



hospitality





Newest Novotel Opens In Jakarta

PT Modernland Realty Tbk and Accor, the leading international hotel operator in Asia-Pacific and Indonesia, have announced the opening of Novotel Jakarta Gajah Mada, a newly-built midscale hotel conveniently located in one of Jakarta's most vibrant business and entertainment districts.

Situated in one of Jakarta's most centrally-located areas for business and entertainment, Novotel Jakarta Gajah Mada is only 30 minutes from Soekarno-Hatta Airport and 5 minutes from the train station and busway public transportation.

All 230-rooms feature the latest technologies for convenience and entertainment, including LCD televisions with international channels and free Wi-Fi Internet access. **ha**

Solar Pioneer On Pickering

Pan Pacific Hotels Group has announced the opening of PARKROYAL on Pickering in Singapore, the latest addition to its 13 PARKROYAL hotels, serviced suites and resorts across Asia Pacific.

Pan Pacific Hotels Group is part of UOL Group Limited, an established developer which has won numerous design and other accolades for its diversified portfolio of residential, office, retail and hotel properties.

The 367-room PARKROYAL on Pickering was conceptualized with UOL and designed by internationally acclaimed Singapore architectural firm WOHA. It features a stunning hotel-in-a-garden concept with energy-saving elements incorporated throughout the building. Its 15,000 sq m of lush sky gardens, planter terraces, waterfalls and cascading vertical greenery comprise twice its land area. The hotel's green features include rainwater harvesting, automatic sensors to regulate energy and water usage, and solar cells that power landscape lighting.

For its innovative and sustainable design, the S\$350-million PARKROYAL on Pickering has received the BCA (Building and Construction Authority) Green Mark Platinum certification, Singapore's highest rating for green buildings, and the Solar Pioneer Award for being one of the first in the country's hospitality sector to utilize a solar energy system. **ha**

Above: The 367-room PARKROYAL on Pickering is one of the hotels in Singapore to utilize a solar energy system. Left: Novotel Jakarta Gajah Mada is the 17th Novotel hotel in Indonesia.

Eastin Grand Sathorn Goes Chinese

In recent years Bangkok has seen a surge in visitors from Chinese speaking territories. Year on year statistics show that Chinese guests to the Kingdom were up an impressive 39% for the first nine months of 2012 compared with 2011, with arrivals from the mainland now accounting for over 9% of all tourist arrivals with Hong Kong, Singaporean and Taiwanese travelers swelling the numbers.

To assist guests with ease of booking, Eastin Grand Sathorn have introduced their Chinese language website at <http://www.eastingrandsathorn.com/default-zh.html>.

Hotel General Manager John Westoby said, "Bangkok has so much to offer the international traveler and because so many of our satisfied guests come from Chinese speaking areas it was only natural that we accommodate their needs and introduce this website. We are delighted that our guests include a large number of visitors from China, Hong Kong, Singapore and Taiwan and are extremely proud that we receive so many positive accolades from these areas. Both myself and my staff are looking forward to offering both our future and returning guests the warmest of Thai welcomes and a stay to be remembered at Eastin Grand Sathorn and with the introduction of this website feel sure that booking through us will be a straightforward, pleasurable experience in preparation for a holiday to be cherished forever." **ha**

Below (left to right) : Chinese-speaking guests can now book with ease at Eastin Grand Sathorn's new Chinese website; Prince Hotel & Residence Kuala Lumpur's Grand Prince Ballroom theatre setup.

Award For PHM Hospitality

PHM Hospitality has been named Leading Indonesian Hotel Chain for 2012/2013 at the Indonesia Travel Tourism Award for 2012. The awards, held by Indonesia Travel Tourism Award Foundation are designed to appreciate the outstanding Indonesian hotels, resorts, villas, serviced apartments, travel agents, tour operators, amusement parks, airlines, airports, tourism boards, and destinations, who fulfill the quality and hospitality experience expectation as well as being models for the emerging travel industry. The recipients of the awards should prove as leading brands in the industry and has demonstrated exemplary service towards the customers. **ha**

A Princely Venue

Prince Hotel & Residence Kuala Lumpur was recognized as a Finalist in the "Best Contribution to an Event by a Venue" category at the recent "The Marketing Events Awards 2012" held in Singapore. Competing against other venue providers around Asia, Prince Hotel & Residences Kuala Lumpur is the only hotel in Malaysia which secured a spot in the Top 5 finalists. This category recognizes the venue which gave excellent support and assistance in every capacity possible to ensure the smooth execution of the event including advice on décor, food & beverage and manpower support.

