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\* Survey by Synovate Sdn Bhd (July 2007)



**Founder/Publisher**  
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## CHANGES, CHALLENGES, COMMITMENT.

It's been a challenging third quarter. With fears for the world economy, companies have begun cost cutting, with travel perks being some of the first to be sacrificed – excoms who usually are entitled to a suite are relegated to the business floor and budget airlines are beginning to see more business travellers. But is it all really doom and gloom?

The Hospitality Asia Platinum Awards (HAPA) is a good way to look forward. Even in these challenging times, we have managed to pull off a coup of sorts – this HAPA is the most challenging and exciting contest to be the best of the best as properties are pitted not only against hotels in the same country but from the six best hospitality destinations in Southeast Asia – Malaysia, Singapore, Jakarta, Bali, Bangkok and Phuket.

The first night of the HAPA Regional event was a welcome dinner party at Luna Chill Out Bar where we presented 18 local awards for the “Best in Indonesia” and “Best in Thailand” and the second, the night we witnessed the birth of HAPA Regional where 139 nominees vied for 35 awards as the “Best in Southeast Asia” at the JW Marriott Kuala Lumpur.

To all the nominees I'd like to say 'well done' for being in the final round up. Just by being nominated makes each participant important and integral to the well being of the industry. I hope with the newly introduced “Audit Report Card”, every nominee will excel even further by learning about their strengths and weaknesses in each participated category.

This year, the first in HAPA's history, the HAPA Committee decided to be more hands-on with our charity programme for HAPA Regional. We worked closely with cancer children of the Paediatric Oncology Ward of the PPUM Daycare Centre by having a “Wish Tree” Programme. We also raised funds at the Gala Charity Dinner for the children's Daycare Centre in order to improve the quality of daycare at the ward and to provide IV pumps and a proper play area for the children. I would like to thank everyone who made their wishes come true.

Finally I must say a big thank you to our sponsors for continuing to believe in HAPA and continuing to invest in this 'for the industry, by the industry' event. I truly value your support and commitment. And to all judges who have invested so much time travelling, assessing properties and conducting interviews, I truly appreciate your contribution and commitment. As a publication, we are doing our utmost best to help promote the Asian hospitality industry and with HAPA, we reward those who work toward these same goals and values. Let's keep moving forward and keep being positive about the challenges! Viva le industrie! 



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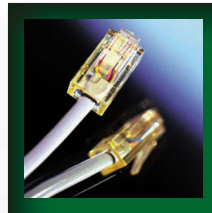


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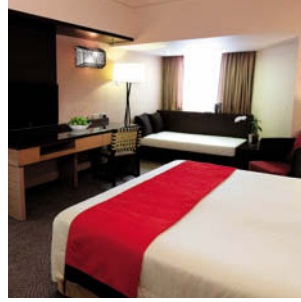
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Everyone's a winner! The results for the 'Best In Southeast Asia' revealed as the Hospitality Asia Platinum Awards 2008-2010 Regional Series awards presentation takes off



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Teratai Spa @ Meritus Pelangi Beach Resort  
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HOSPITALITY ASIA  
PLATINUM AWARDS

# HAPA *Luxury Living* WITH MASTERCARD



HAPA Luxury Living with MasterCard is all about having the best in life! This programme is in conjunction with MasterCard's World MasterCard® campaign. The World MasterCard® is designed to deliver unique experiences tailored to suit the lifestyles of discerning cardholders. And, as HAPA has now launched itself regionally with the successfully held HAPA Regional Series, HAPA totally complements the World MasterCard® campaign to have one-of-a-kind experiences regionally and worldwide. As HAPA recognizes service excellence, the World MasterCard® takes personalization to a new level and offers unrivalled service and attention anytime, anywhere. The World Concierge Services, the MasterCard® Global Premium Collection™ and MasterCard® Unique Experiences™ are examples of some of the services available with having a World MasterCard® Card.

