

# SHA UPDATE

MCI(P)029/02/2017

17 Cantonment Road, Singapore 089740

Email : secretariat@sha.org.sg

Website : www.sha.org.sg

## SHA NEWS

- EXSA 2016, Recognition of the Service Champions! 1-2
- Hotel Day 2016 2
- FDAWU/NTUC/SHA Productivity Seminar cum Awards Presentation Ceremony 2016 3
- Industry Update and Networking Session for General Managers 3
- 34<sup>th</sup> SHA Inter-Bowling Tournament 2016 4
- SHA/SKM Service Gold Award Presentation 2016 5
- 21<sup>st</sup> Annual Hotel Security Award Presentation Ceremony 2016 6
- SHA-NEA 3R Awards and Seminar for Hotels 2016 7
- Your Say 8
- SHA Welcomes New General Managers 9 -11
- SHA Welcomes New Ordinary Members 12 -13

## SHATEC NEWS

- Nurturing Talents for the Hospitality Industry – The Industry Mentorship Programme @ SHATEC Celebrates 1<sup>st</sup> Anniversary 14
- SHATEC Graduation 2016 15
- SHATEC Kicks Off First Intake of Diploma in Culinary Skills (Part-Time) with SkillsFuture! 16
- Spotlight 17
- CET Advertisement 18

## HOTEL CIRCUIT

- SHA Best Department Award 19
- Pan Pacific Singapore's 30<sup>th</sup> Anniversary Celebration 20
- PARKROYAL Hotels & Resorts Partners Technology Start-up Towns to Launch First Ever Mobile App with 1,000+ User-curated Guides 20
- Aon Best Employers – Singapore 2016 21

## TOURIST TRACKS

- Singapore Tourism Awards 2016 22
- Job Redesign for Greater Productivity 23

## EDITORIAL TEAM

Chief Editor : Ms Margaret Heng  
 Writers : Ms Clare Yeo, Ms Li Shaoqing & 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.

## Special Coverage

## Singapore Hosts ASEAN Tourism Forum 2017

# EXSA 2016, Recognition of the Service Champions!



The Excellent Service Award (EXSA) - Star Presentation Ceremony for the Hospitality Sector took place on the afternoon of 21 November 2016 at the University Cultural Centre (UCC) Hall. The event was graced by Mr Patrick Tay, BBM, Member of Parliament (MP) for West Coast GRC and Chairman, Government Parliamentary Committee (GPC) for Manpower.

EXSA 2016 is yet another indication of great customer satisfaction in the service sector for the hospitality industry. A record-high of 874 Star Award winners were being recognised at the ceremony for their efforts in striving to continuously provide excellent service to guests.

Amongst the Star Award winners, 55 of them were nominated for the SHA Outstanding Star Award. They were each presented with a trophy and certificate by the Guest-of-Honour, Mr Patrick Tay. After much anticipation, the 2016 SHA Outstanding Star Award went to Mr Prakash S/O C Raman of Shangri-La's Rasa Sentosa Resort & Spa, Singapore and Ms V Shantarkumari of D'Resort, for the Hotel and Non-Hotel category, respectively.

The nominees of the SHA Outstanding Star Award 2016 (in alphabetical order) were as follows:

Amara Singapore	Samuel Tan Tzun Leng
AMOY (Far East Hospitality)	Nur Amalina Binte Ruslan
Capella Singapore	Jessica Clarissa Aguda Bassig
Carlton Hotel Singapore	Yunus Bin Yahaya
Capri by Fraser, Changi City / Singapore	Mashuri Bin Mohktar
Conrad Centennial Singapore	Fazli Bin Abdul Razak
Concorde Hotel Singapore	Sukinah Binti Ahmad
D'Resort	V Shantarkumari
The Elizabeth Hotel (Far East Hospitality)	Parra Laarni Magpile
Fairmont Singapore & Swissôtel The Stamford	Maricor Sun-Oc Angoy
Fraser Place Robertson Walk, Singapore	Abdul Hamid Bin Mohamed Abdul Kather
Fraser Residence Orchard Pte Ltd	Lim Ting Yee Melvin
Fraser Suites River Valley, Singapore	Steven Eng Boon Cheng
Furama City Centre Singapore	Lin Li Ping
Furama RiverFront, Singapore	Fauziah Binte Ja'an
The Fullerton Hotel Singapore	Kaung Set
The Fullerton Bay Hotel Singapore	Lee Shih- Hui, Alan
Holiday Inn Singapore Atrium	Teo Chin Hwa
Hotel Jen Tanglin Singapore	Chow Mei Yan, Melody

Continued from Page 1 - Nominees of the SHA Outstanding Star Award 2016:

Hotel Jen Orchardgateway Singapore	Kong Hie Yiang, Vivian
InterContinental Singapore	Kaneson S/O Thangavelu
Le Méridien Singapore, Sentosa	Darren Chen Jenn Yih
Link Hotels International Pte Ltd	Tan Ser Peng
Marina Bay Sands Pte Ltd	Teng Jing Shi
Mandarin Orchard Singapore	Wilmor John Azarcon Isiderio
NTUC Club	Muhamad Ridhwan Bin Hussein
Oasia Hotel Novena, Singapore	Hazrul Aznan Bin Bahrom
Orchard Parksuites (Far East Hospitality)	Lee Sow Lan, Doris
Orchard Scotts Residences (Far East Hospitality)	Zhang Yan (Nancy)
Orchard Hotel Singapore	Tan Hong Xiang (Kevin)
The Pan Pacific Hotel Singapore	Goh Rosalyn Pinon
Park Hotel Alexandra	Ho Eileen
Park Hotel Clarke Quay	Morales Ronaline Concepcion Garcia
PARKROYAL on Beach Road	Majaline Faye Abion Tolentino

PARKROYAL on Pickering	Tay Yong Chern
Peninsula Excelsior Hotel	Amelia Tanumihardja
Quality Hotel Marlow	Harimohan Singh
The Quincy Hotel (Far East Hospitality)	Norazlina Binte Safie
Ramada and Days Hotels Singapore At Zhongshan Park	Savarimuthu A/L Anthony Samy
Raffles Hotel Singapore	Kiong Min Li, Grace Katherine
Resorts World at Sentosa Pte Ltd	Wong Pitt Thy
Rendezvous Hotel Singapore (Far East Hospitality)	Siti Nurhannah Binte Selamat
Royal Plaza on Scotts	Ma Melicent Joy Alonzo Herrera
The Ritz-Carlton, Millenia Singapore	Oo Eng Hai (Benson)
SATS Ltd.	Nizam Bin Mohd Salleh
SAFRA National Service Association	Ang Lay Peng
Shangri-La Hotel, Singapore	Yeo Cheng Hock Bernard
Shangri-La's Rasa Sentosa Resort & Spa, Singapore	Prakash S/O C Raman
Singapore Cruise Centre Pte Ltd	Vasudhevan Mahalakshmi
Singapore Cricket Club	Foo Ko Shyuan (Wendy)

Singapore Recreation Club	Tavaseelan Anandaraman
Singapore Marriott Tang Plaza Hotel	Tan Pooi Mei
The St. Regis Singapore	Wang Baoli, Christine
The Tanglin Club	Stanley Tan
UE Park Avenue International Pte Ltd	Tay Ai Ling, Lynn

Congratulations to all winners!



