took place on 30 June 2017 at the Shangri-La Hotel, Singapore.

This year is also election year and the association is pleased to announce that Mr Albert Teo has been re-elected as President of SHA.

The list of elected SHA Executive Committee for the new term 2017 – 2019 is as follows:

<b>President:</b>	Mr Albert Teo, Amara Singapore
<b>1<sup>st</sup> Vice President:</b>	Mr Loh Lik Peng, Hotel 1929
<b>2<sup>nd</sup> Vice-President:</b>	Ms Kwee Wei-Lin, The Ritz-Carlton Millenia Singapore
<b>Honorary Secretary:</b>	Mr Chris Teo, Grand Mercure Singapore Roxy
<b>Asst. Honorary Secretary:</b>	Mr Kenneth Li, Carlton Hotel Singapore
<b>Honorary Treasurer:</b>	Mr Arthur Kiong, The Elizabeth Hotel
<b>Asst. Honorary Treasurer:</b>	Mr Teo Ho Beng, Ramada Singapore at Zhongshan Park



Following the AGM, Mr Robert Hecker, Managing Director of Horwath HTL delivered an insightful sharing on “Key Findings of the Hotel Industry Study for Financial Year 2016”, and Forecast for 2017 for hotels in Singapore and other major cities in Asia Pacific.





# Singapore Green Hotel Award and Seminar 2017

The 5<sup>th</sup> Singapore Green Hotel Award was presented on 25 August 2017 at Ramada Singapore at Zhongshan Park.

30 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 in the areas of the 3Rs (Reduce, Reuse, Recycle), 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 environmentally-friendly solutions.

Congratulations to the following recipients of the Singapore Green Hotel Award 2017-2018:



- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>• Capri by Fraser, Changi City / Singapore</li> <li>• Carlton City Hotel Singapore</li> <li>• Concorde Hotel Singapore</li> <li>• Crowne Plaza Changi Airport</li> <li>• Fairmont Singapore &amp; Swissôtel the Stamford</li> <li>• Furama City Centre, Singapore</li> <li>• Furama RiverFront, Singapore</li> <li>• Grand Hyatt Singapore</li> <li>• Hard Rock Hotel, Resorts World Sentosa</li> <li>• Holiday Inn Express Singapore Clarke Quay</li> </ul> | <ul style="list-style-type: none"> <li>• Hotel Jen Tanglin Singapore</li> <li>• ibis Singapore Novena</li> <li>• InterContinental Singapore</li> <li>• Mandarin Orchard Singapore</li> <li>• Mandarin Oriental, Singapore</li> <li>• Marina Bay Sands Singapore</li> <li>• Novotel Singapore Clarke Quay</li> <li>• Park Hotel Clarke Quay</li> <li>• Ramada and Days Hotels Singapore At Zhongshan Park</li> <li>• Regent Singapore, A Four Seasons Hotel</li> <li>• RELC International Hotel</li> </ul> | <ul style="list-style-type: none"> <li>• Shangri-La Hotel, Singapore</li> <li>• Shangri-La's Rasa Sentosa Resort &amp; Spa, Singapore</li> <li>• Sheraton Towers Singapore Hotel</li> <li>• Singapore Marriott Tang Plaza Hotel</li> <li>• Swissôtel Merchant Court, Singapore</li> <li>• The Fullerton Bay Hotel Singapore</li> <li>• The Fullerton Hotel Singapore</li> <li>• The Pan Pacific Hotel Singapore</li> <li>• The Ritz-Carlton, Millenia Singapore</li> </ul> |
|---|---|--|



# 35<sup>th</sup> SHA Inter-Hotel Soccer Tournament 2017



The Finals of the 35<sup>th</sup> SHA Inter-Hotel Soccer Tournament 2017 took place on 25 May 2017 at the SAFRA Tampines.

Resorts World Sentosa (RWS) successfully defended its Championship title for the fourth consecutive year with a final score of five-nil against Marina Mandarin Singapore.

Congratulations to all our winners!

The top four teams also received cash prizes sponsored by SHA. The “Man of the Match” winner of the 1st/2nd placing match received dining vouchers from Grand Hyatt Singapore, as well as sports attire sponsored by Waga Sports International Pte Ltd, while the “Man of the Match” of the 3rd/4th placing match received dining vouchers sponsored by Four Points by Sheraton Singapore, Riverview.

