

hospitality



Setting goals for the new year? Look no further than the exemplary leaders of big-name hospitality establishments. Learn about what they consider to be successes, and see how you can take a leaf out of their notebooks of experience in management. Use our trade fair section to help you plan out your travel schedule and buying trips, while seeing what else the hospitality world is up to.





Bird watching helps promote ecotourism

Birding In Langkawi

The Langkawi Island based Natural History Tours is proud to announce the continuation of its annual Langkawi Birding & Fotofest event which is scheduled from 25 to 27 November, 2011. The event is the brainchild of company owner and naturalist, Irshad Mobarak, as a way of putting Langkawi Island on the world map as a destination for bird watching and nature tourism.

As bird watching tourism in Southeast Asia grows rapidly, Langkawi does show the potential of tapping into such a thriving business. The reason for this is the estimated 226 species of birds that have been recorded on the island. These findings are especially apparent during every year's end when Langkawi is visited by thousands of migratory birds during the winter time. Each visiting bird species will choose a habitat in which to live in such as rainforest, mangrove forest and rice fields thus providing an opportunity to observe them. **h3**



Centara Wuku Resort & Spa Bali

Ground-breaking For Centara's Latest Bali Resort

The ground-breaking ceremony for Centara Wuku Resort & Spa Bali took place on October 1, with the hotel opening date set by the end of 2012. This resort will be the third in Bali for Centara Hotels & Resorts, Thailand's largest operator of hotels. The resort is being developed by Indonesian company PT. Accolades Lakshmi Resort, which has developed two other projects in Bali. Centara Wuku Resort & Spa Bali will be a boutique property designed to five-star standards and enjoying direct access to the beach. Facilities will include a swimming pool, a roof garden, two restaurants, a spa and fitness centre, and conference facilities. **h3**

More Hotels In KL

The Kuala Lumpur City Center is set to accommodate more tourists and visitors with the addition of three hotels to its vibrant landscape. The InterContinental in Jalan Ampang was recently launched, while the Pullman Kuala Lumpur Bangsar and the Grand Hyatt Kuala Lumpur in Jalan Pinang are expected to open in 2012. The Pullman Kuala Lumpur Bangsar is expected to open in February 2012. The hotel features 513 rooms and suites that exude Asian contemporary style. The hotel was designed with business travellers in mind, and offers state-of-the-art communications facilities with WIFI access in all rooms and public areas of the hotel. In addition, it is ideally situated in the heart of the commercial and entertainment hub with an extensive selection of dining options. The Grand Hyatt Kuala Lumpur is located in Jalan Pinang and is still under construction. This 5-star luxury city centre hotel will be within walking distance to the entertainment district, popular shopping malls and tourist attractions, including the Petronas Towers. **h3**

My Blu Heaven

Carlson, a global hospitality and travel company, has announced the signing of its second Radisson hotel in Tianjin, the largest coastal city in northern China. Owned by Tianjin Saint Light Real Estate Development Co., Ltd, the Radisson Blu Plaza Hotel Jixian, Tianjin, China will join Carlson's Asia Pacific portfolio of 142 hotels which includes a pipeline of 70 hotels under development.

The 274-room property with its eight suites and 266 guest rooms as well as an additional nine villas, will feature a luxuriant indoor botanic garden as part of its hotel lobby and a hot spring within the hotel premise as part of its spa facility. It will also have an indoor swimming pool, a health club and retail and entertainment facilities.

Guests will be able to choose from a variety of dining choices including a Chinese restaurant, a specialty restaurant, an all-day dining restaurant and a lounge. In addition, guests can expect to enjoy the Radisson's hallmarks of Yes, I Can! SM service philosophy and 100% Guest Satisfaction Guarantee.

Slated to open in the second half of 2013, the hotel is located at the foot of Mount Pan, one of Tianjin's main tourist attractions. Radisson Blu Plaza Hotel Jixian, Tianjin, China will set the trend to be the first "Green and Low-Carbon" new concept hotel within China utilizing recycled materials and energy saving equipment to reduce carbon emission in its construction. **h3**

"When **PestBusters** Check In, They Check Out

Broadway Hotel
 Carlton Hotel Singapore
 Classique Hotel
 Crowne Plaza Hotel, Changi Airport
 Fairmont Singapore
 Grand Hyatt Singapore
 Goodwood Park Hotel
 Gallery Hotel
 Hilton Singapore hotel
 Hotel Royal
 Rendezvous Hotel Singapore
 Park Regis
 Orchid Hotel
 Holiday Inn Atrium
 Holiday Inn Singapore Orchard City Centre
 Ibis Singapore on Bencoolen
 Intercontinental Singapore
 Marina Bay Sands



Marina Mandarin Singapore
 Mandarin Orchard Singapore
 Movenpick Heritage Hotel Sentosa
 Orchard Grand Court
 Raffles Hotel Singapore
 The Regent Singapore
 Shangri-La hotel
 Sheraton Towers Singapore
 Studio M Hotel
 Swissotel The Stamford
 Swissotel Merchant Court Singapore
 Strand Hotel
 Traders Hotel
 The Ritz Carlton, Millenia Singapore
 York Hotel

Grand Millennium Kuala Lumpur
 Hilton Petaling Jaya hotel
 Hotel Istana Kuala Lumpur
 hotel maya Kuala Lumpur
 Shangri-La hotel Kuala Lumpur
 Traders Hotel Kuala Lumpur (By Shangri-La)
 Concorde Hotel Kuala Lumpur
 Crowne Plaza Mutiara Kuala Lumpur
 Pullman Putrajaya Lakeside
 Riverside Majestic Hotel
 Grand Margherita Hotel
 Shangri-La's Tanjung Aru Resort & Spa Kota Kinabalu
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Hotel Fort Canning Wins URA Architectural Heritage Award

Hotel Fort Canning has been conferred the Urban Redevelopment Authority's (URA) Architectural Heritage Award (AHA) for carefully preserving and integrating a 1926 heritage icon – the former administration building of the British Far East Command Headquarters that was transformed into an 86-room heritage boutique hotel.