SHA Outstanding Star Winners (Left to right: Mr Prakash S/O C Raman of Shangri-La's Rasa Sentosa Resort & Spa, Singapore and Ms V Shantarkumari of D'Resort)

## Hotel Day 2016

SHA, together with the Singapore Workforce Development Agency (WDA) (now known as Workforce Singapore) and the Employment & Employability Institute (e2i) jointly organised Hotel Day on 23 September 2016, 9am-6pm at Suntec Singapore Convention & Exhibition Centre. The event was supported by the Singapore Tourism Board (STB), Food, Drinks & Allied Workers Union (FDAWU) and SHATEC.

The Guest-of-Honour of the event was Mr Lim Swee Say, Minister for Manpower.



Hotel Day 2016 was a tripartite effort to raise the image and profile of the hotel industry as a choice employer. Some of the highlights of the inaugural Hotel Day included:

**Hotel industry career fair**

**Hotel-themed experiential zone, which featured hotel technologies and skills demonstration**

**Panel exhibition on Hotel Careers and Success Stories**

**Scheduled talks by Hotel Industry Professionals**

SHA would like to express our sincere appreciation to members for supporting Hotel Day 2016!





## FDAWU/NTUC/SHA Productivity Seminar cum Awards Presentation Ceremony 2016

The 34<sup>th</sup> edition of the FDAWU/NTUC/SHA Productivity Seminar was held on 14 July 2016 at Jubilee Ballroom, Four Points by Sheraton Singapore, Riverview.

The event was graced by Mr Heng Chee How, Senior Minister of State, Prime Minister's Office.

This year, a total of 68 recipients were nominated by their respective organisations to receive the 'Employee of the Year' Award for displaying excellence in their work and going the extra mile for guests.

The award ceremony also saw the presentation of 7th edition of the 'Productivity Idea' Award. Both Fairmont Singapore & Swissotel the Stamford and Marina Bay Sands received Certificates of Commendation for implementing ideas which led to improved productivity in the organisation.

3 teams from the hotels sector were presented the 'Hotel Sector Innovation Award for Workplace Safety and



Health' for implementing innovative practices and solutions that have led to the improvement of safety and health standards at the workplace.



The event also saw the presentation of the inaugural e2i First Mover Award and e2i Productivity Champion Award which recognised 11 organisations for their continuous commitment and achievements in improving productivity and creating higher efficiency jobs.

Following the award ceremony, guest speaker, Mr Low Hock Meng, Executive Director, Singapore Productivity Association delivered an insightful presentation on productivity titled "Keep Calm & Kaizen On".

Our heartiest congratulations to all award winners!

## Industry Update and Networking Session for General Managers

The second Industry Update and Networking Session for General Managers for 2016 took place on 30 September 2016 at Amara Singapore.

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:

**MICE Update by the Singapore Tourism Board**

**Tourism Update by the Singapore Tourism Board**



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

Resorts World Sentosa has emerged as champion at the 34<sup>th</sup> SHA Inter-Bowling Tournament 2016!

The SHA Inter-Bowling Tournament 2016 commenced on 2 August 2016. This year's tournament received participation from 35 hotels with a total of 56 teams.

The top 28 teams from the Preliminary Round advanced to the final stage to compete for the SHA Challenge Trophy, while the other 28 teams rivalled for the SHA Challenge Shield.

The tournament ended on a high note on the 30 August 2016 with the Masters' Event. 60 male and 18 female bowlers took to the lanes at the Superbowl SAFRA Mount Faber. Ms Margaret Heng, Executive Director, SHA and Mr Vincent Ang, Chairman, SHA Inter-Bowling Tournament 2016 Organising Committee were cordially invited to present the prizes to the winners of the tournament.



Results of the tournament were as follows:

## SHA Challenge Trophy

Champion: **Resorts World Sentosa - Team 2**  
1st Runner-Up Team: **Marina Bay Sands - Team 1**  
2nd Runner-Up Team: **Marina Bay Sands - Team 2**

## SHA Challenge Shield

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

## Team High Game

Champion: **Marina Bay Sands - Team 1**  
Champion: **Resorts World Sentosa - Team 2**  
2nd Runner-Up Team: **Marina Bay Sands - Team 2**

## Men's Masters - Open

Champion: **Alfonso Dy (Grand Hyatt Singapore)**

## Men's Masters - Graded

Champion: **Steven Yee (Marina Bay Sands)**

## Ladies' Masters

Champion: **Kelly Chua (Marina Bay Sands)**



Winners also took home cash prizes sponsored by SHA, prizes from the Superbowl SAFRA Mount Faber as well as dining/accommodation vouchers sponsored by SHATEC's training restaurant - The Sapling and the following member hotels:

1	Concorde Hotel Singapore
2	Conrad Centennial Singapore
3	Crowne Plaza Changi Airport
4	The Fullerton Hotel Singapore
5	Furama City Centre
6	Grand Copthorne Waterfront Hotel
7	Grand Hyatt Singapore
8	Grand Park City Hall
9	Grand Park Orchard
10	Holiday Inn Singapore Orchard City Centre
11	Hotel Jen Tanglin Singapore
12	InterContinental Singapore
13	Mandarin Orchard Singapore
14	Marina Bay Sands
15	Marina Mandarin Singapore
16	Novotel Singapore Clarke Quay
17	Orchard Hotel Singapore
18	Park Hotel Alexandra
19	Park Hotel Clarke Quay
20	Park Regis Singapore
21	Raffles Singapore
22	Ramada and Days Hotels Singapore at Zhongshan Park
23	RC Hotels (Pte) Ltd
24	Rendezvous Hotel Singapore
25	Resorts World Sentosa Singapore
26	The Ritz-Carlton, Millenia Singapore
27	Royal Plaza on Scotts
28	The Seacare Hotel
29	Shangri-La Hotel, Singapore
30	Shangri-La's Rasa Sentosa Resort & Spa, Singapore
31	Sheraton Towers Singapore
32	Swissôtel Merchant Court Singapore
33	The Westin Singapore



# SHA/SKM Service Gold Award Presentation 2016



The SHA/SKM Service Gold - The National Kindness Award took place on 9 November 2016 at the Leo Ballroom, Marina Mandarin Singapore.

Currently in its 22nd edition, the event was graced by Mr Yeo Guat Kwang, Assistant Secretary-General, NTUC and was well attended by close to 200 award recipients and guests.

92 award recipients from 56 participating hotels were recognised at the award ceremony and each of them received a certificate and collar pin from the Guest-of-Honour, Mr Yeo Guat Kwang. This year, a total of 4 overseas guests were nominated for the Gracious Guest recognition. Inaugurated at the same event in 2013, the award seeks to appreciate guests who have exhibited exemplary graciousness to the service staff at our local hotels. These guests were singled out for showing appreciation, empathy, understanding and thoughtfulness towards service staff.

As an extension of the award platform on kindness, for the third year in a row, SHATEC and participating hotels hosted a group of under-privileged youths to share some joy with them. For this year, Fairmont Singapore and Swissôtel The Stamford welcomed 10 residents from the YouthReach programme and treated them to a sumptuous afternoon high tea and a tour of the hotel. It was a very enriching experience for the residents and all who were involved in this worthwhile project.

Our heartiest congratulations to all winners!



# 21<sup>st</sup> Annual Hotel Security Award Presentation Ceremony 2016

The Annual Hotel Security Award Presentation Ceremony was held on 7 October 2016 at Furama RiverFront Singapore.

The Guest-of-Honour for the event was Mr Desmond Lee, Senior Minister of State, Ministry of Home Affairs and Ministry of National Development.

