



Sustainable Development

The hospitality and tourism industry is turning greener every day. Most operators have incorporated the 3Rs (reduce, reuse and recycle) with many advancing to the next stage of rethinking every level of delivery. Over the past decade, sustainable tourism operators have established, hotels and restaurants have taken steps to minimise their carbon footprint in reducing their impact upon the environment and now owners are incorporating new technologies to ensure new buildings are greener through being energy efficient and reducing wastage in all phases of construction. Hospitality Asia spoke to a few experts in the construction, design and management of hotels to see what new practices are being implemented.

Can-I Turns Junk To Features

Tan Goo Can from Can-I Interior Fit-Out Sdn. Bhd. (www.can-i.com.my) is one of Malaysia's champions in reusing and recycling old materials in refurbishments and renovations in the hospitality industry. The company has won numerous accolades including the Malaysian Institute of Interior Designers' Best Interior Builder Awards several times. The adoption of sustainable building practices only forms a small part of the contractor's overall work but the industry is changing through necessity.

While a qualified architect, Can soon realised that he wanted to be involved in every aspect of any job he was involved in. He progressed from the simple designing stage to be involved in all facets of a project from conception to completion.

(Left to right) Recycling old materials is part of the design feature at Traders KL; Recycled timber feature in the gym, GTower Hotel



Many people see the company's products through their contribution to the finished quality of living spaces. For Can, sustainability within the hospitality industry covers a huge range of topics from energy conservation to recycling. "Being contractors, Can-I's business only deals with the finished product. Where possible, we encourage owners and operators to recycle, reuse and readapt existing materials," he said.

Can continued, "The industry needs to adopt green concepts. Over the past 25 years, I have noticed that especially timber and stone are hard to source and that the price for new materials has risen astronomically. Money may not be able to buy some products."

Clients want one of a kind finishes and this means something unique and usually this means money. "Everyone wants a fresh idea every ten years and often this means gutting the existing facilities and putting in a new one. We need to look at how best to reuse existing materials," said Can.

As a company, Can-I tries to reuse stone, marble and timber rather than buy new ones. "There is money in junk and old timber, for example, has a better veneer than newer timbers. In one of our projects, Kuala Lumpur's GTower, we successfully used recycled timber in the paneling design," concluded Can.





Tree trunk reused as a shower facility

Gtower Embraces Green Technology

Built in 2010, Kuala Lumpur's GTower was conceptualised and designed with commitments to environmental sustainability, profit and positive social impact. The notion of sustainability entails a range of factors that include water efficiency, energy efficiency, use of environmentally-friendly building and finishing materials and the overall impact of the building on the specific site and on the larger environment.

In recognition of the hotel's effort and support in promoting sustainability and green environment, GTower was awarded the first fully certified green building by Singapore BCA Green Mark Gold and Malaysia Green Building Index as well as MSC Malaysia Cybercentre status; for being a property that showcased how a building in the heart of Kuala Lumpur could make a commitment to being green and smart without compromising personal comfort.

GTower is also the first Malaysian building to offer Grade A++ offices that integrate every working requirement into a single hub, designed to provide better working environments for temporary, short-term and long-term businesses. This green concept promotes a healthy and productive indoor environment. Natural light, appropriate task lighting and outside air management improve tenants' satisfaction and creates a more productive working experience. At the core of its function, tenants and visitors alike benefit from GTower's Multimedia Super Corridor (MSC) specifications which provide fast and reliable connectivity while its green credentials, provide a healthier, more energy efficient workspace for today's green-conscious corporation.

GTower incorporates the latest in Green Building Technology (GBTs) to achieve a better sustainable, low-energy environment. It's embedded green and smart features that adopt progressive environmental standards and practices, demonstrate the owner's commitment to corporate social responsibility.



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(Clockwise from the top) Landscaping Frangipani Resort Langkawi; Recycling at Nikoi Island; Accor adopts sustainable building standards

Motivation for this stems from the idea of benchmarking the present environmental footprint and continuously improving on a year over year basis. The owners are serious about maintaining its industry position as a leader in sustainable operations that target annual reductions in electricity and water use.

The next big plan will be to focus more on green technology plus food and healthcare as such projects hold tremendous potential for tackling energy deficits, boosting economic growth and improving people's lives. Building green sends the right message about a company – that it is well run, responsible and committed to the future.

Green Designs According To Accor

Mallika Naguran, Sustainable Development and Communications Manager, Accor Asia Pacific, reported that Accor has placed sustainability at the forefront of its market growth and hotel development across the world for over two decades. The need to embark on a concrete sustainable development path is based on a responsible mindset, given that buildings account for about 40% of the world's CO2 emissions as well as 40% of its energy consumption (Source: Center for Climate and Energy Solutions).

This mindset begins with the design and construction phase of Accor owned and leased hotels, incorporating international building standards for sustainability such as LEED certification (USA & Asia), BREEAM (UK) and Green Mark (Singapore).





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Pantai Baptist Church P.J.



