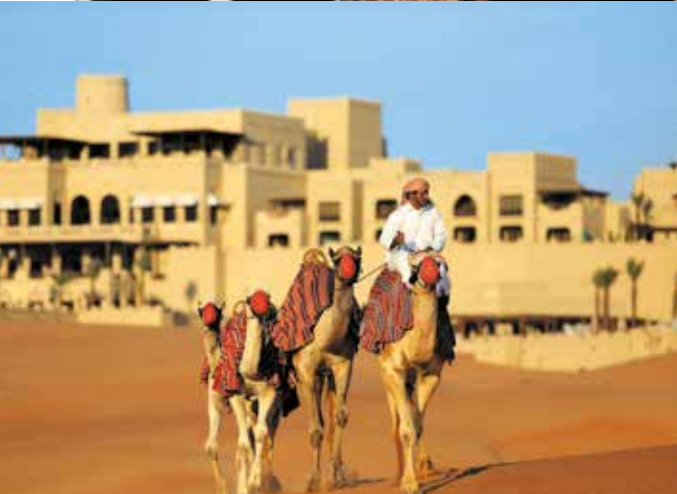




# HOSPITALITY





From the top: The Chedi Sakala's designer lagoon pool view; Hilton Kuala Lumpur's refurbished front desk is bold and contemporary.

### A NEW URBAN PARK DESIGN CONCEPT

Hilton Kuala Lumpur, an award winning flagship hotel in Southeast Asia for Hilton Worldwide, continues to push the envelope with a new urban park design concept that is inspired by themes and motifs from nature. This new design language totally transforms the entire lobby area of the hotel and infiltrates into its five new concept dining outlets. With a bold and contemporary modernist approach, it is a complete departure from traditional hotel design with its open concept, alfresco like environment. Taking inspiration from the wonderful green vista of the Lake Gardens that acts as a backdrop to the hotel, the urban park concept is designed to bring the serenity of this natural landscape into the hotel's main public areas and new concept dining outlets, creating an oasis of serenity and calm for hotel guests, a sanctuary from the hectic frenzy of

urban existence. In addition, in keeping with its reputation as a leading hotel for the international business traveler, all the redesigned public spaces feature data points to support electronic devices and internet access. The new design concept was part of a major refurbishment the hotel underwent in the first half of this year to create a dynamic new environment in its main public areas for it hotel guests and to introduce five new F&B concept dining outlets.

### THE CHEDI SAKALA BREAKS NEW GROUND IN BALI

The Chedi Sakala, heralding a brand new, upscale day for a less frequented but entirely compelling Bali peninsula, has opened its doors to guests in February on two and a half hectares of lushly landscaped oceanfront property at Tanjung Benoa Beach in Nusa Dua. Managed by luxury hotel management group GHM, the 261-room resort promises a hospitality experience long on culinary sophistication, sublime wellness opportunities and a room-by-room spaciousness that is otherwise a rarity on the Island of the Gods. The hotel's 247 suites each offer a minimum of 58 square metres and include a kitchenette. The two-bedroom, ocean-view suites deliver up to 150 square metres and feature a separate living room, dining room and walk-in pantry. Infinity pools with built-in whirlpools and full kitchens highlight each of the 14, two-storey pool villas. Beyond the generous personal space, the hotel is sharpening a reputation as one of Bali's most rarified dining experiences. A harbinger of its lofty ambitions, Sakala Bali opened on the resort's grounds two years ago and quickly garnered acclaim for dishes that marry local product with French culinary sensibilities, per the expertise of Quebec-born Executive Chef Frederic Boulay.



### THREE TIME WINNER

For the third consecutive year, AGODA.com has selected Hotel Maya Kuala Lumpur to receive its prestigious 2013 Gold Circle Award Country Director of Agoda International (M) Sdn Bhd, Chan H Gee personally handed the acclaimed award to the General Manager, Danny Goh. Gold Circle Award winners are chosen because of their outstanding performance on Agoda.com, with a high number of positive customer reviews, and their utilisation of Agoda.com's custom-built Yield Control System (YCS). Agoda.com now also looks into the amount of data, including aggregate scores for customer reviews, top-performing properties, competitive pricing, and for adhering to the complex business dynamics that define the industry. When guests of any of this year's 661 winners see the Agoda.com Gold Circle Award upon arrival, they can be rest assured that their stay will be up to the standards set by Agoda.com. Situated in the heart of Malaysia's capital city, Hotel Maya is a Malaysian owned and managed 'boutique urban resort' that aims to deliver more than comfort and convenience in a strategic location; just a short stroll away from Malaysia's iconic Petronas Twin Towers.

### GLITTERING LUXURY

Luxury hotel Intercontinental Kuala Lumpur unveiled their newly refurbished in February. Corporate clients were among those invited to celebrate the launch with a wide spread of food. Guests were wowed with the luxurious space and settings present to them. Guests were surprised with blackout followed by a flash mob dance performance by the Sales and Marketing team. The hotel celebrating the evening of the evening with a live performance by Masterchef Yanagida who carved a 35kg fresh tuna, various stations cooking up Peking duck, foie gras, wagyu beef and cod fillet.

The ballroom with a space of 963 square-metres and nine metres in height took a month to complete costing over MYR 3 million. The ballroom is able to cater to 700 guests for dinner and 1000 for theatre style bookings. The ballroom is equipped with upgraded audiovisual amenities, new high-resolution LCD projectors, HDMI, Wi-Fi connectivity, increased motorised screens and programmable LED lightings to create better ambiance and to suit every function needs. General Manager, Phil Riley said, "The entire face-lift for the function space positions the hotel forefront as one of the city's best venue. Coupled with the InterContinental's impeccable service, the team of meetings and events specialists will work closely with guests to cater bespoke functions and create memorable experiences."



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Smart Reg System has been established since 2005 with a decade of experience in the event registration industry. Our core specialization in event registration services and solutions covers various type and scale of events, be it for trade exhibitions, conferences, forums, seminars, dinner awards and other events alike.



## ANANTARA GIVES BACK

Every year since 2001, Anantara has practiced a 365 say good deed programme showing their commitment in protecting the environment in different parts of the world where they have properties. Each year these efforts grow, and with a planned expansion of 50 Anantara properties by 2015 to include brand new destinations, even more people, environments and wildlife will benefit from Anantara's commitment to giving back. In continuing with their efforts, Anantara will launch the new Dollars For Deeds campaign this year starting in Thailand with plans to extend the scheme worldwide. The Dollars for Deeds initiative invites guests to donate USD \$1 a night during their stay to raise money for a range of admirable causes unique to each region where their resorts are located. From exotic jungles to serene beaches and amazing deserts to cosmopolitan cities, Anantara currently boasts more than 25 magnificent properties located in Thailand, the Maldives, Bali, Vietnam, the United Arab Emirates and China; with future properties to open in Thailand, China, Cambodia, Laos, Mauritius, Sri Lanka, UAE, Oman, Qatar and Mozambique.



