

# SHA UPDATE

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## Industry Update and Networking Session for General Managers

The first Industry Update and Networking Session for General Managers for 2016 took place on 24 February 2016 at Park Hotel Alexandra.

The session started off with an industry update by Ms. Margaret Heng, Executive Director of SHA. Directors of Sales and Marketing from member hotels were also invited to join in the second part of the programme which included the following presentations:



- *Marketing Plans by the Singapore Tourism Board*
- *Travellers Journey – Hotel bookings & Experiences by GfK*



## Seminar on Workplace Safety in the Hospitality Industry

Supported by the Workplace Safety and Health Council and sponsored by Marsh (Singapore) Pte Ltd, the SHA organised a Seminar on Workplace Safety for the Hospitality Industry on 4 April 2016 at Orchard Hotel Singapore.



Three papers were presented at the seminar :

### “Workplace Safety and Health: Hotels”

By Mr Perry Hung,  
Manager, Workplace Safety and Health (WSH)  
Practices, Industry Practices, Sensing and  
Engagement Department, WSH Council

### “3 Cost-effective Strategies to help Singapore Hotels find, engage and retain productive workers”

By Dr. Toni Ryan,  
Workforce Strategies,  
Marsh & McLennan Companies

### “The Role of Occupational Health Physician in FTRW (Fitness to return to work)”

By Dr. Bernard Thio,  
Occupational Physician,  
Fullerton Health Care Group

The seminar was well-attended by 81 attendees from 52 hotel and associate members.

## Cyber-Security Seminar by Rajah & Tann LLP

A Cyber-Security Seminar titled “Is Your Hotel Prepared for an Attack? - Managing the Legal Risks of Cyber-Security Breaches” was held on 5 May 2016, 4.00 pm - 7.00 pm at Rajah & Tann Singapore LLP.

Co-presented by partners Lionel Tan and Koh Tien Gui of Rajah & Tann LLP, this thought-provoking seminar highlighted

the steps hotels can take to manage their legal risks in the event of a cyber attack.

It was indeed a very insightful session for the attendees.





# HR Seminar – Employment Law: Understanding the Issues

SHA and Baker & McKenzie.Wong & Leow collaborated once again to organise a seminar on “Employment Law - Understanding the Issues” for SHA member hotels.

The seminar was held on 27 April 2016 (Wednesday), from 2.00 pm – 5.30 pm at Baker & McKenzie.Wong & Leow.

Hosted by legal experts in employment law, the seminar covered the following topics:

## “Employment Law”

by Mr Kelvin Poa, Principal,  
Corporate & Securities

## “Resolving conflict and handling terminations”

by Mr Clarence Ding, Associate,  
Dispute Resolution

75 Human Resource practitioners from 48 hotels attended this informative session.





# 34<sup>th</sup> SHA Inter-Hotel Soccer Tournament 2016

The Finals of the 34<sup>th</sup> SHA Inter-Hotel Soccer Tournament 2016 took place on 25 May 2016 at the SAFRA Tampines.

The first half of the Finals saw a face-off between Regent Singapore and Marina Mandarin Singapore. The exciting match between the two teams concluded in favour of Marina Mandarin Singapore.

Resorts World Sentosa (RWS) successfully defended its Championship title for the third consecutive year. The RWS team emerged with a score of three-nil against Carlton Hotel Singapore.

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



**Results of the 34<sup>th</sup> SHA Inter-Hotel Soccer Tournament 2016 were as follows:**

Award	Winner
Champion Team	Resorts World Sentosa
1 <sup>st</sup> Runner-Up Team	Carlton Hotel Singapore
2 <sup>nd</sup> Runner-Up Team	Marina Mandarin Singapore
3 <sup>rd</sup> Runner-Up Team	Regent Singapore
1 <sup>st</sup> /2 <sup>nd</sup> Placing Match “Man of the Match”	Mohamed Ashik, Resorts World Sentosa
3 <sup>rd</sup> /4 <sup>th</sup> Placing Match “Man of the Match”	Gregory Edward, Marina Mandarin Singapore

The top four teams also received cash prizes sponsored by SHA; while the “Man of the Match” winners of the 1st/2nd placing match and 3rd/4th placing match took home dining vouchers from St. Regis Singapore and Regent Singapore respectively, as well as sports attire sponsored by Waga Sports International Pte Ltd.





# ASEAN Green Hotel Award 2016

On 22 January 2016, 10 hotels from Singapore were presented with the ASEAN Green Hotel Award 2016 at an award ceremony, which was held at Sofitel Philippine Plaza Manila, The Philippines, alongside the ASEAN Tourism Forum.

The biennial ASEAN Green Hotel Award aims to recognise the efforts of environmentally-friendly hotels around the region.

These hotels were evaluated based on the following criteria:

- Environmental policy and actions for hotel operation
- Use of green products
- Collaboration with the community and local organisations
- Human resource development
- Solid waste management
- Energy efficiency
- Water efficiency
- Air quality management (indoor and outdoor)
- Noise pollution control
- Wastewater treatment and management
- Toxic and chemical substance disposal management

A total of 89 hotels from 9 ASEAN member countries namely Brunei Darussalam, Cambodia, Indonesia, Laos PDR, Malaysia, Myanmar, The Philippines, Singapore, Thailand and Vietnam, were awarded this prestigious regional award.

Our heartiest congratulations to the following SHA member hotels for receiving the ASEAN Green Hotel Award 2016.