In conjunction with the World MasterCard® launch, HAPA is pleased to have its nominees participate in such a luxurious collaboration by offering value-added services and discounts to a World MasterCard® holder. We have 12 merchants participating and their promotions are highlighted in the next 3 pages. HAPA's nominees include the Carcosa Seri Negara Kuala Lumpur, Indulgence Restaurant & Living, One World Hotel, Pacific Regency Hotel Suites Kuala Lumpur and PNB Darby Park Executive Suites, Kuala Lumpur.

The World MasterCard® Card offers a suite of benefits and privileges designed to suit the discerning tastes of the super affluent. There is no pre-set spending limit and cardholders can enjoy access to MasterCard® Moments, an online repository of retail and entertainment privileges. Cardholders receive one-of-a-kind travel experiences, for example, free companion tickets for international business class travel on five different airlines. They also enjoy airport lounge access in almost 100 lounges worldwide, as well as complimentary value-added benefits at hotels, resorts and cruise lines.

Cardholders are also able to utilize the World Concierge Services, getting personal assistance anytime, anywhere, including help making restaurant and ticket reservations, getting a special gift or arranging for a special occasion and reminder service.

**\*\* PROMOTION PERIOD : 15 DECEMBER 2008 - 15 SEPTEMBER 2009**

### Terms Of Promotion

- The promotion is not valid with other offers, promotions and/or discounts.
- The promotion cannot be exchanged for cash or any other merchandise.
- Purchases must be paid using a MasterCard World, Platinum, Titanium, Gold or Commercial card\*.

\*\*Terms and conditions apply





there are some things money can't buy.  
for everything else there's World MasterCard™



12 rounds on Scotland's hallowed Links: USD28,000  
a souvenir that's yours and yours alone, priceless

**Introducing  
World MasterCard.  
For all of life's journeys.**

How far do you go for the things that matter?  
Because your journey is as important as your destination, MasterCard has created World MasterCard.  
To take care of your individual needs every step of the way. Visit [www.mastercard.com/sea](http://www.mastercard.com/sea) to discover more.



THE DINING ROOM  
CARCOSA SERI NEGARA KUALA LUMPUR  
15% discount on the total bill.

**CARCOSA  
SERI NEGARA**  
KUALA LUMPUR



THE GULAI HOUSE  
CARCOSA SERI NEGARA KUALA LUMPUR  
15% discount on the total bill.

**CARCOSA  
SERI NEGARA**  
KUALA LUMPUR



### INDULGENCE LIVING, IPOH

A bottle of complimentary wine " Masterpeace Semillon Chardonnay or Masterpeace Cabernet Merlot " with minimum stay of two nights.

\*Purchases must be paid using a MasterCard World, Platinum or Titanium Card



### INDULGENCE RESTAURANT, IPOH

A bottle of complimentary wine "Masterpeace Semillon Chardonnay, Andrew Peace, Australia or Masterpeace Cabernet Merlot, Andrew Peace, Australia" with minimum spending of RM450.00 per two customers in a single receipt.

\*Purchases must be paid using a MasterCard World, Platinum or Titanium Card



### ONE WORLD HOTEL

- Junior Suite RM1,230.00 ++ per stay
- Executive Suite RM1,850.00++ per stay

The above rates includes -- 2 nights Suites accommodation, Complimentary daily breakfast for two persons and facilities at Peridot Club, Daily in-room wired internet access (complimentary on 24 hours basis), A special One World Hotel turn down gift for 2 persons per stay, Guaranteed late check out up to 4pm, Extension of stay at prevailing package rate, Room is subject to availability upon reservations, Payment must be made strictly by using Mastercard, in the card member's name