From the top: Anantara's good deed programme – protecting the environment and helping schools in need; Penang's Shangri-La's Rasa Sayang Resort & Spa and Golden Sands Resort celebrate their awards.

## ONLY THE BEST AT HOTEL SERVICES

Penang's Shangri-La's Rasa Sayang Resort & Spa and Golden Sands Resort have been named resorts with the title "Best Hotel Services" under the five-star and four-star resorts categories by Malaysia's Ministry of Tourism and Culture at the tourism awards recently 2012/2013. Golden Sands Resort retained its honours for best hotel services under the four-star category for the second consecutive time while sister property Rasa Sayang Resort & Spa received the best hotel services award for the five-star category. The Malaysian Tourism Awards are the highest honours given by the ministry to only the best resorts in the industry who offer great quality and excellent service to their guests. A panel of 59 judges including industry experts select the winners from thousands of entries over a period of time for these prestigious awards.

## FAR EAST HOSPITALITY APPOINTS NEW AREA GENERAL MANAGER

Far East Hospitality announced the appointment of Melvin Lim as Area General Manager, Orchard Cluster. In his new role, Melvin will oversee the performance of Far East Hospitality's hotels in the Orchard district including The Quincy Hotel, Orchard Parade Hotel and The Elizabeth Hotel.. "We are excited to have Melvin join the Far East Hospitality family as we continue to grow our brand of Singapore-inspired hospitality locally and around the region," said Arthur Kiong, Chief Executive Officer of Far East Hospitality. "Melvin's hands-on approach is aligned with our personable and customer-focused approach that our guests appreciate. With the addition of his impeccable service quality standards and established leadership, we look forward to delighting more guests as they create positive and memorable experiences during their stays with us." Melvin brings with him over 20 years of experience working in the hospitality industry. Prior to joining Far East Hospitality, Melvin was the Vice President of an international hotel group and had held senior management positions at several international luxury hotels and serviced residences within the Asia Pacific region, including Singapore, Hong Kong, Indonesia, the Philippines, Thailand and Malaysia.

## NEW LANDMARK FOR CHERAS

Silka Cheras opened its doors to guests in April this year. The ideal address for both leisure and business travellers, Silka Cheras is centrally located in Cheras, a bustling suburb of Kuala Lumpur and is well connected via major local transportation networks. Positioned as a value-led hotel and managed by Dorsett Hospitality International, Silka Cheras includes 319 guestrooms with four room categories: Superior (26 m<sup>2</sup>); Silka Room (32 m<sup>2</sup>); Studio (38 m<sup>2</sup>) and the open-concept design, Silka Suite (42 m<sup>2</sup>). Set to be an iconic landmark in Cheras, adjacent to the newest shopping mall of Cheras Sentral, Silka

Cheras is strategically located, just 15 minutes from the heart of Kuala Lumpur City Centre and 45 minutes from Kuala Lumpur International Airport. Other attractions within a five kilometre radius from the hotel include the Alam Damai Recreation Park, Velodrome, National Swimming Centre and Kuala Lumpur Football Stadium. Apart from catering for the leisure and business travellers, Silka Cheras is also ideal for medical tourists with its close proximity to both University Hospital and Cheras Specialist Centre. Silka Cheras is set to open at the beginning of May this year.



## A TOUCH OF GRANDEUR



Established since 2011, Ridzmas Supply's steady growth as one of the hospitality industry's leading names in providing linen ware for events, advances their artistry to new heights in delivering excellence for table dressing arrangements at celebrations and galas.

Ridzmas's signature expressions of style enhances the climate of hotel and outdoor functions with its smoothness of linen, splendid colours and definitive creativity, pleasuring to the eyes and senses of guests.

The quality selection of napkins, cloths, ties, sashays, overlays and other accessories with exquisite designs blending in with the environment at halls to ballrooms, evoke inspiring emotions while dinner is served. Combined with the mastery of application of linen ware as provided by experienced professional consultants, elegance and class are assured, making banquets a magnificent affair with memorable moments.

Ridzmas Supply aspires to be the pioneer of new innovation and creative use of linen dressings, maximizing the potential of any given budget and theme requested, while administering a touch of majesty for social occasions whether translated to love or luxury, to cloak events in consummate grandeur.

## WE GIVE YOU THE TOUCH

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# LIVE. & MEET FOR EXCELLENCE

Berjaya Times Square Hotel,  
Kuala Lumpur Offers All-Inclusive  
Solutions for Unrivalled Meeting  
& Team Building Success

*"As we acknowledge our amazing journey towards becoming one of the leading city hotels, the continuous commitment and passion of the team moving forward is what drives the heart of our hotel."*

**Mondi Mecja, General Manager**

## BERJAYA TIMES SQUARE HOTEL, KUALA LUMPUR - MALAYSIA

managed by Berjaya Hotels & Resorts, a division of Berjaya Land Berhad (201765-A)

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Well-recognised as one of the leading business hotels in Malaysia, Berjaya Times Square Hotel, Kuala Lumpur offers a distinctive Meetings Excellence program that benefits all robust meeting needs. Centrally located in the heart of the business and shopping district of Kuala Lumpur, the iconic hotel offers a wide variety of choices for your travel pleasure.

In the heart of The Golden Triangle, its strategic location is easily accessed by monorail, SMART and the Kuala Lumpur-Putrajaya highway- serving absolute convenience to business travellers on the go. Fast-paced infrastructure development in the area has ensured accessibility to Berjaya Times Square Hotel, Kuala Lumpur reigns supreme - it is only a 45-minute drive from Kuala Lumpur International Airport (KLIA) and a 30-minute drive from Sultan Abdul Aziz Shah Airport (Skypark Terminal, Subang) to the hotel. By monorail to the hotel, it takes 6 minutes from KL Sentral, which is approximately 28 minutes from KLIA by ERL Train.

The hotel has throughout the years become widely-known among event organisers and corporations alike as a preferred function and event venue with its iconic pillar-less Manhattan Ballroom (1,746 m<sup>2</sup>) - one of the city's largest ballrooms that can accommodate 2,000 persons for a theatre setting or 1,400 persons for a sit-down banquet dinner. There are also 12 other function rooms, seven with natural daylight, including the newly refurbished Junior Manhattan Ballroom for smaller meetings, weddings, cocktail receptions or business lunches requiring more intimate settings. The hotel recently added another function room Bronx VIII - bringing the total number of available function rooms here to 15.

With a total of 650 rooms and suites, the spacious rooms from 51m<sup>2</sup> to 99m<sup>2</sup> are furnished to make guests feel very much at

home while away from home whether for business or leisure. Business facilities are made available for all professional needs with its Business Centre that is equipped with the latest administrative equipment to service all needs of business travellers. Specifically trained staff are on hand between 7.00am to 10.00pm daily to assist these requirements and will respond upon request with effective solutions.

Reinforcing the business services of the hotel are a team of meeting and events professionals who are highly trained to ensure creative solutions that amplify the success of any event. Among the personalised services offered are site 'WOW' inspections accompanied by members of senior management, superior technical support with first-rating state-of-the-art meeting and team building facilities.