- |     |                                     |
|-----|-------------------------------------|
| 1.  | Crowne Plaza Changi Airport         |
| 2.  | Furama City Centre, Singapore       |
| 3.  | Grand Hyatt Singapore               |
| 4.  | InterContinental Singapore          |
| 5.  | Mandarin Oriental, Singapore        |
| 6.  | Novotel Singapore Clarke Quay       |
| 7.  | Park Hotel Clarke Quay              |
| 8.  | PARKROYAL on Pickering, Singapore   |
| 9.  | Singapore Marriott Tang Plaza Hotel |
| 10. | Swissôtel Merchant Court, Singapore |





# SHA Welcomes New General Managers



**Mr. Adrian Lim**

General Manager  
Hotel Bencoolen Co. Pte Ltd

Bencoolen Holdings has appointed Mr. Adrian Lim as the new General Manager for Hotel Bencoolen Street and Hotel Bencoolen @ Hong Kong Street. Mr. Lim would be overseeing the management and operations of these properties catered to leisure, local and international business travellers.

Mr. Lim is well versed in various aspects of hospitality operations and management. Encompassing many years of hospitality experience in the hotel industry, Mr. Lim brings a fresh perspective to Hotel Bencoolen Co. Pte Ltd as General Manager.

Prior to joining Hotel Bencoolen Co. Pte Ltd, Mr. Lim has demonstrated commitment and professionalism in his work. His hospitality experience spans from boutique to well-known business establishments where he has been relentlessly spearheading the Front Office Operations and Management Divisions.



**Mr. Darren Ware**

General Manager  
Carlton City Hotel, Singapore

Mr. Darren Ware joins Carlton City Hotel Singapore in June 2016 as the General Manager. He brings with him more than 20 years of hospitality experience with an expansive portfolio that encompasses a myriad of different hotel groups and brands.

Born and raised in Singapore, Mr. Ware studied hotel management and ventured into the hospitality industry with his love of being around people and his passion for service. Mr. Ware held various management positions and leadership roles, including General Manager for Grand Park Orchard and AMOY Hotel.

Out of the hotel, Mr. Ware spends his time off either by being on the green enjoying a game of golf, relishing an adrenaline rush with a drive around the city or watching his favourite football club play.



**Mr. Ivan Chan**

General Manager  
Hotel Grand Pacific Singapore

Hotel Grand Pacific Singapore has appointed Mr Ivan Chan as the new General Manager with effect from 04 January 2016.

With over 20 years of hospitality experience, Mr Chan has been involved with all aspects of hospitality management. In his new role, Mr Chan will be spearheading the entire hotel operations, working closely with respective heads of department to lead the sales and revenue team to new heights.

Prior to this appointment, Mr Chan was the General Manager in H Clarity Champelas, Bandung, Indonesia and had held management positions at other hotel brand within the Asia Pacific Region.



**Mr. Ben Patten**

General Manager  
ibis Singapore on Bencoolen

Mr. Ben Patten has been appointed General Manager, ibis Singapore on Bencoolen with effect from 01 April 2016.

Prior to joining ibis Singapore on Bencoolen, Mr. Patten has many years of operational experience with various Accor Hotels properties in Australia since 1997. In 2014, Mr. Patten was relocated to Indonesia to take on the role as General Manager at Mercure Bali Nusa Dua.



**Ms. Jacqueline Ho**

General Manager  
M Hotel Singapore

Ms. Jacqueline Ho has been appointed General Manager, M Hotel Singapore with effect from 06 June 2016.

Ms. Ho brings with her more than 2 decades of hospitality experience. In her new role, Ms. Ho will lead and drive the overall performance of M Hotel Singapore, reporting to President, Asia.

Ms. Ho started her hospitality career with M & C at Copthorne King's Hotel, and has worked for more than 17 years with the group, as part of the Corporate Sales Office team at Studio M, Copthorne Orchid Hotel Singapore.

Prior to joining M Hotel Singapore, Ms. Ho was with Carlton City Hotel responsible for pre and post opening of the hotel. Ms. Ho played an important role in conceptualizing, developing, implementing strategic plans and driving market initiatives.





**Mr. James Coleman**

General Manager  
Oasia Hotel Downtown

With effect from 01 January 2016, Mr. James Coleman is General Manager at Oasia Hotel Downtown, Singapore, Far East Hospitality's latest addition to their growing portfolio. Mr. Coleman will be responsible for opening the hotel and further raising the portfolio of Oasia's brand ethos.

Previously, Mr. Coleman was General Manager of Oasia Hotel Novena where he was responsible for guest relations, staff relations as well as overseeing the overall functionality of the establishment.

Mr. Coleman has close to 13 years' of experience in the hospitality industry with extensive experience in Sydney, Australia with TFE Hotels (Toga Far East Hotels).



**Mr. Kent Law**

General Manager  
Oasia Hotel Novena

Far East Hospitality is delighted to announce the appointment of Mr Kent Law as the General Manager of Oasia Hotel Novena with effect from 01 January 2016. Prior to Mr. Law's current appointment, he was Hotel Manager at Village Hotel Changi where the hotel made significant improvements in terms of asset enhancement, guest and employee engagement.

With 22 years of experience in the hospitality industry in various rooms' division functions in various hotel groups in Singapore, Mr. Law has now been given the full business responsibilities of the largest hotel in Far East Hospitality's stable of hotels.



**Ms. Vathsala Subramaniam**

General Manager  
Hotel Jen Tanglin, Singapore

Hotel Jen Tanglin, Singapore has recently announced the appointment of Ms. Vathsala Subramaniam as the new General Manager. Ms. Vathsala draws on years of experience in pre-opening and rebranding hotels and resorts, to guide Hotel Jen Tanglin Singapore into the next stage of its development.

Ms. Vathsala has spent most of her career in pre-opening or re-branding teams, having been involved in the launching of new properties or transitioning older ones during her previous career. Ms. Vathsala first entered the hotel trade in 1993 in Kuala Lumpur, and has worked at numerous properties in both East and West Malaysia.