The concept of the project commenced in late 2007 and was completed in November 2010 with a total investment of two and a half years of intensive planning and a SGD\$70 million restoration effort.

Once used as a base for the British Far East Command during World War II, the property has been sensitively restored by award-winning Singapore architectural company – DP Architects. The design philosophy was to highlight the conserved building's historical legacy.

The original architecture and many distinctive features of the building were retained to capture its former glory. All modern additions were carefully selected to complement and enhance the marriage of tradition with modernity. **h**



Hotel Fort Canning at night



Centara Anda Dhevi Resort & Spa Krabi

New Centara In Krabi Welcomes First Guests

Wayne Duberly, General Manager of Centara Anda Dhevi Resort & Spa Krabi welcomed Gautam Kataria, Rachna Kataria and their children upon their arrival to stay at the newly-opened resort as the first guests.

Centara Anda Dhevi Resort & Spa Krabi is a newly built four-star property situated in extensive grounds and spread across five low-rise buildings. Located just 100 metres away from the sands of Nopparat Thara Beach, the resort is also conveniently close to the centre of Ao Nang, famous for its tourist sites, and shopping and entertainment facilities. Krabi International Airport is only 40 minutes away while guests can also easily reach Ao Nang Pier, from where boats go to nearby islands including Phi Phi and Phuket. **h**

Carrier Hosts Seminar On Energy Savings In Hotels

Carrier recently hosted a seminar in Singapore on "Energy Savings in Hotels" for hotel chief engineers, executives and international trade partners. The seminar focused on energy saving opportunities for hotel chiller plant system using Carrier's new technology, products and control systems. Carrier, the world's leader in high technology heating, air-conditioning and refrigeration solutions, is a part of UTC Climate, Controls & Security Systems, a unit of United Technologies Corp.

Carrier introduced its Energy Savings in Hotels program during the seminar. The new programme focuses on improving efficiency at one of the most energy intensive part of a hotel building: the chiller plant system.

One of the highlights of the seminar was the discussion around the Evergreen® 23XRV high-efficiency VFD tri-rotor screw chiller, an innovative commercial air-conditioning product that is highly efficient at both full and part load operating conditions. This high performance chiller has demonstrated 20-40 percent better part load performance against standard water-cooled screw products, providing significant reduction in energy consumption and cost savings. Retrofitted with 23XRV chillers, Furama City Centre hotel became the first hotel in Singapore to be given the Singapore Building & Construction Authority (BCA) Green Mark Platinum Award in recognition of its efforts in employing energy-efficient products and use of innovative and environmental friendly features in its building. .

The Energy Savings in Hotels programme was developed by Carrier's AdvanTE3C Solutions Center, a global core group of specialist engineers focused on developing innovative solutions for specific applications. For more information on Carrier and its products and services, visit www.Carrier.com. **h**

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Patrick Fiat, General Manager with the hotel's fifth TTG award

Royal Plaza On Scotts Acclaimed As Best Independent Hotel

Royal Plaza on Scotts (RP) clinched its fifth 'Best Independent Hotel' title at the prestigious 22nd TTG Travel Awards 2011 as it continued to gain top marks for its unique brand of service to provide both personal and emotional satisfaction for guests.

This marks the fifth year running that TTG has recognized RP for its commitment in delivering the best services and facilities, the best range of value-added benefits and most adept sales team in terms of servicing and innovative ideas.

The hotel has pioneered unique benefits which others have emulated over the years. These include complimentary mini-bar, complimentary ultra-high speed internet in all rooms and public areas, being Singapore's first 100 percent smoke-free hotel, and recently providing Nespresso machines in all guest rooms and meeting rooms. These innovations have given the hotel a marked differentiation as an independent hotel from competitors while working towards improving service standards in RP. **h3**



A new Eastin for Bangkok

Eastin Grand Sathorn Launches Introductory Rates

Eastin Grand Hotel Sathorn Bangkok, a brand new to Eastin Hotels and Residences flagship, is offering special introductory rates from December 12, 2011 to March 31, 2012. Be the first to experience the newly build city hotel with the introductory offer. The room rates start at THB 2,499 for Superior room and range up to THB 6,999 for Executive Suite that includes breakfast for 2 persons.

All rates are based on a per room per night basis, two persons for all room types and subject to service charge and government tax. For more information visit www.eastingrandsathorn.com **h3**

Happy Days

Starwood Hotels & Resorts Asia Pacific and MasterCard Worldwide are once again bringing travellers closer to their dream vacation in Asia Pacific with their latest joint promotion. This year, Starwood Preferred Guests® (SPG) and MasterCard will reward hardworking travelers with "Two Days of Happy", where they can enjoy up to two free weekend nights (Friday, Saturday and Sunday) to relax and rejuvenate at their choice of Starwood hotel destinations across the Asia Pacific region.

With this initiative, SPG and MasterCard hope to give their members and cardholders another reason to travel and take a worthwhile vacation. "Two Days of Happy" will translate into soaking up the sun on Koh Samui Island in Thailand, sipping signature cocktails by the beach in Hainan Island, or a romantic trip to Maldives, for their members

and cardholders, although this is just a glimpse of what the campaign has to offer. MasterCard cardholders who are SPG members can enjoy up to two free weekend nights (Friday, Saturday, Sunday) at over 100 participating Starwood Hotels & Resorts in Asia Pacific when they participate in the "Two Days of Happy" campaign. In order to be eligible for this promotion, guests who stay for a total of five nights at participating hotels from 29 November 2011 to 15 March 2012, and pay for their stay using a MasterCard card will qualify for their first free weekend night award. To earn the second free weekend night, the guest will only need to stay for another 4 nights at the participating hotels within the promotion period. MasterCard cardholders who are not a member of SPG can sign up for the SPG membership online for free. **h3**



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Man On A Mission

To run a world renowned hotel brand like YTL Hotels takes more than just years of experience in the field. Discerning taste in acquiring very specific pieces of real estate to match the brand's exquisite standards is also paramount. It's also about aligning one's goals with that of the owners. James McBride, President of YTL Hotels tells us how he does it.