To enhance and beautify the aesthetic of its meeting facilities the hotel has refurbished all function rooms by adding new carpets. Further, the expansive Manhattan Ballroom now incorporates six new projectors on all corners for a value-added experience to functions.

In commemoration of reaching a milestone of 10 years in the service and hospitality industry, Berjaya Times Square Hotel, Kuala Lumpur is extending a variety of corporate meeting packages that serve to augment all meeting requirements.

Full day meeting packages are priced from RM145++ to RM175++ per person and include complimentary use of a function room from 9.00am to 5.00pm, meeting amenities, standard PA system with rostrum and two microphones and complimentary backdrop. The packages are inclusive of welcome teh tarik, VIP cookie boxes, morning coffee break with three or five snacks, seminar lunch and afternoon coffee break with three or five snacks.

- 
- The corporate themed meeting packages extend to December 2014. Terms and Conditions apply.  
**For further information, please call +60 (3) 2117 8235 / 8255 / 8618 during operating hours.**



HAVE YOU MADE YOUR RESERVATIONS?



# Turning Adversity Into Opportunity

The Shangri-La's Tanjung Aru Resort is a well-established international standard luxury resort in Sabah, East Malaysia. It is one of the first world class tropical vacation resorts in Borneo. Despite several adversities that have affected Sabah's tourism in recent times, its General Manager Craig Powell says the hotel continues to strive in excellence to provide a pleasant stay for its guests. Powell speaks of his experience of working with PestBusters in the last two years.



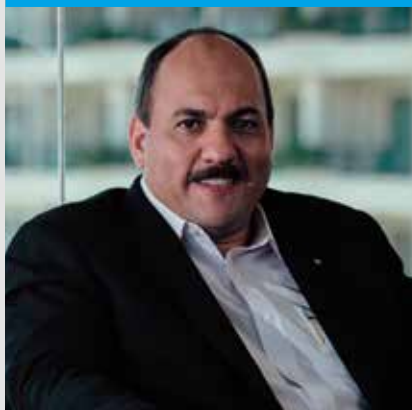
**You arrived about two years ago. What are your main challenges, then and now?**

Our challenges when I arrived were to evaluate our total guest experience and ensure we had the right people in place to deliver on the premise of our brand promise expected of a Shangri-La property. Much work had already been done to improve the hardware but software plays a major part in the execution of service and it is no secret that success is achieved through your people. In addition, we needed to open our STAR Marina (now over a year old) and establish strong safety standards and measures to provide assurances to our guests that their holiday wellbeing is our primary concern and this extends to all aspects of the environment in which we operate.

The challenges we face now are the volatile business world in which we live, especially over tragic incidents that can affect buying behaviour. Stability and security for a destination is important and there is no exception for Sabah.

**How does PestBusters manage challenging situations?**

We use pest siting reports and work with the PestBusters representatives assigned to our property. We involve them in regular meetings and work together to tackle pest sources on site.



**PestBusters advocates an integrated pest management approach. How has this benefited the resort?**

It is inclusive and has helped us to alleviate the presence of pests on the property. It also accommodates seasonal changes in weather to ensure an appropriate response to combat pests. PestBusters also works around our operational needs to minimise interference with daily operations.

**Why did Shangri-La Tanjung Aru Resort start a recycling project?**

The main reason for this project, was our support for sustainable practices and to contribute towards conservation of the environment and Earth's limited resources under the umbrella of our company's Corporate Social Responsibility Policy.

**What makes Shangri-La Tanjung Aru Resort a 'must-go-to' destination?**

We have wonderful people and a fabulous location that affords our guests that their stay with us includes plenty of options for business or leisure travellers to choose from.

**What is Shangri-La Tanjung Aru Resort's current occupancy rate in comparison to last year at this time?**

I would be giving away too much if I told you that!

**Are tourists still coming to Kota Kinabalu after the recent Pom Pom Island kidnapping? What measures have your hotel taken to avoid such incidences?**

While they are still coming to Kota Kinabalu, visitation numbers particularly in places that are close to Philippine waters are likely to be lower. We have beefed up our security and strengthened our systems to instil confidence amongst our valued guests.

**Would you recommend PestBusters services to other hotels and resorts? Why not?**

PestBusters understands the importance of pest management in this industry and is able to work within operational guidelines without compromise.

# Accor to Double Malaysian Hotels

**G**erard Guillouet has been engaged in the hospitality business in Asia for 26 years. He has worked in various countries in South East Asia and he has learned about the diverse cultures which has helped him in business relations in this region. He has successfully brought Accor to further heights and he says they will continue to grow in Asia.



Styles Sandakan Waterfront," said Guillouet. Ibis Styles Ipoh is now open.

"This momentum of new hotel openings will lead the Group to achieve our target of 20 hotels by 2015, creating jobs opportunities and economic benefits for the communities surrounding the hotels. It will allow us to become one of the leaders transforming the country's hospitality industry into the



Guillouet said, "Accor sees Malaysia as one of the top tourism destinations in South East Asia. The country is full of potential and has plenty of room for us to grow. We are focusing our energy to develop more hotels in the country across all market segments. With the strong support from our hotel owners, tourism authorities and local communities, we are excited and optimistic about the future prospects for our hotels in Malaysia."

He added that this was very timely saying that, "This is just in time for 'Visit Malaysia Year 2014'.

We expect to open several hotels in both Peninsular and East Malaysia this year, including Mercure Kota Kinabalu Metro Town and Ibis

*Gérard Guillouet, Chief Operating Officer for Malaysia, Indonesia and Singapore with French hotel group Accor, recently stated that it will double its room's inventory in Malaysia by 2015. This will see the current eight hotels and 2,520 rooms grow to a total of 20 hotels with over 5,000 rooms across all hotel segments. Accor plans to expand its hotel network in Malaysia with an additional 12 properties, comprising more than 2,600 rooms.*

future," he added. Accor will open hotels across the spectrum to meet the needs of the different market segments visiting Malaysia.

"The mix of hotel segments in our pipeline indicates that we will continue to have a well-balanced network in 2015 with 15% of the hotels being upscale, 40% midscale, and 45% being economy hotels. The network will also be geographically balanced, with hotels in strategic business and leisure destinations throughout the country. Our long-term strategy has been to emphasise development in central Malaysia first, eventually expanding into other regions, including Penang, Perak, Selangor, Melaka, Johor, Sabah and Sarawak," said Guillouet.



# BUILT TO MEET A CULTURAL EXPERIENCE

## *Venacular Luxury is the New Black for Architects and Developers*

Globalisation has brought about a uniformity of sorts in the way we do things. Today, more than ever, you can travel from one part of the world to another and not feel like an alien, because of the similarity of environment between one city and the next. This includes airports, hotel rooms, restaurants, store interiors and the like. Paradoxically, this similarity has created the urge among communities to set themselves apart, to retain their cultural identity and values through differentiation. This is very much reflected in the world of design, predominantly in architecture, where a return to the vernacular is becoming more and more apparent in the new buildings being built, particularly in Asia. Asian values have always been something that the people of the continent have held on to and the cry in the last two decades, with the development of the Internet, has been that Asian values are being eroded. Hence, in their bid to hold on to the Asian ethic, we find that Asian designers are turning more and more to their cultural roots for inspiration, particularly in the fields of fashion and architecture.