Mutiara Johor Bahru Hotel

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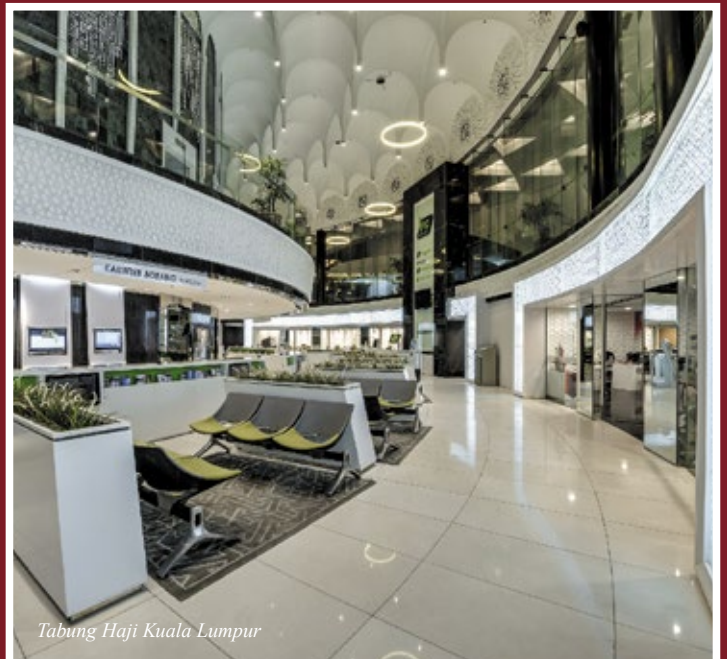
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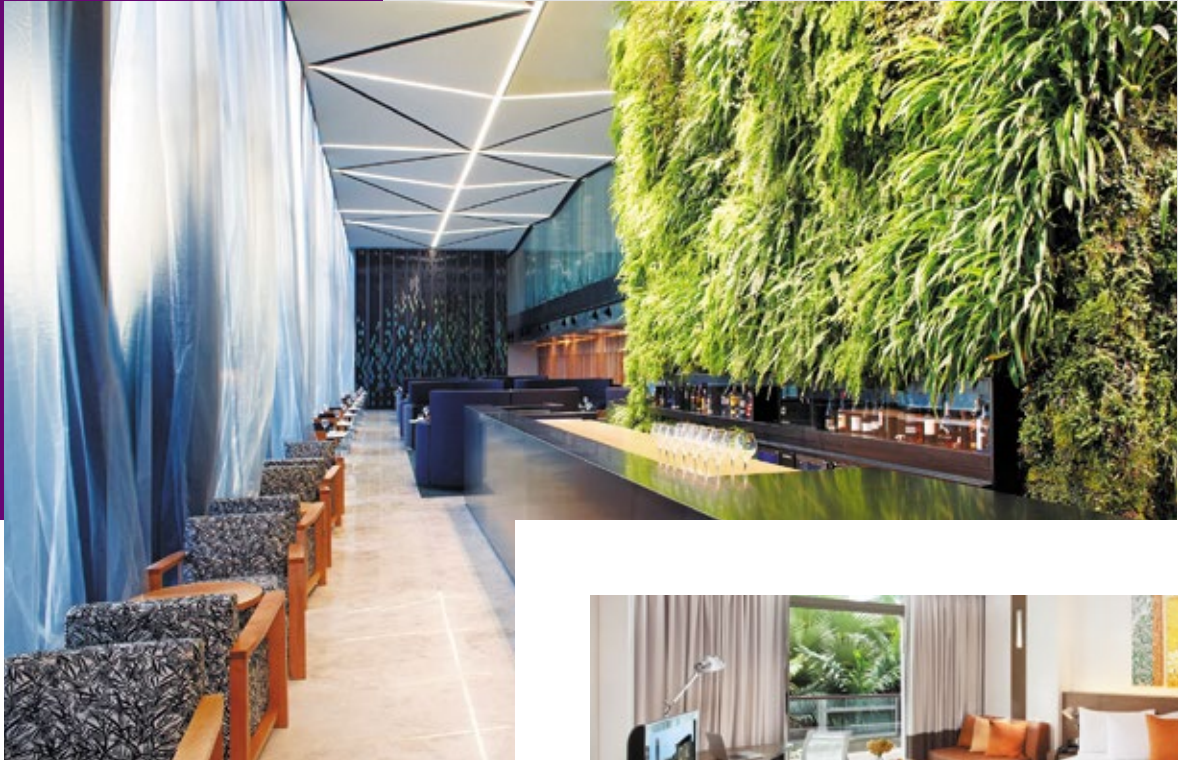
*C.ba @ Meritus Pelangi Beach
Resort & Spa, Langkawi*



Mosaics @ Mandarin Oriental Kuala Lumpur



Tabung Haji Kuala Lumpur



Accor's sustainability guidelines during the building phase involve the integration of several components into the local environment such as energy, water, biodiversity, site pollution survey, public transportation options and the use of sustainable local construction materials.

The architecture incorporates passive design for energy optimization, which includes adaptation to local climate with proper building orientation, location and sizing of windows, thermal insulation, sun screens, natural lighting and so on. Metering systems are used for the monitoring of energy uses during food preparation, heating and cooling. Where possible, energy recovery systems are used.