A record number of 89 hotels were recognised at the 21<sup>st</sup> edition of the annual award ceremony. 76 hotels were awarded the Hotel Security Excellence Award while another 13 hotels received the Hotel Security Award.

9 of these hotels which have participated and achieved the award for 20 consecutive years were also presented the Hotel Security Star Award in recognition of their consistent commitment in ensuring a safe and secure hotel environment.

In addition, a total of 237 hotel employees were commended for their honest, brave and vigilant acts. The exemplary acts of 25 employees were shared in a booklet which was distributed to all attendees of the event.

The event was held in conjunction with the annual Hotel Security Conference which was jointly organised by the Singapore Hotel Association, Singapore Police Force and National Crime Prevention Council.

Themed "Managing Terrorism Through Coordinated Efforts and Vigilance", the security conference included:

**An interactive workshop session titled "Managing a Major Incident- Are you ready?"**  
facilitated by Mr Tan Puay Kern, Member of National Crime Prevention Council and his team

**Paper on "Transnational Terrorism Threat: Impact on the Hotel Industry"**  
by Dr Jolene Jerard, Manager (Capacity Building), International Centre for Political Violence and Terrorism Research, S. Rajaratnam School of International Studies, Nanyang Technological University

SHA would like to express our heartiest congratulations to all winners and appreciation to all attendees of the Hotel Security Conference 2016.

The 9 recipients of the Hotel Security Star Award were as follows:

1. **Four Seasons Hotel Singapore**
2. **Goodwood Park Hotel Limited**
3. **Holiday Inn Singapore Atrium**
4. **Hotel Jen Tanglin Singapore**
5. **Mandarin Orchard Singapore**
6. **Pan Pacific Singapore**
7. **Regent Singapore, A Four Seasons Hotel**
8. **Shangri-La's Rasa Sentosa Resort & Spa, Singapore**
9. **Village Hotel Bugis**





# SHA-NEA 3R Awards and Seminar for Hotels 2016

The SHA-NEA 3R Awards and Seminar for Hotels was held on 24 October 2016 at Mandarin Oriental, Singapore. The Guest-of-Honour for the event was Dr Amy Khor, Senior Minister of State, Ministry of the Environment and Water Resources and Ministry of Health.

An extension of the 3R Programme for Hotels, the 3R Awards aim to recognise the efforts of hotels that have demonstrated their commitment to the 3Rs (Reduce, Reuse, Recycle) and performed well in solid waste minimisation and management.

This year, 3 hotels received the distinction award and 11 hotels were presented with the merit award.



Our heartiest congratulations to the following winners of the 3R Awards for Hotels 2016:

## Distinction Award

1. **Crowne Plaza Changi Airport**
2. **Mandarin Oriental, Singapore**
3. **Marina Bay Sands Pte Ltd**

## Merit Award

- |   |  |
|---|--|
| 1. <b>Capri by Fraser, Changi City / Singapore</b>      | 7. <b>Pan Pacific Singapore</b>                              |
| 2. <b>Concorde Hotel Singapore</b>                      | 8. <b>Park Hotel Clarke Quay</b>                             |
| 3. <b>Fairmont Singapore and Swissôtel The Stamford</b> | 9. <b>Ramada and Days Hotels Singapore At Zhongshan Park</b> |
| 4. <b>ibis Singapore Novena</b>                         | 10. <b>Shangri-La Hotel, Singapore</b>                       |
| 5. <b>InterContinental Singapore</b>                    | 11. <b>Swissôtel Merchant Court, Singapore</b>               |
| 6. <b>Novotel Singapore Clarke Quay</b>                 |  |

The event also witnessed the launch of the Food Waste Minimisation Guidebook for Retail Food Establishments by Guest-of-Honour, Dr Amy Khor.

In addition to the award presentation, the event also provided a platform for knowledge and best practices sharing through the 3R Seminar for hotels, which covered the following presentations:

### “Sustainability and 3R Best Practices at Marina Bay Sands”

by Mr Kevin Teng, Executive Director of Sustainability, Marina Bay Sands

### “The Keep Singapore Clean Movement”

by Mr Eugene Heng, Chairperson, Corporate & NGO Sub-Committee, The Public Hygiene Council

### “Food Waste Minimisation Guidebook for Retail Food Establishments”

by Ms Queenie Wong, Engineer (Recycling Promotion), National Environment Agency (NEA)

### “Reducing Food Loss in the Hotel Food Supply Chain”

by Ms Gwyneth Fries, Senior Sustainability Advisor, Forum for the Future

### “Insights into the Food Loss and Waste Accounting and Reporting Standard”

by Mr Constant Van Aerschoot, Executive Director, Business Council for Sustainable Development Singapore

A mini-exhibition showcasing waste minimisation solutions was also held alongside the event.

The event concluded with an insightful mini-tour of Mandarin Oriental, Singapore for participants to learn more about the hotel's 3R practices.



# Your Say

As we usher in the New Year, SHA Update finds out from members their top Three Wishes for the Singapore Hotel Industry in 2017.

## Crowne Plaza Changi Airport

- Attract, groom and retain more service-oriented and talented individuals, who are keen to pursue a career in hospitality, to better deliver a differentiated experience to travellers and develop a skilled and future-ready workforce to support the industry's growth.
- Increase in visitor arrivals with continuous support from Government agencies and Singapore Tourism Board to boost Singapore's attractiveness as a leisure and business destination and with the opening of Changi Airport's Terminal 4.
- The industry to continue to thrive sustainably through innovation, productivity enhancement and green initiatives.



**Mr. Sunshine Wong,**  
General Manager

## Four Points by Sheraton Singapore, Riverview

- More features of hospitality industry through media to attract new entrants to the industry.
- STB to run more campaign overseas to boost tourist arrivals.
- STB to take the lead in banding the industry players together to bid for major MICE event. More subsidies to be extended for the MICE events whether it is through PCO, Event Organizer or MNC company direct.



**Ms. Shirley Wong,**  
General Manager

## One Farrer Hotel & Spa

- I am very excited and looking forward to the opening of Singapore Changi Airport Terminal 4 in 2017. With our airport being able to serve even more visitors, I am hoping that there will be larger influx of visitors, tourists and travelers to Singapore which translates to higher occupancies in the Singapore hotels.
- I am an advocate for nurturing our nation's younger generation. I hope to see a surge in our industry's employment rates; giving more young Singaporeans industrial opportunities and pathways which will enable them to land good jobs and achieve their aspirations.
- Last but not least, I wish for global and local prosperity in 2017. Hope for bullish consumers and prosperous businesses to make more travel plans to Singapore; hence creating greater demand for hotel rooms.



**Mr. Gilbert Madhavan,**  
General Manager



# SHA Welcomes New General Managers

## Mr. Edouard Demptos

*Hotel Manager, Grand Hyatt Singapore*



Mr. Edouard Demptos has been appointed Hotel Manager of Grand Hyatt Singapore. Mr. Demptos joins the hotel from Hyatt on Bund, Shanghai where he worked from 2013 as Executive Assistant Manager, Food and Beverage before his promotion to Hotel Manager.

Mr. Demptos was born and raised in Bordeaux, France and a graduate of the Glion Institute of Higher Education in Switzerland. Mr. Demptos joined Hyatt Hotels & Resorts in 2004 and has since then held the positions of Director of Food and Beverage at Hyatt Regency Casablanca and Hyatt Regency Hotel & Casino Manila.

During Mr. Demptos's free time, he enjoys travelling around Asia, tasting wines and trying out new locally inspired restaurants.