## Architects and Developers Focus on Culture

Vernacular architecture is a category of architecture based on local needs and construction materials, reflecting local traditions. It tends to evolve over time to reflect the environmental, cultural, technological and historical context in which it exists. While often not thoroughly and academically planned, this kind of architecture played and still plays a major role in the history of architectural and design of the culture in a particular area or country. While one may not always see overt Asian representations in a building, if one were to look closely enough, one might see an avatar of an Asian symbol through the shape of a building, or the finer touches brushed on the interior. Contemporary architecture with hints of Aseana have been a trend for some time now; one in which the reconfiguration of indigenous design and the creation of hybrid forms reinvent tradition. A return to the vernacular has become hugely favoured by architects and owners of resorts as a means of differentiating their destinations from others in the vicinity. It's a known fact that a holiday is no longer just a holiday but an experience, and resort owners are using the pull of architectural ethnicity to attract visitors to their venues. Thus, while offering everything that luxury travel can offer, more and more resort owners in

Asia are realising that the experience is enhanced with cultural accents that create a memorable holiday for their guests.

## A Destination Experience with Vernacular Architecture

Minor International was among the first hoteliers to embrace this trend, and the Anantara brand evolved from this realisation. Anantara Hotels, Resorts and Spas is a luxury resort and spa operator based in Bangkok, Thailand and operating 28 resorts across Asia Pacific and the Middle East, with its spa brand expanded into Africa. As part of an expansion and refurbishment strategy for their Anantara Brand, a team of international designers, including landscape architect Bill Bensley, transformed pre-existing property into the first Anantara resort. The creation of the Anantara brand, currently with 24 properties in six countries, is the realisation of a lifelong dream for William Ellwood Henecke, CEO and Chairman of Bangkok-based Minor International PLC. The self-made entrepreneur began his career cleaning offices and selling advertising while he was an expatriate high-school student in Bangkok. He became a millionaire before he reached 25. His group, Minor, created Anantara, the fastest-growing Asia-based resort chain. Much of that growth has been in the Middle East, China and the Maldives. Henecke said the

*Above: Vernacular architecture is very visible in Asian designs, through shapes, interior and environmental landscapes. The need for uniqueness and to differ from contemporary hotels and resorts sees the return of these traditional designs with a modern touch.*

'destination experience' is very important to the Anantara brand. "One of our leading brands under Minor, Anantara Hotels, Resorts and Spas offer guest journeys that are quite unlike any other, coupling serenity and exoticism with indigenous charm to create hotels and therefore experiences which celebrate each distinctive destination in all its natural beauty and cultural allure," Henecke said. He added that the concept of a true "destination experience" resides at the core of Anantara's philosophy, and is one that the brand takes great pride in. This value is reflected in Anantara's commitment to harmoniously blending in with the local spirit and environment. Each Anantara property has been designed to capture the individual soul and culture of its locale.

*Shapes and curves, with conscientious thought to light and shade set the ambience for tranquillity and harmony in design which is mostly found in lounges, dining areas and the reception. Every design is unique to its property, building sense and scape that matches the hotel or resort's character.*

### Challenges Faced with Vernacular Building and Design

As vernacular architecture is based on locale design it can pose challenges for developers and architects to build and fit according to the

culture of the country. However with destination experience in mind they work with what they can acquire locally. Henecke said every design project has its challenges, adding that it is also part of the charm. "I really enjoy working with the design team to overcome diverse challenges that arrive from the physical setting, raw materials, natural elements or any number of diverse other challenges." He strongly believes there is no greater satisfaction than seeing the final product and welcoming guests to share in the destination experience. His passion and hands-on approach have kept guests satisfied with their holidays at his resorts. "Guests love to wake up in a hotel that truly reflects the location – it creates a sense of place and introduces people to the destination," Henecke said. When asked which four properties he is proud of, he revealed, "I am certainly proud of all the Four Seasons properties in Thailand. The Four Seasons Tented Camp in the Golden Triangle is one of the world's most unique resorts in an absolutely stunning location. Four Seasons Chiang Mai (resort and residences) and Four Seasons Koh Samui (resort and residences) are also unique





in their own way. The design for all of the Four Seasons in Thailand focused on the individual location and a style and architectural philosophy was developed that suited the location.”

### Critical Factors for Resort Design

The critical factors for resort design in many parts of Asia can be divided into two categories: design-to-fit with resort requirements and regional style. The resort requirements consists of important considerations for selection of the resort location, interior and exterior chalet design based on resort style, appropriate facilities and services, building materials, and prices of accommodation. Henecke said if you look over time, vernacular architecture has been ever-present. Other forms of architecture come and go; styles over the decades have been replaced by the latest design development, material trends evolve and change, and ultimately they all take their place in the annals of history.

“Yet vernacular architecture which reflects local traditions, designs and materials continuously maintains its place in society. I would even dare to say that its presence is growing as people are not only looking to the future for inspiration, they are also looking to the past – to our heritage and our traditions”, he said. Henecke said sourcing locally is hugely important in a world that is more and more concerned about the environment, and a world that has become very much aware of the importance of our roots and our traditions. “The concept of sourcing locally is the key to vernacular design and one that I strongly support.”

### Putting Art Into Vernacular

Harvard-educated architect and landscape designer Bill Bensley is fondly known as the king of exotic luxury resorts. He has designed more than 100 properties in 26 countries since he was 23. With his firm, Bensley Design Studios, he transforms wild landscapes into sophisticated environments. Bensley is no stranger to vernacular architecture. He transformed a pre-existing property into the first Anantara. The interior and exterior designs were modelled on a traditional Thai village as part of Minors’ efforts to make Anantara an experience-based hotel. He designed the Anantara Resort Tent Camp and Spa Koh Samui in Thailand. He designs resorts according to tradition and culture. Every design from the building to the furniture is built from scratch. His passion leads him to creations with local materials, traditions, giving guests an unforgettable cultural experience in every different resort and hotel he is involved in. Bensley Design Studios has designed almost 200 resorts and hotels since 1984. Bensley also designed the Palace of Malaysia in Terengganu. One of his impressive designs is the Four Seasons Tented Camp in the Golden Triangle, in Thailand. His creation and design gives guests a jungle experience, where they can wake up to the sound of elephants feeding, overlooking Myanmar and Cambodia. He designed the resort in such a way that guests would arrive in river canoes during the monsoon season and on elephants during the dry season. He was involved in the interior straight down to the staff uniform. His inspiration for the Four Season Tent Camp came from the African safari.