Living in Asia for six years in the 1990s saw McBride involved in the opening of The Ritz-Carlton Hong Kong, Singapore and Kuala Lumpur which altogether provided him a solid foundation for his current role as President. As he explains, "Working in great hotels and resorts across North America, Hawaii, London and South Africa gave me a global approach to leadership and the right fundamentals for the job. I think in every job, you need to not only experience but also to undergo good and bad times to help you grow." The native South African's most important mission is to keep his goals aligned with what the owner wants to achieve. "Our investment strategy is to seek very specific and special pieces of real estate that are unique and unspoilt, and that can be developed in a thoughtful way - hence our acquisition in Niseko, Japan. We bought a thousand acres of virtually untouched pristine real estate and made it into one of the best places to ski in the world. In all our properties, we have the ability to sculpt, build or develop it however we want to. This is Tan Sri Francis Yeoh's vision and we are all completely aligned with it."



Since his return to YTL Hotels in 2009, McBride has played a key role in the global expansion of YTL Hotels. "Location has to be value-driven and has to be a canvas where we can craft a unique experience for guests. Pangkor Laut is an island, Cameron Highlands is a tea plantation, Malacca is historical, Tanjong Jara is unmistakably Malay, Muse is very French-crafted and Niseko is all about skiing and the food - so they all have unique features that offer individually exclusive experiences," he exemplifies. When managing properties on global scale, challenges are bound to exist; whether it is language barrier, cultural issues, legalities

or financial concerns. But McBride keeps a constructive mind, as he shares, "As much as you think you know about something, you are still always learning and experiencing new challenges. You overcome a challenge by firstly recognizing the problem and then you put together a thoughtful process of solving the issue. It's very important not to make the the same mistake again."

McBride has witnessed major changes in the mindsets of those within the industry since he first joined YTL Hotels ten years ago. "Every major European/American brand wants to do business in Asia, be it in China or Vietnam. The bulk of growth is taking place right here," the Harvard Business School graduate proclaims. "Guests are not becoming more demanding than how they were back then, but the population in Asia is getting more sophisticated. They understand expectations." On the issue of the industry becoming more tech-centric, McBride puts plainly, "Of course technology will continue to evolve, but I think luxury will always be about choices. I don't think technology will take over the world because at the end of the day, guests want that human interaction." ■



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At the forefront of Furama Hotels International (FHI) is a high-spirited young CEO who has had over a decade of experience in the hospitality industry. From key sales positions in the Hotel Equatorial Group, Banyan Tree and Mandarin Oriental, Jason Peck fast became Director of Sales, Furama City Centre to Vice-President, Sales & Distribution (FHI) finally landing his current role as Chief Executive Officer of FHI, all within a span of eight years. "My sales and marketing background gave me a solid platform to learn the right strategies in marketing a brand. When I was VP of Sales, I had the vision of growing from two hotels to 40 hotels in ten years based on the potential of the brand," shares Peck. Not only did his vision materialize but the brand grew twenty-fold across Southeast Asia in less than a decade.



FHI operates several hotel types; from boutique, to villa resorts and four-star hotels. To ensure a consistency in service standards, Peck explains that there are brand standards for all three. "The three brands cater to different clienteles and have their individual characteristics. We have a dedicated sales and marketing team to ensure audit and strategy are parallel. The direction from our corporate office is renewed and emphasized every month. There's also a monthly board meeting to ensure business is in line with vision," he says, adding that audit also comes from every department of the hotel.

Where his management style is concerned, Peck believes in leading and grooming future leaders. "I am focused and diplomatic – there are times when voices from two to three levels down are

accurate and they express the real scenario. I am a proactive listener when it comes to operations. Always have management by objective – it defines the decision making especially when we are negotiating for new hotels to manage."

Within the next few years, Peck expects to plant more FHI properties in countries like Indonesia, Malaysia and Thailand. "Indonesia is a rich and resourceful country. With our FuramaXclusive hotel as a base in Bali, Indonesia will be our next focus. In Malaysia, we are proud to have successfully debuted the Furama brand in Kuala Lumpur recently, and we certainly are looking at the other states to introduce our three brands. Thailand is one of our biggest markets - having opened ten hotels there within five years – our expansion will definitely not end there," promises the visionary and driver of the Furama group's expansion. **h**



Pride Of Lion City

Jason Peck is one of the youngest Singapore-borns who currently head a local hotel management group. Peck is Chief Executive Officer of Furama Hotels International (FHI) which spans over 40 hotels and resorts in six cities. He speaks to Hospitality Asia about his previous background in sales and marketing which prepared him to lead and market the hotel brand across Southeast Asia.

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Reaching For The Moon



Moon@23 Dickson is one of the newest boutique hotels in Singapore. It has been garnering rave reviews from discerning business and leisure travellers. We caught up with the man behind the Moon, Managing Director Billy Ong, who shared his long-time passion for opening a modern boutique accommodation in Singapore and how his travels have inspired the luxuries available at Moon.

One might wonder where Billy Ong got his inspiration to build a boutique hotel, since his family background is in the automotive industry. The desire to have his own hotel was always there, but Ong figured he should start small, thus, a boutique accommodation. "I have always travelled a fair bit, and I wanted to incorporate the treats that I've gathered as a traveller and package it as an experience in my own boutique hotel. A boutique hotel is about the exclusive traveller who wants a personal touch, and also about a team of hospitality professionals, extending that personal touch to the traveller. I adore the concept of a warm, sexy, boutique hotel and hence this project," acknowledges the young, fashion-savvy Managing Director.