A comprehensive water recycling facility within Pullman Bangkok King Power ensures the conversion of grey water for non-portable water use in gardens, cooling towers and laundry within the hotel. The savings meant a 20% reduction of city water consumption or over 20 million litres of water saved a year. Apart from water savings, this facility helped reduce energy use and waste discharge into municipal sewers.



(From the top) The 'living wall' at Novotel Auckland Airport; A guestroom in Pullman Bangkok King Power Hotel.

The Pullman at Sydney Olympic Park consumes 40% less energy than a traditional hotel with its highly efficient heating, air-conditioning and solar-powered hot water production system.

Novotel Auckland Airport combines Maori heritage design elements with eco-features. The hotel's lobby has a 'living wall' of indigenous plants that are nurtured by a hydroponic system. All the timbers used in the Novotel are 100% FSC-accredited Southland maple beech, which are harvested on a sustainably-managed basis.

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With Planet 21, a comprehensive sustainable development programme, Accor group of hotels aspire towards fulfilling 21 commitments for a better environment and healthier communities.

Frangipani Goes Globally Green

“In 2005, when we took over the former Langkawi Village Resort which was built in 1991, we had a vision of making Frangipani Resort Langkawi the Greenest Resort in Malaysia and ultimately, the world,” Anthony Wong proudly claimed. Wong is the driving force behind the resort and has set out to renovate, reconstruct and redesign the resort to reduce water, energy and wastes while recycling and establishing on-site food production to reduce the resort’s impact upon the Langkawi island environment.

He commented, “We started from the beginning of 2005 with 25 ways to green the resort from rainwater harvesting to using natural lighting, incorporating recycled timber in constructing new features and using energy efficient bulbs. Today, we have over 200 ways.”

(Clockwise): The Boat Bar; A green resort by the beach; Landscaped gardens; Frangipani Resort Langkawi is ultimately Malaysia’s greenest resort.





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Wong added, “We also believe we should share our findings in savings to everyone especially those in the hotel industry, schools, local community, restaurants, NGOs, government departments, certifications bodies, universities and guests locally and regionally. Partnering and collaborating with the objective of improving the environment for the good of all is very important. We have been sharing these green practices and savings by giving free seminars throughout the country for the last four years and many schools of architecture and hospitality come onsite to learn more.”

Wong considers it important to green all businesses as there is no point in being the greenest resort if the surrounding environment is polluted. “So one has to continuously educate all and take positive action to push

the green agenda. We need to work with, partner and collaborate with the local authorities and government to establish building codes and environmental practices that can be implemented and enforced,” he claimed.

He added, “Government and media support are very necessary to make the green agenda work. I see that in the next 20 years, all industries will have to become sustainable. There will be serious issues on security on water, energy, food and waste issues if we don’t.”

Wong is motivated by the basic philosophy of being a naturalist and having actively cared for the environment for the past 40 years. “My wife and family have given me the resources, time and understanding to pursue my passion,” he added. **HA**

(Clockwise) Sustainable development is the buzztopic in the building and development industry. The University of Luxembourg offers course certificates; Nature accentuates the bathroom; The Plantagon Greenhouse in Sweden symbolises these efforts.



Can-I specialises in bringing to life the creative vision of designers, in developing innovative ways to implement complicated ideas and turning artistic concepts into living, breathing reality. While the power of visualising and imagining awe-inspiring vistas, panoramas and environments lies in the hearts and minds of talented designers Can-I provides the team that helps acquire, build, craft, assemble and install the actual physical components. In this respect, the Company is renowned for its ability to anticipate and solve problems during the production and execution process and has established a reputation for doing the seemingly impossible by tapping its inherent reserves of resourcefulness, savvy and never-say-die attitude.

Conceptual Creativity



Managing Director, Tan Goo Can (Can) commented, "I believe that great concepts and ideas can start from a spark of inspiration or a mere kernel of knowledge, even a chance encounter with the unknown. The satisfaction comes when you are able to seize these opportunities and make them work for you."

The secret of the Company's success is its founder's passion for people or in this case, the development of skilled human capital. Can has demonstrated, time and again, that the history and background of individuals isn't a concern, as long as they're committed to making

a change for themselves. Over the years, Can has groomed and cultivated people from all walks of life, including ex-convicts, early school leavers and illiterate menial labourers, into productive, high-performing professionals. He is known to provide employees with a platform to showcase their skills and expertise, as well as enjoy the satisfaction and achievement of completing each and every project they are involved in.

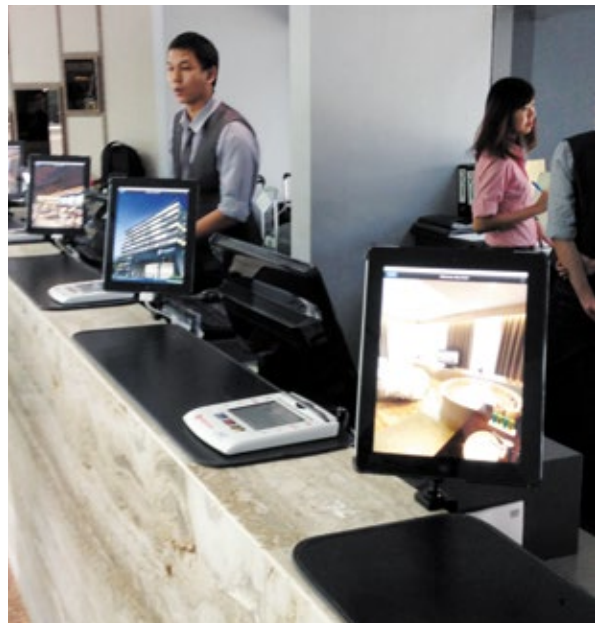
The continued success of Can-I is proof that this admirable philosophy isn't merely an ideal, but a practical measure that has produced extraordinary results.