*From the top: Dining by design – another display of vernacular architecture using natural landscapes as part of the design to setup a romantic ambience; Bill Bensley of Bensley Design Studios is renowned for creating exotic traditional designs that sparkles with luxurious glitter amidst wild landscapes.*

*Below: Vernacular architecture and design is highly sought after in an industry that thrives on uniqueness. Resort getaways have to emulate traditional heritage while providing luxury facilities. Even with all the modern facilities available, guests must be made to feel the traditional elements via landscape and design. Local materials are usually used to reflect this.*



Though sceptical that it would work in the Golden Triangle, Heinecke gave Bill the green light and as it turns out, it has been a success.

## Vernacular Design for Tent Camps

Tents pitched in far-flung locales have always had romantic cachet. And now the common trend of you beautifully culture textile to dress up resorts. That sentiment is evident in Bensley's design for the resort. He drew inspiration from northern Thailand's hill-tribe villages as well as camps he visited in Botswana, and he filled the 15 tents with metal craftwork from local artisans, along with explorer-themed antiques. There are just 15 tents at this secluded retreat in the hillsides in the bamboo jungle high above rivers. The camp shares the remote hills with an elephant rehabilitation reserve, and its inhabitants are the most popular attraction.

## Ground Breaking Project – Danang Sun Peninsula Resort

One of the most recent groundbreaking vernacular designs Bill Bensley created was for the Danang Sun Peninsula Resort. The 197-room InterContinental Danang Sun Peninsula Resort in Vietnam opened last June under the careful design eye of Bensley and his team. The design

brief was to make the most beautiful Vernacular design in Asia. He designed the rooms followed by the public spaces with the objective of giving a good view to its guests from their rooms. His created the public spaces with local material giving it a more natural and cultural feel. Bensley and his team ensured the resort's design blended flawlessly with the surrounding environment. He and his team achieved a 100 per cent Vietnamese vernacular resort by carefully designing every piece and every area with Vietnamese culture.

## Ingenious Design

Set on Bali's secluded southern coast, Anantara Bali Uluwatu Resort and Spa is an exceptional sanctuary of ingenious design and rugged natural beauty that offers a unique way to experience the Island of the Gods.

## The Land Dictated the Design

Water is the theme of Anantara Phuket Resort and Spa. This former coconut plantation has been provisioned as a magnificent, all-villa retreat based on a traditional, southern Thai village. "This land dictated the design," explains Bill Heinecke, Chairman and CEO of the Minor Group, Anantara's parent company. "Because it was flat, we decided to create a canal like setting with waterways like the old klongs," he explains. In the process, they managed to preserve all the old coconut palms. "We didn't lose a single one!" he enthuses.

## A Luxurious Thai Family Compound – Anantara Phuket and Spa

Exotic gardens and grand entryways that evoke a sense of mystery are Anantara trademarks, and these two elements are taken to a provocative high at their Phuket property. With Bensley ideas behind all of the outdoor elements, the result is a landscape brimming with life: Water birds, jasmine, orchids, birds of paradise, and plenty of statuesque palms all underscore the bounty of tropical Thailand. Anantara's villas are designed like a luxurious Thai family compound. The ultra-private spaces include large bedrooms, outdoor pool and hardwood decking

## The Spirit of the Artistic – Four Seasons Chiang Mai

Four Seasons Resort, Chiang Mai reflects the spirit of the artistic and cultural district of Thailand. Its architecture, cuisine and spa treatments are true to timeless Thai traditions. A variety of flora and fauna may be explored in the nearby Chiang Mai Night Safari, Mae Sa Elephant Camp and Sainamphung Orchid Farm.



Marina Bay Sands  
 Shangri-La Hotel  
 Shangri-La's Rasa Sentosa Resort Singapore  
 Raffles Hotel Singapore  
 The Ritz Carlton, Millenia Singapore  
 Capella Singapore  
 Swissotel The Stamford  
 Fairmont Singapore  
 W Singapore – Sentosa Cove  
 Movenpick Heritage Hotel Sentosa  
 Grand Hyatt Singapore  
 Conrad Centennial Singapore  
 Goodwood Park Hotel  
 Marina Mandarin Singapore  
 Mandarin Orchard Singapore  
 Hilton Singapore Hotel  
 Park Regis  
 Swissotel Merchant Court Singapore  
 Traders Hotel

The Regent Singapore  
 Sheraton Towers Singapore  
 Crowne Plaza Hotel, Changi Airport  
 Furama Riverfront  
 Grand Park City Hall  
 Orchid Hotel  
 Rendezvous Hotel Singapore  
 Orchard Grand Court  
 Studio M Hotel  
 Carlton Hotel Singapore  
 York Hotel  
 Gallery Hotel  
 Ibis Singapore on Bencoolen  
 Strand Hotel  
 Hotel Royal  
 Classique Hotel  
 Broadway Hotel

Shangri-La Hotel Kuala Lumpur  
 Shangri-La's Tanjung Aru Resort & Spa Kota Kinabalu  
 Shangri-La's Rasa Ria Resort Kota Kinabalu  
 Shangri-La's Rasa Sayang Resort & Spa Penang  
 Traders Hotel Kuala Lumpur (By Shangri-La)  
 Hotel Istana Kuala Lumpur  
 Crowne Plaza Mutiara Kuala Lumpur  
 Intercontinental Kuala Lumpur  
 Concorde Hotel Kuala Lumpur  
 Grand Millennium Kuala Lumpur  
 Hotel Maya Kuala Lumpur  
 Hilton Petaling Jaya Hotel  
 Hilton Kuching Hotel  
 Batang Ai Longhouse Resort, Managed by Hilton  
 Holiday Villa Hotel & Suites, Subang  
 Riverside Majestic Hotel  
 Grand Margherita Hotel  
 Furama Bukit Bintang  
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The key to the success of any hotel usually lies in the hands of the General Manager – one who can lead with passion, inspire productivity and attract talent through strategic leadership. This will ensure effective and efficient operations within the hotel, bringing about improvements on current models and helping the business thrive. Any hotel which is able to cultivate an exceptional guest experience will surely triumph in such a competitive and demanding industry. And the foundation lies within – cultivating and grooming personnel from the ground up. This ultimately falls squarely on the shoulders of the General Manager.

# The Secrets of Success



Above (from left to right): The 1-bedroom beachfront villa at Bali's Royal Beach Seminyak, The stylish facade of Aloft Kuala Lumpur Sentral and the ethnic lobby at Padma Resort Bali.

**A**s the head executive responsible for the overall operations of the establishment, this figure-head holds ultimate authority and has to oversee day-to-day issues faced in operating a hotel, in every aspect. From the back-of-house to the front-of-house, a general manager needs to have a personality that is commanding and yet pleasantly welcoming. This by all means is no easy task. A hotel general manager has to boast interpersonal skills, be ready to greet guests and troubleshoot all kinds of issues from guests or within the ranks. At the same time, they must have the ability to motivate and provide practical solutions in a fast-paced environment.

Paolo Campillo, General Manager of Aloft Kuala Lumpur Sentral, insists that working hard to deliver the basics, creating a fun culture at work and curating an engaging experience for guests is the key to success. He admits that it is becoming more and more challenging to make a hotel unique since rooms and dining has become a commodity, where there are simply too many choices.

