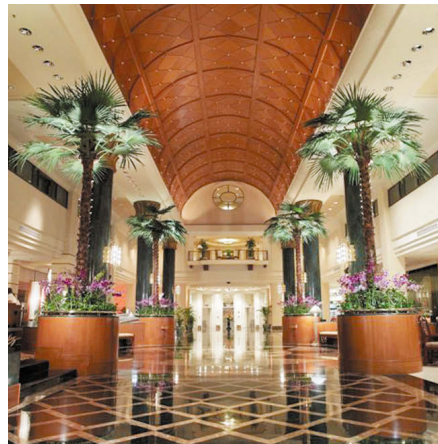


# hospitality



The winds of change have blown some new faces unto the Asian hospitality scene. Get updated on which mover and shaker is making waves where. Find out what the competitive edge is when a property buys branded luxury bath amenities and subscribes to pest management services which really make a difference.



### New MAH Committee

The 2008 Malaysian Association of Hotels (MAH) committee has been formally announced. The newly elected Board Members for the term 2008-2010. This Board under the leadership of YBhg Datuk Mohd Ilyas Zainol Abidin (Depalma Hotel Ampang) will continue the good work of the previous Board in undertaking the full responsibility to manage the 34-year old association.

The list of office bearers are: President Datuk Hj. Mohd Ilyas Zainol Abidin, Vice Presidents Ivo R. Nekvapil, Shaheen Shah Mohd Sidek and Christina Toh, Hon. Secretary-General Cheah Swee Hee and Hon. Treasurer-General Chai Weng Moon. Members include Jean Fernand Wasser, Praba G. Menon, Herbert Laubichler-Pichler. The Executive Director is B. Sarjit Singh, with Chapter Chairmen Noel C. Vendawall (Kedah/Perlis), Marco G. Battistotti (Penang), Jimmy Yeo (Perak), Franz K. Swoboda (WPKL), Datin Jasmine Abdullah Heng (Selangor), Andre J. Sibert (Negeri Sembilan), Tan Hui Teng (Melaka), Hendrik Eising (Pahang), John J. Roozmond (Johor), YM. Raja Dato' Kamarul Bahrin Shah (Terengganu), N. Subramaniam (Kelantan), David N. Prince (Sarawak) and Alex Cham (Sabah). **ha**



*The core office bearers of MAH for 2008*

### St Regis Makes Entry Into Malaysia

Starwood Hotels & Resorts Worldwide, Inc. has announced that its St. Regis brand will debut in Malaysia with the signing of The St. Regis Kuala Lumpur. Owned by ONE IFC Sdn Bhd, the newly constructed property will include 200 guest rooms and 200 whole-ownership St. Regis branded Residences, as well as a luxury Remède spa, gourmet dining and spacious meeting facilities. Offering an unrivaled dimension of luxury, sophistication and bespoke service, The St. Regis Kuala Lumpur will occupy one of the city's most desirable addresses in the prestigious Kuala Lumpur Sentral Precinct (KL Sentral).

The St. Regis Kuala Lumpur and The Residences at The St. Regis Kuala Lumpur will be part of a premier mixed-used development called ONE IFC. The St. Regis Kuala Lumpur will offer a prime location in KL Sentral, directly opposite the National Museum and Lake Gardens. Spanning 72 acres, KL Sentral is the largest commercial development in Kuala Lumpur today and is regarded by many as the city's new Central Business District. Guests will appreciate the hotel's close proximity to the KL Sentral railway hub and major commercial areas including KLCC and Bukit Bintang. The capital and largest city in Malaysia, Kuala Lumpur is one of the best examples of an Asian city that has managed to preserve the best of its cultural heritage while emerging as one of Asia's fastest growing centres for trade, commerce, finance, and information technology.

The St. Regis Kuala Lumpur will feature the famed hallmarks of St. Regis hotels including luxury accommodations, bespoke guest experiences and the iconic St. Regis Butler Service. Trained in the English tradition, St. Regis butlers provide ever-present, yet unobtrusive service while anticipating guest needs and customizing each guest's stay according to his or her specific tastes and preferences. **ha**

### The Lion Roars

A team of culinary heavyweights from Singapore will be traveling to Dubai in a bid to secure the World Association of Chefs Societies (WACS) Presidium 2008. If successful, Asia will, for the first time in 80 years, host the Presidium for a four-year term. Europe created WACS in 1928 and led it for 50 years. Since 1980, Canada and the USA were the main drivers, followed by a stint in South Africa and Germany.

Representing Team Singapore are Chef John Sloane who is standing for President of WACS, Chef Otto Weibel for Vice President and Chef Eric Low for Secretary General. Collectively, they bring over 80 years of experience and service to the culinary industry. In their professional and personal capacity, all three have worked tirelessly to raise the culinary standards of global cuisines, and the professional development of chefs in Singapore, the Middle East, and Asia-Pacific region.

Asia remains one of the fastest growing regions in the world, and its GDP at US\$18 trillion is the third largest of all the continents; and the burgeoning growth of hotels, restaurants and food service operations are already attracting huge investments from global companies. Tokyo was recently conferred the world's most Michelin-starred gastronomic city while Singapore is emerging as the premier tourism destination with the advent of the Formula 1 Grand Prix, Integrated Resorts and the Youth Olympics 2010. Team Singapore's bid is endorsed by the Singapore Tourism Board (STB) and the Singapore Workforce Development Agency (WDA).

In 2006, visitors to Singapore spent more than S\$1 billion on F&B or more than 10 per cent of total visitor expenditure, making it the third largest visitor expenditure item after shopping and accommodation. **ha**



*The new and improved Four Seasons Hotel Singapore*

### Seasons Of Change

Four Seasons Hotel Singapore opened its doors in November 1994, defining new standards of luxury living. Its contemporary exterior belies the hotel's interior décor of timeless elegance and an ambience reminiscent of a grand residence. Having consistently achieved 14 years of international and local awards and accolades, the hotel has established a reputation for superlative service and reaffirmed its position as the venue of choice for discerning business and leisure guests.

Now, guests have more reasons to be enticed with return visits to the hotel as their experience will be heightened by a new look and feel in the refurbished guest rooms. Fresh from a comprehensive enhancement programme, Four Seasons Hotel Singapore now offers the most spacious and newest luxury guest rooms in the city.

With interior design provided by Hirsch Bedner and Associates, the hotel's 255 spacious guest rooms including 40 suites feature elegant textured wall fabrics with furnishings in soothing earth tones of mocha, beige and ivory with burgundy accents. Decorated with Asian influences, these special touches are found in the carpets patterned with plum blossom motifs, Chinoiserie-inspired artworks and objects d'art and furniture pieces reflecting a blend of Asian and European influences. Technological advancements and thoughtful amenities are offered in every room to ensure convenience and productivity of guests. **h**

### From Negara To Pan Pacific Orchard

As of 1 February 2008, the Negara on Claymore hotel owned by the UOL Group has been rebranded as Pan Pacific Orchard. It is the Pan Pacific's second property to be established in the city state of Singapore, within the commercial, retail, dining and entertainment enclave of Orchard Road.

Pan Pacific Orchard has undergone an extensive refurbishment programme and will continue to enhance its guest rooms as well as its host of amenities to align with the signature style and brand offerings of Pan Pacific Hotels and Resorts. Of its 206 guest rooms, 76 are Pacific Club luxury executive rooms and suites. These premium Club rooms will be newly styled in a contemporary décor, with improved furnishings and fittings and enhanced amenities.

Guests staying in these luxurious Pacific Club rooms can enjoy special club privileges such as priority check in and checkout, dedicated butler service, complimentary Internet access and exclusive access to the unique open living concept Club lounge for complimentary breakfast, afternoon tea and evening cocktails. Additional hotel facilities include a well equipped 24hour business centre, five meeting rooms with a total space of 462.2 square meters, a boardroom, a newly fitted Fitness Centre as well as an outdoor mineral water swimming pool which uses NASA patented ionization technology to destroy bacteria 1,000 times more effectively than chlorine – a first for a Singapore hotel. **h**



*Sofitel Metropole Club Lounge reception*

### Exclusivity In The Heart Of Hanoi

Impressive, luxurious, serene – just a few of the words being used to describe the Sofitel Metropole Hanoi Hotel's new Club Lounge. Located on the seventh floor of the Opera Wing, the hotel's penthouse, Club Lounge guests can enjoy charming views of Hanoi through large oval Art Deco windows. The interior design reflects the colonial architectural style, and the Lounge is furnished in exquisite materials and handcrafted furniture.

Club Metropole provides exclusive service, such as personalized express check in and check out. Guests can enjoy a sumptuous breakfast, complimentary fine tea, coffee and drinks throughout the day, as well as a refined high tea and evening cocktails, (including French Champagne) served by dedicated waiters in the pure tradition of a palace.

Guests staying on the Club Floors also enjoy personalized and professional butler service around the clock. Club Metropole Lounge's Library houses an extensive collection of books, with a special emphasis on the local culture. **h**



*Courtyard by Marriott Hua Hin at Cha-Am Beach*

### **Novotel Suvarnabhumi Bags Another Award**

Novotel Suvarnabhumi Airport Hotel was voted the 'Best Airport Hotel' in the recent TravelWeekly (Asia) Industry Awards 2008 organized by TravelWeekly.