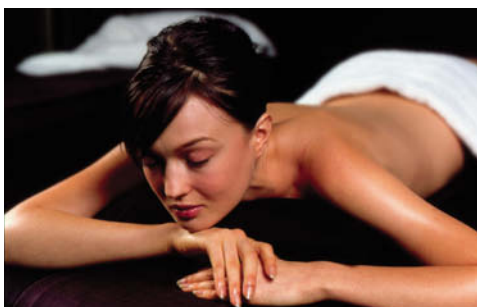
- Close out date : 3 - 5 April 2009



### CINNAMON

### ONE WORLD HOTEL

15% discount on Buffet Lunch / Dinner at Cinnamon



### THANN SANCTUARY

### ONE WORLD HOTEL

10% discount on Spa treatment and Products at Thann Sanctuary





### PACIFIC REGENCY HOTEL SUITES KUALA LUMPUR

- 40% discount off tariff rates. All rates are subject to 5% government tax and 10% service charge. All rates are inclusive of 01 buffet breakfast for all categories except for family suite, which is 02 buffet breakfast. Additional breakfast is chargeable at RM35++ per adult and RM17.50++ per child for year 2008.
- 50% discount off tariff rates. All rates are subject to 5% government tax and 10% service charge. All rates are inclusive of 01 buffet breakfast for all categories except for family suite, which is 02 buffet breakfast. Additional breakfast is chargeable at RM38++ per adult and RM19++ per child for year 2009.



### LUNA CHILL OUT BAR PACIFIC REGENCY HOTEL SUITES KUALA LUMPUR

20% discount on Food & Beverage except tobacco, promotional, private events & functions. Waiver of cover charge except super peak season.



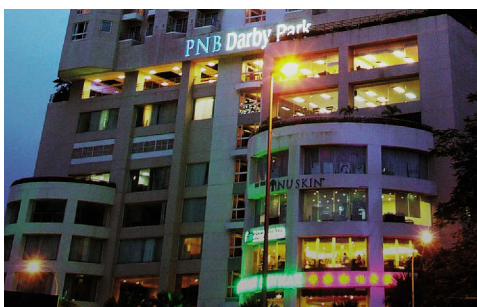
### SOI 23 PACIFIC REGENCY HOTEL SUITES KUALA LUMPUR

20% discount on Food & Beverage except tobacco, promotional, private events & functions.



### PNB DARBY PARK EXECUTIVE SUITES

20% off from published rate. The discount applies to Executive and Club Floors only.



### THE 39 RESTAURANT PNB DARBY PARK EXECUTIVE SUITES

20% off from total bill spent.





HOSPITALITY ASIA  
PLATINUM AWARDS 2009-2011  
SINGAPORE SERIES

## SINGAPORE BRACES FOR ANOTHER SPECTACULAR HAPA SERIES

The Hospitality Asia Platinum Awards (HAPA), conceptualized and organized by World Asia Publishing, returns to Singapore in 2009 for the 8th Series running and will be managed by its new arm, World Asia Events. With the introduction of the HAPA Regional Series, presented on 28 November 2008, HAPA Singapore will now run once in three years. The last HAPA Singapore Series was in conjunction with our 5th anniversary of the HAPA series, held at the Island Ballroom, Shangri-La Hotel, Singapore on 30 November 2006. Over 400 guests witnessed the 35 outstanding awards presented. Singapore's participation and accolades received during the Regional Series has definitely set the standard and thrust the competitive spirit into gear for the Singapore Series.

Other than defining award categories and criteria, the HAPA Committee always gets together before each new HAPA Series to carefully select a Charity Foundation in our effort to 'give back to the community'. Next year, for the Singapore Series, it will not be any different. We are in contact with several charities to identify the most suitable foundation for HAPA Singapore 2009. Previously, we have worked together with foundations such as the Tunku Nurul Hayati Children's Trust Fund, Leukaemia & Lymphoma Foundation, Yellow House Foundation, World Vision Singapore for underprivileged children and families from Laos and Mongolia and Pusat Majudiri 'Y' for the Deaf. The recent HAPA Regional Series saw the HAPA committee more 'hands on' as we worked directly to aid children with cancer, via Prof. Dr. Chan Lee Lee (Senior Consultant Paediatrician, Paediatric Haematology & Oncology, Head, Paediatric Haematopoietic Stem Cell Transplantation) and Pusat Perubatan Universiti Malaya, Kuala Lumpur.