The Bay Hotel Singapore recently became the first property in Asia to implement UbiQ Global Solutions' QikDesk Paperless Check-in and Check-out. Hospitality Asia asked the General Manager Philip Raj why the hotel decided to adopt this technology within the hotel.

UbiQ's Paperless Check-In & Check-Out

Tell us something about this innovative technology.

Bay Hotel, Singapore is the first in Asia to implement a full green front desk with UbiQ Global Solutions' suite of hospitality technology. The paperless check-in and check-out green technology marks a new paradigm shift for hotel guest services and business operations. Guests arriving for check-in at the reception counter are able to view the registration card and sign on the QikDesk terminal on the front desk. Similarly, during the check-out process, guests get to view their folios on the QikDesk upon check-out and also request for the folios to be emailed to them instead of receiving printed copies. This in itself has tremendous impact on paper usage within the hotel. The complete check-in and check-out process becomes much smoother and faster as guests no longer need to wait to print documents. While waiting for registration or check-out to be processed, guests get to view hotel promotions on QikDesk, thereby, allowing hotel to up sell services and increase revenues.



What was the final factor that made you consider this new paperless system?

The ability to go paperless provides higher efficiency and there is more time for guest interaction and eventually saving costs on paper and eventually reduces manpower.

Is this new system part of the hotel's environmental policy?

It's a holistic approach towards environmental consciousness and to provide a higher level of guest experience.

Are guests more conscious of the environment these days?

Yes, we see more and more guests delighted with the idea and they want to participate in contributing to saving the environment.

Does this new system also lower the hotel's operational costs?

Yes definitely; it certainly does reduce costs and there is a positive increase in the guest experience.

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he groundbreaking

One of the most recent developments in the hospitality industry is the evolution of the design hotel. These unique and exclusive properties are springing up everywhere as travellers seek out landmark architecture and design to offer a distinctly memorable and exclusive accommodation experience. Many are singular in their design, with dramatic exteriors and much talked about interior elements.

Tradition Versus Design



Some hotels featuring traditional design include (clockwise from the top) Raffles Singapore Hotel, The Chedi Andermatt Hotel in Switzerland (it also incorporates many design elements), Sofitel Legend Metropole Hanoi and Goodwood Park Hotel Singapore.



Where design dominates, The Apple Room, Park Hotel Weggis Hotel, Switzerland.

Design hotels have even inspired their own marketing group to promote such one off hotels to those who appreciate staying in inspirational properties. Design Hotels (www.designhotels.com) are a collection of one-of-a-kind hotels that offer the most unique design and architecture, the highest standards of service and an array of unforgettable experiences.

On the other hand, the grand traditional hotels around the globe still have their supporters especially by those who like legendary hotels with classic features. Such classic hotels have become the place to stay for many and even inspirational destinations for many more travellers.

Hospitality Asia asked a select group of experienced General Managers their thoughts on the subject.

Well respected hotel professional Leo Kuscher, General Manager of the Swiss-Garden Hotel and Residences Malacca is a great believer in the traditional hotel as they never go out of fashion as long as they have an ongoing programme to regularly incorporate the latest hotel gadgetry. "These days, guests demand wi-fi, cable television, spas, fully equipped gyms, minibars and even professional coffee making machines in their room. Even a grand old hotel must incorporate these to remain competitive in an ever changing world. Many people forget that the grand hotels of Asia were not built with basics such as air conditioning and in-room plumbing so such facilities had to be incorporated into the hotel's design at some stage otherwise no one would stay there with just a ceiling fan to remain cool and showers down the hall," said Kuscher.

"The new property that I now manage in Malacca has the latest technology and features and this is essential for us to remain competitive. While Malacca is a noted historic destination it is almost impossible these days to construct a building along heritage lines. The architects for the new Swiss-Garden Hotel and Residences have opted for contemporary design as this is what the market dictates



Enjoy chic design at the New Majestic Hotel Singapore.



A designer sofa accentuates the room corner of Hotel de L'Opera, Hanoi.

these days. I am sure that had the property been smaller, we could have offered something more traditional and along heritage lines to complement the surroundings. However, there are other properties here in Malacca that do this very well while we have incorporated modern facilities to accommodate the needs and requirements of the bulk of our guests," said Kuscher.

He added, "At the end of the day, hotels are all about providing service and while many modern hotels have the latest gadgetry and facilities, if they do not offer the highest levels of service that their guests demand, they will struggle to survive in a very competitive world." Kuscher also thinks that designs come and go and what is fashionable today may not be in fashion in later years. "Guests want to be pampered and personally, I prefer a traditional hotel but with the recent opening of the contemporary Swiss-Garden Hotel & Residences Malacca we have set out to provide to our guests memorable and excellent service in modern surroundings," he concluded.