Tristan Beau de Lomenie, General Manager of Novotel Suvarnabhumi Airport Hotel personally received the award in Singapore and said, "It is a great honour for our hotel to receive such a high profile award. Although we have been in operation for less than two years, I personally believe that our uniqueness in facilities and more importantly service quality has distinguished us as an outstanding airport hotel. This award is the encouragement for us to maintain our service excellence and strive to improve it even further." **h**

### **Courtyard By Marriott Continues To Expand**

Marriott Hotels (Thailand) Ltd's announcement of opening the 256-room Courtyard by Marriott Phuket at Surin Beach on June 6th reinforces Marriott's continual expansion with the opening of its third Courtyard by Marriott Hua Hin at Cha-Am Beach in August. This follows Marriott's expansion in Thailand with its first Courtyard, the family-friendly, savvy hotel in Bangkok last November.

The Courtyard by Marriott Phuket at Surin beach is located 20 km from Phuket International airport while the Courtyard by Marriott Hua Hin at Cha-Am beach is located at Petchburi, 2.5 hours away from Bangkok. Both Courtyards will also include Marriott's "KIDSWORLD", business facility as well as Courtyard's popular all-day-dining "MoMo Café", all facilities located close to natural attractions of the two beach resorts.

KIDSWORLD features more than just an area for children to hang out. The hotel will include indoors kids' activities with an array of sports and cultural activities from arts to craft studio, movie area, and play stations. Kids will be able to enjoy movies and games or accompany parents to 2-3 hours outdoor trip.

Both hotels feature Guest Service tour options for those who want to explore the surroundings such as adventure treks, snorkeling or sight-seeing. The hotels are business friendly and have office facilities for faxing, photocopying and business utilities which are available 24 hours. The hotels also have limousine services, shuttle service and a fully equipped fitness centre. **h**



*Making a case for baskets and other traditional handicraft work at KLCC*

### **More Than A Convention Experience**

Tapping into Malaysia's rich cultural heritage, the Kuala Lumpur Convention Centre (the Centre) is offering delegates the not-to-be-missed cultural experiences of batik-painting, pewter-smithing, basket-weaving and songket-weaving at all international and regional conferences held at the Centre.

Showcased to the sounds of the gamelan (traditional Malay orchestra) – a cadence of bronze instruments only found in South East Asia – metallophones, xylophones, drums and gongs, bamboo flutes, and bowed and plucked strings – this platform gives international visitors a peek into Malaysia's thriving cultural roots, in modern Kuala Lumpur.

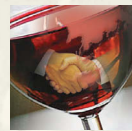
According to Peter Brokenshire, General Manager, Kuala Lumpur Convention Centre, the initiatives are in line with the Centre's vision to "provide fresh and exciting cultural exposure and insights to our growing legion of international visitors. In addition, we want to give back to the community by promoting traditional art." **h**

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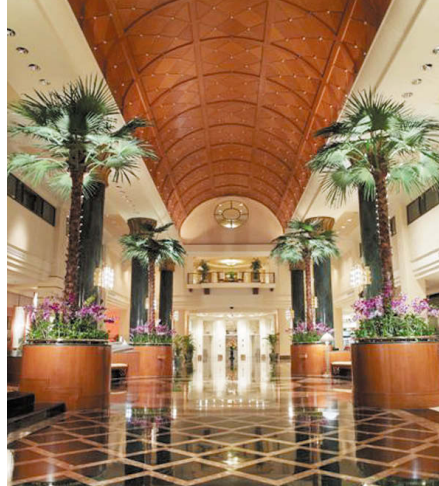
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Jim Pilarski (left) Senior Vice President, Human Resources of Marriott International, Inc. and Regan Taikisadaporn (right), Regional Vice President Human Resources, Asia Pacific of Marriott International Inc. congratulate Panjit Howe (centre)

### Marriott Hotels Thailand's Country HR Director Wins Marriott Asia-Pacific Regional Award

Marriott Hotels (Thailand)'s Country Director of Human Resources, Panjit Howe, won Marriott International, Inc.'s award for Human Resources (HR) Leadership in Associate Engagement at 2008 Global HR Leadership Conference which a total of 700 Marriott employees took part at Washington D.C. recently. The Country Director took away US-based hotel-chain award vied among 63 hotels for four Human Resources (HR) Leadership in Associate Engagement which was among the award categories: Regional HR Leader of the Year, HR Leadership in Talent Acquisition, HR Leadership in Engagement and HR Leadership in Talent Development, Regan Taikisadaporn, Regional Vice President Human Resources, Asia Pacific Marriott International Inc., announced recently. Taikisadaporn said that the award recognizes Howe's special ability in demonstrating exceptional performance in driving employee's or associate's engagement through implementing various Marriott initiatives and promoting the Marriott culture. **ha**



The lobby of the multiple award winning Pan Pacific Kuala Lumpur International Airport

### Asia's Best Airport Hotel For Seven Years

In an extraordinary feat, Pan Pacific Kuala Lumpur International Airport has been named Asia's Best Airport Hotel for the year 2007, making it the seventh time the hotel has won this award in its 10-year history. Presented by Business Asia magazine, this award cited Pan Pacific Kuala Lumpur International Airport's consistently high standards in providing a broad spectrum of convenient services and facilities to business travellers as the hotel's winning edge.

Hans Winsnes, General Manager of Pan Pacific Kuala Lumpur International Airport said, "Everything about our hotel is designed to meet the unique needs of the business traveler, from our express check-in counter located inside the airport permitting all guests to check-in while waiting for their luggage to arrive, meet and greet services for our arriving guests from the gate, 24-hour buggy service to and from the airport, Pacific Club rooms and suites equipped with foot massagers for relaxation after a long flight, as well as a 24-hour gym, sauna, steam bath and Jacuzzi. Our quest is to provide the utmost comfort and convenience for our busy guests to help them fulfill their business at hand when they land in Malaysia."

This latest award is made even sweeter because Pan Pacific Kuala Lumpur International Airport celebrates its tenth anniversary this year. Considering the hotel's 10-year history, winning the award seven times in the years 2000, 2002, 2003, 2004, 2005, 2006 and 2007 is a testament of Pan Pacific Kuala Lumpur International Airport's unwavering commitment to its guests.

Sharing the same anniversary as KL International Airport (KLIA), Pan Pacific Kuala Lumpur International Airport also has the privilege of being in partnership with an award-winning airport. KLIA recently bagged the coveted World's Best Airport in the 15-25 million passengers per annum category for the Airport Council International (ACI) 2007 Airport Service Quality Awards. **ha**

### Resorts World Bhd Honoured With Two Awards

Resorts World Bhd, Asia's leading leisure and hospitality corporation, received two awards at the 15th World Travel Awards Gala Ceremony held at the Swissotel Grand Shanghai, China on 19th June 2008.

Resorts World Bhd was awarded Asia's Leading Casino Resort 2008 and Asia's Leading Family Resort 2008 for its flagship Genting Highlands Resort. This is the fourth consecutive year that Genting Highlands Resort has been honoured as Asia's Leading Casino Resort. In 2005 and 2007, the organization had attained the highly prestigious World's Leading Casino Resort Award.

Dubbed by the Wall Street Journal as the Oscars of the travel industry, the World Travel Awards is regarded as one of the highest accolades a travel organization can achieve.

Over the years, Resorts World Bhd has carved its name solidly as a leading integrated entertainment, leisure and hospitality operator in Asia. The renowned Genting Highlands Resort with its myriad attractions ranging from casino to theme parks plus international shows and concerts, is a positive contributor to the tourism industry of Malaysia. With its tagline 'The City of Entertainment', the Resort is continuously upgrading and introducing new attractions and services for its esteemed guests. **ha**



Graham Cooke, (left) President and Founder of the World Travel Awards handing the award to (centre) Lee Choong Yan, President, Resorts World Bhd while Zhang Zi Lin (right), Miss World looks on

### Towards A Greener Tomorrow

Valuing the important task of protecting the environment and as part of Palace of the Golden Horses' effort to preserve the natural landscape, flora & fauna, the hotel has recently formed a green and cost saving campaign called Green@Palace.

Headed by Farah Halim, Group Public Relations & Communications Manager, General Manager Sally Wong as the Advisor and supported by other 23 committee members, mainly from eight divisions such as permanent representatives from Finance, Front Office, Housekeeping, Culinary, Food & Beverage, Catering & Conventions, Human Resources and Security departments, the team was formed in March 2008.

The main objective of Green@Palace is to promote environmentally sustainable development in the hospitality and tourism industry. The Green@Palace team is actively executing and implementing policies as well as projects to benefit the hotel environment especially the hotel guests, the company and staff. At the same time, the campaign will drive on effective energy saving that starts from each individual daily which in a long run will demonstrate effective results.