<b>Champion Team</b>	Resorts World Sentosa
<b>1<sup>st</sup> Runner-Up Team</b>	Marina Mandarin Singapore
<b>2<sup>nd</sup> Runner-Up Team</b>	Marina Bay Sands Pte Ltd
<b>3<sup>rd</sup> Runner-Up Team</b>	Sheraton Towers Singapore Hotel
<b>1<sup>st</sup>/2<sup>nd</sup> Placing Match “Man of the Match”</b>	Kamil Firdaus Bin Jauhari, Resorts World Sentosa
<b>3<sup>rd</sup>/4<sup>th</sup> Placing Match “Man of the Match”</b>	Muhammad Shazlee Bin Hamzah, Marina Bay Sands Pte Ltd



# SkillsFuture Career Advisors Programme for the Hotel Industry

The SkillsFuture Career Advisors Programme for the Hotel Industry is under the Adapt and Grow initiative in partnership with the Singapore Hotel Association (SHA).

The SkillsFuture Career Advisors are senior hotel professionals in various job functions who volunteer their time to share Industry and Career Insights with potential job seekers.

Below are some of the quotes from our SkillsFuture Career Advisors; these were shared with job seekers on Hotel Day which was held on 21 July 2017 at Devan Nair Institute for Employment and Employability.

“

*It is an enjoyable journey, no two days are the same. There are great career opportunities for those who excel in different areas of specialisation.*

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

”

“

*Be adaptable and open to learning opportunities as a multi-skilled talent is extremely valuable to an organisation, especially in the hotel industry. Market trends change at a very fast pace. Talents will need to be in sync with the footsteps of the organisation's developments to keep up with the trends.*

**Mr Patrick Fiat**  
**General Manager & CEO**  
**Royal Plaza on Scotts**

”

“

*Working in the hospitality industry is Exciting, Engaging, Enriching and Empowering. To bring these experiences to life, one needs to be Energetic and Enthusiastic.*

**Ms Ong Eng Hwee**  
**Area Director of Human Resources**  
**Shangri-La Hotel, Singapore**

”



# Public Service Star (BBM) Award for Ms Margaret Heng

We are delighted to share that Ms Margaret Heng, Executive Director of the Singapore Hotel Association (SHA) and Chief Executive of SHATEC, has been conferred the Public Service Star (BBM) Award by the President of Singapore in this year's National Day Awards list.

This is in recognition of her contributions to the National Crime Prevention Council (NCPC), under the purview of the Ministry of Home Affairs.

Congratulations to Ms Heng!

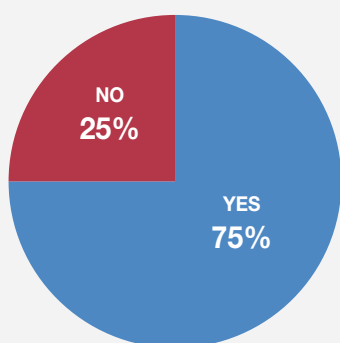


## Survey on Technology and Outsourcing in Hotels

A survey of SHA hotels members was conducted by KPMG in February 2017 to assess the impact of new and emerging technologies as well as outsourcing practices, on the hotel operations.

Below is a quick capture of some of the survey's key findings:

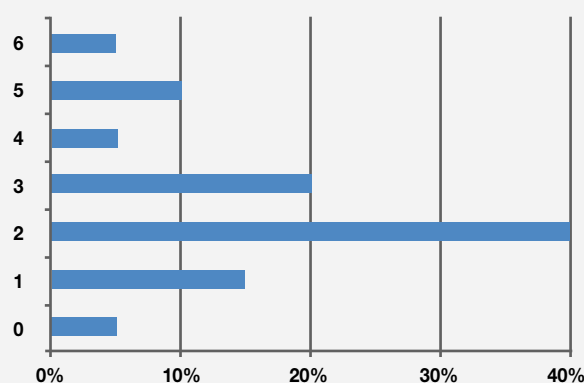
**Have you implemented any automation or digitization in the last 2 years?**



- 50% of respondents have set aside higher budgets for technology and digitization in 2017 compared to 2016. 35% had the same budget as 2016.