"It is vital to create a brand that people can trust. Luxury is a cliché which is why at Aloft Kuala Lumpur Sentral, we focus on creating an engaging experience with our guests," he said.

He added that he had an enjoyable and satisfying experience running a smaller hotel but the temptation to oversee the largest Aloft in the world – the stylish Aloft Kuala Lumpur Sentral – was just too tempting to resist. Being a new operation, the focus was to satisfy guests immediate needs from a hotel located in the new business hub of Kuala Lumpur, Malaysia. A fast and free internet connection is crucial, even more so than breakfast and this year, personalising each guests stay will be their guiding principle. He said 'innovation' was what made Aloft Kuala Lumpur Sentral different from the other hotels and the management would continue to be innovative to stay ahead of the competition.

Alessandro Migliore, General Manager of Bali's Royal Beach Seminyak,

the opportunity to forge closer ties with guests as well as the team and allow him to work in a more detailed context to ensure excellent service.

Migliore said young people who want to join the hospitality industry need to be passionate and love their job to ensure they can have a satisfying career. Since assuming his position two years ago, Migliore has implemented a weekly management cocktail with guests, changed VIP amenities in order to reward loyal guests and implemented a quarterly general assembly to motivate staff.

"Since cleanliness is next to godliness, we have appointed a cleaning company to improve the overall cleanliness of the hotel's public area. We also have plans to renovate the hotel in the near future," he said. He attributed the success of the hotel to his team, the 'Alu' (the big lizard-variant), attention to detail and the ultimate focus of satisfying guests needs.

Tjipjanto Soerjanto, General Manager of Padma Resort Bali said, with the intense competition within

He added, "I believe luxury is all about quality, things that is not mass-produced, something exquisite, stylish and yet comfortable and this is what we offer our guests." Asked if he would enjoy overseeing a smaller hotel, he said that smaller operations would provide him an opportunity to build and operate a unique hotel with very strong character. "But that would be something I'd love to consider in the future. For now, the focus is on the growth of the Padma hotels and resorts," he added. His advice to those who wish to join the hospitality industry is to choose the establishments wisely. Select a hotel that matches their personality.

"Work with passion and develop a vision of what you want to become. Get as much knowledge that would support the achievement of that vision. Work hard and work smart," he said. Padma Resort Bali has continuously evolved with ongoing renovations. In 2011, the average occupancy was close to 94 percent. A very healthy increment rate,



(Left to right) Paolo Campillo, General Manager of Aloft Kuala Lumpur Sentral; Alessandro Migliore, General Manager of Bali's Royal Beach Seminyak; Tjipjanto Soerjanto, General Manager of Padma Resort Bali

said the hotel's success is derived from teamwork. "Obviously Bali's hospitality industry is growing with a large number of luxury hotels. However, we cannot be compared to others hotels as we are a beachfront hotel in Seminyak, offering the best Bali sunset and good service. Each person has his own definition of luxury. That's why we do our best to meet these expectations by providing the best for our guests," he said. When asked if he would prefer to oversee a smaller hotel, he answered in the affirmative, adding that it would offer him

the industry in Bali, it is a challenge to make a hotel unique. He attributes the success of the hotel from providing quality products and service consistently, through the years. "As an independent hotel we are able to implement changes fluidly to enhance our service and products to keep up with guests' demands and lifestyle. With so many new hotels emerging, everyone tries to be different, thus it is a challenge to create a unique identity. The most important part is to understand guests' needs and ensure they have the best holiday."

which was something he did not expect. He said 2014 will be an exciting year as the ballroom and MICE facilities will be upgraded.

Padma Resort Bali differed from other hotels because as an independent hotel, it provides guest's with modern products and services while maintaining the 'Balinese touch and feel'. The staff at Padma Resort Bali is exclusively trained to have an attitude that is geared towards providing guests with a memorable resort experience – the Balinese way.

### Apple Tree Asia Names New Deputy General Manager

Fabrice Lehmann was appointed deputy General Manager in charge of both Villa Maly Boutique Hotel and Kamu Lodge Experience. He first joined Apple Tree Laos as Assistant Operations Manager at Villa Maly in 2012. Lehmann's promotion



comes one year after his stint at Villa Maly, a historic property in the heart of Luang Prabang, Laos. Fluent in English, French and Spanish, Lehmann says Laos is one of his most exciting posts yet.

### Winnie Chiu, President And Executive Director Of Dorsett Hospitality International Is Listed Forbes Asia's 2014: Asia's Power Businesswomen

One of only two businesswomen from Hong Kong to be named on this list, Winnie took over the leadership of Dorsett Hospitality

International in November 2011 and since then the Group continues to grow rapidly. Winnie has over 12 years of experience covering various aspects of finance, hospitality industry, property development and retail management. She worked at Far East Consortium International Limited in 2005 and was instrumental in the IPO of Dorsett Hospitality listed on the Hong Kong Stock Exchange in October 2010. She has led the Group to consistently deliver strong financial results.



### Hilton Welcomes A Passionate General Manager

Hilton Kuala Lumpur announced the appointment of Jamie Mead as General Manager. In this role, Mead will continue growing the business and lead the team in delivering upscale quality and drive exceptional guest experiences at this award winning property. Mead's illustrious career in the hospitality industry spans 16 years of which 10 have been with Hilton Worldwide. In his previous role as General Manager for Hilton Tokyo, he led the team to deliver excellent business performance during his three year tenure. With his passion for challenge and strong credentials to his name, he brings to Hilton Kuala Lumpur a wealth of experience and expertise in the hospitality industry.



### Wildlife Business As A New Adventure For William Santoso

Bali Safari and Marine Park has announced the appointment of William Santoso as their new General Manager. The former Director of Sales and Marketing at the Nusa Dua Beach Hotel and Spa will now be in charge of extending hospitality to the hundreds of exotic animals and endangered species housed at the Park and the thousands of international visitors who come to see the animals each day. Prior to joining the award-winning park Santoso logged 22 years working in the hotel in Europe, United States, the Caribbean, and Bali.

# FOOD & HOTEL ASIA 2014 INNOVATION AND ENTERPRISE

*Food & Hotel Asia 2014 (FHA 2014), Asia's largest and much-anticipated mega biennial food and hospitality tradeshow, closed on a high. Attendees to the show had an exhilarating week closing deals, forging new partnerships, making new business contacts and learning about the latest trends in the industry.*



Food and Hotel Asia 2014 (FHA2014) was the largest exhibition ever held at the Changi Exhibition Centre and attracted some 65,000 attendees from 8-11 April 2014.

Chief Executive of Singapore Exhibition Services (SES) Stephen Tan said the organisers were pleased to see the show flourishing over the years to ensure it is now a renowned platform that brings tremendous value to both exhibitors and visitors. He commented "With the show growing with each edition, our team will continuously innovate in order to meet with rising and evolving expectations from all participants."

The event showcased an impressive number of innovations which ranged from the finest and most visionary food ingredients and products, food service equipment and technology, hotel amenities, hospitality technology to wines and liquors from established distributors to new industry players.