The campaign that scored the spot was the Miss Malaysia Chinatown International 2012. The event specialists and banquet team at the hotel proved to be able to strategize and execute a successful event. "The success of the event could not be achieved without the strong support from the team. They have been very helpful and supportive through this period, ensuring that every fine detail has been satisfied," said Dato' Sri Dr. Dick Yong Wui Yen, Group CEO of Telventure Sdn. Bhd., the organizer of Miss Malaysia Chinatown International 2012. **ha**





Dorsett Hospitality International Rebrands Hotel In Shanghai

The rebranding of Dorsett Shanghai - formerly known as Yue Shanghai Hotel - is expected to lead the way in terms of customer services and service quality for midscale business hotels in the city.

"While Yue Shanghai has garnered a strong following since we opened in February 2010, we believe that the rebranding to Dorsett Shanghai is very timely indeed," said Dorsett Shanghai's General Manager Doris Hui at its official brand launch.

Over the last two years, Dorsett Shanghai has been a favourite with both business and leisure travellers alike travelling to Shanghai. Located in the heart of Pudong - the nerve centre of the city's escalating economic development - and being adjacent to the picturesque Century Park, Dorsett Shanghai stands as a landmark symbolizing chic and charm.

Dorsett Shanghai boasts 264 rooms and suites, which are designed in contemporary style with subtle Oriental touches, making it one of the city's trendiest hotels and an ideal choice for exploring Shanghai's popular tourist attractions, historical sites, entertainment outlets and shopping varieties.



Dorsett Hospitality International Lauded

Dorsett Hospitality International has been accorded the coveted Best Small Cap Company award by Asiamoney under the Best Managed Company Awards-Hong Kong. Each year Asiamoney awards the standout companies and executive in each major regional country for strong management. The judging panel of the Award was made up of global professional investors, financial analysts, brokers and other investment communities.

Dorsett Hospitality International was accorded the prestigious award based on the group's 'Chinese Wallet' strategy in achieving a healthy return of investment. Headquartered in Hong Kong, Dorsett Hospitality International focuses on meeting the needs of Chinese visitors, and reported a 9.5% year-on-year increase in gross profit to HKD316.9 million (US\$40.89 million) for the six months to September 30 on the back of a 11.1% rise in revenues to HKD554.4 million.

Dorsett Hospitality International also scores highly on occupancy rate, one of the main benchmarks for measuring hotel success, with a 93% rate in Hong Kong which accounts for two thirds of its revenues. The group's focus is not limited to Hong Kong. Recently rebranded from Kosmopolito Hotels International, the group is also actively pursuing the Chinese wallet strategy abroad. Its first venture beyond Asia is the Dorsett London which is scheduled to open in 2014; to be followed by a second London property in Aldgate which will be converted into a hotel. 

Dorsett Shanghai was named "The Most Charming Boutique Hotel" in the recent China Leisure Creative Awards sponsored by the Shanghai Tourism Association.



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

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

Shangri-La Hotel Kuala Lumpur
 Shangri-La's Tanjung Aru Resort & Spa Kota Kinabalu
 Shangri-La's Rasa Ria Resort Kota Kinabalu
 Shangri-La's Rasa Sayang Resort & Spa Penang
 Traders Hotel Kuala Lumpur (By Shangri-La)
 Hotel Istana Kuala Lumpur
 Crowne Plaza Mutiara Kuala Lumpur
 Intercontinental Kuala Lumpur
 Concorde Hotel Kuala Lumpur
 Grand Millennium Kuala Lumpur
 Hotel Maya Kuala Lumpur
 Hilton Petaling Jaya Hotel
 Hilton Kuching Hotel
 Batang Ai Longhouse Resort, Managed by Hilton
 Holiday Villa Hotel & Suites, Subang
 Riverside Majestic Hotel
 Grand Margherita Hotel
 Furama Bukit Bintang
 Park Royal Serviced Suites, Kuala Lumpur



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Getting Cosi

Centara Hotels & Resorts has launched a new hotel brand, COSI Hotels, designed for cost-conscious travellers who mostly do all their own bookings on-line and who are searching for pocket-friendly accommodation prices.

The first COSI Hotel is projected to open in 2015 and Centara plans to have at least 30 operational by 2020.