- 40% of the respondents have outsourced 2 functions. Another 40% have outsourced at least 3 functions.

**No. of functions outsourced by hotel respondents**



- The top 3 functions being outsourced are:

1	Laundry Service (outsourced by 90% of respondents)
2	IT support (outsourced by 35% of respondents)
3	F&B outlets (outsourced by 30% of respondents)

# Homecoming for SHATEC Celebrity Alumni at The Sapling Restaurant

Celebrity Chef Edmund Toh, a SHATEC alumnus from class of 1985, is currently the Director of Culinary for Rasel Catering as well as the President of Singapore Chefs' Association. Together with Mediacorp Artiste, Ben Yeo from class of 1997, the pair returned to their alma mater on 25 August 2017, Friday to whip up a 5-course gourmet dinner at SHATEC's training restaurant, The Sapling.

The event was an overwhelming success with a total of 116 guests. To add on to the delightful evening, 5 Mediacorp artistes; Quan Yi Feng, Guo Liang, Felicia Chin, Xu Ming Jie and Jayley Woo also attended the event to support their fellow Mediacorp artiste – Ben Yeo!



(from left) Mediacorp artistes Quan Yi Feng, Xu Ming Jie, Felicia Chin, Chef Edmund, Ben Yeo, Guo Liang and Jayley Woo.



Ben Yeo greeting each table of guests and introducing the menu for the night!



(from left) Chef Edmund, Ms Margaret Heng and Ben Yeo.



A fully packed restaurant!



**Starter** – Spiced Cured Salmon Tartare textures of Carrot, Ikura Caviar, Micro Cress

**Soup** – Lemongrass Tomato Consommé Otak Seafood Dumpling Heirloom Tomatoes, Asparagus, Thai Basil Oil



**Fish** - Barramundi with Crispy Turnips & Bean Crumbs, Lemon Pith, Leafy Greens, Garlic Split Jus

**Duck** (Recipe by Ben Yeo) – Bak Kut Teh Duck Confit Barley Risotto





# National Cocktail Competition 2017

On 18 July 2017, SHATEC students, Frans, Geraldine and Jasmine from the Diploma in Hotel Management programme (July 2017 intake) represented SHATEC in the Heats of the National Cocktail Competition (Student Category). The competition which was held at Raffles Town Club provided an opportunity for the students to deepen their knowledge on the different types of drinks.

Frans and Geraldine proceeded to the Finals which took place on 24 July 2017. Both students dazzled the audience with their showmanship at the Finals.

We are proud to announce that Geraldine won third place with her concoction "Sweet Ocean":



# Parents Engagement Day

The recent Parents Engagement Day was held on 5 August 2017 where the campus became lively and crowded on a Saturday with parents looking forward to experience and understand their children's life in school.

In addition to parent-trainer discussions, the event themed 'Back to Basics' saw SHATEC students setting up nostalgic carnival games and whipping up traditional local food and drink items.



*Training restaurant – Horizons & Visions filled with guests!*

*A parent trying out one of the games.*



*The traditional kuehs station!*



*The curry puffs station!*



# Industry Mentorship Programme @ SHATEC Initiation Evening

The Industry Mentorship Programme @ SHATEC (IMPS) initiation evening was held on 27 July 2017, Thursday where new mentees and mentors from the 5<sup>th</sup> cycle met up for the first time. A total of 29 mentors and 42 mentees were paired in the 5<sup>th</sup> cycle.



(from left) Ms Celine Quek, Assistant Vice President Revenue and Distribution, Travelodge Hotels Asia (SALES DISTRIBUTION & MARKETING PANEL) with her mentee, Rusydinah Hannah Binte Abdul Razak, WSQ Diploma in Tourism (with focus on MICE and Events) April 2017.



Group photo of the mentors and mentees!



(from right) Chef Yew Eng Tong, Chef De Cuisine, Tangerine (CULINARY & PASTRY PANEL) with his mentee, Varick Low Jin Yue, WSQ Higher Certificate in Culinary Arts, April 2017.

## USAPEEC-SHATEC Cook-Off 2017

In collaboration with USA Poultry and Egg Export Council, SHATEC organized the USAPEEC - SHATEC Cook-Off 2017 on 11 August 2017, Friday where SHATEC students put their skills to the test.