In a competitive hospitality hub like Singapore, Ong knows that having a

unique appeal is the key ingredient to stand out from competitors. He says, "At Moon, we emphasize on personal touches and warm hospitality. I put myself in the shoes of my guests and try to provide for them the exclusivity of an executive club hotel concept. Moon breathes warmth into chic, designer-decorated walls of the hotel. I think to design a boutique hotel with big labels is easy, but to sing the branding out loud as a complete song, is challenging. Moon is about the guest asking for what he or she wants, and having it granted."

The hotel's unconventional location in the Little India district is somewhat intentional, admits Ong as he explains, "This location is right outside the Central Business District area, and is of close proximity to town. Yet it is a culturally conserved area as well, lending charm to our hotel. With all the tourism spots

around, these are pull factors for the travellers coming to stay at the Moon."

Because of its central location and modern boutique accommodation facilities, Moon does not only appeal to business travellers but also to those with a thirst for a difference and appreciation for the unusual.

After a thriving start to his first ever hotel venture, Ong is motivated to offer more unique accommodations in Singapore but he channels his focus to expanding and building the Moon brand for now. "I definitely hope to provide more options for guests travelling to Singapore in the near future. I am having out-of-the-box ambitions for my next hotel, but I need to focus with my team here in bringing the Moon experience to a stellar level first," shares the enthusiastic hotel owner. 

Congratulations!



*“It is what we make of what we have, not what we are given,
that separates one person from another.” - Nelson Mandela*

The HAPA Committee congratulates Y.Bhg Dato' Anne Eu, HAPA Board of Director, on being awarded the Great Entrepreneur Brand ICON Leadership Award 2011 by TheBrandLaureate for her outstanding entrepreneurship as Chairman of Eu Yan Sang (1959) Sdn Bhd.

Your drive and true passion for building great brands serves as a guiding light for the hospitality industry and all of us at World Asia Publishing.

Banking On Excellence



Established in 1983 by the Singapore Hotel Association to equip Singapore with a skilled tourism workforce, Shatec Institutes' creation is the epitome of "For Industry By Industry." Shatec Institutes offers a rigorous and industry-tailored curriculum that prepares one for the exciting hospitality industry. Students can look forward to an engaging experience with industry partners and accomplished alumni in the course of their education, and immerse in a multicultural and diverse atmosphere in which hosts interact, learn and play.

Over 25,000 alumni from more than 20 countries have chosen Shatec Institutes as the place to gain an excellent education in hospitality and tourism. Shatec Institutes has produced more chief executives, general managers, executive chefs and tourism entrepreneurs dotting the globe than other hospitality institutions in the region. Our hosts have contributed to the successful staging of world-scale events such as Annual Meetings of the International Monetary Fund / World Bank 2006, Asian Aerospace 2006 and Singapore Youth Olympics Games 2010.



*Right: Students can look forward to an engaging experience with industry partners and accomplished alumni
Above (from the top): Shatec Institutes offers a rigorous and industry-tailored curriculum; Real life service simulation are part of the training*

A recipient of the Most Outstanding Contribution to Tourism award from the Singapore Tourism Board, Shatec Institutes has been a key player in Singapore's tourism manpower development. Shatec Institutes is also the only institution to have been inducted into World Gourmet Summit Hall of Fame for winning the Culinary Institution of the Year award for four consecutive years.

The cornerstone of Shatec Institutes' academic curriculum is the Institute for Hosting, which focuses on instilling the fundamental characteristics, attributes and attitudes required of a good host. This will ensure that a distinctive hosting culture, one that allows Shatec Institutes' hosts to instinctively be more people-oriented and less task-oriented, is continually and consistently imparted and reinforced. Six other specialized Institutes function as standalone institutes and offer targeted and niche programmes.

The other Shatec Institutes are the Institute of Leisure and Tourism, Institute of Lodging, Institute of Restaurants & Bars, Institute of Wines & Spirits, Institute of Culinary Arts, and Institute of Pastry & Baking. **h**

A Toast To Pest Control

Alphonsus Lim, F&B Manager of Grand Margherita Hotel, Kuching knows that even if cleanliness is not next to godliness, it certainly is a key component to customer satisfaction and repeat visitorship at any hotel. He shares why he thinks the pest control service used by his hotel is the best money can buy.



When did your hotel begin using PestBusters service?

As far as I can recall, Grand Margherita has been using the service of PestBusters since 2007. In the hotel industry, the first impression is everything. PestBusters did an astounding job the first time we came into contact and we were impressed by their reliability. They were very confident of the message that they were trying to send and the systematic methods that they implemented. My team who were there for the briefing would never forget the first flush out.

Have you ever experienced pest control management using the style PestBusters use?

The Pest Control Management that we have used previously had different methods than PestBusters. However, we could see a huge difference when PestBusters came in as we can see the results almost immediately.

What impresses you most about their service and way of doing things?

We are most impressed with their hygiene and sanitation standard and strict guidelines as well as their products. The pesticides are environmentally friendly as well as odorless and harmless. But our favourite part of PestBusters is that they actually take their time to educate us on what we can do on our part to ensure an insect-free work area.

Do PestBusters use any chemical sprays at all when they come into your property?

Yes of course, but the chemical sprays that they have been using are odorless and we wouldn't even notice that it's there. Furthermore, it's on need basis rather than a general treatment. Which means to say that they will inspect the targeted area first followed by other recommendations to ensure that the treatment is 100 percent successful.

How closely do you work with PestBusters? How often do you talk with them?

We work quite closely together as we usually have a weekly and ad hoc briefing to identify areas to target and improve.