The 19th edition of the show started off by setting new records. Spanning an immense area of 102,000m<sup>2</sup>, it was the first event to fully occupy Singapore's biggest exhibition venue. The show had 3,213 exhibitors, the largest assembly to date

and 63 group pavilions. FHA2014 attracted 64,826 attendees with some 43% of them travelling from overseas. This impressive gathering included trade visitors, exhibiting staff, conference speakers and delegates as well as judges and competitors. Deals were struck on the show floor with many more are still under negotiation.

Chairman of the Membership and Industry Groups Function Committee of the Singapore Manufacturing Federation (SMF) Sunny Koh said the exhibitors in the Singapore Pavilion were very pleased with the turn out. SMF coordinated the pavilion jointly with International Enterprise (IE) Singapore and hosted 142 buyers from all over the world. "The event was very successful for the exhibitors. They met interested buyers, especially the hosted buyers and this translated into solid sales," Sunny commented. Encouraged by the result, SMF has booked a space of 1,500m<sup>2</sup> for FHA2016 which will be a 24% increase on this year's figure.



FHA2014 provided an excellent opportunity for buyers and sellers in the food and hospitality industry to gather in one location to share innovations and to advance the industry.

## QUALITY BUYERS FROM ASIA-PACIFIC

There were many positive remarks about the quality of this year's buyers with many exhibitors expressing a desire to return for FHA2016. Senior Trade Commissioner with the Australian Trade Commission, Christopher Rees who represented exhibitors at the Australian Pavilion commented that they had a good mixture of Australian companies with an established presence in the market as well as companies that were trying to break into the market.

The established companies had a chance to meet their existing distributors while the others met potential buyers from many countries including China, India, Indonesia, Malaysia, Thailand and Vietnam. Rees sentiment about the presence of quality buyers at the show was also shared by many other attendees.

Vice-President of US-based Scheidigger Trading Company, Mimi Murphy said the show

was very good from the company's perspective. "It is an opportunity to meet our many customers from South East Asia and show them the range of our latest products. At the same time, we met new buyers and this time, we met about 60 buyers," commented Murphy. "It would be great if we get about ten new customers from among them," added Murphy.

## EXHIBITORS BOOST SALES

German company SYS System Filtration, the producers of the Vito Oil Filter System and Oil Tester reported that it had closed a deal worth €100,000 with an Australian company and another worth €33,000 with a Singapore seafood chain. It also reported that a €70,000 deal with a Chinese company was pending. "We sold more than 100 units in the first three days of the exhibition which is fantastic," said Michael Theiss, Sales Director of SYS System Filtration, a third-time exhibitor at FHA. "People aren't just looking for basic technology but innovation and a touch of green technology for their business, so they come to us. FHA is the most important event in Asia for our company as it has helped us to touch base with our potential buyers and to meet our partners from all over Asia," commented Theiss.

## BEAN THERE, DONE THAT

Albert Seoud from Melbourne-based Rubia Coffee attended FHA for the first time to promote the coffee company he heads up in what he considers Australia's coffee capital. Accompanying him from the family business were daughters Candis and Melissa. Seoud said he brought with him a good understanding of the coffee and hospitality industries. His brand, Rubia Coffee was conceived in 2006 to focus on palatable blends and support for the whole industry. "We don't only roast the beans but we also know how business should be operated. We know both ends of the coffee industry from roasting beans to selling coffee," said Seoud. Rubia Coffee attended FHA to acquire business partners to distribute the products throughout Asia and maybe to franchise Rubia Coffee.



Another coffee debutant was Tint Soe Lin, Managing Director with Myanmar coffee grower Pwint Guang and Khin New Yi Company Limited headquartered in Yangon. Marketed as ShwePuZun Arabica Coffee, the beans are grown organically at a high altitude in Shan State and sun-dried in the clean air of northern Myanmar.

### MAPLE LEAF FARMS HEALTHY DUCKS

Maple Leaf Farms is always looking for new and innovative ways to meet consumer needs. International Sales Manager, Neil McCuddin said Maple Leaf Farms supply high-quality, value added duck products to the food service and retail industries. "Our ducks are a good breed and their feed is of the highest quality," he enthused. Maple Leaf Farms White Peking Duck products are available in Singapore both ready-to-cook (raw) and fully cooked varieties for the food service and retail industries. "Our original line of products includes whole body duck and select cuts that can be easily prepared by both professional chefs as well as home-based cooks." McCuddin said no matter what variety of Maple Leaf Farms duck products consumers choose, they will enjoy the finest duck available.

### CACAO BARRY TANTALISES CHOCOLATIERS

Chocolatiers, chefs, bakers and chefs filled Pantages Hollywood Theatre in Singapore's Universal Studio for the exhilarating launch of the 'Purity from Nature' range of premium chocolate couvertures from Zurich-based Cacao Barry. The products in the 'Purity from Nature' range are Ocoa (75% cacao), Inaya (65% cacao) and Alunga (41% cacao).

Chefs love Cacao Barry products for their convenience and the ability to use them creatively in professional kitchens. All those who attended were informed that the company sources its

premium beans from estates around the world that practice sustainable production. Cacao Barry then processes these cocoa beans to produce the finest chocolates, chocolate fillings, decorations and compounds for the world's leading kitchens. Cacao Barry serves the entire food industry from industrial food manufacturers to artisanal chocolate users.

Cacao Barry has adopted the 'Cocoa Horizons' initiative to help ensure future cocoa supplies, to improving the quality of the beans and ensuring that the growers enjoy a more sustainable livelihood. The company enlisted the support of some of the world's leading pastry chefs who combined with Singapore's finest to create an enticing selection of chocolate-inspired desserts that were presented for guests to sample at the conclusion of the presentation.

### SPIRITS AND BREWS

Clive Lim, Marketing Manager with Pacific Beverages Pte Ltd said the company showcased several new products during the expo and reinforced the strength of its existing portfolio. "The company recently acquired the distribution rights for the leading tequila brand, Jose Cuervo. This leading tequila house was established by Don Jose Antonio de Cuervo in 1795 and now enjoys 35% of the world's tequila market," explained Lim. He continued "It enjoys twice the share of the second leading brand and this family operated business is in its sixth generation." Lim explained that Pacific Beverages also distributes leading beer brands such as San Miguel, Stella Artois, Hoegaarden and Little Creatures. In addition Pacific Beverages also drives spirit sales such as Jägermeister, Monster, Icelandic Glacial, Appletiser and London Pride.

FHA2014 included many new buyers and sellers as well as those who had attended previous expos. Innovative displays and keen one-on-one exchanges were typical of FHA2014.





### SIA HUAT INTRODUCES INDUCT WARMER SYSTEM

Buffet spreads can now be taken to the next level with the 2013 INTERNORGA Future Gastros. Sia Huat carries this innovative InductWarm system which can now be used with InductWarm porcelain and induction-compatible pots to considerably improve processes and workflow as operation, maintenance and cleaning are all made easier. The system uses freestanding fine porcelain supported by stylish brushed stainless steel and glass. Thanks to induction technology, the system has minimal energy requirements as a fully equipped table with eight InductWarm elements can be powered by a single 230V power supply. With the InductWarm tabletop food can be kept gently warmed and free of steam to ensure dishes remain fresh for longer periods of time. A remote control allows staff to select the ideal temperature level for each individual dish. The system doesn't require any preparation time and is ready at the touch of a button. Optional casters allow for easy transportation of the InductWarm table.