## Mr. Adel Aramouni

*General Manager, Hotel Indigo Singapore Katong & Holiday Inn Express Singapore Katong*



Mr. Adel Aramouni is a graduate from the IHTTI School of Hotel Management in Switzerland and brings with him over 25 years of hospitality experience in leading hotel chains including 20 years of service with the InterContinental Hotels Group (IHG). Prior to joining IHG, in 2010, Mr. Aramouni held the position of General Manager at Crowne Plaza Sohar in Oman. Mr. Aramouni had also held various General Manager positions and senior Food & Beverage positions throughout the Middle East.

Besides bringing with him a strong foundation in the area of Food & Beverage and Revenue Management, Mr. Aramouni is also best known for his creative, dynamic and energetic persona. Mr. Aramouni plays an instrumental role in ensuring the successful opening of the largest Holiday Inn Express in South East Asia and the brand launch of Hotel Indigo in Singapore.

During his leisure time, Mr. Aramouni also enjoys a good game of Squash and Tennis, travelling and spending quality time with his friends and family.

## Mr. Michael Martin

*General Manager, InterContinental Singapore and Regional General Manager, IHG Singapore, Malaysia and Batam*



InterContinental Singapore has recently announced the appointment of Mr. Michael Martin as General Manager of InterContinental Singapore and Regional General Manager, IHG Singapore, Malaysia and Batam.

In his new role, Mr. Martin will be responsible for driving strategic growth and operational excellence across 14 hotels and resorts spanning five brands including InterContinental, Crowne Plaza, Hotel Indigo, Holiday Inn and Holiday Inn Express in Singapore, Malaysia and Batam. The upcoming InterContinental Singapore Robertson Quay, a second InterContinental hotel will also be added to the portfolio.

Mr. Martin brings with him over 30 years of experience in the hospitality industry out of which over half was with InterContinental Hotels Group (IHG). Prior to his move to Singapore, Mr. Martin took on several leadership roles in IHG properties, and oversaw the growth of a portfolio of hotels across key markets including the United Arab Emirates, China and across the United Kingdom.

### Mr. Jason Leung

*General Manager, Le Méridien Singapore, Sentosa*



Le Meridien Singapore, Sentosa has recently announced the appointment of its General Manager, Mr. Jason Leung.

Mr. Leung has an extensive experience of over 14 years as a consummate hotelier and first started his career with Starwood as the Director of Sales at Four Points by Sheraton, Sydney Darling Harbour back in 2006. Subsequently, prior to joining the Le Meridien Singapore, Sentosa, Mr. Leung had spent a total of 7 years at The Westin Resort Nusa Dua, Bali.

During his period at The Westin Resort Nusa Dua, Bali, Mr. Leung held various key management roles which include Hotel Manager, Executive Assistant Manager and Director of Sales and Marketing. Mr. Leung was responsible for strengthening the hotel's position as a world-class family leisure and MICE Resort. In addition, Mr. Leung was also part of the team involved in overseeing the renovation of the award-winning Bali International Convention Centre.

### Mr. Rhys Challenger

*General Manager, Mercure Singapore Bugis*



Mr. Rhys Challenger has been appointed General Manager, Mercure Singapore Bugis effective 01 November 2015. Mr. Challenger joined Accor Hotels in 1996 and has since held various Front Office, EAM and HM positions across several hotels in New Zealand, Australia and Fiji, prior to taking on his first General Manager appointment at the Mercure Nadi in February 2008.

Mr. Challenger moved back to New Zealand in March 2010 as General Manager of Mercure Auckland Windsor and held a dual role as General Manager of All Seasons Auckland in June 2011. Mr. Challenger was then relocated to Asia in February 2012 as Resident Manager of the Novotel Singapore Clarke Quay. He was subsequently promoted to the role of as Hotel Manager in June 2015.

### Mr. Pedro Mendes

*General Manager, Premier Inn Singapore Beach Road*



Premier Inn has recently appointed Mr. Pedro Mendes as General Manager of Premier Inn Singapore Beach Road to oversee the United Kingdom's first Singapore property.

Mr. Mendes was previously based in the United Kingdom and served as cluster General Manager for Premier Inn, covering all aspects of the hotel operations during his 10 year tenure with the chain.



### Mr. Teo Joo Leng

*General Manager, ONE°15 Marina, Sentosa Cove, Singapore*



Mr. Teo Joo Leng has been appointed as General Manager of ONE°15 Marina, Sentosa Cove, Singapore with effect from 22 August 2016.

Mr. Teo first embarked on his career by joining the Management Associate scheme of Singapore Airlines (SIA) where he spent 9 years assuming various portfolios. Thereafter in 2010, Mr. Teo joined Far East Hospitality where he led the Sales & Marketing team of the Service Residence division. His responsibility then was enlarged to include the operations of serviced residences in Singapore and Malaysia.

In early 2013, Mr. Teo crossed over to the Hotel division and was appointed as General Manager of Oasia Hotel before taking on the role as Head Corporate Development & Planning as well in 2015. With regards to Mr. Teo's additional role as the Head Corporate Development & Planning, he was tasked with mapping out the future expansion plans, spearheading business development and also fortifying brand standards of the Group.

### Mr. Chng Chee Chong

*General Manager, Orchid Hotel Singapore*



Orchid Hotel is pleased to announce the appointment of Mr. Chng Chee Chong as General Manager. At the helm of the Hotel at a young age, Mr. Chng brings on board fresh new ideas and a more vibrant working culture. Starting out as a management trainee, Mr. Chng took on roles within the various departments, learning the ropes of being a hotelier.

Mr. Chng is responsible for the strategic growth and positioning of Orchid Hotel as one of the upcoming business hotels in Singapore. Armed with his passion and dedication for the industry, Mr. Chng leads his team in strengthening the hotel's presence within Singapore, streamlining the operation processes, rejuvenating products and services to create a unique stay experience for our guests. Mr. Chng also drives the key formulation and implementation of vital internal and external initiatives to rebrand the hotel's overall portfolio and positioning.

### Mr. Benny Chung

*General Manager, PARKROYAL on Kitchener Road*



PARKROYAL on Kitchener Road is pleased to announce the appointment of Mr. Benny Chung as General Manager of PARKROYAL on Kitchener Road effective 19 September 2016.

Mr. Chung started his career at the former Hyatt Regency Singapore in the department of sales and marketing. However, soon thereafter he managed to earn increasingly senior roles in operation and assumed his first role as General Manager in 2008 at Holiday Inn Hefei Downtown, China.

Mr. Chung has vast experience in leading teams at luxury hospitality brands including Mandarin Oriental and Langham, and most recently held the position of General Manager at Langham Place Xiamen before taking on his current role at PARKROYAL on Kitchener Road.

During Mr. Chung's leisure time he enjoys a game of golf, travelling and listening to music.

# SHA Welcomes New Ordinary Members

## Hotel Indigo Singapore Katong

InterContinental Hotels Group (IHG) has recently expanded its boutique hotel brand, Hotel Indigo, with the opening of Hotel Indigo Singapore Katong.