In November 2013, Ms. Vathsala took the helm of Shangri-La's Rasa Ria Resort & Spa, Kota Kinabalu for three months, before taking on her first 'island' job, at the beautiful Traders Hotel, Maldives. Thanks to Ms. Vathsala's long career and experience in hotel re-brandings, Ms. Vathsala successfully led the transition of the hotel from Traders, to the new Hotel Jen brand.



**Ms. Tan Chia Hui**

Area General Manager  
Rendezvous Hotel Singapore & AMOY

Ms. Tan Chia Hui has been appointed Area General Manager of Rendezvous Hotel and Amoy Hotel, with effect from 01 April 2016. Ms. Tan was previously with the serviced residence portfolio within Far East Hospitality and oversaw the operations of 8 serviced residences before transferring to manage the 2 hotels. Ms. Tan joined Far East Hospitality in November 2012 as Head of Sales and Marketing before taking on the operations portfolio in 2014.

Prior to this, Ms. Tan was with Banyan Tree Hotels and Resorts's Regional Marketing Office overseeing the SEA outbound market and managing their agent rewards program.



**Mr. Gill Ishwinder Singh**

Area General Manager  
Village Hotel Changi & Village Hotel Katong

Mr. Gill Ishwinder Singh has been appointed as Area General Manager, Village Hotel Changi & Village Hotel Katong with effect from 01 November 2015

Mr. Gill will be responsible for the overall operations and financial performance of Village Hotel Katong and Village Hotel Changi.

Mr. Gill has more than 16 years of hotel experience in Australia. Prior to joining Far East Hospitality Management (S) Pte Ltd. Mr. Gill was Area Hotel General Manager with TFE Hotels (Toga Far East Hotels) where he managed the operations of 13 hotels in Victoria and Tasmania, including directly overseeing Rendezvous Melbourne as the General Manager.



# SHA Welcomes New Associate Members

## The British Club

Nestled atop one of Singapore's highest peaks, The British Club is Singapore's only hilltop retreat with breathtaking views of the cityscape and beyond. Having a rich 34-year-old history in Singapore, The British Club is reputable in providing excellent networking opportunities and exclusive member benefits.

The British Club provides a vast array of first-class sports facilities and amenities including a state-of-the-art gymnasium, squash and tennis courts, an in-house spa, lap and leisure swimming pools complete with waterslide for children. There is also a Club library situated within the main building, where members can browse through the latest magazines and various books within. A wide variety of food and entertainment can be found at The British Club too. There is always something for everyone at The British Club.

## CS Tay Foods Pte Ltd

With humble beginnings, CS Tay Foods Pte Ltd opens its doors for business in 1981 as an ordinary meat trader to becoming one of the most recognised brands in Singapore today.

From the early 1990s, CS Tay Foods Pte Ltd began moving away from raw meat trading to focusing their time and effort in Ready to Eat products. Being the pioneer in this field, CS Tay Foods Pte Ltd focuses on bringing the world's finer selection to Singapore.

The secret behind CS Tay Foods Pte Ltd's success is its painstaking efforts in developing new products and ability to constantly offer a vast range of products for everyone.

## RSM Risk Advisory Pte Ltd

RSM Risk Advisory Pte Ltd located in Singapore is a member of the RSM International network of independent public accounting firms that provides assurance, tax and business advisory services. The company's Risk advisory team adopts an insightful and customised approach with an in-depth industry experience to help companies define their risk governance and risk management framework.

RSM Risk Advisory Pte Ltd aims to provide clients with a structure that proactively manages risks as their organisations continue to pursue business growth and opportunities. RSM Risk Advisory Pte Ltd is also committed to providing solutions that promote organisational improvements that are aligned with strategic goals and business objectives.

## Singapore Institute of Technology

Singapore Institute of Technology is the first and only local university to offer a Hospitality Business with Honors Degree Programme. The curriculum was developed in collaboration with the hospitality industry to address the competencies needed to prepare graduates for a management career in the industry. This programme aspires to educate and develop the next generation of constructive and transformational leaders for both the local and global hospitality markets.

In addition to traditional classroom learning, all students in the programme are required to successfully complete a 4-month Industry Attachment (IA) during their first year with the university, plus an 8-month Integrated Work-Study Program (IWSP) at the end of their second year.

IWSP is designed to fulfill a collection of learning outcomes:

- Application of theoretical concepts and practical comprehension;
- Expansion of knowledge in actual operations and management matters;
- Proposal of implementable, inventive solutions for workplace challenges.

As increase in productivity is largely driven through innovation, IWSP provides a platform for students to integrate work experience with classroom learning concurrently, identifying and initiating innovating Capstone projects under the guidance of SIT mentors and company-based supervisors. The results of the Capstone projects will also benefit host companies.



## Your Say:

**As ICT ( Information Communication Technology) has an increasing importance in the success of tourism enterprise SHA update finds out how technological advancements have enabled the enhancement of guest experience in the hospitality industry.**



**Mr. Herve Duboscq**

General Manager  
Hotel Jen Orchardgateway, Singapore

Guests at Hotel Jen Orchardgateway Singapore are particularly tech-savvy, and possess a 'Millennial Mindset'. This generation of travellers focuses on experience, efficiency and authenticity thereby providing Hotel Jen Orchardgateway Singapore with an opportunity to create a brand that would cater specifically to these needs – and technology plays a part in this.

Check-ins eschew paper, paper check-ins are a thing of the past; **with touch-screen tablets** Hotel Jen Orchardgateway Singapore is able to quickly and simply check-in their guests, hand them their keys and let them begin their stay.

An interactive touchscreen TV called the **Monscierge** has also been installed at the lobby, providing all the information you will need to know about the hotel and the activities around, ensuring guests make the most of their stay in Singapore.