Some of the activities and on-going tasks that the hotel is undertaking are the reusing of bath towels and bed linen, the recycling of all suitable material, use of Green@Palace recycle bags made from non woven material which are sold at all outlets, maintenance of flora and fauna gardens around the hotel premises and the preservation of the 150-acre MINES lake by not throwing polluted water or wastage in the lake. **h.a.**



The green movement gets cracking at Palace of the Golden Horses



Mr President, sirl Patrick Fiat, General Manager of Royal Plaza on Scotts (front row, centre)

### A New Way Of Clubbing

A year after renovation started on The Club at The Saujana Kuala Lumpur construction is now entering its final renovation stage. A visit to the site helps one imagine that the targeted opening in August will unveil a new luxury boutique hotel offering unrivaled personalized service which is second to none in Kuala Lumpur.

Nestled against luxury tropical settings, The Club is placed amidst 160 hectares of lush gardens and fringed by two 18-hole championship golf courses of the The Saujana Golf & Country Club. The Club is also strategically located 30 minutes away from the city of Kuala Lumpur and 35 minutes to the Kuala Lumpur International Airport (KLIA).

The Club at The Saujana will feature 105 Club Rooms and Suites, exquisitely designed by award-winning interior designer Jaya Ibrahim. Each room is made in contemporary Asian Style to blend in seamlessly with its interiors in muted tones contrasted against dark wood floors. This signature GHM style is evident throughout the entire hotel.

The Club at The Saujana will also have an in-house boutique selling local souvenirs, handicrafts, and artwork such as sarongs and batik. The Club at The Saujana will be a five-star resort with Club Suites priced between RM2,100.00++ (USD 600.00++) and RM4,100.00++ (USD 1,171.00++) per room, per night. **h.a.**

### Introducing The New President Of SKAL International Singapore

Patrick Fiat, General Manager of Royal Plaza on Scotts will be the new President for the newly elected Executive Committee for 2008/2009 of SKAL International Singapore. The new executive committee was installed on Thursday, 24 April 2008. The Singapore international association of travel and tourism professional belongs to a world-wide body with 25,000 members in some 90 countries. The association is a multi-national, non-political, non-racial, non-sectarian, non-commercial and non-profit group of travel industry professionals whose main aim is to foster friendship and communication among people in the travel and tourism industry. **h.a.**

# Leading The Pack

## The Man At The Helm Of Penang's Number One City Hotel

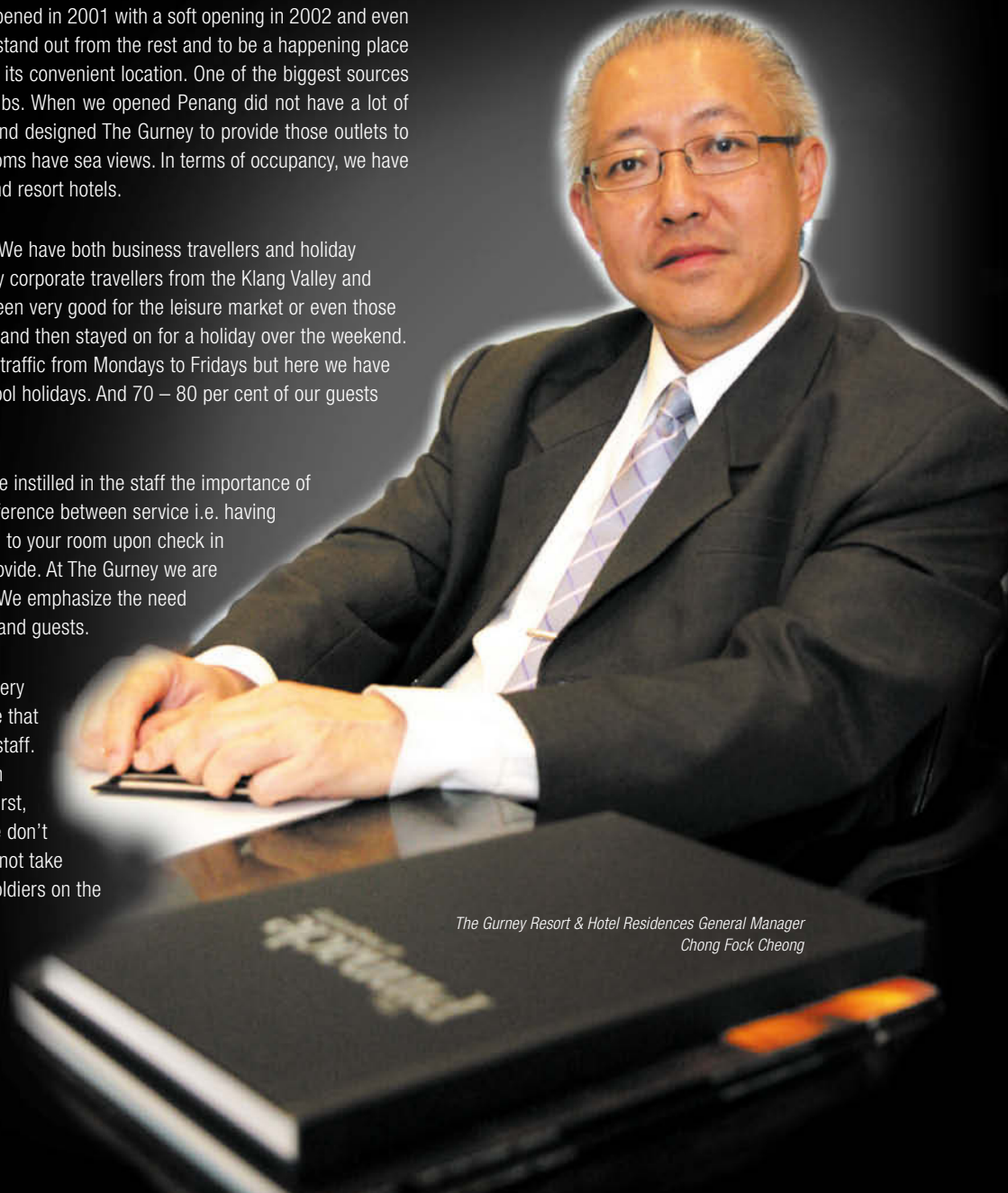
**The Gurney Resort & Hotel Residences in Penang has been making waves since it opened in the early part of the new millennium. Its General Manager Chong Fock Cheong is a veteran of the hospitality industry and continues to lead the charge when it comes to service deliverables and the bottom line. He shares his thoughts on what The Gurney has to offer and why the property continues to do well.**

Our location in the heart of Georgetown and on Gurney Drive is a big part of it as Gurney Drive is also a business hub for Penang. We opened in 2001 with a soft opening in 2002 and even before that we knew that we wanted to stand out from the rest and to be a happening place which was known for its food as well as its convenient location. One of the biggest sources of revenue for us was from our four clubs. When we opened Penang did not have a lot of entertainment outlets and we planned and designed The Gurney to provide those outlets to the city. Accommodation wise, all our rooms have sea views. In terms of occupancy, we have been number one overall for both city and resort hotels.

**Making business pleasure.** We have both business travellers and holiday makers. The weekdays are dominated by corporate travellers from the Klang Valley and Kuala Lumpur but the weekends have been very good for the leisure market or even those who came on business during the week and then stayed on for a holiday over the weekend. Normally city hotels tend to have higher traffic from Mondays to Fridays but here we have been lucky to be packed during the school holidays. And 70 – 80 per cent of our guests are returning or long stay guests.

**More than lip service.** We have instilled in the staff the importance of a superior service culture. There is a difference between service i.e. having doors opened for you and luggage taken to your room upon check in and the dimension of service that we provide. At The Gurney we are more dialogue oriented, more personal. We emphasize the need to build a rapport between service staff and guests.

**Managing with passion.** I'm very much a people oriented person. I believe that a property's most important asset is its staff. If you have a good bunch, they'll bring in the business. I will always put my staff first, even before the customer, because if we don't take care of the staff, they in return will not take care of the customer. My staff are the soldiers on the battle ground! *ha*



*The Gurney Resort & Hotel Residences General Manager  
Chong Fock Cheong*





# Silk And Steel

## The Feminine Advantage In Hospitality Management

Christina Toh, the General Manager of Dorsett Regency Hotel Kuala Lumpur is in a league nearly of her own, as one of the few women top executives in the local hospitality scene. As the youngest local Malaysian woman to ever make General Manager, she is uniquely qualified to assess the viability of women reaching the top of the ladder in this industry and the different sense of perspective which comes with management with a feminine slant.



**Women on top.** It is a tough job regardless of gender, but the need of understanding human behaviour which is required in management is not differentiated by whether one is male or female. Women today are a lot more modern and advanced but women are also more sentimental and so there is a higher emotional quotient when it comes to the handling of staff which means sometimes a woman GM relates better to staff. Women are also more detailed – I would call it constructively fussy – and there is more likelihood that they will look more into the needs of the staff and listen to their grouses more.

**Glass ceilings are in your head.** It all depends on the individual and how far one wants to go. Some women prefer a more check and balance approach between family and work. If you look at other industries, say banking and Dato' Bridget Lai, the CEO of Alliance Bank, you will see more women top executives mushrooming. There is much less discrimination between males and females now and one already sees more house husbands these days because women need not or desire not to stay at home.