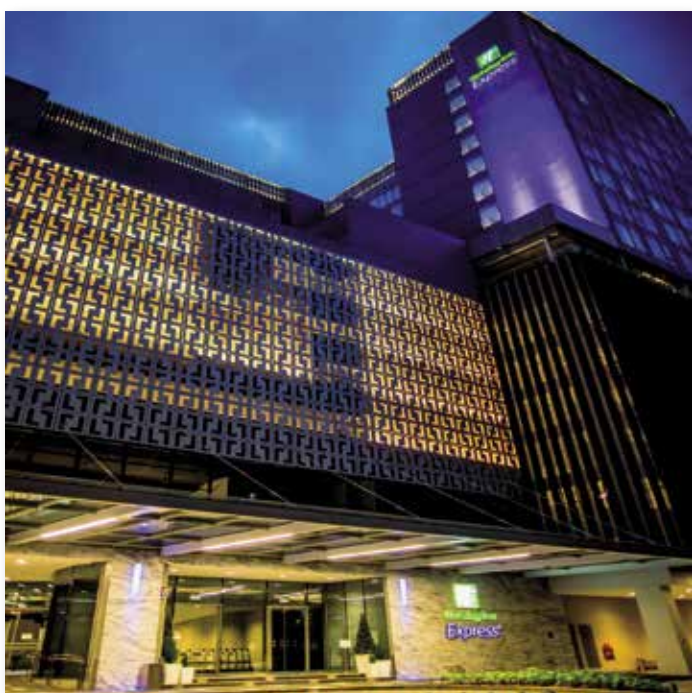
Hotel Indigo is the world's first globally branded boutique hotel with each hotel intended to reflect the local culture, character and history of its neighbourhood through its design, food and beverage, amenities and services.

Located in the eastern region of Singapore and a 15-minute drive from Changi Airport and the Central Business District, the 131-room integrates a modern multi-storey building with the architecturally significant heritage building – the former Joo Chiat Police Station, constructed in 1928 and characteristic of government buildings of the time to serve the needs of the surrounding Katong community.

The meticulously designed 30-square metre guest rooms mirror the structure and flow of a condensed Peranakan home, taking guests from the living room to the bedroom through to the spa-inspired bathroom. This philosophy of bringing the local neighbourhood to life in the property is also extended to the hotel's food and beverage offering, serving authentic modern and traditional cuisine from the Straits of Malacca, as well as a delectable selection of Western favourites.



## Holiday Inn Express Singapore Katong



Holiday Inn Express Singapore Katong is the latest addition to the InterContinental Hotels Group (IHG), located in the eastern region of Singapore, with a short 15-minute drive from the Singapore Changi International Airport; it offers convenient access to the City's Central Business Districts, exhibition, convention and conference centres.

Holiday Inn Express Singapore Katong is also nestled amongst a charming trove of cultural landmarks, rows of famous Peranakan eateries specialising in traditional Chinese-Malay cuisine, and colourful shop-houses, making it easy for travellers to explore a different side of Singapore.

Some of the amenities that guests at the hotel can also enjoy include free and fast Wi-Fi, Express Start™ Breakfast or Grab & Go option, 24-hour fitness room and a self-service business centre, internet stations and laundry stations.



## M Social Singapore



**M** Social Singapore is a 293-room lifestyle design hotel situated along the historic and picturesque Singapore River, overlooking the vibrant Robertson Quay enclave. Its chic interiors debuts in Singapore the concept of “democratic design”, where spaces around the hotel are accessible and flexible enough to cater to different needs with seamless ease.

The hotel prides itself on embracing technology as it is the first in Singapore to offer a self-check in kiosk at the lobby to make the process fast and fuss-free in addition to the handy phone placed in each room pre-loaded with a city guide.

M Social Singapore is more than just a hotel, it is a lifestyle experience made up of key opinion leaders responsible for curating a digital guide to Robertson Quay and attractions around Singapore for the travel-loving millennials.

## Mercure Singapore Bugis

**T**he new Mercure Singapore Bugis has 395 heritage-inspired rooms located in the heart of Singapore’s arts and cultural district. Also situated within 5 minutes from Bugis MRT, the hotel offers unlimited mobile internet access on a handy smartphone, a chic lobby lounge at BARTistry@One22, meeting facilities with an outdoor terrace and western restaurant at Sauces by Chef Daniel. Other facilities include a 24-hour gym and an infinity lap pool.



## Premier Inn Singapore Beach Road



**P**remier Inn, United Kingdom’s largest and fastest-growing hotel chain has recently announced its expansion of the award-winning brand in Singapore on Beach Road.

Owned by Singaporean based Fine Grained Property Group, Premier Inn Singapore Beach Road is a 300-bedroom hotel located near the Singapore Sport Hub and famous Arab Street. The hotel is also a convenient 15-minute drive away from Changi International Airport.

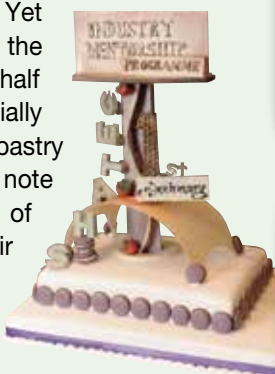
Other nearby attractions includes the Marina Bay, iconic Merlion and the Esplanade. In addition, the hotel facilities cover all essentials required for a business or leisure stay which include complimentary Wi-Fi, a rooftop swimming pool, bar and multi-cuisine restaurant.

# Nurturing Talents for the Hospitality Industry – The Industry Mentorship Programme @ SHATEC Celebrates 1<sup>st</sup> Anniversary

The Industry Mentorship Programme @ SHATEC celebrated its 1<sup>st</sup> year anniversary on 12 August 2016.

The event brought together mentors and mentees under one roof, where mentors rejoiced over mentees' achievements and mentees expressed heartfelt appreciation to mentors for their guidance. Special guests at the event included Mr Ng Cher Pong, then-Chief Executive, Singapore Workforce Development Agency (now CEO, SkillsFuture Singapore), Mr Albert Teo, President of the Singapore Hotel Association (SHA) Board, Mr Loh Lik Peng, Chairman of the SHATEC Board as well as notable industry veterans and leaders.

A key event highlight was the panel discussion led by Mrs Diana Ee-Tan, Co-Chairperson of the SHATEC Mentorship Advisory Council. During the discussion, panellists and members of the audience explored how effective mentor-mentee relationships are established and the impact of mentoring on career building for young hospitality professionals. Yet another highlight was the unveiling of the commemorative cake. Towering over half a metre in height, the cake was specially designed and crafted by SHATEC pastry mentees. The event ended on a high note with mentors each receiving a gift of handmade marshmallows from their mentees as a token of appreciation for their invaluable contributions towards the programme.



## Information on the Industry Mentorship Programme @ SHATEC

The first for an industry school, the Industry Mentorship Programme @ SHATEC was officially launched on 31 July 2015. The programme aims to pair student mentees with industry professionals as mentors who will provide guidance to help nurture the career aspirations of our young talents.

Starting off with 40 distinguished hospitality professionals and 21 mentees, the programme has grown to 77 mentors and 104 mentees as at December 2016. The growing numbers coupled with the many inspiring stories of how the mentees have benefitted from this programme are testament to its success.

Due for its fourth cycle in January 2017, the programme envisions itself as a forerunner in building up a pipeline of talents to address the labour needs of the industry.





# SHATEC Graduation 2016



Mrs. Diana Ee-Tan, Vice Chairman of SHATEC Board together with Ms. Margaret Heng, Chief Executive of SHATEC presenting the inaugural Lifetime Contribution Award to Mr. Lim Sin Hoa, SHATEC Board Member

SHATEC's 31<sup>st</sup> graduation ceremony was held on 01 December 2016, Thursday at University Cultural Centre, National University of Singapore. The event was graced by Guest-of-Honour, Ms Low Yen Ling (Mayor of South West District, Parliamentary Secretary, Ministry of Education and Ministry of Trade and Industry), together with the SHATEC board members, industry guests, SHATEC alumni and guests of graduands.