COSI Hotels will focus on clearly identified products that include free Wi-Fi everywhere in the hotel, easy and convenient "grab-n-go" restaurants, seminar rooms for corporate guests, and an entertainment corner in the lobby area for movies and live sport. COSI will offer both twin and king beds for standard room types and specially designed rooms for families. **ha**

Langham For Datong

International luxury hotel operator Langham Hospitality Group announced that it has signed an agreement with Huatang Grand Hotel Company Limited to manage a new, luxury hotel in Datong, Shanxi. The hotel will be branded Langham Place, Datong and is scheduled to open in 2014.

Located in Yudong New Area, Datong's future commercial centre, the five-star Langham Place will feature 293 guest rooms including 37 suites. All accommodation will be spacious and stylish, with customer-centric technology providing guests with sophisticated in-room entertainment. **ha**

Win For Sea Sentosa

Sea Sentosa by Sentosa Worldwide Resorts has won the title of 'World's Best Apartment' at the International Property Awards in London. Attendees at the awards included Saxon Looker, Managing Director and Ian Duffell CEO of Sentosa Worldwide Resorts.

Sea Sentosa at Echo Beach in Bali is due to open in July 2013. Set on 2.8 hectares of beachfront property, the fully integrated resort will provide guests with a choice of one or two bedroom apartments and three bedroom penthouses. It is a collaborative project between some of the world's most highly regarded designers, who have put their heads and hearts together to create something extraordinary in luxurious beachfront apartment living. **ha**

*Above: The exterior of Langham Place, Datong.
Left: COSI Hotels will focus on clearly identified products that include free Wi-Fi everywhere in the hotel.*

Allotz Reaches Into Asia With New Agoda Connection

Channel manager Allotz.com and Asia's leading online hotel reservation service, Agoda.com, have agreed to connect their services. The new connection will provide hotels using the Allotz hotel channel management system a seamless XML distribution connection to Agoda.com which lists over 40,000 hotels in Asia and over 200,000 properties worldwide.

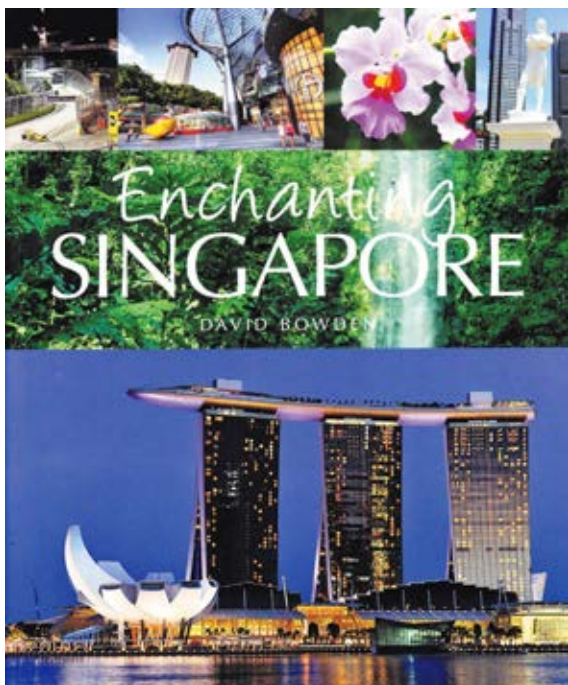
Part of US based Priceline.com, Agoda has serviced millions of travellers in its 10 year history and is available in 38 different languages.

Allotz.com, founded in 2006, offers accommodation providers access to a simple management system that automatically distributes room inventory through the maximum channels available online, including GDS and other major internet channels.

Allotz incorporates a dynamic rate management tool that automatically calculates the best rates based on supply and demand. This provides reseller channels with real time access to best rate room inventory, enabling them to make 100% accurate bookings. The system ensures accommodation providers can increase revenue yields while reducing the costs of time consuming manual data entry. **ha**

Enchanted By Singapore

Travel writer, photographer and Hospitality Asia contributor David Bowden has just released his new book, *Enchanting Singapore*, published by John Beaufoy Publishers (www.johnbeaufoy.com) of the United Kingdom. This 80-page, full-colour book is a photographic documentation of Singapore as an exciting and vibrant travel destination and is part of a series that complements two other similar books written by Bowden – *Enchanting Malaysia* and *Enchanting Borneo*. **ha**



Hospitality Asia contributor David Bowden launches yet another book.

Cleaning More Than Just The Air

The major causes of bad odour and staleness in hotel rooms, restaurants, banquet halls and seminar rooms are mould, bacteria and pollutants like cigarette smoke and food remnants.