**Virtual Reality (VR)** is another technology that could affect the needs of a millennial traveller. Ever since Facebook's purchase of Oculus in 2014, VR has developed at a rapid pace, and is slowly beginning to become more accessible to the mass market. Hence, Hotel Jen Orchardgateway Singapore has also started making use of VR to showcase meeting spaces, rooms and the lobby to potential clients. This provides clients with a much more interactive and engaging way to view the hotel facilities and meeting spaces.

In addition, to keep up with the current trend, Hotel Jen Orchardgateway Singapore now provide guests with a **PressReader app**, available via mobile/tablet that provides guests with access to over 4,500 newspapers and magazines from over 100 countries in over 60 languages – for free.

Recently, Hotel Jen Orchardgateway Singapore has also started developing short 'recipe' **videos** that teach guests how to cook some of our favourite dishes, which include the signature Laksa Fried Rice.

Lastly, the online space plays a significant role in the marketing strategy of Hotel Jen Orchardgateway Singapore. From Hotel Jen Orchardgateway's inception, we have embraced social media and online channels to distribute interesting, thoughtful and above all useful content, and we encourage Jen's followers and fans to share and engage in the conversation. This includes a regularly updated blog on our property website that details some of the best things to do in the city, including unknown eateries, cultural hotspots or some tips and advice on what to do and what not to do. We have also developed a video City Guide for every hotel, short videos that give ideas on what you can do in 24 hours in the city you're staying in.



**Mr. Vernon Lee**

Deputy Director, Asset Management  
Fraser Hospitality  
(Then General Manager, Capri by Fraser Changi City, Singapore)

Information Communication Technology (ICT) has changed the way businesses and industries work towards meeting the changing demands and expectations of their business associates, clients, and stakeholders.

### High Speed Internet Access

To meet the escalating expectations of guests today, hotels are now moving away from "user pay models", and are instead offering robust, complimentary WiFi Services.

Where once internet access can only be obtained via a dial-up system, the introduction of broadband has paved way for a 24/7 connection and 'WiFi hot spots' were born. Hotels have begun to adapt to the rapid changes in order to remain engaged with guests and enrich customer experiences. Today, it is no longer uncommon to find premises and open areas dedicated to making WiFi services ubiquitous. At Capri by Fraser, Changi City / Singapore for instance, WiFi is complimentary, high speed and accessible – throughout the entire hotel residence. This core guest service has been made available since the hotel residence's opening in 2012.

### NFC Technology – Payments / Self-Check-ins

The advent of Near Field Communication technology (NFC) has seen many companies jumping on the bandwagon in incorporating the technology in their offerings of services, facilities, products to consumers.

The ability to enable the exchange of data between devices has become increasingly important with many hotel chains now tapping on NFC technology from self-check-ins to smart room access systems. As industries begin embracing newer, smarter technologies to enhance their approaches in creating integrated services to differentiate themselves and to remain competitive, guests are believed to be able to benefit greatly from this technological adaptation and competition.

### Real-Time Messaging

Today, guests' experiences do not begin upon their arrival the hotel but from the moment they go online. Guests today need to be actively engaged and hotels have been attempting to do so through online interactions, real-time and technology advancements have made this possible. The likes of SMS, emails and social media platforms such as Facebook have helped hotel engage with guests genuinely.

### Conclusion

The ecosystem created by ICT is the determinant of competitiveness and will continue to play a critical role in the tourism and hospitality industry. Leveraging ICT and IOT is the way forward for the tourism and hospitality industry.



**Ms. Angeline Tan**

General Manager  
Park Hotel Alexandra

Park Hotel Group leverages on IT-based solutions to ensure service quality and to raise our competitiveness and productivity in the dynamic hospitality industry where resources such as manpower is limited. At Park Hotel Alexandra, we work towards implementing smart offerings into day to day operations, enhancing the overall customer experience. Often it is the small touches that customers are looking for, whether a business or leisure traveller, that can impact their stay – and guarantee they return.

Some examples of how Park Hotel Alexandra has integrated innovation or technology solutions into its offerings to increase guest satisfaction or employee productivity are:

### Handy smartphone

There is a need for today's travellers to stay connected all the time whether at home or abroad – for business or leisure travel. Social media has also changed the way people share information and photos when they travel, while on the other hand, roaming charges and IDD calls can be very costly. The Park Hotel Group saw the handy smartphone as an answer to this need and collaborated with Tink Labs, a company based in Hong Kong to provide this service free of charge to our guests. Park Hotel Alexandra launched Handy in Q2 2016 and it has been very well received since its inception.

Handy is just like any other mobile phone but with additional built-in capabilities including a city guide. Its core benefits are unlimited mobile data and IDD calls that are provided at no cost to the guest. By providing the complimentary smartphone solution, we hope to offer seamless convenience and connectivity to our guests so that they can get around with their business and stay in touch with their loved ones at home without any hassle.

### Triton

Triton is a guest service and quality management system that automates the workflow of guest requests, complaints and maintenance jobs. It serves to improve the quality of service and high staff productivity by eliminating manual paperwork, speeding up jobs.

All tasks are captured electronically and job-done status can be updated immediately with real-time tracking. This results in a higher standard of service provided by the hotel team. Park Hotel Alexandra introduced Triton in Q3 2015".



**Mr. Ryan Sun**

General Manager (Hospitality)  
Park Avenue Group

Guest experience is one area where Park Avenue Group (PAG) has always place a strong emphasis on. With the advancement of technology, PAG has recently adopted exciting innovations with an aim to create a "WOW" experience among guests.

In June 2016, Park Avenue Rochester undertook a pilot project, utilizing **robots** in its back of house operations such as transportation of linens, bottled water and toiletries. This is adopted to cope with the labour shortage in the hospitality industry and it aids in taking some workload off the overstretched housekeeping team, thereby allowing our housekeeping staff to spend more time interacting with guests.