### KIAN COLOURS AND COMBOS

Leading Malaysian contract furniture manufacturer, Kian took the opportunity to promote the theme of – Matching Colours, Hatching Possibilities. While time-tested designs never really change, refreshing them with new colours and combos is an exciting way to contemporise existing styles and inventory.

Kian showcased many concepts at FHA including its popular line of polypropylene chairs decked out in this season's trendy colours with multiple seat options as an added bonus. Kian considers that many new possibilities are available to outlets that explore the possibilities and combinations of new colours. This season, Kian's colour palette includes new hues including radiant orchid (violet), teal (a unique blend of blue and green) and sand (a quiet grey with a hint of yellow).



### NOT ALL DISHWASHES ARE THE SAME

Dishwasher specialist Winterhalter is setting the standard with its new PT Series pass-through dishwashers. Innovative functions guarantee a top performance for cleaning results, speed and efficiency. The new machines in the Winterhalter PT Series are available in four different models. There are the premium models PT-M, PT-L, PT-XL and the essential model PT-500. Customers can make their selection of models depending on the space available and the size of the wash items. Thanks to the differing dimensions, dishes, pizza dishes and trays as well as greasy pans or Euronorm standard crates can be easily washed. For the first time, Winterhalter's pass-through machines are available with different software features. A choice of special programmes for dishes, bistro, glasses or cutlery ensures perfect wash results with Winterhalter products.

The PT Series delivers brilliant, ultra-hygienic results. The variable washing pressure adjustment, VarioPower sets the pressure to suit the items being washed and the degree of soiling.

### POS SOLUTIONS FOR HOSPITALITY INDUSTRIES

Epson, the global imaging and innovation leader, unveiled its new family of intelligent POS systems at FHA2014. Built into a small footprint, the TM Intelli aims to help businesses in the food and beverage, hospitality and retail industries redefine customer service.

A recent Epson-sponsored survey on restaurant and café service in Singapore found only 3% of customer respondents reporting 'excellent' service. Many expressed frustration over frequent confusion shown by staff when ordering, miscommunicated orders and experience with the 'forgotten customer' syndrome. At the same time, 85% of those surveyed think restaurants and cafés should leverage technology to improve service and customers are eager to lead the way. Some 37% of customers said they have used apps to order at restaurants in the past while 47% are interested in doing so.



Companies in the food and hospitality industry used FHA2014 to showcase new technologies and state-of-the-art equipment.

# Visitor Record at FHT

Food and Hotel Bali (FHT) 2014 ended on a high note with a record trade attendance of 10,089 food and hospitality businesses registered. Over the three-day event, the largest food and hospitality trade exhibition for East Indonesia, hosted a record 870 exhibitors from 40 countries. This included an extensive range of food, drinks, hotel, restaurant, bakery and food service equipment, supplies and services covering a space of 10,290m<sup>2</sup>. The event was officiated by Senior Advisor to the Minister for Institution Relations, Ministry of Tourism and Creative Economy, Dr. Syamsul Lussa.

The show of interest and enthusiasm at the trade indicated how far FHT Bali has progressed in the food, hospitality and tourism business in the region. The Salon Culinaire Chef Competition organised by the Bali Culinary Professionals (BCP) featured 670 Chefs in 250 categories with regional entries from Korea, Malaysia, Taiwan and Thailand. The competitors were assessed by a panel of internationally acclaimed judges. The team from St. Regis, Bali won the Dewata Team Gastronomic Challenge and Wine Pairing Category. The inaugural barista competitions on latte art and cup tasters in Bali were organised by the Specialty Coffee Association of Indonesia (SCAI).



The competition saw 24 and 32 finalist respectively challenge for the rights to represent Indonesia at the World Barista Championship in Melbourne. Three of 24 came up as winners of the Latte Art Category. Another three from the 32 finalists emerged as winners for the Cup Tasters Category.

Dr. Syamsul said FHT will continue to connect businesses, partner industry developments and pioneer enriching events in the future. Meanwhile, Pamerindo Indonesia Senior Project Manager, Ms. Wiwiek Roberto from the event organisers said: "FHT saw high quality visitation and we received very positive feedback." Nusantara/Lotus Food Services Director, Wahana Boga Henny Santoso said that the event was bigger than the last show and was very well organised.

FHT has a proven track record over 21 years of presenting fresh ideas for business through new products, services and trends from the world's best companies. The next big trade show will be the Food and Hotel Indonesia 2015. The event is expected to be staged from April 15-18, 2015 at the Jakarta International Expo in Kemayoran.

For further information contact: [www.pamerindo.com](http://www.pamerindo.com)

# TOP EIGHT TECHNOLOGY GADGETS FOR FIVE STAR HOTEL ROOMS

**1** High definition televisions (HDTVs) are a must for every modern hotel room. Depending on size and budget, most major suppliers including Samsung and LG, for example, offer a range of these products.



**2** High speed internet access (wired and wi-fi) in hotel rooms is important for those who travel on business. These days it is just as important to the normal traveller. Most hotels provide internet access these days but the challenge is mainly offering high speed internet, reliability and security. One way of doing this is by offering a tiered bandwidth service, i.e. pricing the broadband service according to usage, where those who use less bandwidth pay a smaller fee than those who require more. This will allow hoteliers to control the amount of bandwidth available to each guest and deliver a fairer and more reliable service.



MP3 docking station and alarm clock are two essential gadgets for many travellers. Apple has sold over 100 million iPods and many travellers use them to listen to favourite songs, watch movies, or view family photos

**6** Lighting and climate control may not seem at first an advanced piece of technology, but allowing guests to set these remotely to suit their changing moods, whether they're just waking up, working, or relaxing is becoming an important feature of a hotel room.

**4** Convenient power sources – Many hotel rooms only provide plug points at one area in the room. This can cause inconvenience to their guests. One option is for hoteliers to provide a connectivity panel which enables content from a laptop, digital camera or MP3 to be viewed or listened to via the television so they don't have to keep recharging their batteries.



Radio Frequency Identification door lock for keyless entry to a hotel room and other areas of the hotel is becoming more popular in hotels across the world. In addition to this, new technology has been developed to allow guests to use any brand of mobile phone to gain access to their hotel room, so they don't have to worry about their keys at all.

**5** Mirror televisions are more commonly found in bathrooms, saunas and swimming pools at luxurious hotels. They are equipped with high definition technology, digital tuners and touch screen functionality.

Energy management systems which adjust the temperature and lights in a hotel room upon detection that the room is empty and an air-powered hair dryer to help save water and energy usage are interesting concepts. A combination of energy-efficient air conditioning, a rainwater harvesting system and low energy lighting can reduce a hotel's carbon footprint by 75 per cent compared to the average establishment.





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