SHATEC Graduation 2016 saw over 600 graduands from the culinary, pastry, F&B service, hotel management and tourism disciplines. Two categories of academic honours, the Chairman's List and the SHA Meritorious Awards were also awarded to the most outstanding graduands from this cohort.

The recipient of the SHA Meritorious Award (Management) was Edgar Ananda, 19, from the Diploma in Hotel Management. Edgar was also the 1st runner-up winner at the Inaugural Singapore Wine Specialist Challenge 2015. As for the SHA

Meritorious Award (Skills); it was presented to Syahir Bin Osman, 20, from the Diploma in Pastry and Baking. Syahir is a dual Diploma holder, having completed the Diploma in Culinary Skills in 2014. He also received the Goh Chok Tong Youth Promise Award in the same year.

Highlights of the event also included a speech by SHATEC alumnus - Chef Teo Yeow Siang, Executive Chef of Lavish Catering. He was also the captain of the Singapore National Culinary Team which created history by clinching the Culinary Olympics 2016 Championship title. In his congratulatory speech, he shared on his memorable learning experiences during his SHATEC days and also gave encouragement to graduands aspiring to build their careers in the hospitality industry.

The 2016 SHATEC graduation ceremony also saw the inauguration of the "Lifetime Contribution Award". Mr Lim Sin Hoa, SHATEC board member and long-time veteran of the hospitality industry, was the recipient of the inaugural award for his invaluable contributions towards the school and industry.

In her closing speech, SHATEC Chief Executive, Ms Margaret Heng, reminded all graduates to keep the SHATEC Spark burning. To the delight of everyone, the event ended with a confetti blast and a shower of gold and green balloons. We wish the Class of 2016 every success in their future endeavours!

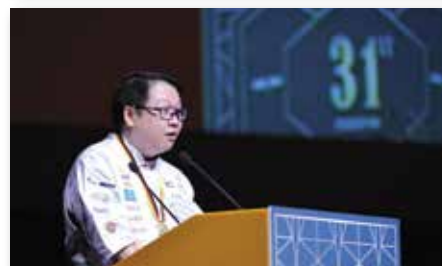
Mr. Loh Lik Peng, Chairman of SHATEC Board presenting a token of appreciation to Guest of Honour, Ms. Low Yen Ling



Attendees at the SHATEC Graduation Ceremony 2016



SHATEC Graduands - Class of 2016



SHATEC alumnus - Chef Teo Yeow Siang, Executive Chef of Lavish Catering



SHA Meritorious Award (Skills) recipient, Syahir Bin Osman



Confetti blast and balloons drop





## *SHATEC Kicks Off First Intake of Diploma in Culinary Skills (Part-Time) with SkillsFuture!*

SHATEC officially launched the Diploma in Culinary Skills (Part-Time) in tandem with the \*SkillsFuture Study Award for Food Services Sector introduced in last quarter of 2015 by SkillsFuture Singapore (Singapore Workforce Development Agency). The programme was warmly welcomed by the industry as a timely opportunity for current mid-career chefs to upgrade their knowledge and deepen specialist skills. The programme, spanning 8.5 months, will cover a comprehensive mix of management modules, theoretical studies as well as advanced practical practices, to level up trainee's leadership competencies in addition to professional capabilities.

The first class, which commenced on 4 October 2016, counted 17 trainees who are currently working in the hotel, F&B and healthcare industries. Many of the trainees received sponsorships by their employers while Singaporeans with minimum 3 years of work experience are also eligible to apply for the SkillsFuture Study Award.

SHATEC would like to specially congratulate Mr Henry Hoe and Mr Tan Boon Hwa on their successful application of the Award.

The next intake for the Diploma in Culinary Skills (Part-Time) is scheduled for April 2017, together with the first intake of the Diploma in Pastry and Baking (Part-Time). For more information on both programmes and the SkillsFuture Study Award for Food Services Sector, please refer to SHATEC website [www.shatec.sg](http://www.shatec.sg) or contact Student Administration at [enrolment@shatec.sg](mailto:enrolment@shatec.sg).

Kudos to SHATEC's very first two recipients of the SkillsFuture Study Award and all the best to our class of DCS-10-16P!

\*Refer to <http://www.shatec.sg/skillsfuture/> for more information



Mr. Henry Hoe

Mr. Tan Boon Hwa



# Spotlight

In this issue, Mr. Nicholas Lim, President at TRAFALGAR, Asia was invited to share with us his journey to success.

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

It has definitely got to be the interactions with the trainers. It is hard to pen down the most memorable experience as all of them have made their mark – and collectively they became a big part of me. To this day, some of them are still at Shatec and in the industry and I am still in touch with them. However a few tangible things do stick, the pumpkin soup of the day at the training restaurant (do we ever change the soup at all?) and the daily walk up the flight of stairs from Cathay Cinema to Mount Sophia, all 110 of it!

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

I had some engineering background before joining SHATEC, but I felt that it did not allow me to play to my potential. It unfortunately did not aspire me to get up in the mornings and do best what-I-do. I have always worked in hotels and F&B establishments since I was 12 years old and enjoyed my work. So going to SHATEC after the army felt right as I knew I need to hone my skills and formally start my first steps in a career that I have set my sights on. Going to class and learning from the trainers did not bore me as I knew they were in the curriculum for a reason and I needed to squeeze every drop of knowledge from the trainers and what they taught.

After SHATEC, I went on to RMIT in Australia to complete my degree and came back to Singapore. I started my career with the Travel Corporation in 2001 and had the opportunity to work with brands like Contiki, Insight Vacations as Business Development Manager and finally running its flagship brand, Trafalgar here in Asia today.

Looking back, I have to say that I was thankful for the lessons taught at SHATEC as I often had to draw on some of them especially during the early days of my career.

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

A willingness to learn, work hard and the ability adapt will give one a head start. While I feel this comes as 'standard', perseverance is also important to last the distance and come out tops. Lastly, something which has helped me in my work is the skill or the ability to listen. I find that I learn more from listening than talking. Listening also allows you to understand your colleagues and business partners, on their needs and wants. This then allows you to tailor and offer solutions and inevitably this makes you invaluable.



Mr. Nicholas Lim

# 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

### 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.

\* Funding available.

## CONTACT US



6415 3508 / 514 / 522 / 531



[ptcourses@shatec.sg](mailto:ptcourses@shatec.sg)



[www.shatec.sg](http://www.shatec.sg)



SHATEC, 21 Bukit Batok Street 22 Singapore 659589



WSET  
APPROVED  
PROGRAMME PROVIDER





# SHA Best Department Award 2016

The Singapore Hotel Association is pleased to support the Association of Rooms Division Executives Singapore (ARDE) in presenting the Best Department Award, effective from 2016. With SHA being the patron of the award, it has been renamed as the SHA Best Department Award.

The award, which comprises the following 4 categories, is sponsored by Peak Hospitality Solutions.