These robots are programmed to not only be able to navigate at different levels of the hotel building but also take lifts on its own, pushing trolleys of up to a load of 80kg. This has definitely increased the productivity and lightened the work load of our lean housekeeping team. The same technology has also been deployed at the lobby Café for room service delivery.

Park Avenue Group has also successfully equipped all 748 rooms in 4 properties with a complimentary smartphone – '**handy**' as an in-room amenity. The service provides unlimited international and local calls, 3G data and Wi-Fi tethering capabilities, an informative city guide, promotions and other features. Guests are also able to bring 'handy' out of the hotel to stay connected during the day, and dial directly to the front desk for assistance.

This year, PAG has embarked on a guest intelligence solution, **ReviewPro**, as well. It allows the hotel to obtain a deeper understanding of reputation performance as well as operational and service strengths and weaknesses. Automatic alerts from dashboard enable the tracking of social media conversations about our hotels from various sources, encouraging proactive engagement with guests and action to be taken to minimize reputational damage. All these create a guest-centric culture, and allow PAG to deliver better experiences and to exceed clients' expectations.



# Stay Industry-Relevant with SHATEC's Suite of Professional Development Courses!



## SHATEC

THE INTERNATIONAL HOTEL & TOURISM SCHOOL  
(SINGAPORE)

### Wine & Spirit Education Trust Programmes

- WSET Level 1 Award in Wines
- WSET Level 1 Award in Spirits
- WSET Level 2 Award in Wines & Spirits
- WSET Level 2 Award in Spirits
- WSET Level 3 Award in Wines & Spirits

### WSQ Modules

- WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures (available in English & Mandarin)
- WSQ Study and Serve Spirits
- WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures - Refresher (available in English & Mandarin)
- WSQ Supervise Staff

### Others

- Service Recovery
- Email Writing
- Up-Selling and Suggestive Selling Techniques for Front Office Staff
- Up-Selling and Suggestive Selling Techniques for Food and Beverage Staff

Kindly refer to the SHATEC website  
([www.shatec.sg](http://www.shatec.sg)) for the commencement dates.

## CONTACT US

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📍 SHATEC, 21 Bukit Batok Street 22 Singapore 659589



## Monthly Gourmet Nights 2016

In December 2015, the newly opened SHATEC training restaurant – “The Sapling” had its first Gourmet Night kick-started by Chef Tony Khoo (SHATEC alumnus and Executive Chef at Marina Mandarin). Gourmet Night is a special dinner event where renowned chefs are invited to The Sapling to provide guidance to the students, imparting to them techniques and cooking tips and to expose them to the art of fine dining.



Many of the celebrity chefs for Gourmet Night at The Sapling were SHATEC graduates.



For the first half of the year, The Sapling had the honour of following illustrious chefs lending their time and expertise at Gourmet Night:

- Mr. Yew Eng Tong, Chef de Cuisine at Ocean Restaurant by Cat Cora
- Mr. Jason Tan, Chef Patron and Co-owner of Corner House
- Mr. Anderson Ho, Business Development Manager, Executive Chef/ Airline Catering at Snorre Food
- Mr. Otto Weibel, SHATEC Board Member & Honorary President Emeritus of Singapore Chefs' Association
- Mr. Yen Koh, Culinary Advisor at Unilever Food Solutions

Not surprising, responses have been astounding with seats selling out way ahead of time.

For upcoming Gourmet Nights at The Sapling, please visit <http://thesapling.sg/> or call (65) 6472 0933 for more information.

## SHATEC's Primer Programme 2016

SHATEC held its third Primer Programme on 18 April 2016 with a series of games and sharing sessions aimed at inculcating and developing professional attitude among students. Students were educated on the expectation of the hospitality industry with various scenarios presented to train them on how to respond professionally in different situations.

Games were also designed to encourage bonding and to educate students on the importance of teamwork and having



a positive attitude. Following each activity, SHATEC trainers facilitated a discussion where students were asked to share their thoughts and specific learning points.

The day ended with a clean-up of the various classrooms, a case in point of having a positive attitude and for students to take ownership and pride in all that they do.



## Lunar New Year “Lo hei” at MediaCorp – 6 February 2016

A group of 31 chefs including the SHATEC culinary team, students and alumni were invited to lead a “Lo Hei” session at MediaCorp’s Lunar New Year eve’s variety show on 06 February 2016. Instead of a traditional “Lo Hei”, the team specially created a unique “Yu Sheng” using the local breed of barramundi fish that is cooked in fish consommé and jelly and nicely set as the shape of a fish.. The dish was named “18 Fish Jelly Yu Sheng” or “九九鲤鱼喜迎春” in Mandarin, and was prepared for about 450 attendees of the show.





## Food&Hotel Asia 2016

The much-anticipated bi-ennial Food&Hotel Asia 2016 was held from 12 to 15 April at the Singapore Expo this year. Besides trade exhibitions showcasing a myriad of food and hospitality products from all around the world, there were top-notch competitions for students and industry professionals to display their impressive culinary and pastry skills.

Culinary Challenge	Pastry Challenge
Field & Forest – Md Yuzami (SILVER)	Sweet High Tea Challenge – Aina & Claudia (SILVER)
Neptune's Catch – Dilla Park (SILVER)	Wedding Cake Display – Tay Wei Ting (BRONZE)
Two To Tango – Jun Ming & Jaryl (SILVER)	Dress The Cake – Khirana (BRONZE)
Two To Tango – Nurhadi & Wei Ming (BRONZE)	



SHATEC is proud of our student team who flew the SHATEC flag high after many months of hard work and late nights preparing for the competition.

Great job and well done!