The event was graced by Guest-of-Honour, Ms Margaret Say, Regional Director of USAPEEC.



Group photo of the participants and judges.



Participants in the midst of whipping up their dishes for the competition.



The panel of judges judging one of the participants dish.



Ms Margaret Say, Regional Director of USAPEEC with the champions!



# Furama Singapore Achieves Great Place to Work® Certification

**Home-grown hotel chain recognised by employees as a great workplace**

Furama Hotels in Singapore have been certified by Great Place to Work® Singapore, an independent research and consultancy firm, marking a first for the well-established brand. The sought-after certification acknowledges employees have positive experiences in their workplace.

The locally-grown hotel chain was awarded after evaluation by the Great Place to Work® Singapore team. Conducted in July this year, over 450 Furama employees went through an extensive Trust Index Employee survey. The confidential and anonymous survey measures the level of trust and pride employees have of their workplace.

Benny Lee, Regional Director of Marketing Communications said: “We are humbled that our colleagues recognise Furama as a great workplace. Furama places an emphasis on ensuring the employees have the best environment to work so that they can be proud of what they do and can achieve together. We even have colleagues who have been with us for over 40 years – truly a testimony to this.”

Furama Hotels, which also has properties regionally in Bangkok, Bali, and Kuala Lumpur, provides its employees with opportunities to work across the different hotels.

This allows Furama’s employees to learn from their colleagues abroad and also strengthen their connection to the organisation. “The constant involvement I get to improve here is valuable to me personally and shows the level of trust the organisation has in me”, said Donovan Chiong, currently Assistant Executive Housekeeper at Furama RiverFront who has previously worked with Furama Bukit Bintang.

The nature of Furama’s environment makes it a desirable workplace to return to – both daily or even after exposure in other organisations. The current employee group includes staff who had pursued other opportunities externally to grow and chose to come back to contribute to Furama.

Melvin Neo, Executive Housekeeper, Furama City Centre said: “I’ve had different experiences working in other hotels. One thing that is constant for me here in Furama is the sense of familial belonging I feel when working with this team.”

Despite achieving the certification, Furama Hotels is not slowing down. The organisation is looking ahead to further improve the workplace with input from its employees. The hotel chain is also ensuring the best practices in Singapore are also applied in its properties in the region.



# THE SHA HOTEL MEMBERS

30 Bencoolen  
 Amara Sanctuary Resort Sentosa  
 Amara Singapore  
 Amoy Hotel  
 Aqueen Hotel - Balestier  
 Ascott Raffles Place Singapore  
 Bay Hotel Singapore  
 Beach Hotel  
 Bencoolen Hotel  
 Broadway Hotel  
 Capella Hotel, Singapore  
 Capri by Fraser Changi City, Singapore  
 Carlton City Hotel Singapore  
 Carlton Hotel  
 Concorde Hotel Singapore  
 Conrad Centennial Singapore  
 Copthorne King's Hotel Singapore  
 Crowne Plaza Changi Airport  
 Days Hotel Singapore at Zhongshan Park  
 Dorsett Singapore  
 Destination Singapore Beach Road  
 The Duxton Club, A Luxury Collection Hotel (Opening 2017)  
 The Elizabeth Hotel  
 Fairmont Singapore  
 Fortuna Hotel  
 Four Seasons Hotel  
 Four Points by Sheraton Singapore, Riverview  
 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  
 Hangout @ Mount Emily  
 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 1929  
 Hotel 81 (DICKSON)  
 Hotel 81 (GEYLANG)  
 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  
 Hotel Supreme  
 Hotel Vagabond