What are the most valuable lessons you have learnt from working with PestBusters?

As I have mentioned, we would never forget the first flush out with Ali (Project Manager) and his team as we walked for 24-hours around the hotel with them as they wanted to make sure they did not miss a single spot. We went to every corner, holes and all areas possible and let me tell you this; we saw a total change in our kitchens and steward's store, everything is sparkling clean and bright. **h**





Luke Benbow

General Manager
Bhundhari Spa Resort & Villas Samui
and Centara Pariya Resort & Villas Koh
Pha-Ngan, Thailand

Luke Benbow has been named General Manager of Bhundhari Spa Resort & Villas Samui, a Centara Resort and Centara Pariya Resort & Villas Koh Pha-Ngan.

Benbow, an Australian national, has more than 20 years of experience in the hotel industry in many leading hotels such as Qi Boutique Shanghai, China, Island Hideaway at Dhonakulhi Maldives, Spa Resort & Marina and W Hotel Sydney, Australia.

Prior to joining Bhundhari Spa Resort & Villas Samui, and Centara Pariya Resort & Villas Koh Pha-Ngan, he was Resident Manager of Centara Grand Beach Resort & Villas Krabi. Bhundhari Spa Resort & Villas Samui, a Centara Resort is positioned directly on the fine, white sand of the northern part of Chaweng Beach, less than 10 minutes from the heart of Chaweng's shopping and nightlife. A 5-star property, the resort encompasses 59 luxurious rooms and 62 sumptuous suites and villas, many with their own private pool. **h**

Klaus Gottschalk

General Manager
Pullman Kuala Lumpur Bangsar,
Malaysia

Klaus Gottschalk has been appointed General Manager of Pullman Kuala Lumpur Bangsar effective 1 October 2011. The Pullman Kuala Lumpur Bangsar which is scheduled to open in the first quarter of 2012 will be Accor's third Pullman hotel in Malaysia.

Gottschalk brings almost 30 years of hospitality experience to the position. He has held various senior management positions in Asia, Australia and New Zealand. Most recently he was General Manager of the Pullman Shanghai Skyway, Accor's flagship property in China.

In his new endeavour, Gottschalk strives to establish the Pullman Kuala Lumpur Bangsar as the preferred business and MICE hotel in Kuala Lumpur's city centre.

The Pullman Kuala Lumpur Bangsar is strategically located in the Bangsar district of Kuala Lumpur. The hotel features 510 contemporary designed guestrooms and suites, seven restaurants, cafe and bars, a swimming pool, fitness centre, an urban spa, business centre, two ballrooms and 11 stunning meeting rooms that accommodate up to 2,000 guests. **h**



Kanchan Kanwar

General Manager
Holiday Inn Singapore Orchard City
Centre

Kanchan Kanwar joins the Holiday Inn Singapore Orchard City Centre from InterContinental Singapore, where she has held the position of Hotel Manager for the past four years. Her strong leadership in that role has contributed to the numerous achievements, recognition and many awards that InterContinental Singapore obtained during her tenure.

A 15-year veteran in the hospitality industry, Kanchan has held several key operational positions in luxury hotels and resorts within Shangri-La, Hyatt and Oberoi International groups in China, the Middle East, Malaysia and India.

Kanchan holds a double degree in Law and Science and has successfully completed Strategic Hospitality and Rooms Management from the School of Hotel Administration, Cornell University.

In her free time, Kanchan is a patron of the arts and an opera enthusiast. When she is not listening to Puccini, she enjoys reading the history of the world or travelling in the south of France. **h**



Expanding beyond the medium of print, Hospitality Asia is now online to provide our valued readers and clients with a means of staying in touch with dining trends, travel news and hospitality development. Through www.HospitalityAsiaOnline.asia, every issue of Hospitality Asia is accessible to discerning travellers, fine food aficionados and industry players across the globe who wish to have regional updates at their fingertips.

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Director of Sales – South East Asia
Absolute Hotel Services

John Westoby, Managing Director - South East Asia of Absolute Hotel Services is pleased to announce the appointment of Sirintorn Varatorm as Director of Sales – South East Asia. Sirintorn, a Thai national, brings with her a wealth of sale expertise and extensive experience in hospitality. Based in the Bangkok Regional Sales and Marketing South East Asia Office, she will play a crucial role in leading the sales force in all segments for nine hotels under the management of Absolute Hotel Services in South East Asia.

Previously Sirintorn served many management positions at Minor International Hotel Group for over nine years. Prior to joining Absolute Hotel Services, she was director of sales, multi unit – MICE at Anantara Hotels, Resorts & Spa Thailand.

“We are delighted to welcome Sirintorn and believe that her extensive and well-rounded background in hotel industry provides her a thorough understanding and breakthrough strategies for our current member hotels as well as the regional expansion plans,” says Westoby. **h**



Novi Samodro

Director of Sales and Marketing
The Dharmawangsa Jakarta, Indonesia

The Dharmawangsa Jakarta is pleased to announce the appointment of Novi Samodro as Director of Sales and Marketing. In her current role, she will be leading, managing and coaching the Revenue Management Center team, which consists of Public Relations, Room and Banquet Sales, to achieve maximum client impact and profitable growth while adhering to the company’s policies and standards.

With 19 extensive years of experience in the hospitality industry, Novi is equipped with vast knowledge and proven record of hotel marketing strategies and solutions. Her line of expertise ranges from front office, room sales to banquet sales. She graduated from the College of the Canyons in California, USA, where she took Hotel Management Course in 1991, and began working right after at the Food & Beverage of Valencia Country Club in Los Angeles. However, she then found her passion in Sales and Marketing when she first became Banquet Coordinator at Bali Cliff Resort in 1993. Prior to joining The Dharmawangsa Jakarta in July 2011, Novi was Director of Sales at The Four Seasons Hotel in Jakarta.