**The road to Dorsett Regency.** When I was Area Director of Sales and Marketing for Malaysia for the Parkroyal Hotels & Resorts Group, the area GM asked me what were my mid and long term goals. I said, 'You don't want to ask me that.' I was told that it was a stupid reply and so I spoke my mind and said I wanted to be in his place. The Parkroyal group sent me for many courses and all my bosses really gave me as many opportunities as they could in order to groom me for what I wanted to achieve. In 2001 I became GM of Dorsett Regency Hotel Kuala Lumpur and effectively Malaysia's youngest female hospitality GM.

**Goal setting.** We have always averaged an 80 percent occupancy rate and we hope to close at 80 percent this year. I hope to see an increase in the average room rates since we have not seen that much of a change from ten years ago.

**Life lessons.** I have learnt to always listen. Listen to your customers, your staff, your bosses. Listen more, learn more and at the end of the day you can filter down what it is which is needed. Always have time for people even though that itself is time consuming. Formal education does not give you the kind of experience life does. **ha**

*General Manager of Dorsett Regency Hotel Kuala Lumpur, Christina Toh*



# Tried And True Methods

## Experience Counts When Selecting A Pest Control Company



Shaun Langdon, General Manager, Crowne Plaza Riverside Kuching

There is no substitute for excellence. Nor is there any better testimony to the prowess of a pest control company than when a new top executive engages them for a new property he is managing. Shaun Langdon, formerly with the Crowne Plaza Mutiara Kuala Lumpur, is one General Manager who knows exactly what he wants and who he's gonna call when waging the battle to keep his new property in Kuching pest free.



### You were a PestBusters champion as Hotel Manager at Crowne Plaza Mutiara KL, did you engage them for Kuching?

Yes. PestBusters have a history of achieving results and I know firsthand that they are able to fix our pest infestation issues.

### Are the pest control conditions harder or easier in Kuching than in KL?

I would classify them as different. In KL, the hotel is a larger and older property with many access points and situated in the heart of the Golden Triangle, whereas in Kuching, Holiday Inn Kuching is located by the river. Both Holiday Inn Kuching and Crowne Plaza Riverside Kuching are also attached to shopping centres, which contribute to the challenges faced.

### What kind of measures, systems and controls did PestBusters put in place for your Kuching properties?

They did a comprehensive assessment to establish the root causes. Next, they carried out an extreme and comprehensive flush out at each hotel at the front and back of house as well as surrounding areas.

Staff trainings were conducted and they also garnered the senior management's support. PestBusters communicated consistently with the management in person and via regular updates through pictorial presentations.

### Was there an existing pest problem in the hotel before PestBusters? What were they?

Yes. Issues common to all – rats and cockroaches.

### Has being a repeat customer changed the way PestBusters works with you and your team?


Yes and no. The first time round, we found them to be professional and followed their proven system.

Working with them the second time, both parties knew each other's expectations better. We knew what to implement to achieve results.

### Has there been a noticeable difference in hygiene and sanitation with PestBusters on board? How long has it taken?

Absolutely. Results were seen in the first month and major results within three months. It culminated in Crowne Plaza Riverside Kuching receiving the second highest score in Southern Asia & Korea for our recent IHG's Food Safety Management System (FSMS) Audit.

### Is the staff now better educated on pest management? Are they any specific things taught by PestBusters that made them sit up and take notice?

Definitely. They understand prevention, cleanliness, maintenance and teamwork are keys to achieving the results. 

**G**oing are the days where sodium laureth sulphate in a bottle with a hotel's name stuck on it is considered the norm. After all, the old thinking was that the few days a traveller occupied a hotel room was hardly enough impetus to provide anything but the most basic of generic shampoos and toiletries for them since few users cared much about what kind of soap or shampoo they were using as long as it got them clean.

However in these days of niche marketing and targeted branding, more and more hotel chains and boutique hotels are realizing that the traveller today is nothing like the hotel user of ten years ago. Road warriors are spending close to one third of their lives in rooms not their own,

and the race is now on to capture the essence of home or even better it, especially when it comes to bathroom amenities.

While many properties continue to purchase bulk amenities which can be transferred into the uniform containers placed in bathrooms, serious industry players are turning towards room amenities suppliers who are able to give them an edge when it comes to the little things that matter. With professionals travelling further and more frequently, more and more end users are looking forward to the little touches which make a hotel stay different. Travellers in many polls have specifically marked the presence of non-generic bathroom amenities something which made them return to a property.

# The Brand Advantage

## Differentiation Is Everything In Hospitality Amenities





### Total service from Woleco

Enter providers like Woleco Hotel Supplies and Hotelbiz Worldwide (S) Pte Ltd. Established in 1979, Woleco is one of the market leaders in the supply of quality bathroom amenities and accessories worldwide and with a predominant presence in the Asia Pacific and Middle East sector. As part of the global Strategic Amenity Alliance group (SAA), the company services global customers including Accor, Hyatt and Starwood amongst others. With a well established line of quality brands and excellent distribution channels, the company prides itself on offering significant value to its customers which also include hospitals, airlines and boutique hotels. As a

member of the Strategic Amenity Alliance, Woleco is committed to offering global solutions to establish consistent worldwide standards.

Being the distributor of various prestigious brands for any hotel selection, the company is capable of offering greater choice for discerning clients. These brands are internationally well acclaimed bathroom amenities such as Etro, Hermes, Miller Harris, Rituals, June Jacobs, Cinq Mondes and many others. Woleco also provides customized accessories that make the bathroom setup an unforgettable experience as the increase in demand for branded bathroom amenities to uplift the image of a hotel room heightens.



Indulge your senses with Woleco's extensive range of luxury amenities from internationally acclaimed brands. Woleco, a partner of Strategic Amenity Alliance (SAA) carries a portfolio of designer brands which include Hermès, Miller Harris, Roger & Gallet, Cinq Mondes and James Gent. Come experience the smooth, luscious feel and fragrance of these brands as we take you on a journey of discovery your hotel guests will never forget.

\* For more information on our products, please email us at [sales@woleco.com](mailto:sales@woleco.com)

**Woleco Hotel Supplies Pte Ltd**  
Website: [www.woleco.com](http://www.woleco.com)



Partner in



**STRATEGIC AMENITY ALLIANCE**  
One World, One Standard, One Source



### New and constantly improving

Despite Hotelbiz Worldwide's relative youth, all its associates are from the hospitality industry. Spearheaded by Suresh Kumar, the General Manager, who has nine years of supply experience and who has immersed himself in the hospitality industry for seven years including being part of two hotels' pre-opening, the company aims to offer its customers a series of identities to enhance their status and image by constantly bringing new ideas and products to the market.

With a strong focus on customer service, Hotelbiz has founded its organization on the philosophy that a customer is the most important visitor on its premises. Says Suresh, "A customer is not dependent on us, we are dependent on him. He is not interruption of our work, he is the purpose of it. He is not an outsider in our business, he is part of it. We are not doing him a favour by serving him, he is doing us a favour by giving us opportunity to do so."

This belief goes hand in hand with the company's offering of exclusive bathroom amenities

as well as glassware, chinaware, flatware, F&B accessories for buffet display and banqueting and convention furniture and room amenities.

One of the lines of bathroom amenities carried by Hotelbiz is Health Pak - a range from New Zealand. The company decided to adopt this brand as it want to offer customers authentic fragrances and certain oils only found in New Zealand. Furthermore Health Pak's philosophy of ensuring no animal fats or chemicals used in the process is in line with Hotelbiz's company culture. Though the range may be a little more costly than the ones made in China, Hotelbiz is confident that customers will benefit from the line, resulting in the elevation of a property's image.

To complement the natural amenities selection Hotelbiz has also signed with Venaesthetics from India. This company specializes in natural stone for bathroom amenities made of marble, onyx and quarried stones. Their products are created to meet the most contemporary designs as well as to suit resort based properties. They also have a wide range of products required for spas. **h**

For more information, contact:

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# HBIZ

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**E**nvironerks (M) Sdn Bhd is a Malaysian company which has dedicated itself to becoming the premier Indoor Environmental Services and Solutions provider. From consultancy services, environmental testing to full turnkey project solutions, Environerks has committed itself to offering the highest standards of professional services, a quality product range, and a focus on customer care and client satisfaction. The company prides itself on creating a safer environment for its clients' premises and assisting them to achieve a better and safer indoor environment.

One of their latest environment care offerings is BioShield, a mold remediation programme which assists in environmental bio-decontamination and remediation for mold, fungus, bacteria and viruses. Created to protect homes and businesses from dangerous bacteria, BioShield offers affordable, safe green technology via the unique HELPTM (Healthier Environment Living Programme) which protects homes and businesses from dangerous bacteria.

BioShield, patented, EPA registered and USDA accepted, is a revolutionary new product which prevents the growth of an amazingly wide array of bacteria, mold, mildew, algae and yeast. BioShield acts like a bed of microscopic spikes that pierce the cell walls of microbes, providing long lasting antimicrobial protection.