## Sweets & Bakes Asia 2016 – Singapore Bakery & Confectionery Championship 2016

SHATEC scored a sweet victory at the Singapore Bakery & Confectionery Championship 2016, where SHATEC graduate Khong Jia Ming and student Syahir Bin Osman clinched the title of Overall Champion in the Pastry Team Category.

Stamina was needed for the 6-hour long competition and the duo demonstrated great teamwork during the competition, defeating 5 other professional teams from the hotel and baking industry. The duo was praised for their creativity and the use of ingredients to produce interesting flavours as well as their presentation of a chocolate showpiece.





## Spotlight

In this issue, Mr. Chew Han Wei, IT Manager at The Ritz-Carlton, Millenia Singapore was invited to share with us his journey to success.



**Mr. Chew Han Wei,**  
IT Manager,  
The Ritz Carlton, Millenia Singapore

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

I had the privilege to study at both the Nassim Hill and Mt Sophia campuses. These 2 campuses gave me different memories but the common memory is the comradeship among the classmates formed through the endless discussions, group projects, practical trainings and other class activities. Till today, I am still in contact with many classmates from the SHATEC days, whether they are in Singapore or overseas.

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

SHATEC has provided me with a strong foundation required by the hospitality industry. The valuable knowledge gained through industrial attachment, practical trainings and many other hands-on activities has allowed me to have the confidence and skills to interact with guests and assist them in any situation that they might encounter.

The knowledge and skills gained through SHATEC are still useful till today as my daily routine revolves constantly around hotel employees and guests.

In addition, it has also enhanced my ability to learn and adapt to new things more quickly.

SHATEC has opened up many opportunities for my career, allowing me to meet many people and giving me the opportunity to grow. I started off my career at the Front Office before moving on to Finance and now IT. As IT requires a very specific knowledge skill set, hence I continue to seek opportunities to learn and garner feedback from others so as to be able to do better and be better. I believe in taking on challenges and not to be afraid of trying new things or roles.

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

- Don't be afraid to ask questions when in doubt.
- The learning journey never ends. Be willing to share and learn from others.
- Love what you do.
- Know your strengths and work on your limitations.

## Crowne Plaza Changi Airport Voted World's Best Airport Hotel for the Second Consecutive Year

Crowne Plaza Changi Airport has been named World's Best Airport Hotel and Best Airport Hotel in Asia for the second consecutive year at the 2016 Skytrax World Airport Awards, held at the Passenger Terminal EXPO in Cologne, Germany.

The 2016 awards for best airport hotels are based on nominations from travellers around the globe. It evaluates key performance indicators in guest satisfaction including overall experience, level of service, room and bathroom cleanliness, quality of food, leisure, fitness and spa facilities, comfort and accessibility to the airport.



"It is indeed a great honour to be named the World's Best Airport Hotel for two consecutive years and we would not have achieved this without the vote of confidence from our guests," says Mr. Sunshine Wong, General Manager of Crowne Plaza Changi Airport.

### World's Best Airport Hotels in 2016

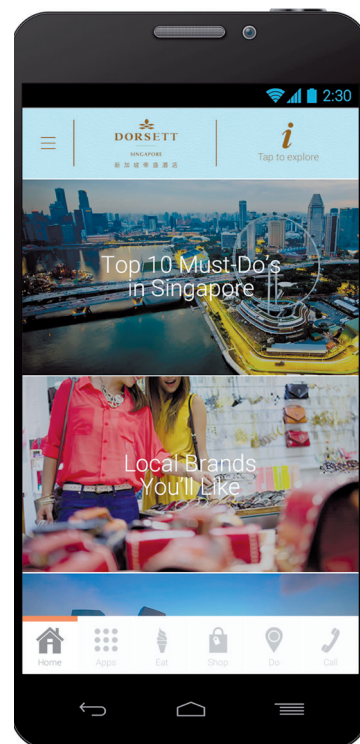
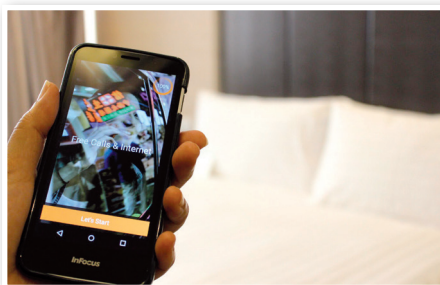
1. Crowne Plaza Changi Airport
2. Regal Airport Hong Kong
3. Pullman Guangzhou Airport
4. Hilton Munich Airport
5. Sofitel Heathrow
6. Langham Place Beijing
7. Hilton Frankfurt Airport
8. Movenpick Hotel Bahrain
9. Fairmont Vancouver Airport
10. Grand Hyatt DFW

## Dorsett Singapore: Unveils a Smartphone Named "handy" in Guest Rooms

Dorsett Singapore has recently introduced a new value-added service for its guests: a smartphone named "handy". This complimentary value-added service provides unlimited connectivity, Wi-Fi tethering, 3G Internet, local and international calls to five countries, a complete city guide of Singapore and exclusive discounts and offers.

In addition to providing guests instant connectivity upon check-in, throughout their stay, guests are able to use handy outside the hotel. With the unlimited 3G Internet data, guests can enable the hotspot feature in handy and tether the smart-phone to their communication devices.

"The introduction of this new and complimentary service to our guests allows them to stay connected whenever they are in Singapore. We are confident that it will create a customer-centric value proposition and aids as an attributing factor for Dorsett Singapore in being the preferred choice of accommodation to the new generation of technologically-savvy business and leisure travellers," said Mr. Philip Wong, General Manager of Dorsett Singapore.





## Royal Plaza on Scotts awarded Best Engagement & Retention Strategies (<500 employees) at HRM Asia Awards 2016

**Singapore, 9 March 2016** – Royal Plaza on Scotts (RP) was awarded Best Engagement & Retention Strategies (<500 employees) at the HRM Awards 2016. This award recognizes the hotel's outstanding achievements as an employer in promoting staff engagement within the organisation, resulting in increased productivity and higher retention rates.