Novi stands by her belief that in order to appreciate success, one must first experience failure, because as the saying goes, failure is often the first path of success. And while people are pursuing their dreams and ambitions, they should never forget to be thankful, joyful and enjoy the life they lead. **h**



Nobklao Trakoolpan

Operations Manager
Aloft Bangkok–Sukhumvit 11,
Thailand

Aloft Bangkok–Sukhumvit 11 is pleased to announce the appointment of Nobklao Trakoolpan as Operations Manager of this first Aloft hotel in Southeast Asia.

With 14 years experience working in the hospitality industry, Nobklao has the right tools in her belt to get the job done at Aloft Bangkok–Sukhumvit 11. After earning a master’s degree in International Hotel Management from the University of Western Sydney, Australia, she embarked upon her career at The Landmark Bangkok Hotel in 1997. Other former employers include Accor Hospitality, Centara Hotels & Resorts, Hilton Hotels & Resorts and various five-star hotels in Phuket and Koh Samui. Nobklao has worked in the hotel sector in both Thailand and Australia throughout her lengthy career.

As Operations Manager of Aloft Bangkok–Sukhumvit 11, Nobklao will be responsible for a number of duties. She will head various departments with teams reporting directly to her, including Front Office, Housekeeping, Food & Beverage, Culinary, Engineering and Security.

The hotel will be centrally located in Sukhumvit Road and will provide travelers easy access to the commercial and entertainment districts of Bangkok. **h**

Kattie Hoo

Director of Marketing and Communications
Kosmopolito Hotels International

Asia's fast growing hotel group Kosmopolito Hotels International (KHI), whose brands include Boutique Series by Kosmopolito, Grand Dorsett, Dorsett Regency Hotels & Resorts, and Silka Hotels has appointed Kattie Hoo as Director of Marketing and Communications with immediate effect.

Based at KHI's corporate office in Kuala Lumpur and reporting directly to the Group's Senior Vice President of Sales and Marketing, Hoo will be managing the Group's strategic marketing activities, formulating and implementing marketing plans, and developing timely public relations initiatives.

With more than 20 years experience in the hospitality industry, she brings along with her hands-on leadership in marketing international hotel chains, expertise in developing and executing marketing and communications plan, as well as executing social media networking programmes.

Hoo was previously the Director of Marketing and Communications at Sutera Harbour Resort, Kota Kinabalu. She was also the Director of Communications for Hotel Nikko Kuala Lumpur and was the Director of MarCom for Parkroyal Kuala Lumpur. She began her career in the hospitality industry with the Shangri-La Hotel Kuala Lumpur. **h**

**Kurt Vieren**

Hotel Manager
Sheraton Imperial Kuala Lumpur Hotel,
Malaysia

Kurt Vieren has been at the helm of the Sheraton Imperial Kuala Lumpur Hotel as its Hotel Manager since August 2011.

Hailing from Roeselare, Belgium, his career with Starwood Hotels & Resorts began in 2000 when he was hired as the Front Office Manager at Le Meridien Grand Hotel Nuernberg in Germany. Since then, he has not looked back and has worked hard to grow his career throughout Europe and South East Asia.

In 2008, he was transferred to The Palace San Francisco, A Luxury Collection Hotel as its Hotel Manager. During his tenure at The Palace San Francisco, Vieren was committed to enhancing the hotel's status as a modern luxury hotel in San Francisco that increased rooms and food and beverage profitability through redesigning and realigning the overall hotel and restaurant concept. While he was there, he also took on the role as a brand trainer and brand champion for the Luxury Collection standards. Under his determined guidance, there was a significant improvement in their Guest Service Index.

After three years in this iconic hotel, Vieren's love for Asia proved much too strong to resist and took him back to the Sheraton Imperial Kuala Lumpur Hotel. Armed with more than 15 years of work experience in the hospitality industry, he is very excited to put all that knowledge into use at his new property. **h**

**Rajbhan Singh**

Director of Rooms
Sheraton Maldives Full Moon Resort & Spa

Sheraton Maldives Full Moon Resort & Spa has promoted Rajbhan Singh to the position of Director of Rooms. Rajbhan who previously held the position of Director of Guest Services began his career with Starwood Hotels & Resorts almost 15 years ago with Sheraton Sana'a Hotel in Yemen and prior to joining Sheraton Maldives in 2009, served with W Retreat & Spa – Maldives and with Sheraton Dammam Hotel & Towers in Saudi Arabia.

His notable achievement thus by far has been the Starwood President Award in 2002 while serving with Sheraton Sana'a Hotel as Housekeeping & Laundry in-charge for maintaining the highest standard of cleanliness throughout the hotel and for the extensive training and development of his team.

With the announcement of appointment, General Manager of Sheraton Maldives Ursula Schoeffer also expressed her sincere gratitude to Rajbhan on behalf of Starwood Hotels & Resorts for his tenure of over 15 years with Starwood. **h**



Food&HotelVietnam2011 Breaks Previous Record!

Food&HotelVietnam recorded a significant breakthrough when the three-day trade event concluded on 30 September 2011 at the Saigon Exhibition and Convention Center (SECC). The trade show recorded an impressive 12,075 attendees which included trade visitors, exhibiting staff, competition judges and participants, and members of the media. The number of trade visitors reached 9,860, a robust 26 per cent increase from 2009.

Food&HotelVietnam2011 hosted more exhibitors, a total of 373 exhibitors (74 per cent overseas) from 30 countries and regions, who were able to surpass business targets by engaging closely with quality trade visitors at the event. Key local and international exhibitors included Annam Fine Food Company, Anh Duong Equipment (Sunshine Equipment Company), Duc Minh Hotel Supply, Metro Cash & Carry Vietnam, Ocean Glass, Q Industries and many more. There were a total of 15 international group pavilions, 66 per cent more than the previous edition.