Indoor furnishings like carpets, curtains and cushions, as well as air conditioners have become fertile breeding grounds for mould and bacteria.

THE SOLUTION: The source of these pollutants must be eliminated for effective air cleaning. The solution is by flooding the indoor environment with massive amounts of negative ions and controlled levels of ozone on a continuous basis. MedKlinn's Cerafusion™ Technology has been scientifically verified to effectively eradicate mould and bacteria that cause unpleasant smell and staleness.

THE CENTS OF IT: The MedKlinn PRO Series of Air Sterilizers uses minimal power to operate and is designed for 24-hour operation to clean the air continuously, without incurring astronomical energy bills. The PRO Series of Air Sterilizers delivers huge positive impact on customer satisfaction, and zero impact on operating costs.



Find out how MedKlinn 'Cleans More Than Just The Air' at
www.medklinn.com.

Jones Lang LaSalle's Hotels & Hospitality Group Brokers Maldives' First Asian REIT Purchase

Jones Lang LaSalle's Hotels & Hospitality Group has brokered the sale of Angsana Velavaru resort to a Singapore-based REIT, marking the first deal of its kind in the island nation.

Acting on behalf of Banyan Tree Holdings, Jones Lang LaSalle's Hotels & Hospitality Group successfully sold Angsana Velavaru for a purchase price of US\$ 71 million to CDL Hospitality Trusts. The deal was also completed with the benefit of a lease agreement back to Banyan Tree Holdings and the resort will continue to be operated by Banyan Tree as the Angsana Velavaru.

Set on its own private island a scenic 40-minute seaplane journey away from Male International Airport, Angsana Velavaru is located in South Nilandhe Atoll, one of the more intimate lagoons in the Maldives. Comprising 79 beachfront villas and 34 ocean villas, the resort offers a unique sense of luxury supported by a wide range of amenities, activities and facilities. **ha**

IHG Announces Senior Leadership In Asia

InterContinental Hotels Group (IHG) has added two senior leaders to Asia, highlighting the group's focus on Asia as a major hub of growth. Vice President of Global Brand Marketing for the InterContinental brand, Simon Scoot will now helm the brand out of Asia in Bangkok, while a newly-appointed Vice President, Food & Beverage, Asia, Middle East and Africa (AMEA), Phil Broad will join the group's regional management, driving F&B performance and profitability.

IHG currently has 86 InterContinental hotels and resorts in Asia Pacific and the Middle East, making up for more than half of the InterContinental portfolio globally. 83% of the brand's global pipeline is also spread across the region, with the upscale resorts segment on the rise. Scoot will focus on IHG's global strategy in the resort segment, whilst steering the InterContinental brand globally out of Asia while Broad's goal will be to drive performance and profitability across its portfolio, as well as to develop the organization's existing F&B operators and leaders. He will also be based in Bangkok and will oversee concept design and development, an area in which he specializes.

Both Scoot and Broad will report directly to the region's Chief Executive Officer, Jan Smits, who leads the wider AMEA region from Singapore. **ha**

Silka Far East Accorded 2012 Gold Circle Award By Agoda.com

Silka Far East, Hong Kong; owned and managed by Dorsett Hospitality International was accorded the prestigious Gold Circle Award by Agoda.com, Asia's leading hotel booking site and part of Nasdaq-listed Priceline Group (Nasdaq: PCLN).

Launched in 2009, the awards are given to Agoda.com partners who are committed to accommodating the unique needs of the online booking industry, which has seen significant and steady global growth as technology continues to make online booking faster, easier and more convenient.

Previous Gold Circle Award winners were chosen because of their outstanding performance on Agoda.com, a high number of positive customer reviews, and their utilization of Agoda.com's custom-built Yield Control System (YCS). This year, however, the bar has been raised a bit higher, and new judging criteria make the list even more exclusive.

Agoda.com now also takes into account a greater amount of data, including aggregate scores for customer reviews, top-performing properties, competitive pricing, and for showing an understanding of the complex business dynamics that define the industry. Now in their fifth year, the awards are recognized as a mark of excellence in online distribution. **ha**

Eric Cheng (left) General Manager of Silka Far East receiving the 2012 Golden Circle Award.





19 year-old Amanda Lee checks out her new bicycle with Director of Marketing Communications, Connie Chin (first from right), assisted by the caretakers.