One end of its molecule creates a strong bond with a multitude of surfaces, porous and non-porous, forming a high durable protective coating. BioShield physically ruptures the cell walls of these microbes, without the use of poisons. Since BioShield's methodology is mechanical instead of a poison; it does not create "superbugs", which are microbes that build up a resistance to treatment. As guests become more receptive towards a cleaner and healthier environment, hotels should start looking at ways in which their indoor environment can be free of these superbugs in order to promote the property as an allergy friendly establishment.

BioShield's molecular spikes are long chains of atoms that are large enough to pierce the cell walls of various microbes. Being only about one

# The Healthier, Cleaner Advantage

## BioShield – For A Cleaner, Healthier World



thousandth the diameter of a human hair, they are too small to harm large cells in mammals. These chains of atoms carry a strong positive charge that attracts negatively charged bacteria. BioShield has been found in independent testing to be effective against a wide array of microbes, including *Staphylococcus aureus*, *E. coli*, various *Salmonella* strains, black mold, athlete's foot, Influenza A, skin infections, and others.

Environerks (M) Sdn Bhd is Malaysia's HELP licensee. It is also looking at expanding into offering its solutions to South East Asian countries such as Singapore, Thailand, Vietnam, Cambodia, Philippines, Brunei, Sri Lanka, China, India, Indonesia, Macau & Hong Kong. For more information, log on to [www.enviroerks.com.my](http://www.enviroerks.com.my)

h2





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### Electronic Air Purifier

Our purifiers are FDA listed class II medical devices. They eliminate 98-100% of bacteria and virus' providing your guests 24-hour-a-day protection from potential dangerous airborne particulate.



### PURE Clean™

Our exclusive PureClean™ solution disintegrates bio films and is designed to maximize the removal of dirt, bacteria and mold.



### Allergy-friendly Bed Encasements

Dust and dust mite protection starts with our very soft, breathable, and washable mattress and pillow encasings. Waterproof options are available.



### High Ozone Shock Treatment

High Ozone shock treatment is used during the initial conversion process for the complete elimination of bacteria, viruses, germs, and the odors that result. To your guests, the room is only as clean as it smells.



### Massaging Showerhead Chlorine Filter

For properties with highly chlorinated water or contaminated water supply PURE can address the shower water with special charcoal-activated filters, stopping chlorine irritation at its source.



### PURE Shield™

PureShield™ provides long-term protection against mold and bacteria growth on treated surfaces. It is a patented bacteriostatic barrier used to repel microorganisms that can cause illness and distress to your guests.

### Other PURE™ Allergy Friendly Programs:

- PURE™ Allergy Friendly Meeting & Conference Rooms
- PURE™ Allergy Friendly Resort Rooms
- PURE™ Allergy Friendly Café & Restaurants
- HEALTHWAY™ Air Purification / Deodorisation Devices
- AERIS GUARD Air Conditioning System (HVAC) Maintenance Programs



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### **Rachta Udomdech**

Group General Manager  
FuramaXclusive Asoke, FuramaXclusive  
Sathorn and FuramaXclusive Sukhumvit

As Furama Hotels International (FHI) expands with its boutique brand – FuramaXclusive – to Bangkok, new appointments are essential to keep up with the group's progression. Rachta Udomdech has been appointed as Group General Manager for the three FuramaXclusive Hotels in Bangkok – FuramaXclusive Asoke, FuramaXclusive Sathorn and FuramaXclusive Sukhumvit – all part of A Unico Collection.


Rachta, who has in-depth knowledge of the hospitality industry and more than 15 years of experience, will be responsible for overseeing all aspects of the hotels' operations. He was formerly from establishments such as Accor Asia Pacific and Westin Banyan Tree Bangkok.

Furama Hotels International (FHI), a Singapore-based hotel management company, is committed to offering excellent accommodation choices in key global cities. Driven by a strong desire to promote memorable guest experiences through personal services, thoughtful gestures and classy designs, FHI-managed hotels and resorts place the comfort of the guests as their priority at all times. The properties under FHI management include four-star, essential services, boutique-style and villa resort categories. 

### **Jeff Cava**

Executive Vice President and Chief  
Human Resources Officer  
Starwood Hotels & Resorts Worldwide

Frits van Paasschen, President and Chief Executive Officer for Starwood Hotels & Resorts Worldwide, Inc. announced the appointment of Jeff Cava as Executive Vice President and Chief Human Resources Officer. In his new role, Cava will be leading Starwood's world class group of global Human Resources professionals. Cava brings to Starwood over 12 years of experience in the hospitality industry having served as Vice President of Global Staffing, Training and Development for ITT Sheraton Corporation and in various corporate and field based Human Resources management positions with Promus Corporation. Reporting to van Paasschen, Cava will also be a member of Starwood's Senior Leadership Team.

Most recently, Cava served as Executive Vice President, Human Resources and Administration for Wendy's International, Inc., and Executive Vice President of The New Bakery Company at Wendy's. Prior to his role at Wendy's, Cava was Vice President and Chief Human Resources Officer for Nike, Inc. and Vice President, Human Resources for The Walt Disney Company Consumer Products Group. Cava earned both his Bachelor of Arts degree in Psychology and Masters of Science degree in Industrial and Organizational Psychology from San Diego State. He will be based in Starwood's company headquarters in White Plains, New York. 




### **Anil Pathak**

General Manager  
Holiday Inn Glenmarie Kuala Lumpur

Holiday Inn Glenmarie Kuala Lumpur has named Anil Pathak, General Manager of its 260 room hotel located at 1 Jalan Usahawan U1/8, Seksyen U1, 40250 Shah Alam, Selangor Darul Ehsan.

Reporting to Phil Riley, Regional General Manager of Malaysia, Anil will be fully responsible for the operations and performance of Holiday Inn Glenmarie Kuala Lumpur. Anil has been with IHG since 1995 starting as a corporate employee. He has extensive Food & Beverage knowledge and has been mainly working with InterContinental Hotels in South West Asia. Most recently he was the General Manager at Crowne Plaza Soaltee Kathmandu, Nepal. The hotel ranked number two among all the Crowne Plaza Hotels in Asia Pacific in recent ESPS survey with a total scoring of 91.8.

Holiday Inn Glenmarie Kuala Lumpur sits on 350-acres of lush tropical greenery, overlooking two world-class 18-hole golf courses and in close proximity to Malaysia's largest theme park. Located just 30 minutes from Kuala Lumpur International Airport. The hotel has 260 guest rooms, an Executive Club Wing with private lounge, 6 restaurants & bar, business centre, 24-hour room service, complimentary shuttle service, an Olympic size swimming pool, wireless internet, Andana Spa and 11 functions rooms. 



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### **Theera Kanjana**

General Manager  
Courtyard by Marriott Phuket at Surin Beach

John Northen, Area Vice President South East Asia recently announced the new appointment of Theera Kanjana as General Manager for Courtyard by Marriott Phuket at Surin Beach. Kanjana is a long-time associate of Marriott whose career spanned over many years. Prior to his current assignment, he spent the last five years at JW Marriott Phuket Resort & Spa as Resident Manager and Food & Beverage Director after opening the hotel as Director of Operations at Guam Marriott Resort & Spa.

Spending the first 27 years of his career in the United States, Kanjana's first position with Marriott International Inc. was Catering Service Manager at the original Marriott Hotel in Washington D.C. The Twin Bridges in 1975. During 1977 to 1989, he moved to California and took the position of Banquet Manager for Marriott Hotels in California. In 1989 he moved to Texas to open JW Marriott Houston. Kanjana is a native of Thailand and holds US Citizenship. He received a BA in Education. **h**

### **Bipan Kapur**

General Manager  
The Westin Resort Nusa Dua, Bali

The Westin Resort Nusa Dua, Bali takes great pleasure to announce the appointment of Bipan Kapur as General Manager. He will assume responsibility for the 350 room resort as well as Bali's largest conference facility, the Bali International Convention Centre.

Prior to joining The Westin Resort Nusa Dua, Bipan opened the inaugural Westin branded property in India, The Westin Sohna Gurgaon Resort & Spa (TWSG). It was the first internationally branded boutique resort, located on the outskirts of New Delhi, catering to the upper market segment for meetings and incentives as well as leisure and corporate travellers. Launched in December 2007, the resort consists of 97 luxurious guest rooms and stand alone suites, four restaurants and bars, meeting facilities, Heavenly Spa by Westin and an extensive WEstinWORKOUT facilities complete with a private lap pool.

Bipan has been associated with Starwood since 1992 and for the past 16 years he has embraced the challenges and enriching experiences of working across different countries and cultures in various capacities. He was F&B Manager with Sheraton Mirage Gold Coast, Australia prior to stints in China, Malaysia and Brunei. A graduate from the Oberoi School of Hotel Management he also gained a Masters degree in Hotel administration from the Institut de Management Hôtelier International (Cornell/ESSEC) – Paris, France. **h**



### **Richard L. Dusome**

General Manager  
Marina Mandarin Singapore

Underlining its pursuit of excellence in its portfolio of deluxe hotels and resorts across Asia, Meritus Hotels & Resorts is pleased to announce the appointment of Richard L. Dusome as General Manager of Marina Mandarin Singapore.