“ Considering the traditional iconic hotel design versus the modernity and style of another, both concepts offer positive complexities. ”

Leo Kuscher, General Manager, Swiss-Garden Hotel & Residences Malacca



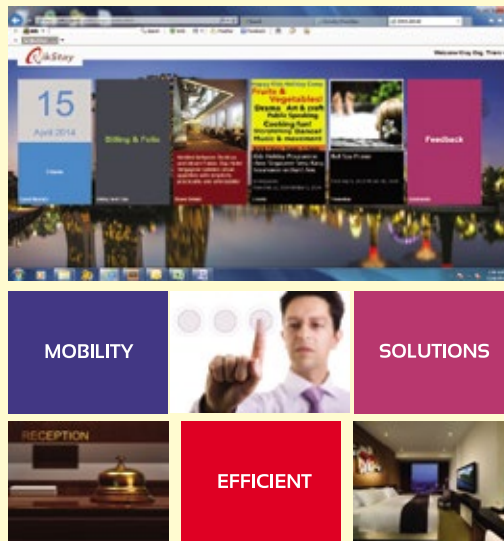
A classic bathtub and mural decorates the Qatrynka Room at Indulgence Living Ipoh.

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Deluxe Suite with Living Room at Vie Hotel Bangkok.

“As a hotelier I appreciate they have their own markets and we need to cater to the individual needs of our guests despite the hotel setting.”

Manfred Weber, General Manager, the Shangri-La Hotel Kuala Lumpur



Classic design is a feature of the Lakehouse Hotel Cameron Highlands.

Guest Preferences

For Manfred Weber, General Manager at the Shangri-La Hotel Kuala Lumpur it really boils down to what the guests prefer. “Like almost everything in our industry, we find guests who have a distinct preference for a more traditional hotel and at the same time some just prefer modern, sleek and maybe minimal decor. I do not have any real preference over the other; as a hotelier I appreciate they have their own markets and we need to cater to the individual needs of our guests despite the setting of the hotel,” he offered. Weber added, “Having never really worked in a modern designer hotel, I am not able to give an informed opinion for my preference but I think I am open to both possibilities.”



Red walls line the Oatrynka Room, Indulgence Living Ipoh.

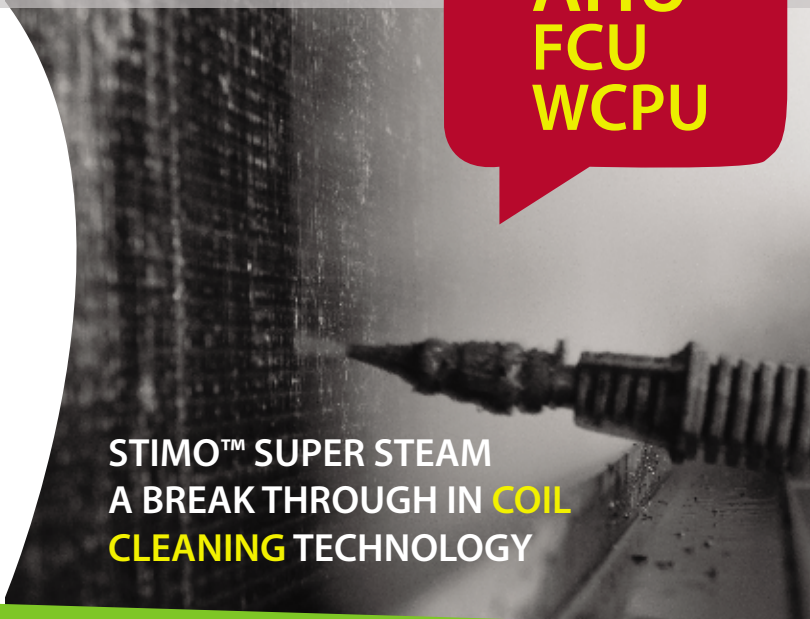
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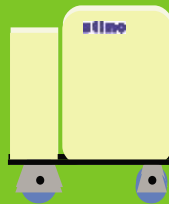


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“ Both concepts offer positive complexities that have assisted me in adjusting to my new responsibilities where a mix of both styles is part of the feature of this landmark hotel. ”

Christian Hassing, General Manager, Mandarin Oriental Singapore

Positive Complexities

Meanwhile, Christian Hassing, General Manager at the Mandarin Oriental Singapore commented, “Having had the pleasure of participating in the development and the launch of the Mandarin Oriental, Kuala Lumpur, which was conceptualised as a traditional and iconic hotel, followed by the management of the Mandarin Oriental, Tokyo, which embodies modernity in its distinctive architecture and interior design, the intricacy of both elements was enriching for me from a positioning and management standpoint.

Considering the traditional iconic hotel design versus the modernity and style of another, both concepts offer positive complexities that have assisted me in adjusting to my new responsibilities at the Mandarin Oriental, Singapore, where a mix of both styles is part of the feature of this landmark hotel. Guests of the Mandarin Oriental Hotel Group properties value the diversity of the hotels within our extensive collection and appreciate the uniqueness of each hotel within our portfolio.”