Exhibitors were highly impressed by the quality of visitors Food&HotelVietnam2011 attracted, with many having secured business deals and potential connections. Visitors were similarly enthralled with the exposure to the vast range of the latest products, equipment and services from the global marketplace.



The second Vietnam Barista Competition and fourth Vietnam Culinary Challenge were staged once again at the event to provide local baristas and chefs a platform to not only showcase their skills but also to engage with other professionals and veterans, thus raising the standards of the coffee and culinary communities in Vietnam.

Another highlight at Food&HotelVietnam2011, the Vietnam Culinary Challenge, saw over 80 chefs displaying their skills and creativity to compete over the three days. The Equatorial Hotel bagged most awards, including the Best Culinary Establishment and Dream Team Challenge, with Nguyen Van Truong Giang taking away the award for Grand Champion.

Food&HotelVietnam will return in 2013 for its seventh edition, from 25 – 27 September in Ho Chi Minh City. **h**

Serving Up The Best In Business

Food & Hotel Thailand (FHT) 2011 once again confirmed its reputation as the premier international trade event for Thailand and the region's 5 star food and hospitality industries by delivering high quality trade buyers.

The 19th edition of Food & Hotel Thailand (FHT) 2011 was a sold out event. FHT2011 exhibition grew 25 percent in terms of exhibitors and size from last year, and presented premium food, beverage, foodservice equipment, hospitality supplies, hospitality technology, coffee and wine products and services from 241 exhibitors from over 20 countries including Australia, Austria, China, Egypt, Finland, France, Germany, Hong Kong, Italy, Japan, Malaysia, Mexico, Poland, Slovenia, Singapore, South Africa, Switzerland, Thailand, United Kingdom and the USA. FHT2011 also featured international pavilions from China, Japan, Poland, South Africa and The USA.

Thailand and the region's growing appetites for premium food and hospitality products and services were clearly seen as FHT2011 attracted 26,408 professional visitors from 60 countries, with an 18 percent increase in international visitors, and recorded an estimated onsite trade value of THB 300 million.



FHT2011 delivered both high quality and high numbers of trade buyers from the hospitality, import & distribution, retail, airline catering and manufacturing industries. It was also bursting with business, conferences, seminars, activities, meetings and events over its four days.

Food & Hotel Thailand 2011 was also dedicated to developing talent. It coincides with several competitions including 17th Thailand's International Culinary Cup 2011, ASEAN Bartender Championship 2011, Thailand Bartender Championship 2011, FBAT International Wine Challenge 2011 and Housekeeper Competition. Dedicated to excellence, the competition enhanced the role of the exhibition as an encouragement for the development of the region's food, hotel and tourism sectors. The result of the competitions can be found at www.foodhotelthailand.com. 

Forging Links, Linking Professionals

FHM 2011 which was held at the Kuala Lumpur Convention Centre from 20 – 23 September 2011, served up a tasteful show with exciting events and activities while serving the objective of being Malaysia's premier event for the food and hotel industry.

FHM 2011, Malaysia's Official Food and Hotel Exhibition, recorded the biggest ever exhibition space sold thus far with seven exhibition halls in total. A total number of 17,835 visitors from 65 countries visited the four-day event which hosted 1010 participating companies from 43 countries, along with pavilions from Austria, Korea, Taiwan, Singapore and the United States of America were also present, representing their respective culinary cultures.

Among the stalwarts at FHM2011 were Winterhalter (M) Sdn Bhd, Hospitality Resources, Hocatsu (M) Sdn Bhd, Boncafe (M) Sdn Bhd, Hunwin Enterprises Singapore, US Poultry, US Potato Board, Pastry Pro, Kian Contract, Advance Hotel Supplies and Central Distribution Agency.

The German warewashing specialists, Winterhalter, showcased the total Winterhalter warewashing technology experience. By walking through the various interactive and demonstrative stations, visitors were able to gain an understanding of the influence that innovative technology, high-quality warewashing hygiene products, water treatment and accessories have on warewashing results.

The MedKlinn Group of companies which owns the MedKlinn brand, is focused on developing and marketing healthcare products worldwide, including air cleaning and sterilizing devices to water alkalizing device, using the latest technology. MedKlinn showcased their PRO Series of air sterilizers specifically for the Horeca industry at FHM2011.





Hospitality Resources Sdn Bhd is a total supply company for hospitality products and equipment for the food and beverage service industry ranging from hotels, resorts, restaurants, catering industry and entertainment outlets. The company is one of the market leaders in Malaysia and represents over 30 world-renowned brands exclusively in the country. Hospitality Resources launched a series of truly innovative lines at FHM2011, with the most eye-catching being their Swiss-technology based LED lighting system from Cocoon Concept. The innovative lights work on an induction system, and thus are absolutely safe. Amazingly mood-enhancing, the lights feature energy-saving features, and a 12-colour spectrum, making them easily customizable to corporate colours or interior décor finishes.

Boncafe (M) Sdn Bhd lauded FHM2011 as being “great for leads” and noted how coffee trends in Malaysia seem to be moving towards single origin coffees and estate-based coffees because of the exclusivity factor. Pastry Pro Sdn Bhd and subsidiary PP Equipment introduced a new pastry item. Called Doria, the doughnut-meets-local-kuih keria is shaped like a traditional doughnut, but made with sweet potato flour like its all-Malaysian counterpart.

The company also introduced Italian Gelato brand Pernigotti, which received raves from visitors to FHM2011. Pernigotti Export Area Manager Arnaldo Sommovigo freely expounded on the virtues of his product. “This is a place where I can teach appreciation of true gelato and the real culture of gelato. Gelato is not to be compared with ice cream because gelato is not made via an industrialized process. It is a fresh product and therefore all gelato displays should be scrupulously clean to denote the products’ freshness,” he stressed.