A Fellow of the Institute of Hospitality and graduate in Hotel and Restaurant Management from Niagara College of Applied Arts and Technology in Canada, Dusome started his hotel career in Food & Beverage with the Four Seasons Hotel in Toronto. He went on to work with other internationally-renowned hotels chains that include the Hilton International Hotels, which he worked with in both UK and Thailand; The Peninsula Group in Hong Kong as well as the Six Senses Resorts & Spas in the Maldives. He was most previously with Sunland Resorts, Maldives as its Group General Manager

Armed with almost three decades of international experience in city hotels as well as resorts, Dusome brings with him a wealth of knowledge and will undoubtedly bring his team at Marina Mandarin to its next level of premium hospitality. **h**

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**Syaiful Imron**

Financial Controller  
The Westin Resort Nusa Dua, Bali

The Westin Resort Nusa Dua, Bali is proud to announce the appointment of Syaiful Imron as Financial Controller. Prior joining the Resort, Syaiful was the Financial Controller of Sheraton Surabaya Hotel and Towers and has been associated with Starwood since 1995. He is a graduate from STEI Perbanas majoring in Finance and started his career in the hospitality industry as Income Auditor of Sheraton Surabaya Hotel and Towers. Syaiful is a dedicated family man and father of three children. Being the only Westin branded property in Indonesia since December 2003, The Westin Resort Nusa Dua, Bali enjoys a prime beachfront location in the exclusive Nusa Dua enclave on Bali's southern tip with 350 modern luxury rooms and a convention centre adjacent to the resort. **h**

**Fauzy Wahab**

Director, Meeting & Events Services  
Le Méridien Kuala Lumpur

Fauzy Wahab is the Director, Meeting & Events Services at Le Méridien Kuala Lumpur. Prior to joining Le Méridien Kuala Lumpur, Fauzy was appointed Assistant Director of Catering and Convention Services at the former Regent Hotel Kuala Lumpur until 2006.

After graduating from The Singapore International Hotel & Tourism College (SHATEC), Fauzy began his career in various operational positions. His charisma and excellent service soon led him to a promotion as Catering & Convention Services Manager in 1997. His personal breakthrough came in 2003 when he was honoured with a Royal award 'Ahli Mahkota Pahang' from his Royal Highness Sultan Haji Ahmad Shah, Sultan of the State of Pahang, Malaysia. This award was given as recognition for his services in efficiently handling matters for His Royal Highness by personally serving many Heads of States, dignitaries and notaries as well as members of the Royal Families.

Within a short span of two years at Le Méridien Kuala Lumpur, Fauzy had proven himself a capable individual who has led his team to achieve outstanding results. In 2006 Fauzy received the 'High Achiever' award by Starwood Hotels & Resorts for achieving his personal budget by 120 percent. The changes he brought about resulted in increased sales with proper pricing structure, at the same time, maintaining favourable food & beverage costs. **h**



**Tatcha Riddhimat**

Vice President of Sales & Marketing  
Furama Hotels & Resorts International  
Thailand

As Furama Hotels International (FHI) expands with its boutique brand – FuramaXclusive – to Bangkok, new appointments are essential to keep up with the group's progression. Tatcha Riddhimat will be employed as Vice President of Sales & Marketing for Furama Hotels & Resorts International Thailand (FIT), which is a subsidiary of FHI.

Tatcha will be responsible for overseeing all aspects of sales & marketing for the group in Thailand and for elevating the group to a higher level. An industry veteran of 20 years, Tatcha has immense knowledge from various International hotel chains such as the Kata Group of Hotels, Banyan Tree Phuket, Pavilion Hotels Group and Buriraya Villa & Spa Samui. Tatcha's last employment was with Dusit International as the Group Director of Sales. **h**



**Frank Ehret**  
Director of Revenue  
Le Méridien Kuala Lumpur

A veteran of 12 years of experience in the hospitality industry, Frank Ehret was appointed Director of Revenue at Le Méridien Kuala Lumpur recently. The 36 year old was born in Jena, located in central Germany. Ehret is well versed in the German and English language as well as having basic spoken and written skills in French and Russian.

A steadfast member to the Starwood family, Ehret began his career in the hospitality industry in 1995 at Le Méridien Grand Hotel Nuremberg, where he was a Night Auditor. He then moved on to several positions including Night Manager, Group Coordinator and in 1998, Reservation Manager. In 1999, Ehret moved west to the city of Cologne as he joined Le Méridien Dom Hotel Cologne as the Business Development Manager there. He then moved on to a succession of managerial positions.

In 2007, Ehret accepted the position of Director of Revenue in Le Méridien Kuala Lumpur, Malaysia. This is his first position abroad. In his new role at Le Méridien Kuala Lumpur, Ehret hopes to further increase the Revenue per Available Room (RevPAR) of the hotel and to further position it as a leading international hotel in Kuala Lumpur.

h

### Janine Watton

Director – Sales and Marketing  
The Westin Kuala Lumpur

Janine Watton has joined The Westin Kuala Lumpur as Director – Sales and Marketing. In her new role, Watton leads and provides strategic guidance to The Westin Kuala Lumpur in all areas pertaining to sales, marketing, reservations, catering and conventions, and communications. She possesses an extensive Sales and Marketing experience with in-depth knowledge of the meeting, incentives, conventions and exhibitions (MICE) market in both Australian and Asian regions.

Watton brings with her more than 15 years of experience in the hospitality industry, with eight years in Sales and Marketing roles. Prior to this, she was the Business Development Director – MICE for The Westin Sydney, an award-winning hotel named to Condé Nast Traveller Gold List in every year consecutively since year 2005 as well as Travel + Leisure's prestigious 500 list in 2008 and Deluxe Hotel of the Year in 2007 at the 10th Annual Anniversary Awards through Excellence, AHA (NSW) Accommodation Division. During her tenure at The Westin Sydney, she led the team to establish the hotel as a formidable market leader through maximization of all sales opportunities, MICE performance and catering revenue.

She has also held positions in other Starwood properties; as Sales Manager – Corporate and MICE at The Westin Melbourne and before that, Catering and Conventions Sales Manager at The Westin Sydney. h



### Venus Ng

Director of Sales – Hong Kong  
The Ritz-Carlton, Millenia Singapore

Venus Ng has been named director of sales – Hong Kong for The Ritz-Carlton, Millenia Singapore by General Manager, Allan Federer. Based in a satellite office in Hong Kong, her role will involve the acquisition of new business leads for room sales for The Ritz-Carlton, Millenia from the corporate, travel, group and leisure markets, increase market awareness brand in Hong Kong and to strengthen relationships with existing clients of the hotel.

Ng joins the 608-room award-winning Singapore flagship from The Ritz-Carlton, Hong Kong where she held tenure since 1998. Her most recent title was Director of Business Travel of The Ritz-Carlton, Hong Kong, responsible for the development and implementation of strategies to remain in tandem with the fast paced corporate and leisure sales markets.

An independent and driven young lady, Ng was nominated as manager and leader of the quarter and took home the award for being the employee of the quarter in 2005. Fluent in English, Mandarin and Cantonese, she recently completed her Masters of Management degree with Macquarie University Sydney, Australia. h



**Karnokratt Chuthanondha**

Corporate PR Manager  
Dusit International

Dusit International is pleased to announce the recent appointment of Karnokratt Chuthanondha as Corporate PR Manager. She has more than six years experience in media and public relations, having worked at Thai TV Channel 3 as assistant to the Assistant Managing Director - Marketing and Advertising Department, as Public Relations Supervisor at Amexteam Advertising Agency, and Brand Experience Strategist for marketing communications events at Initiative Media (a subsidiary of Lowe Worldwide Advertising Agency). Karnokratt obtained her Bachelor's degree in Fine Arts from Bellevue University at Nebraska, USA, and completed her MBA International Program in Marketing at Bangkok University, Thailand. "Karnokratt brings with her a wealth of knowledge in events and brand management communications, a vital asset in the new growth and development of Dusit International as it emerges in the global community on the elevation of Dusit's position as the leading Thai international hotel company," said Lalana Santos, Director-Corporate PR and Communications of Dusit International. **h3**

**Francis Desjardins**

Director of Rooms  
Fairmont Singapore

Fairmont Hotels & Resorts recently named Francis Desjardins as the new Director of Rooms of Fairmont Singapore, its first major property in Asia. Desjardins, a French-Canadian, will oversee the team of Front Office, including Housekeeping and Guest Services, and take the lead in ensuring that room revenue is maximized as well as sustain the outstanding results in customer satisfaction, owner return, colleague productivity, as well as the successful implementation of the Fairmont brand standards.

The 29-year old is a native of the French-speaking city of Montreal in Quebec, Canada and holds a college degree in business. He was also chosen as one of the top 30 hospitality professionals under the age of 30 by the Ontario Hostelry Institute in 2006.