ibis Singapore on Bencoolen  
 ibis Singapore Novena  
 Innote Hotel  
 Jayleen 1918 Hotel  
 Klapstar Boutique Hotel  
 InterContinental Singapore  
 InterContinental Singapore Robertson Quay (Opening 2017)  
 Link Hotel  
 Lloyd's Inn  
 M Hotel Singapore  
 M Social Singapore  
 Mandarin Orchard Singapore  
 Mandarin Oriental, Singapore  
 Marina Bay Sands  
 Marina Mandarin Singapore  
 Marrison Hotel  
 Mercure Singapore Bugis  
 Moon 23 Hotel  
 Le Meridien Singapore Sentosa  
 Naumi Hotel  
 Naumi Liora  
 New Majestic Hotel  
 Nostalgia Hotel  
 Novotel Singapore Clarke Quay  
 Oasia Hotel Downtown Singapore  
 Oasia Hotel Novena, Singapore  
 ONE°15 Marina Club  
 One Farrer Hotel & Spa  
 Orchard Hotel  
 Orchard Parade Hotel  
 Orchid Hotel  
 Pan Pacific Orchard  
 Pan Pacific Singapore  
 Parc Sovereign Hotel - Albert St  
 Park Avenue Changi  
 Park Avenue Rochester  
 Park Hotel Alexandra  
 Park Hotel Clarke Quay  
 Park Regis Singapore  
 PARKROYAL on Beach Road  
 PARKROYAL on Kitchener Road  
 PARKROYAL on Pickering  
 Peninsula Excelsior Hotel  
 Perak Hotel  
 Quality Hotel Marlow  
 The Quincy Hotel  
 Raffles Hotel  
 Ramada Singapore at Zhongshan Park  
 The Regent Singapore  
 RELC International Hotel  
 Rendezvous Hotel Singapore  
 Resorts World at Sentosa (Beach Villas, Crockfords Tower, Equarius Hotel, Festive Hotel, Hard Rock Hotel, Hotel Michael)  
 The Ritz-Carlton, Millenia Singapore  
 Robertson Quay Hotel  
 Royal Plaza on Scotts  
 Sandpiper Hotel  
 The Scarlet Hotel  
 The Seacare Hotel  
 Shangri-La Hotel  
 Shangri-La's Rasa Sentosa Resort & Spa, Singapore  
 Sheraton Towers Singapore  
 Singapore Marriott Tang Plaza Hotel  
 Sofitel Singapore Sentosa Resort and Spa  
 SO Sofitel Singapore  
 JW Marriott Singapore South Beach  
 South-East Asia Hotel  
 Sloane Court Hotel  
 The St Regis Singapore  
 Studio M Hotel  
 Swissotel Merchant Court, Singapore

Swissotel The Stamford, Singapore  
 V Hotel Lavender  
 Village Hotel Albert Court  
 Village Hotel Bugis  
 Village Hotel Changi  
 Village Hotel Katong  
 W Singapore Sentosa Cove  
 Wanderlust Hotel  
 Wangz Hotel  
 The Warehouse Hotel  
 The Westin Singapore  
 York Hotel

# THE SHA ASSOCIATE MEMBERS

The American Club  
 Auric Pacific Marketing Pte Ltd  
 Bakerzin Holdings Pte Ltd  
 Batam View Beach Resort  
 Bekins Commercial Installation Asia Singapore Pte Ltd  
 The British Club  
 CS Tay Foods Pte Ltd  
 Himawari Pte Ltd  
 HPL Hotels & Resorts  
 Institute of Technical Education (ITE)  
 Keppel Land Hospitality Management Pte Ltd  
 Nanyang Polytechnic  
 National Service Resort & Country Club  
 NTUC Club  
 Orchid Country Club  
 Palvision (Singapore) Pte Ltd  
 Republic of Singapore Yacht Club  
 Republic Plaza City Club (S) Pte Ltd  
 RSM Risk Advisory Pte Ltd  
 Sauces by Chef Daniel Pte Ltd  
 S A Hotel Management Pte Ltd  
 The SAF Warrant Officers and Specialists Club  
 Sceptre Hospitality Resources Pte Ltd  
 Select Group Ltd  
 Sia Huat Pte Ltd  
 Simmons (Southeast Asia) Pte Ltd  
 Singapore Exhibition Services Pte Ltd  
 Singapore Institute of Technology  
 Singapore Island Country Club  
 Singapore Meritus International Hotels Pte Ltd  
 Singapore Recreation Club  
 Singapore Swimming Club  
 Somerville (Singapore) Pte Ltd  
 Starhub Ltd  
 The Tanglin Club  
 Trane Distribution Pte Ltd  
 TKHS Group Singapore Pte Ltd  
 Unilever Singapore Pte Ltd  
 Wine Trade Asia Pte Ltd  
 YHS (Singapore) Pte Ltd

(as at 31 Aug 2017)