Detail and Functionality

“I appreciate the style and character of both traditional and contemporary hotels, and rather than preferring one to another I value attention to detail and functionality of a property,” claims General Manager at Anantara Chiang Mai Resort and Spa, Syahreza Ishwara. He explained further, “For instance the room features must be easy to use and design should incorporate hidden surprises to create a wow factor, intrigue and unique identity. From a practical point of view, classic hotels are usually more detailed and require greater maintenance, whereas modern hotels are generally more minimalist with less expense incurred in their maintenance.

For me the charm of a property goes beyond simply the design and it is the associates or staff that make the real difference, both in the way they conduct themselves and how they serve their valued guests.”

“ Room features must be easy to use and design should incorporate hidden surprises to create a wow factor, intrigue and unique identity. ”

Syahreza Ishwara, General Manager, Anantara Chiang Mai Resort and Spa





All Power to Service

For Reto Klauser, Vice President and General Manager of Shangri-La Hotel Singapore the difference between and modern and traditional is relative. He explained, "While a hotel's design should be relevant to its core business, both in terms of aesthetics and functionality, the ultimate success factor is not its design but in the service that a hotel offers. I feel that when a hotelier defines his clientele based on design concepts, they do so at the peril of limiting the size of the market that they cater to." He claimed that guests' preferences for designs are transient and also constantly evolving. A business model based on hardware will not be as sustainable as one based on loyalty and good service. Klauser continued: "Statistics and science prove that while novel designs can induce trials, it is the overall staying experience that determines if a guest returns for a second visit and more. Personally, I would prefer to manage a hotel that offers something more powerful than purely its design. Ideally, I would prefer to offer my guests sincerity and heartfelt hospitality from staff who are driven by passion, creativity and a love for what they do," he concluded. HA

“ While a hotel's design should be relevant to its core business, both in terms of aesthetics and functionality, the ultimate success factor is not its design but its service. ”

Reto Klauser, Vice President and General Manager of Shangri-La Hotel Singapore

Landmark design, top row (left to right)
Vie Hotel Bangkok's facade, The Clock Tower at Pullman Putrajaya Lakeside, The reception at Henry Jones Art Hotel Hobart.
(Above) The lobby at W Hotel Taipei.



EXPERIENCED GM HEADS UP MALACCA PROPERTY

Leo Kuscher with 30 years Asian experience in hospitality now heads the professional team at the 690-room Swiss Garden Malacca Hotel and Residences. Kuscher is well versed in hotel openings with the new property that opens in December 2014 being the latest to his credit. The new property is part of an integrated complex that includes the shopping centre, The Shore @ Malacca River which is within a short boat ride along the Malacca River from the UNESCO World Heritage Site.



MICHAEL GIBB HELMS MACAU HOTELS

Michael Gibb was appointed Executive Vice President Head of Hotels at Macau Legend Development Limited in October 2013. He returned to Asia after an absence of ten years. His last post in Asia was in Kuala Lumpur redeveloping the Mutiara Hotel for Pernas Sudurian Berhad. Macau Legend is adding three new hotels to its existing portfolio of two hotels in Macau. The new hotels with a total of 1,200 rooms will be positioned at Macau Fisherman's Wharf which is undergoing a major redevelopment.

The redevelopment of Fisherman's Wharf will enhance the family entertainment options and attractions on the Macau peninsula.



QUAY TO SUCCESS

The key to success for Kevin Bossino, General Manager at the Novotel Singapore Clarke Quay is overseeing this hotel plus five other Accor properties in his role as Area General Manager of Accor Singapore. These include The Singapore Resort and Spa Sentosa, Sofitel So Singapore, Grand Mercure Roxy Hotel, Ibis Singapore on Bencoolen and Ibis Singapore Novena. An esteemed veteran of the hospitality industry with over 30 years of managerial experience, Bossino joined Accor in 2002 and has worked in different hotel brands across Asia. With the development of three new properties, Ibis Styles on MacPherson, Ibis Singapore on Stevens Road and Novotel Singapore on Stevens Road, Accor Singapore will expand its portfolio to nine hotels with over 3,000 rooms.



KREIG'S SUITE LEADERSHIP

Benjamin Krieg, General Manager at the Radisson Suites Bangkok Sukhumvit for the past two years is a seasoned hospitality executive with more than 15 years experience in Asia Pacific. Prior to joining his current hotel, managed by Carlson Rezidor Hotel Group, Krieg held several general manager positions at hotels such as Mercure Geelong in Victoria and opened the Ibis Sydney King Street Wharf. Prior to that, he held various executive roles within Novotel throughout Australia and at the group's corporate office. Krieg holds an advanced Diploma in International Hotel Management from the Swiss Hotel Association, International College of Hotel Management and a Diplôme Culinaire d'Hôtelier from Le Cordon Bleu. He remains committed to developing programmes to enhance and increase the interaction between hotel schools, high school graduates and the hotel industry in the communities in which he has worked throughout his career.