Prior to his relocation, Desjardins has enjoyed a diverse career in Front Office administration where he began his hospitality career as a Guest Service Manager of Fairmont Château Laurier in 1997. In 2001, Francis was assigned to The Fairmont Banff Springs in Alberta, Canada as Assistant Front Office Manager and was subsequently promoted to Front Office Manager in 2002. In 2003, he took his second tour of duty at Fairmont Château Laurier as Front Office Manager and held that position until 2006 prior to his appointment as Front Office Manager of Fairmont's largest hotel property, The Fairmont Royal York in Toronto, Canada. **h3**



**Kim Liew**

Director of Sales and Marketing  
InterContinental Singapore

InterContinental Hotels Group has appointed Kim Liew as Director of Sales and Marketing at InterContinental Singapore. With over ten years of experience in the hospitality industry, Liew is not new to the group as she was previously the Director of Marketing at Crowne Plaza Hainan Spa & Beach Resort, once conferred by Guinness Book of World Records as the largest indoor hot spring spa in the world and largest resort in China.

Just recently, Liew was the Director of Marketing at Four Seasons Jakarta where she led the Sales & Marketing team to achieve an overall growth in room occupancy and revenue for the hotel. With a strong commitment to corporate social responsibility, she was also involved in organizing the largest charity run in Jakarta last year, gathering a total participation of 4,600 runners.

A highly motivated professional with an in-depth knowledge of hotel operations and market trends, she aims to achieve higher levels of productivity and profitability for InterContinental Singapore. In her free time, Liew enjoys the outdoors and spends her time in activities like golf and tennis as well as yoga. **h3**





**Robert Hunter**

Hotel Manager  
Majestic Malacca, Malaysia

Robert Hunter, a 19-year veteran of the hospitality industry, has been appointed Hotel Manager of the new Majestic Malacca, the totally reconstituted and upgraded 54-room classic hotel, owned and managed by YTL Hotels.

Australian trained Hunter joined YTL Hotels in January 2000 beginning as Resident Manager for the JW Marriott Hotel Kuala Lumpur, and General Manager for both Vistana Kuantan and Vistana Penang.

A highlight of his early career in Malaysia was being involved with the refurbishment of the JW Marriott, managing the process of upgrading the rooms and spa to a standard that has allowed that hotel to become one of the leading properties in the city.

Prior to his involvement with Malaysia's leading luxury hotel management company YTL Hotels, Hunter worked in Australia, Indonesia, and New Zealand.

Commenting on his new appointment, Hunter said that he is very pleased to be involved with the restoration of a great heritage building and at the same time excited to launch the most luxurious hotel in Malacca. **ha**

**Tulaya Pornpiriyakulchai**

Director of Marketing and Communications  
Dusit International

Dusit International has appointed Tulaya Pornpiriyakulchai as Director of Marketing and Communications. She will be responsible for all Marketing Services, Advertising and Public Relations of the company. She will also be building the brand architecture of the company from the new brand strategies launched in October last year.

Upon completing her Bachelor of Fine Arts in Communication Arts from Massachusetts College of Art, Boston, USA, Tulaya returned to Thailand in 2001. She has worked at various establishments such as JSL Company Limited, Siam Piwat Company Limited and, most recently, Lowe Worldwide, the international advertising agency. During her five-year tenure at Lowe, Tulaya gained immense work experience in conceptual development, brand identity, strategic concept and IMC (Integrated Marketing Communications). She was later promoted to Creative Vice President where she successfully developed the dusitD2 hotel brand concept, and closely assisted Thai Airways International in its 2005 re-branding campaign.

Tulaya lived in the USA, Japan, Hong Kong and Taiwan collectively for over 20 years before returning to Thailand. She brings with her a great understanding of cultural perspectives, creative flair and brand implementation skills. **ha**



**Kelly Lee**

Director of Sales & Marketing  
Millennium Hongqiao Hotel Shanghai

Millennium Hongqiao Hotel Shanghai, the first Millennium hotel in China, announces the appointment of Kelly Lee as Director of Sales & Marketing. Lee, an American national, with over ten years of experience in the hospitality industry, joined the hotel in December 2007. Reporting to Clement Teo, the General Manager of the hotel, Lee will oversee all marketing, sales and public relations activities of the hotel. Prior to this, she has provided her service to the Great Wall Sheraton Hotel Beijing as Director of Sales and Director of Catering & MICE at the Grand Hyatt Taipei.

Millennium Hongqiao is an impressive 5-star international hotel, located in the city's business district, shopping, residential and entertainment area. This contemporary 369-room-and-suite hotel provides the ideal venue for both the discerning business and leisure travellers. **ha**



### iRiS Personal Valet™

The iRiS Personal Valet™ is a revolutionary guest interaction platform that is set to replace existing TV-based and in-room PC systems. Hotel guests can now interact with a wireless touch screen handset that is truly portable and simple to

use. They will be treated to a variety of information and services such as local weather forecast, attractions, hotel food menus, concierge and facilities, and most importantly – room service, all these in their language of choice! Hotel guests will also be able to track their bills and costs, and receive notifications on action items from the hotel, all from the comfort of their room.

The Personal Valet™ frees up staff to attend to more critical matters without compromising service levels. To minimize human error, room service and housekeeping are automated and service staff and managers will be able to track every order that comes through existing dashboards or PDAs. A solution that is easy to implement, the Personal Valet™ can be easily integrated into existing hotel software and infrastructure. iRiS experts will work with hotel management, ensuring a problem-free installation, customization and commissioning of the entire solution. Most importantly, hotel guests will be able to customize their stay, and this gives hotels vital information in ensuring that guests receive the same treatment in their next visit. **ha**

#### iRiS Software Solutions Ltd

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### Livi Kitchen Roll Towel Dispenser

In the growing away-from-home market Livi can be found in numerous world-class establishments all over the globe, from resorts and restaurants and hotels. Livi's quality and scope of products have made it an ideal choice for companies and establishments that value flexibility and cost-effectiveness without compromising on hygiene and features.

As the sole importer of Livi in Singapore, Universal Sovereign Trading Pte Ltd is committed to providing premium, high-quality tissue products to all strata of society. Livi has a complete range of high quality tissue products categorized into toilet tissue, facial tissue, towel tissue, napkin tissue and tissue dispensers to serve the away-from-home market. **ha**

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### MICROS RES 4.0

MICROS RES 4.0 offers fully integrated point-of-sale with tools for the back-office, restaurant operations, and guest services. For owners of multiple restaurant locations RES 4.0 offers enterprise management. RES 4.0 provides end-to-end communications throughout your operation to increase efficiency, speed-of-service, and ultimately provide a better guest experience for your customers. When security, data integrity, easy software deployment, and real-time business intelligence top your list of requirements, RES 4.0 is your solution.



MICROS RES 4.0 provides a comprehensive data security solution, designed to meet the demanding operational requirements of today's restaurateur in an increasingly complex and rapidly changing technical environment. The MICROS security solution implements strong data encryption at the application level to protect sensitive data wherever it resides on, or is transmitted within, the RES System. Securing the system involves protecting two types of data:

Data at Rest – any data stored on persistent media, such as the system database or in the operating system's file system, Data in Transit – any data transmitted from one computer process to another, where the process resides on different physical units and the data must be transmitted across a network. **ha**

#### Micros

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## TAT E-Markets

Tourism Authority of Thailand has unveiled "e-Marketing for Amazing Thailand 2008" – Thailand's latest destination marketing initiative which incorporates the use of the e-marketing channels to promote 'Amazing Thailand' online which is expected to response in not only a greater revenue outcome to the travel suppliers as well the country but also a better reputation of Thailand tourism to worldwide online travellers.

E-marketing for Amazing Thailand 2008 introduces five new projects for the year, each targeting the inbound travelers from countries throughout the world. The objective is to increase tourism in Thailand and create a better impression by conducting different online marketing activities for the focused group travelers via various online channels through the announced amazing Thailand campaign.


The campaign consists of: Thailand Amazing Deals Project to promote the travel products of Thailand by launching a mini site: <http://amazingthailand.TourismThailand.org> and e-mail campaigns targeting global travelers, travel traders, media and bloggers of over 1.1 million people around the world, Her Own Way: "Thailand – The Woman's Paradise" to promote the travel products categorized under golf, shopping, beauty and spa; Thailand Portfolio to promote tourism in Thailand by distributing online travel content comprising of photos, videos and travel articles through [www.flickr.com](http://www.flickr.com), <http://www.youtube.com>, [www.igougo.com](http://www.igougo.com), etc. targeting worldwide online travellers and Amazing Shot... Amazing Experience Contest to organize an online event, VDO competition, for both domestic and international travellers to send their travel experiences in Thailand through VDO clips format under the concept of "Amazing Shot.. Amazing Experience!" in order to win prizes. 

## Innovating Tourism

As a completely web-based South and Central American luxury travel company, Intelligent Leisure Solutions and the Discover Travel Group have chosen to innovatively reach clients all over the world at a fraction of the cost with their .travel portals: [www.Discover.travel](http://www.Discover.travel), [www.DiscoverCentralAmerica.travel](http://www.DiscoverCentralAmerica.travel), and [www.DiscoverSouthAmerica.travel](http://www.DiscoverSouthAmerica.travel).

Started by three corporate executives, the founders of Intelligent Leisure Solutions and the Discover Travel Group combined their business savvy to provide unique cultural and leisure

learning experiences through travels organized by their own travel business. With a well-targeted demographic of the discerning traveler, Intelligent Leisure Solutions and the Discover Travel Group provide authentic discoveries of South and Central America to places such as Peru, Brazil, Costa Rica, Argentina, the Galapagos, and more.