Engagement sessions are held frequently between talents and the management team, including the General Manager and Chief Experience Officer, Mr Patrick Fiat, whom the talents address on a first-name basis. These platforms facilitate communication amongst the organisation as talents are able to provide feedback on concerns and improvements seamlessly. People's Engagement Forums are also held quarterly, where Patrick shares the direction and updates of the organisation, as well as personal achievements and milestones of talents such as graduations, marriages and birth of new-borns. The programme also shines light on individuals who have made a difference in creating refreshing guest experiences and encourages talents to constantly go the extra mile to 'wow' guests.

The hotel keeps engagement active and constant with Weekly Delights, where surprises such as sweet treats and healthy

snacks are hand-delivered to offices and back of house to perk up the talents' day. Mini-competitions for festive decorations and bonding activities are held across departments to create excitement and memorable moments for talents. The pictures are shared on RP's Human Resources Facebook page, [www.facebook.com/royalplazahr](http://www.facebook.com/royalplazahr), where the talents' friends and families can share their joy at work.

The hotel created the Chillax Lounge for the talents to unwind in, knowing that the talents' jobs require them to be on their feet for an extended period of time. The lounge comes with massage chairs, mini-theatre, reading corner and a live aquarium, designed to suit the needs of talents who are looking to rest and re-energise after a day at work. Talents also have access to an exclusive fully-equipped gymnasium that is open round the clock.

Patrick said, "Our talents are our internal guests. By listening to their needs, taking their feedback into consideration and actualising their suggestions, they feel appreciated and respected. With a turnover rate at 15% in 2015, which is below the industry average, I am pleased that we are heading in the right direction. We will continue to create an engaging and cohesive working culture at RP".



# Holding Public Sector Events at BCA Green Mark Certified Venues since 2015

Since 2015, all events and functions organised by public sector agencies are required to be held in hotels and convention centres with at least a BCA Green Mark certified rating. This is part of the Public Sector Taking the Lead in Environmental Sustainability initiative to accelerate efforts within the public sector to support and drive environmentally sustainable initiatives. A list of Green Mark certified venues is regularly updated at [http://www.bca.gov.sg/GreenMark/others/BCA\\_Green\\_Mark\\_Hotels.pdf](http://www.bca.gov.sg/GreenMark/others/BCA_Green_Mark_Hotels.pdf)

Since the inception of the BCA Green Mark Scheme by the Building and Construction Authority in 2005, it has been working closely with various stakeholders to enhance building performance and resource management in the built environment sector.

According to a study done by BCA, the average payback period of retrofitting buildings has reduced over the years and currently ranges between 3 to 6 years for hotels<sup>1</sup>.

## Payback Period by Building Category

Type of Development	Payback Range (Years)	Average Payback (Years)
Retail	4 to 7	4.6
Office	4 to 8	6.3
Hotel	3 to 6	4.1
Mixed Development	3 to 7	5.4

Therefore, there is a strong business case for building owners to retrofit existing buildings to enhance their energy performance. Green Mark commercial buildings are known to have sustained better energy performance compared to non-Green Mark commercial buildings. In particular, Green Mark hotels utilise 7% lesser energy<sup>2</sup> as compared to its non-Green Mark counterparts.

To date, there are more than 80 Green Mark certified hotels with about 1 in 2 large hotels in Singapore that have gone

green. As hotels operate round-the-clock, it is beneficial for hotels to go green so that they are able to enjoy more savings in the long run. The payback period for hotels can be as short as 3 years! Moreover, hotel guests are becoming more aware of the effects of climate change and are more likely to opt for a green hotel.

<sup>1</sup>Build Green Publication Issue 04/2013:  
[https://www.bca.gov.sg/Publications/BuildGreen/others/BGreen\\_4\\_2013.pdf](https://www.bca.gov.sg/Publications/BuildGreen/others/BGreen_4_2013.pdf)

<sup>2</sup>BCA Building Energy Benchmarking Report 2015:  
[http://www.bca.gov.sg/GreenMark/others/BCA\\_BEER\\_Abridged\\_FA\\_2015.pdf](http://www.bca.gov.sg/GreenMark/others/BCA_BEER_Abridged_FA_2015.pdf)



# Singapore to Fully Liberalise its Energy Market by 2018

Since 2001, the Energy Market Authority (EMA) has been progressively liberalising the electricity retail market in Singapore in order to facilitate and promote an efficient supply of competitively-priced plans to contestable consumers. The market liberalization plan has been put in place kick-starting with the large industrial consumers in early 2001. Eligible consumers are now able to choose the most competitive price plans which best suits their business needs provided by their preferred licensed electricity retailers.

In April 2014 EMA embarked on an increased retail contestability exercise where the average monthly consumption threshold was reduced from 10,000 kWh to

8,000 kWh, and subsequently to 4,000 kWh in October 2014. Effective 1 July 2015, EMA further lowered the contestability threshold to monthly average consumption of 2,000 kWh. This means that a commercial or industrial consumer with a monthly average consumption of at least 2,000 kWh (estimated monthly electricity bill of at least \$400\*) will be eligible to become contestable, and has the ability to appoint an electricity retailer of their choice.

Since the implementation of the market liberalization plan, at least 65% of the electricity demand in Singapore is attributed to the contestable consumers.

## Enjoy better savings

Apart from purchasing electricity from the wholesale electricity market through SP Services, contestable consumers can negotiate and contract with licensed electricity retailers on their preferred price plans for better savings on their electricity bills.