The Hospitality Asia Platinum Awards 2009-2011, Singapore Series is still open for nominations. A total of 29 awards are up for grabs, with the categories trimmed and fine tuned for a more competitive edge. The judging period will be from January 2009 till June 2009 with the presentation of awards to be held tentatively in October 2009. Nominations must reach us by 30 January 2009, so don't delay any further!

### PARTICIPATE IN 4 EASY STEPS!

**STEP 1** Contact Ms Evonne Goh at +60 3 7954 1711 or email [HapaSpore@HapaAwards.com](mailto:HapaSpore@HapaAwards.com) to let us know you're interested to participate! We will email you a copy of our Terms & Conditions to confirm your participation. A list of awards will also be attached for your reference.

**STEP 2** Send a copy of the signed Terms & Conditions back to us. Once we have received your Terms & Conditions, we will send you the nomination form for your selection of award categories that you wish to participate.

**STEP 3** Click 'submit' on the Nomination Form, and it will be sent directly back to us or 'save' it as a PDF file(s) to be sent as attachments. Once we have received your nomination form, we will send you an acceptance letter, along with a voucher request letter and voucher templates.

**STEP 4** Send a soft copy of the vouchers back to us. Once we have received your vouchers, they will be distributed to the judges for auditing.

The Hospitality Asia Platinum Awards have truly matured over the years, finally achieving recognition as 'THE' Award to attain in the Hospitality industry. The quality of participants have been increasing year after year and the coveted awards are truly and duly recognized for its efforts in rewarding and acknowledging service excellence, achievements, vitality and resilience of a dynamic industry. It is very gratifying to note that our efforts in enhancing the levels of service among hospitality players are well received. The Hospitality Asia Platinum Awards are made possible with the wholehearted contribution and cooperation of a host of supporters that comprises nominees, judges, associations and sponsors. World Asia Publishing extends its heartfelt thanks to all involved and look forward to an exciting Singapore Series. Find out more about the Hospitality Asia Platinum Awards 2009-2011, Singapore Series in the forthcoming issues of Hospitality Asia. For enquiries, contact us at +60 3 7954 1711 or e-mail [hapa@wapublishing.com](mailto:hapa@wapublishing.com)



HOSPITALITY ASIA  
PLATINUM AWARDS 2009-2011  
SINGAPORE SERIES

HOSPITALITY ASIA PLATINUM AWARDS  
2009-2011 SINGAPORE SERIES

LIST OF AWARDS

7 MAJOR AWARDS

- SVE HAPA Service Excellence
- HTY HAPA Hotel Of The Year
- RTY HAPA Restaurant Of The Year
- FBY HAPA F&B Personality Of The Year
- CTY HAPA Executive Chef Of The Year
- GMY HAPA General Manager Of The Year
- ETY HAPA Hospitality Entrepreneur Of The Year

7 ESTABLISHMENT AWARDS

- BLH HAPA Best Luxury Hotel
- BMH HAPA Best Business Hotel
- BDH HAPA Best Deluxe Hotel
- BQH HAPA Best Boutique Hotel
- SPA HAPA Best Spa
- BAR HAPA Best Bar
- GCC HAPA Best Golf & Country Club

5 CULINARY PERSONALITY AWARDS

- WCC HAPA Best Western Cuisine Chef
- CCC HAPA Best Chinese Cuisine Chef
- ACC HAPA Best Asian Cuisine Chef
- PTC HAPA Best Pastry Chef
- MPC HAPA Most Promising Chef