In creating the new business, the three partners implemented a unique strategy to go against the grain and use no traditional marketing materials such as trade show participation or print advertising. Instead they launched their business with three .travel portals. With these portals, the company used and continues to use strictly web marketing. At that time, over three years ago, this decision was out of the box, but it has become quite successful. In fact, it has cost close to 90 percent less than marketing the old fashioned way. With web marketing as its platform, Intelligent Leisure Solutions and the Discover Travel Group adopted .travel because it provided a higher level of validity as a travel business on the Internet as well as a great branding opportunity. 

## Travelport GDS To Invest In The Middle East

Travelport GDS one of the world's leading global distribution system (GDS) providers operating both the Galileo and Worldspan brands, has announced a multi-million dollar investment in the Middle East, one of the world's fastest growing travel regions. In a clear demonstration of its commitment to the region, over the coming months the company will refine its distributor relationships in select markets and establish a new, highly-efficient direct support network for travel agents in the UAE, Saudi Arabia and Egypt.

Over the past 17 years, Galileo has established itself as the leading GDS provider in the Middle East and is currently distributed in the region by the national airlines of Egypt, Jordan, Kuwait, Lebanon, Saudi Arabia, Syria, UAE and Yemen (the 'Arabi group'). Galileo's contract with the Arabi Group will expire at the end of 2008 and Travelport has taken the opportunity to review its existing distribution arrangements across the region.

The GDS provider also plans to step up its activity and invest in greater direct distribution through the development of its own direct operations in Saudi Arabia and the UAE and an expanded direct presence in Egypt. 



RFID door locks by VingCard

## Global Security Leader Receives First Place For Signature RFID/NFC Solution

The NFC Forum has recently named Signature RFID/NFC by VingCard, "The Best NFC Service of the Year 2008." Signature RFID/NFC is a hospitality security system that allows hotel guests with Near Field Communication-enabled cell phones to securely receive over the air their encrypted room key in order to bypass the check-in/-out process and unlock their room doors via a mobile device. VingCard Elsafe, a company of ASSA ABLOY Hospitality (the recognized world leader of hotel security technology), provides electronic-locking systems and in-room safe solutions to more than 35,000 hotels worldwide. 

## Teleconferencing In Jumeirah

The Jumeirah Emirates Towers hotel, part of the Dubai based luxury hospitality group Jumeirah, has implemented a new high tech video teleconferencing system to complement the already extensive range of business services available to guests. The new video conferencing system Video Life Size combines an immersive, high definition video experience with a rich set of features to deliver powerful, flexible and easy-to-use video communication solution. This state of the art technology allows participants to be displayed simultaneously with a four-way continuous presence and experience communication in high definition in both video and audio. The system is available at the Biz Pod Business Centre on Level 3 of the Hotel Tower, though the device itself is portable, allowing for a multitude of possibilities in different venues and meeting rooms. **h**



*SoftBrands – building awareness and visibility – participating at international exhibitions*

## SoftBrands Honoured as One of China's Most Valuable Brands

SoftBrands, Inc., a global supplier of enterprise application software, has been named one of the recipients of the prestigious "Top 10 China Brand Enterprises Award 2008." In addition, SoftBrands' Epitome solution was named China's Premier Property Management System for the hospitality industry.

The fourth "China Top Ten Brands Award" is jointly organized by the All-China Federation of Industry & Commercial, China's High-Tech Industrialization Association, People's Daily and Workers' Daily News. The selection was conducted through an Internet poll, public vote and a panel of industry experts based on the evaluation criteria of brand reputation, brand preference, product appearance, customer satisfaction, customer loyalty and market share.

SoftBrands hospitality solutions include tools for: Property Management, Central Reservation Management, Customer Relationship Management, Business Intelligence, Club Management, Spa Management and Point-of-Sales system. The suite of solutions is designed specifically to enable hoteliers to centralize multi-property operations, to improve guest loyalty, to increase profitability and to improve revenue management. **h**

## First Wi-Fi Operated Minibar In Singapore

Pan Pacific Singapore is the first hotel in Singapore to install Bartech's automated mini-bar in all 778 newly-renovated rooms and suites. Pan Pacific Singapore will be the first hotel in Asia to use Wi-Fi for communication between the automated mini-bars in guest rooms and the Bartech server. As the most efficient system, it benefits guests and the hotel.

The Bartech software enables mini-bar charges to be noted automatically and immediately on the guest folio through an interface between the Bartech computer and Pan Pacific Singapore's Property Management System. The accurate billing of mini-bar consumptions has a direct and positive impact on the service provided to guests as it streamlines the billing process and reduces check-out time.

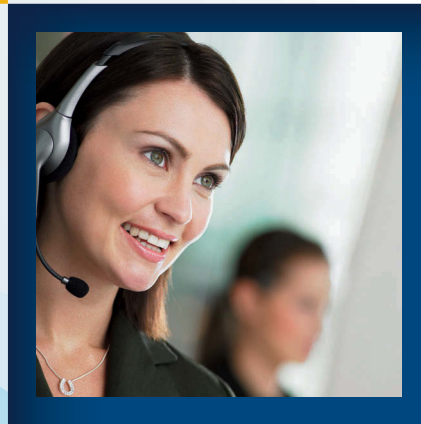
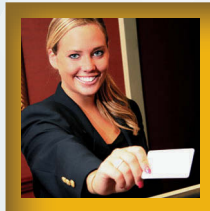
A Bartech refill report automatically provides a detailed per-room listing of items requiring refill. This minimizes checks by hotel associates to ascertain if mini-bar replenishment is required. As part of the numerous and powerful features, the Bartech system provides an automatic tracking system to control expiration dates thus guaranteeing the freshness of mini-bar items

A further system enhancement that assists in the reduction of operational costs and provides substantial energy savings is the use of Bartech's C.E.S.S (Computerized Energy Saving System) option. This standard feature automatically monitors the inside temperature level of each mini-bar according to time and room occupancy status. All Bartech automatic mini-bars comply with WEEE, RoHS, ISO, CSA, FCC, and UL requirements. The cost effectiveness achieved helps to increase revenue per room and enhances guest satisfaction since the billing process is streamlined. **h**



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David Bowden

**P**eople travel for many reasons – cultural experiences, adventurous recreational activities, relaxation, dining and, shopping are probably the responses most travellers would make if they were ever surveyed on the topic. Some like to merely dip their toe in the shallow end of the cultural pool and to surround themselves with many familiar things when they travel outside their own culture. Others like to fully immerse themselves in the deep end of the culture through which they travel.

on a recent holiday returnee recounting his travel adventures to his envious friends. “So how was your holiday, Johan?” Johan responds with his first and overall impression of an overseas holiday – “Boring lah, nothing to do!”

I suspect the word boredom for many arises not because of the situation but rather the people in the situation. When people say that they’re bored, I hear something different to the destination being boring. I hear, “I am boring as I couldn’t find anything there to interest me.”

## A Little Boredom On The Side?

Regardless of the reason we travel it can be assumed that something of the host cultural would rub off on us; unless we are entirely enclosed in a cocoon as we travel. Group bus tours with one’s fellow countrymen have minimal appeal to me because you rarely meet the locals. Admittedly, many things go can wrong once we travel out of our comfort zone. The journey can be ruined when things go wrong. Martha Gellhorn, author of *Travels with Myself and Another* (1978), claims, “My definition of what makes a journey wholly or partially horrible is boredom. Add discomfort, fatigue, strain in large amounts to get purest quality horror, but the kernel is boredom.”

Boredom is however, subjective and for some it’s being in the wrong place at the wrong time.

Like sheltering on a monsoon-lashed coast with rain falling down incessantly. Or, being holed-up in that forsaken African airport when the only flight out has been cancelled.

Such situations can be infuriating. However, it’s another form of boredom for which I have little tolerance. You know the scenario – a group has gathered in a coffeeshop and you eavesdrop

To me, in any new culture there’s always a remedy for boredom. Just watching people going about their daily routine of working, eating, shopping and generally interacting is always fascinating.

Being prepared for potentially boring situations also helps; for example, always having something to do such as write postcards, research travel guides or, read a book. There are many reasons for carrying a book even if you have no intention of ever turning a page. Bert, from Bert’s Bookshop in Phnom Penh Cambodia, reminds his patrons, “Always carry a book so you don’t look so damned stupid.”

Meal times are the times I feel less enthusiastic than others on a journey on my own. I find eating alone is less than pleasurable unless the food and surroundings are stunning. This is when I think of Bert and my book and use the time to busy myself planning the travel activities that will follow the meal. It beats being stared at by other diners and having them seemingly worry about why the poor guy in the corner is dining all alone.

So what is boredom? No doubt the threshold of boredom is a little similar to the threshold of pain and it’s different for us all. To me, travel and boredom should never appear in this same sentence as travelling is about seeing, discovering, learning and experiencing. I guess travelling should stimulate all the senses and its enjoyment is based upon the travellers’ ability to accept new experiences without passing judgement. **h**