## Choose the electricity plan that best meets your business needs

Some of the popular price plans among contestable consumers include:

### Fixed Rate Price Plan

The electricity rate is fixed throughout the contract duration.

### Time-of-Use Price Plan

The electricity rate for different periods differs depending on consumption.

### Bundled Price Plan (Popular Among Smaller Consumers)

The electricity rate includes standard third party charges and is fixed throughout the contract duration.

### Discount Off Tariff Price Plan

The electricity rate is based on a discount pegged to the prevailing SP Services tariffs, which are subject to review on a quarterly basis.

### Fuel-Indexed Price Plan

The electricity rate is formula-based and subjected to prevailing fuel prices and exchange rates each month.

Contributed by Sembcorp Power Pte Ltd.

For more information, please visit [www.ema.gov.sg](http://www.ema.gov.sg) or [www.sembcorppower.com](http://www.sembcorppower.com).

*\*Based on SP Services' published low tension tariff of 19.27 cents/kWh for Q3 2016.*

## THE SHA HOTEL MEMBERS

Adonis Hotel	Hotel 81 (GEYLANG)	Park Hotel Alexandra
Amara Sanctuary Resort Sentosa	Hotel 81 (STAR)	Park Hotel Clarke Quay
Amara Singapore	Hotel Chancellor @ Orchard	Park Regis Singapore
Amoy Hotel	Hotel Clover 33 Jalan Sultan	PARKROYAL on Beach Road
Aqueen Hotel - Balestier	Hotel Fort Canning Singapore	PARKROYAL on Kitchener Road
Ascott Raffles Place Singapore	Hotel Grand Central	PARKROYAL on Pickering
Bay Hotel Singapore	Hotel Grand Pacific	Peninsula.Excelsior Hotel
Bayview Hotel Singapore	Hotel Kai	Perak Hotel
Beach Hotel	Hotel Jen Orchardgateway Singapore	Quality Hotel Marlow
Bencoolen Hotel	Hotel Jen Tanglin Singapore	The Quincy Hotel
Broadway Hotel	Hotel Miramar (S) Ltd	Raffles Hotel
Capella Hotel, Singapore	Hotel Re! @ Pearl's Hill	Ramada Singapore at Zhongshan Park
Capri by Fraser Changi City, Singapore	Hotel Royal	The Regent Singapore
Carlton City Hotel Singapore	Hotel Royal @ Queens	RELC International Hotel
Carlton Hotel	Hotel Supreme	Rendezvous Hotel Singapore
Concorde Hotel Singapore	Hotel Vagabond	Resorts World at Sentosa (Beach Villas, Crockfords Tower, Equarius Hotel, Festive Hotel, Hard Rock Hotel, Hotel Michael)
Conrad Centennial Singapore	ibis Singapore on Bencoolen	The Ritz-Carlton, Millenia Singapore
Copthorne King's Hotel Singapore	ibis Singapore Novena	Riverview Hotel
Crowne Plaza Changi Airport	Innotel Hotel	Robertson Quay Hotel
Days Hotel Singapore at Zhongshan Park	Jayleen 1918 Hotel	Royal Plaza on Scotts
Dorsett Singapore	Klapps, The Boutique Hotel	Santa Grand Hotel East Coast
The Duxton Hotel	InterContinental Singapore	The Scarlet Hotel
The Elizabeth Hotel	Link Hotel	The Seacare Hotel
Fairmont Singapore	Lloyd's Inn	Shangri-La Hotel
Fortuna Hotel	M Hotel Singapore	Shangri-La's Rasa Sentosa Resort & Spa, Singapore
Four Seasons Hotel	Mandarin Orchard Singapore	Sheraton Towers Singapore
Fragrance Hotel - Ruby	Mandarin Oriental, Singapore	Singapore Marriott Tang Plaza Hotel
Fragrance Hotel - Sapphire	Marina Bay Sands	Sofitel Singapore Sentosa Resort and Spa
The Fullerton Hotel	Marina Mandarin Singapore	Sofitel So Singapore
The Fullerton Bay Hotel Singapore	Marrison Hotel	The South Beach
Furama City Centre Singapore	Moon 23 Hotel	South-East Asia Hotel
Furama RiverFront Singapore	Le Meridien Singapore Sentosa	Sloane Court Hotel
The Gallery Hotel	Naumi Hotel	The St Regis Singapore
Genting Hotel Jurong	Naumi Liora	Studio M Hotel
Goodwood Park Hotel	New Majestic Hotel	Swissotel Merchant Court, Singapore
Grand Copthorne Waterfront Hotel Singapore	Nostalgia Hotel	Swissotel The Stamford, Singapore
Grand Hyatt Singapore	Novotel Singapore Clarke Quay	V Hotel Lavender
Grand Mercure Roxy Hotel	Oasia Downtown Singapore	Value Hotel - Thomson
Grand Park City Hall	Oasia Hotel Novena, Singapore	Village Hotel Albert Court
Grand Park Orchard	ONE°15 Marina Club	Village Hotel Bugis
Hangout @ Mount Emily	One Farrer Hotel & Spa	Village Hotel Changi
Hilton Singapore	Orchard Hotel	Village Hotel Katong
Holiday Inn Express Singapore Clarke Quay	Orchard Parade Hotel	W Singapore Sentosa Cove
Holiday Inn Express Singapore Orchard Road	Orchid Hotel	Wanderlust Hotel
Holiday Inn Singapore Atrium	Pan Pacific Orchard	Wangz Hotel
Holiday Inn Singapore Orchard City Centre	Pan Pacific Singapore	The Westin Singapore
Hotel 1929	Parc Sovereign Hotel - Albert St	York Hotel
Hotel 81 (DICKSON)	Park Avenue Changi	
	Park Avenue Rochester	

## THE SHA ASSOCIATE MEMBERS

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

(as at 30 June 2016)