Freshness and originality was also the order of the day at Culinaire Malaysia 2011 which was held in conjunction with FHM2011. The objective of Culinaire Malaysia 2011 was to set a higher benchmark for the culinary standards in the Malaysian hospitality industry and to recognize and motivate individual chefs who excel in their field of culinary art – a goal that was met in great style and executed with flawless precision by all the competitors. FHM will return in 2013 with more exciting and happening events from 17th – 20th September 2013. **h**

The Best Is Yet To Come



FHA2012 (Food&HotelAsia2012), Asia's largest international food and hospitality trade exhibition and conference, will return for its 18th edition from 17 – 20 April 2012 at the Singapore Expo. As Asia's most premier trade event for the food and hospitality industries, FHA2012 will cover 85,000 sq ms of exhibition floor space to accommodate an estimated 2,600 international exhibitors from over 65 countries and regions, thus providing a quality platform for trade buyers and sellers to network and source for the latest range of products, technologies and solutions available in the global marketplace.

Offering an all-rounded food and hospitality experience, FHA2012 also has a series of eventful activities including high-octane competitions targeting professionals from specific groups/sectors of the food and hospitality industry. These include the FHA2012 Culinary Challenge, FHA2012 Imperial Challenge, Asia Barista Championship 2012 and Asian Pastry Cup 2012.

Leading industry experts from around the world will converge to share their wealth of knowledge and experience at the FHA2012 Conferences. With an exciting line-up of programmes, delegates and speakers alike will get to discuss the latest trends and developments taking place in the industry today.



Co-located with FHA, the 12th edition of WSA (Wine&SpiritsAsia2012) will boast a stronger presentation of international wines and spirits than in previous editions. The event will showcase a wide array of products and a host of new labels from over 260 exhibitors from 25 countries and regions, including eight international group pavilions.

To be held alongside WSA2012 is the WSA Wine Challenge 2012 which seeks to promote knowledge, prestige and value of world-class wines to Asia. The Challenge is one of the most prestigious blind tasting wine events of its kind held in Singapore. The event, in its fifth edition, is organised to the highest international standards and brings together leading wine buyers, sommeliers, and wine writers from both the region and the rest of the world. Jointly organised by Singapore Exhibition Services (SES) and Asia Wine Specialist, the Challenge is slated to be held next year from 21 – 22 March 2012. 

Asia's largest International Food & Hospitality Trade Event



85,000sqm of Exhibition Space ■ 2,600 Exhibitors from 65 Countries/Regions
■ 46 Group Pavilions ■ 55,000 Trade Attendees

Also Featuring:

FHA2012 Culinary Challenge ■ Imperial Challenge 2012 ■ Asian Pastry Cup 2012 ■ Asia Barista Championship 2012
■ Hospitality Operations & Design Conference ■ Hospitality Technology Conference ■ Food Safety Forum

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By David Bowden

The Naked Truth

More New Zealand women are locking themselves out naked from their hotel rooms these days. Amazing but true apparently, according to the annual Novotel Hotels survey (Australia, New Zealand and Fiji). After check out, an increasing number of guests are also leaving behind more lingerie and sex toys than they did ten years ago too!

This survey has been conducted by some 30 Novotel hotels in the Antipodes for ten years now and while it provides an insight to the weird and wonderful, it also alerts the hotel's management to trends within the industry and, as such, others should sit up and pay attention.

Unbeknown to most of us, the staff of these hotels are actually taking notes on guest behaviour and trends are being compiled not so much in the sense of spying but more in an effort to get things right. Its results are eagerly anticipated, just to see how many more guests make requests such as their complimentary breakfast buffet served at dinner because they slept in, thousand island sauce served with 'hundreds and thousands' or pumpkin soup without the pumpkin.

The survey also compares nationalities and sex and reveals that 69 percent of women have more accidents in Novotel car parks, women make 57 percent of complaints (so as not to appear sexist, this could also be read as 43 percent of all complaints are made by men) and women make 14 percent of all the passes to hotel staff.

To balance things a little; 79 percent of all people locked out of their rooms are men and disturbingly, 23 percent of these are naked (one assumes that the door closes behind them while they are retrieving the morning paper). Thankfully only one stark naked guest walked through the reception of a Novotel hotel last year – a sleep walker who was gently guided back to his room and into the comfort of his signature bed.

Increased security surveillance in hotels provides hotel staff with an insight to the behaviour of their charges but these cameras naturally don't extend into the privacy of guest rooms. However, there are many ways in which staff can get an inkling as to the behaviour of their guests behind closed doors. Bill monitoring of in-house viewing is one way and the survey reveals that men are more likely to watch adult movies. However, viewing of such movies by women is increasing and now makes up 12 percent of the total.

Women are more messy than blokes in their rooms too (83 percent of women leave their rooms untidy according to Novotel housekeeping). Women are more likely to 'borrow' items such as hairdryers, bathrobes, cushions and toilet paper from their room. On the other hand men leave more items behind when they check out with mobile phone chargers being one of the most common items.

Less common items have also been left behind – fake limbs, a snake, nun's habit, false teeth, riding crop and even a baby (thankfully, this was quickly reunited with the forgetful parents; apparently, they thought the staff was kidding when it was brought to their attention).

While the laughs are good, the lessons are also helpful to staff. For example; men eat more steak, women more fish, men order more flowers and Champagne, everyone travels with less luggage these days, more women are dining alone in hotel restaurants than they did before, more re-use their towels and linen than ten years ago, more carry laptops, men are consuming less beer and more wine and guests are consuming healthier meals.

So armed with these insider tips some Novotel hotels now offer things like special dinner packages that provide healthy dining choices, a glass of wine and magazines to peruse. Some have introduced dining 'pods' that come with a discrete television screen to entertain solitary diners.

Now wouldn't it be more interesting if the survey went into greater depth as to just how all those people end up naked outside their guestroom? **h**