Congratulations to the following winners of the SHA Best Department Award 2016:

## BEST RESERVATIONS DEPARTMENT

CATEGORY	WINNER
SUPERIOR	Ramada Singapore At Zhongshan Park
DELUXE	Hard Rock Hotel Singapore, RWS
LUXURY	Shangri-La Hotel, Singapore

## BEST HOUSEKEEPING DEPARTMENT

CATEGORY	WINNER
SUPERIOR	Park Hotel Clarke Quay
DELUXE	Swissotel Merchant Court
LUXURY	Capella Singapore

## BEST CONCIERGE/GUEST SERVICES DEPARTMENT

CATEGORY	WINNER
SUPERIOR	Park Hotel Clarke Quay
DELUXE	Swissotel Merchant Court
LUXURY	Capella Singapore

## BEST FRONT OFFICE DEPARTMENT

CATEGORY	WINNER
SUPERIOR	Wanderlust Hotel
DELUXE	Rendezvous Hotel
LUXURY	Capella Singapore

Congratulations to all!

## Pan Pacific Singapore's 30<sup>th</sup> Anniversary Celebration



*Water drumming performance*

Pan Pacific Singapore held a celebration party on 7 October 2016 in commemoration of its 30th Anniversary milestone. The commemorative event was held in conjunction with the launch of the renovated swimming pool at the hotel last year. In addition, a total of 200 corporate and media guests and partners were hosted at the event.

The joyous occasion was enhanced with a dazzling display of fireworks, spectacular performance by water drummers, lion dance and a grand lucky draw. Pan Pacific Singapore's faithful residents and 30 years long service associates were also honoured and invited on stage to join the champagne toast and cake-cutting ceremony.

Last but not least, below are some highlights of the evening's programme:



*Mr Gino Tan with the culinary team that prepared a plethora of enticing cuisine*



*Champagne toast & cake cutting ceremony with Mr Bernold Schroeder, Former Chief Executive Officer of Pan Pacific Hotels Group and Mr Gino Tan, Area General Manager (Singapore) & General Manager of Pan Pacific Singapore*

## PARKROYAL Hotels & Resorts Partners Technology Start-up Townske to Launch First Ever Mobile App with 1,000+ User-curated Guides



In a first-mover partnership, PARKROYAL Hotels & Resorts has collaborated with a technology start-up, Townske, to launch PARKROYAL Picks, the brand's first mobile application which offers access to more than 1000 beautifully curated guides in the cities. This collaboration was carried to leverage technology disruption in the hospitality space, and add further depth to PARKROYAL's 'local connection' brand positioning.

From the vibrancy of Sydney and Singapore to the cultural diversity of Saigon and Yangon to the culinary delights of

Penang and Kuala Lumpur, these curated guides have been handpicked (hence the name, "Picks") by the most passionate of travellers and locals, as well as the hotels' concierge, who love the city they live in. Accessible on the PARKROYAL Hotels & Resorts website ([parkroyalhotels.com](http://parkroyalhotels.com)) and available as a complimentary download on iOS and Android devices, each guide is a unique compilation of useful tips, hidden gems and best-kept secrets that only locals know – from the latest bars and the most Instagram worthy cafes to quaint little side streets and not-to-be-missed dining experiences – presented in a clean, visually stunning format.

These curated guides are also designed to support the hotel concierge, PARKROYAL Picks ([parkroyalhotels.com/picks](http://parkroyalhotels.com/picks)). It helps to recommend nearby places based on location, which is a particularly useful feature for planning a trip and navigating the local area. PARKROYAL guests can create a list of saved places to refer to while on the go, drawing from guides such as "Things to Do When it Gets Dark in Singapore" and "Sydney's Perfect Picnic Spots" to the "Best Seafood Restaurants in Penang".





## Aon Best Employers – Singapore 2016

**A**on Hewitt, a global talent, retirement and health solutions business of Aon plc (NYSE: AON) has recently announced seven firms in Singapore as Aon Best Employers – Singapore 2016.

The Ritz-Carlton, Millenia Singapore clinched the Aon “Best of the Best Employers” award.

Best Employers distinguish themselves from the market average by excelling in the following areas:

**Career Opportunities:** Employees are 1.3 times more likely to feel their organisation offer excellent career opportunities in comparison to other strong performers in the market and industry.

**Senior Leadership:** Employees are 1.2 times more likely to feel that senior leadership treats them as the organisation’s most valuable asset.

**Rewards and Recognition:** Employees are 1.3 times more likely to feel well-recognised and rewarded (beyond pay and benefits) for their efforts.

In addition, Marriott International – Singapore has also been named as Aon Best Employer – Singapore 2016 through the Global programme while American Express, DBS Bank FedEx Express Asia Pacific, and The Ritz-Carlton Hotels and Resort, Asia Pacific have been recognised as Aon Regional Best Employers in Asia Pacific 2016.

Congratulations to all winning organisations!

*At The Ritz-Carlton, we are in the business of creating guests for life, and our Ladies and Gentlemen are our most important resource in our service commitment to our guests. Only through having highly engaged Ladies and Gentlemen can we continue to deliver exceptional stay experiences and indelible memories for our guests that will last well beyond their stay with us.*

*-Mr. Peter Mainguy, General Manager at The Ritz-Carlton, Millenia Singapore*

The Aon Best Employers – Singapore 2016 were as follows:

Organisation	Category
The Ritz-Carlton, Millenia Singapore	Best of the Best Employers
American Express Singapore	Best Employer – Singapore
DBS Bank	Best Employer – Singapore
DHL Express Singapore	Best Employer – Singapore
Far East Hospitality	Best Employer – Singapore
Mundipharma	Best Employer – Singapore
OCBC Bank	Best Employer – Singapore

# Singapore Tourism Awards 2016

**Singapore, 5 October, 2016** – 29 individuals and organisations were recognised at the Singapore Tourism Awards 2016 for their exceptional achievements in delivering experience and enterprise excellence, and contributing to Singapore's tourism industry. Organised by the Singapore Tourism Board (STB) and held at The Ritz-Carlton, Millenia Singapore, the Singapore Tourism Awards presentation ceremony was graced by President Dr Tony Tan Keng Yam.

## Five recipients for Top Awards and Special Recognition

This year's Breakthrough Contribution to Tourism award under **Top Awards** went to National Gallery Singapore for its role in helping to cement Singapore's position as one of Asia's leading art hubs, adding to the vibrancy of Singapore's tourism landscape and increasing awareness of Singapore as a must-visit destination.

Four exceptional individuals were accorded the **Special Recognition award** for their respective contributions towards the tourism industry. They are as follows:

**Mr Arthur Kiong**, Chief Executive Officer, Far East Hospitality, for sharing his deep and broad experience and contributing to the betterment of the hospitality industry through various roles such as Honorary Secretary of the Singapore Hotel Association and Co-Chair of the Hotel Industry Panel.

**Mr Rajakumar Chandra**, Chairman of Little India Shopkeepers & Heritage Association (LISHA), for his outstanding contribution in growing the Little India precinct and preserving its culture and heritage.

**Ms Carolyn Kan**, Founder & Designer of Carrie K Jewellery, and **Ms Lynette Lee**, Chief Executive Officer of Textile & Fashion Federation, for establishing KEEPERS: Singapore Designers Collective, the largest pop-up showcase of Singaporean designers' offerings to date.



Besides the Top Awards and Special Recognition recipients, 25 other individuals and organisations were also honoured for their exemplary delivery of experience and enterprise excellence across the three award categories of **Customer Service, Experience Excellence and Enterprise Excellence**.

In particular, Mr Charlie Chan, Lions Club International Director (2014-2016), and Mr Henre Tan, past Lions Clubs International District Governor (2007 – 2008), were both recognised as Best Business Event Champion under the **Experience Excellence (MICE)** award category. They played principal roles in securing hosting rights for the 103rd Lions Clubs International Convention in 2020, the largest association convention to be held in Singapore for the first time.