LE MANAGER, LE MÉRIDIEN

Passionate, articulate and personable defines Harvey John Thompson, General Manager of Le Méridien Kuala Lumpur. Born in Sydney, Thompson's career milestones include working in various reputable hotel chains in Fiji, France, Hong Kong and Malaysia. His first taste in the hospitality industry began at the tender age of 19, when he was Trainee Manager in Bronte Inn, Australia, an 80-room Boutique Hotel in Sydney. His career in Starwood began when he joined the Sheraton Mirage Port Douglas, Australia in 1988. As General Manager, Thompson is responsible for all areas in the hotel including future development of associates, product improvement, financial performance, profitability, brand compliance and guest satisfaction. Prior to his appointment at Le Méridien Kuala Lumpur, Thompson was General Manager of Le Méridien Kota Kinabalu for three years.



PARKROYAL PENANG PROFESSIONALISM

Francois Sigrist, General Manager at the PARKROYAL Penang Resort started his hotel career in 1982 with an apprenticeship at Claridge's and the Connaught in London. He has worked on three continents with Four Seasons Hotels in Houston and San Francisco, the InterContinental Hotel Group in Geneva and Bangkok and in Malaysia with Shangri-La Hotel Kuala Lumpur, the Equatorial Hotel Penang and Meritus Pelangi Beach Resort and Spa Langkawi prior to joining the PARKROYAL Penang Resort in 2009. Sigrist is a Swiss national with a Management Diploma from the Lausanne Hotel School in Switzerland.



NEW GM AT PERDANA KOTA BHARU

Taha Zainal, General Manager Hotel Perdana Kota Bharu began his career in hospitality in the 1990s at the Hilton Kuala Lumpur. A person of great passion and determination, Taha has acquired substantial experience and knowledge by experiencing various hotel repertoires ranging from resort-based Awana Kijal, city service apartments at PNB Darby Park and currently, the newly opened Hotel Perdana Kota Bharu located in the city centre within walking distance of Stadium Sultan Muhammad ke-IV, the commercial district, government offices, shopping areas and local attractions.



GRAND APPOINTMENT

Klaus Gottschalk was appointed General Manager of Grand Mercure Singapore Roxy earlier this year. He is a German national with over 35 years experience in the hotel industry in Europe, The Middle East, Australia, New Zealand, Indonesia, China and Malaysia. Gottschalk joined Accor in Australia in 1994. His most recent posting, prior to joining the Grand Mercure Singapore Roxy was in Kuala Lumpur where he opened the new Pullman Kuala Lumpur Bangsar.

The Number One Choice

Hospitality Asia spoke to Sean Boyle, General Manager of The British Club Singapore about the Club's working relationship with PestBusters.

What were the specific pest challenges that the British Club Singapore could not resolve when they called in PestBusters?

The British Club Singapore invited PestBusters to be its partner due to their reputation in the market place and the fact that I have known their Chairman and CEO for several years.



Are there any new pest management strategies or operational approaches that have been adopted by the Club since PestBusters came onboard?

PestBusters have put together a very comprehensive overall plan to be able to ensure that we have the best possible environment for our members and our team bearing in mind that The British Club is located in a nature reserve.

How has the Club benefited since engaging PestBusters?

I am very pleased to say that PestBusters is doing an excellent job and overall I have seen vast improvements throughout ours and other establishments since they have come on board.

How does the Club ensure members participation in all the various activities that are being organised?

The British Club runs many activities for all age groups of our membership and their interests. We have a very active activities event section here at the Club which is frequented and supported by our membership. Our sports section which comprises swimming, tennis, squash, cricket, football and golf represents over 35% of our total membership.

As the General Manager of The British Club, what are your future plans to make the Club more successful?

I have been General Manager of the British Club for four years and it is a great honour to be at the helm of this organisation. My future objective is to ensure that the British Club is number one choice when it comes to joining any club in Singapore.

Finally, would you recommend PestBusters services to other clubs?

I would have no hesitation whatsoever in recommending PestBusters to other clubs or indeed the hospitality industry in general as they are a very committed company to achieving very high standards and performances levels.



Roti 1Malaysia Launches Sabah Chapter



For over three years, the Persatuan Kebajikan Programme Roti 1Malaysia (Roti 1Malaysia Charity Programme) has provided a platform for corporations and individuals to contribute bread and pastries to the less fortunate. The programme accomplished another milestone by launching its next phase – Roti for Sabah, to benefit Sabah’s needy and underprivileged.

The launching ceremony was officiated by YAB Datuk Seri Panglima Musa Haji Aman, the Chief Minister of the State of Sabah. Roti for Saba aims to reach out to as many underprivileged communities from multiple ethnic groups including orphanages, old folks’ homes and poor indigenous communities as well as refugee camps.

“Since 2011, we have been working hard to facilitate the collection of bread and pastries from our stakeholders who are mostly hotels and bakeries, which are shared with underprivileged communities and shelters in selected locations within Peninsular Malaysia. Now we are proud to be able to extend our services to Sabah,” said Dato’ Anne Eu, Chairman of Roti 1Malaysia Charity Programme and Eu Yan Sang Malaysia.

Originally an independent charity project serving the Klang Valley, the programme has since expanded to include several localities such as Perak and the Kedah-Thai border. Recently, the scope of beneficiaries was extended to also include prison inmates with the hope that the act of kindness will show them glimpses of compassion that would inspire them to work towards a better future.