5 RESTAURANT AWARDS

- WCR HAPA Best Western Cuisine Restaurant
- CCR HAPA Best Chinese Cuisine Restaurant
- ACR HAPA Best Asian Cuisine Restaurant
- WER HAPA Best Wine Experience Restaurant
- CDR HAPA Best Casual Dining Restaurant

5 DEPARTMENT AWARDS

- FOH HAPA Best Front Of The House
- HKT HAPA Best Housekeeping Team
- PCT HAPA Best Purchasing Team
- FBT HAPA Best F&B Team
- HSC HAPA Best Hotel Security

Sponsors

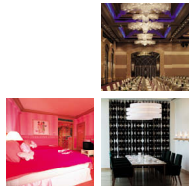


Note : The awards listed are subject to change and final confirmation by the HAPA Committee.



hospitality

hospitality  
asia



With a building that has been renovated, it's a new look for the hotel. The new look is a combination of classic and modern design. The new look is a combination of classic and modern design. The new look is a combination of classic and modern design.



Evenly Treasures at the Hotel



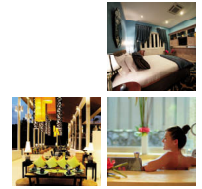
Just Off Ang Si Chen and also across the road from the hotel, the new look is a combination of classic and modern design. The new look is a combination of classic and modern design. The new look is a combination of classic and modern design.

hospitality  
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travel, golf & spa



THE OLIVE  
A New Experience in Contemporary Dining



Check out the new look for the hotel. The new look is a combination of classic and modern design. The new look is a combination of classic and modern design. The new look is a combination of classic and modern design.

hospitality  
asia

Designed For Success  
Intelligent Restaurant & Living Space



From the very first meeting with the client, the design team was able to understand the client's vision for the hotel. The design team was able to understand the client's vision for the hotel. The design team was able to understand the client's vision for the hotel.

hospitality  
asia



Maxims Club, Suites and Residences, Genting  
— A Class Above The Rest

hospitality  
asia



All the extra amenities come with each facility for making office use. Not just, hotels and apartments are also equipped with high-speed internet access. The hotel also offers a range of services to its guests. The hotel also offers a range of services to its guests. The hotel also offers a range of services to its guests.

hospitality  
asia



Ming Ren, Genting  
Chinese Fine Dining At Its Best

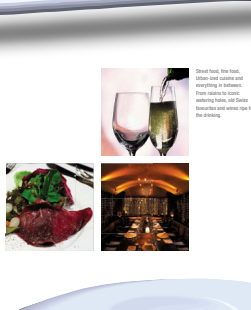
hospitality  
asia

In recognition of your total dedication



For the past few years, the hotel has been recognized for its dedication to excellence. The hotel has been recognized for its dedication to excellence. The hotel has been recognized for its dedication to excellence.

food & entertainment



Great food, fine food, great service and entertainment. The hotel also offers a range of services to its guests. The hotel also offers a range of services to its guests. The hotel also offers a range of services to its guests.

hospitality  
asia



Golden Kosta Lumpur  
Distinctively Bad and Good



Polina Ong  
Chef de Cuisine, Golden Kosta Lumpur

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asia

Sea Treasures



Polina Ong  
Chef de Cuisine, Golden Kosta Lumpur

hospitality  
asia



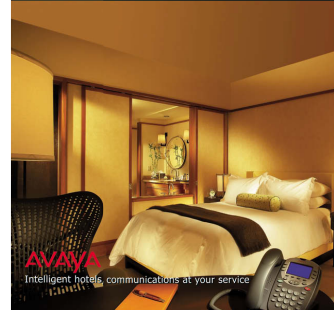
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hospitality  
asia



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Intelligent hotels, communications at your service

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Nespresso  
A Natural Fit for Luxury Lifestyle Brands

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A Taste Of The Tasting Room

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Tables, the Royal Touch

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Tables, the Royal Touch

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