The first *Best Business Innovation* award was conferred on BeMyGuest Pte Ltd for enabling travel operators to connect to international and new distribution channels through a free online platform, thus digitising the distribution of their travel products.



# JOB REDESIGN FOR GREATER PRODUCTIVITY



**Auntie Ann**, 70 years old  
Aqueen Hotel Paya Lebar

**Job redesign has enabled Aqueen Hotels to enhance its operational processes and sharpen its competitive edge with 'productivity beds' that enable room attendants to work easier, safer and smarter.**

Aqueen Hotels, a chain of business hotels in Singapore, has embarked on a job redesign project to ease the workload and enhance productivity of its room attendants. The hotel chain is the first in Singapore to use 'productivity beds', a Slumberland product that includes an additional layer on top of the normal mattress. This simple solution allows room attendants to change the bedsheets without having to lift the heavy mattress.

Prior to the job redesign project, room attendants spent an average of 10 to 12 minutes making each bed, with a daily quota of 13 beds to be met. This labour-intensive task involved almost two hours of lifting heavy mattresses every day and put older room attendants at risk of injury.

According to Mr Bernard Ng, "the hotel is now better able to attract housekeeping staff, and the existing staff are much happier meeting the room quotas given to them. They are also better able to pay more attention to guest satisfaction."

24 of Aqueen's housekeeping staff, of which 6 are above 50 years old, have benefitted from the productivity beds. The company is not done yet. As it believes in continually improving its work processes to enhance productivity, more positive changes will follow.

**"Job redesign is part of our company culture. Aqueen had implemented this particular job redesign project due to difficulties in recruiting and retaining Singaporean housekeeping staff. We have also been reviewing workloads and reallocating resources. Every little bit counts."**

**Mr Bernard Ng**,  
Assistant CEO

Companies interested to implement job redesign projects to make the workplace more age-friendly can tap onto WorkPro, a programme under Workforce Singapore (WSG). WorkPro's Job Redesign Grant provides up to 80% funding support to companies to create physically easier, safer and smarter jobs for older workers aged 50 and above.

Companies that have embarked on the Inclusive Growth Programme (IGP) or the Capability Development Grant (CDG) can receive top-up funding support under the Job Redesign (Rider) if the project also leads to a positive impact on older workers.



Scan this QR code for more information.  
Please visit [www.wsg.gov.sg](http://www.wsg.gov.sg)  
or call 6883 5885

## THE SHA HOTEL MEMBERS

Amara Sanctuary Resort Sentosa	Hotel 81 (STAR)	Park Avenue Rochester
Amara Singapore	Hotel Chancellor @ Orchard	Park Hotel Alexandra
Amoy Hotel	Hotel Clover 33 Jalan Sultan	Park Hotel Clarke Quay
Aqueen Hotel - Balestier	Hotel Fort Canning Singapore	Park Regis Singapore
Ascott Raffles Place Singapore	Hotel Grand Central	PARKROYAL on Beach Road
Bay Hotel Singapore	Hotel Grand Pacific	PARKROYAL on Kitchener Road
Bayview Hotel Singapore	Hotel Indigo Singapore Katong	PARKROYAL on Pickering
Beach Hotel	Hotel Jen Orchardgateway Singapore	Peninsula.Excelsior Hotel
Bencoolen Hotel	Hotel Jen Tanglin Singapore	Perak Hotel
Broadway Hotel	Hotel Kai	Premier Inn Singapore Beach Road
Capella Hotel, Singapore	Hotel Miramar (S) Ltd	Quality Hotel Marlow
Capri by Fraser Changi City, Singapore	Hotel Re! @ Pearl's Hill	The Quincy Hotel
Carlton City Hotel Singapore	Hotel Royal	Raffles Hotel
Carlton Hotel	Hotel Royal @ Queens	Ramada Singapore at Zhongshan Park
Concorde Hotel Singapore	Hotel Supreme	The Regent Singapore
Conrad Centennial Singapore	Hotel Vagabond	RELC International Hotel
Copthorne King's Hotel Singapore	ibis Singapore on Bencoolen	Rendezvous Hotel Singapore
Crowne Plaza Changi Airport	ibis Singapore Novena	Resorts World at Sentosa (Beach Villas, Crockfords Tower, Equarius Hotel, Festive Hotel, Hard Rock Hotel, Hotel Michael)
Days Hotel Singapore at Zhongshan Park	Innotel Hotel	The Ritz-Carlton, Millenia Singapore
Dorsett Singapore	Jayleen 1918 Hotel	Robertson Quay Hotel
The Duxton Club, A Luxury Collection Hotel (Opening 2017)	Klapstar Boutique Hotel	Royal Plaza on Scotts
The Elizabeth Hotel	InterContinental Singapore	Sandpiper Hotel
Fairmont Singapore	InterContinental Singapore Robertson Quay (Opening 2017)	Santa Grand Hotel East Coast
Fortuna Hotel	Link Hotel	The Scarlet Hotel
Four Seasons Hotel	Lloyd's Inn	The Seacare Hotel
Four Points by Sheraton Singapore, Riverview	M Hotel Singapore	Shangri-La Hotel
Fragrance Hotel - Ruby	M Social Singapore	Shangri-La's Rasa Sentosa Resort & Spa, Singapore
Fragrance Hotel - Sapphire	Mandarin Orchard Singapore	Sheraton Towers Singapore
The Fullerton Hotel	Mandarin Oriental, Singapore	Singapore Marriott Tang Plaza Hotel
The Fullerton Bay Hotel Singapore	Marina Bay Sands	Sofitel Singapore Sentosa Resort and Spa
Furama City Centre Singapore	Marina Mandarin Singapore	Sofitel So Singapore
Furama RiverFront Singapore	Marrison Hotel	JW Marriott Singapore South Beach
Genting Hotel Jurong	Mercure Singapore Bugis	South-East Asia Hotel
Goodwood Park Hotel	Moon 23 Hotel	Sloane Court Hotel
Grand Copthorne Waterfront Hotel Singapore	Le Meridien Singapore Sentosa	The St Regis Singapore
Grand Hyatt Singapore	Naumi Hotel	Studio M Hotel
Grand Mercure Roxy Hotel	Naumi Liora	Swissotel Merchant Court, Singapore
Grand Park City Hall	New Majestic Hotel	Swissotel The Stamford, Singapore
Grand Park Orchard	Nostalgia Hotel	V Hotel Lavender
Hangout @ Mount Emily	Novotel Singapore Clarke Quay	Value Hotel - Thomson
Hilton Singapore	Oasia Downtown Singapore	Village Hotel Albert Court
Holiday Inn Express Singapore Clarke Quay	Oasia Hotel Novena, Singapore	Village Hotel Bugis
Holiday Inn Express Singapore Orchard Road	ONE°15 Marina Club	Village Hotel Changi
Holiday Inn Express Singapore Katong	One Farrer Hotel & Spa	Village Hotel Katong
Holiday Inn Singapore Atrium	Orchard Hotel	W Singapore Sentosa Cove
Holiday Inn Singapore Orchard City Centre	Orchard Parade Hotel	Wanderlust Hotel
Hotel 1929	Orchid Hotel	Wangz Hotel
Hotel 81 (DICKSON)	Pan Pacific Orchard	The Westin Singapore
Hotel 81 (GEYLANG)	Pan Pacific Singapore	York Hotel
	Parc Sovereign Hotel - Albert St	
	Park Avenue Changi	

## THE SHA ASSOCIATE MEMBERS

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

(as at 31 Dec 2016)