“Roti 1Malaysia Charity Programme aims to give care and joy to the underprivileged. Therefore, our aim is to spread it to the whole of Malaysia and elevate it as a widely known and established national charity programme. Additionally, the programme also helps to curb food wastage, reduce the running cost of the beneficiaries and most of all, it brings Malaysians together through the spirit of giving,” added Dato’ Anne Eu.

The launch of Roti for Sabah also marks the introduction of the Sabah Froz Ice-Cream, an ice cream made from natural fresh milk obtained from the state itself and infused with traditional herbs. A healthy option for those with a sweeter tooth, the traditional herbs used to produce Sabah Froz includes wolfberries, which helps to improve and maintain good eyesight plus hawthorn berry that is good for improving digestion.

Roti for Sabah is supported by hotels including Gaya Island Resort, Hyatt Regency, Klagan, Le Méridien, Novotel, Pacific Sutera, Promenade, Shangri-la Rasa Ria and Shangri-la Tanjung Aru Resort & Spa.



INTERNATIONAL FOOD & BEVERAGE ASSOCIATION

The IFBA was registered in Singapore in 2012 as a non-profit society. Its founding members are the Food & Beverage Management Association, Singapore, Malaysian Food & Beverage Executives Association, Cambodian Restaurant Association and the Food & Beverage Management Association, Germany. It aims to enhance the image of the industry and professionalism level and strengthen the knowledge and professionalism of the industry. Cheong Hai Poh is the current President.



CAMBODIA RESTAURANT ASSOCIATION

The Cambodia Restaurant Association (CRA) was established in February 2010 with the aim to develop, improve and bring innovation to the Cambodian restaurant industry. The CRA is a not-for-profit association established in accordance with the Laws of the Kingdom of Cambodia. In 2014, with 61 members, CRA is also the proud founding member of the International Food and Beverage Association (IFBA) created in 2013 (official launch) alongside Malaysia, Singapore and Germany. Hak Lina is the current President.



SPA ASSOCIATION SINGAPORE

The Spa Association Singapore represents the professional spa operators in Singapore and is the voice for the development of the spa industry. It works closely with the Singapore Tourism Board, the Police Licencing Division, IE Singapore and many other industry partners and statutory boards to facilitate the development of member spas and provide the connections for members going abroad. The Association is taking the industry to its next quantum leap, in particular the areas of education, operating standards and the total spa experience. Nancy Lim is the current



ASSOCIATION OF CULINARY PROFESSIONALS INDONESIA

The Association of Culinary Professionals Indonesia (ACPI) was established by culinary practitioners concerned for the development of Indonesian culinary arts. It aims to provide a means for working chefs to explore the culinary arts, to increase their skills and knowledge and to assist the government in generating tourism people who are professionals in their field. Activities conducted include providing basic training to junior chefs, seminars, organising events and staging competitions. Chef Stefu Santosa is the current president.



CHEFS ASSOCIATION OF MALAYSIA

The Chefs Association of Malaysia (CAM) was started in 1974 by a group of expatriate chefs and in 1986 it was officially registered in Malaysia under the name Persatuan Toques Blancs meaning 'white hat'. The founders were Fritz Tschantre (President), Heinz Gezer, Aderiano Elam, Werner Meyer, Rolland Sollberger and Lawrence Pok. In 1988, it officially became The Chefs Association of Malaysia. Its aims and objects were to foster better information and communications amongst chefs. Since then, seminars and training sessions have been conducted and culinary competitions organised to hone the skills of chefs in the country. Current President, Chern Chee Hoong was instrumental in creating the Youth Chefs Club and Pastry Alliance in Malaysia.



PENANG HOTELS' CHEFS ASSOCIATION

The inception of the Chefs Association of Malaysia, Penang Chapter (PHCA) can be traced back to 1986 when Chef Max Hauser of Hotel Consult (Switzerland) visited Penang to conduct a seminar. Chef Gerhard Kohler, then Executive Chef of the Hotel Shangri-La conceived the idea of forming a Penang chefs association. Since its humble beginning, even with less than 50 members, PHCA has been active organising seminars and training on butchery, chocolate works and general skills. Culinary competitions such as the Battle of the Chefs have been organised to hone the skills of local chefs and to evaluate their standards. Chef Peter Chan is the current President.



MALAYSIAN ASSOCIATION OF HOTELS (MAH)

The Malaysian Association of Hotels was established in 1974. Since its inception, MAH has constantly enhanced the hotel and tourism industry by integrating member hotels throughout Malaysia. MAH has over 700 members under 13 chapters and partnerships with both the private sectors and government agencies such as the Ministry of Tourism. Being officially recognised as a National Hotel Association, MAH is committed to the exacting standards of service quality acknowledged by Malaysia and beyond. The current MAH President is Cheah Swee Hee.



SINGAPORE CHEFS ASSOCIATION

With a history of more than 25 years, the Singapore Chefs Association (SCA) is the officially government recognised non-profit oriented national chefs association representing professional cooks in the local food and beverage industry. With a membership strength of more than 700 individual members and more than 60 corporate members, the SCA umbrella includes two strategic sub alliances, the Singapore Pastry Alliance and Singapore Junior Chefs Club. SCA also represents Singapore as a national member in the World Association of Chefs Societies (WACS), the global world chefs association encompassing more than 90 member countries. Its current President is Chef Edmund Toh.

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