Philea's Belated Christmas

It was a delight-filled day for youth of Salvation Army Melaka Special Children's Home after their wishes for bicycles, Barbie dolls, remote-controlled cars, educational toys and clothing were fulfilled.

The gifts were presented to 100 youths by the resort committee members at Salvation Army. The session was held with Director of Marketing Communications, Connie Chin, Senior Marketing Communications Executive, Tee Mei Fong and Senior IT Executive, Lai Ming Hoe presenting individual gifts to each youth.

These gifts were contributed by the resort guests, resort staff and the public through the 'Wish upon a Star' Corporate Social Responsibility project. The 100 youths from Salvation Army had earlier been invited to pen down their wishes on the wish cards which were hung on the eco Christmas tree which was made of newspapers and situated at the resort's lobby from 10th December 2012 to 8th January 2013. **ha**

Hilton Hotels & Resorts Expansion Into The Philippines

Hilton Worldwide has signed a management agreement with Travellers International Hotel Group Inc. to manage Hilton Manila in Newport City in Manila, the capital city of the Philippines. The agreement will bring the first Hilton Hotels & Resorts hotel to Manila. Scheduled to open in 2014, the 350-room Hilton Manila is located on Newport Boulevard next to Terminal 3 of the Ninoy Aquino International Airport and is 3.5 kilometres away from Manila's central business district, Makati. **ha**

Double Win For Meritus Hotels & Resorts At ASEAN Business Awards 2012

Meritus Hotels & Resorts scored two wins at the ASEAN Business Awards (2012 ABA) held in conjunction with the 9th ASEAN Business & Investment Summit (ASEAN-BIS) in Phnom Penh, Cambodia.

Meritus was named Most Admired Enterprise (Large Company) in the 'Growth' Category, for demonstrating exceptional profit growth and long term vision for sustainable growth; and Most Admired Enterprise (Large Company) in the 'Innovation' Category, for exemplifying innovation in business processes, products, Marketing and Channel Management.

Organized by the ASEAN Business Advisory Council (ASEAN-BAC) and co-hosted by the Cambodia Chamber of Commerce, the ASEAN-BIS is established as an official side-event to the ASEAN Leaders Summit and the East Asia Summit (EAS), where no less than 16 Heads of States and Governments convene in the Cambodian capital. Over 1000 attendees joined a range of highly informative panels and intense discussions on a range of topics on ASEAN development of the coming years and on the way to achieving the AEC 2015 (ASEAN Economic Community). **ha**

Premier Inn Breaks New Ground

Barely five months since setting up its Asia-Pacific hub in Singapore as part of its Southeast Asia expansion strategy, Premier Inn, United Kingdom's leading economy hotel brand, has landed its first hotel in Indonesia. The hotel will be built in Bali in the Jimbaran precinct and is expected to open during the second half of 2013.

The ground-breaking of Premier Inn Bali Jimbaran marks the first of several developments in the pipeline as the brand builds its presence in Indonesia and Southeast Asia.

In keeping with its signature value-for-money offering, the hotel will provide Bali's fast-growing tourist traffic the option for quality affordable accommodation. The hotel will be built in partnership with PT Alda Bali Indotel and will feature Premier Inn's signature rooms, a restaurant and bar, as well as a swimming pool. **ha**

Sunway Putra Spreads Love And Light

A total of 108 orphans and less fortunate kids of Sunbeams Home received new schooling essentials recently, courtesy of Sunway Putra Hotel, Kuala Lumpur. The children, aged between three and nineteen, were each given a set of school bag, stationery and other schooling necessities.

Apart from the schooling items, the home also received groceries to be used for their daily needs.

Later, the children were brought to the hotel in a chartered bus and were treated to a sumptuous dinner at the hotel's Coffee House, where they helped themselves to a buffet spread of kiddies' favourites followed by Beauty & The Beast: The Musical at Sunway Lagoon.

The charity drive was part of Sunway Putra Hotel's corporate social responsibility (CSR) initiative to reach out and bring some joy and cheer to the lives of those who are in need and the less fortunate.

Yayasan Sunbeams Home, located in Taman Mawar, Cheras, is a non-governmental, self-supporting multi-racial foundation, for the displaced, abused and neglected children. Started in 1995, Sunbeams Home depends on well-wishers and donors to sustain itself. **ha**

Pan Pacific Hotels Group Extends Pan Pacific Serviced Suites

Pan Pacific Hotels Group has announced the debut of its Pan Pacific Serviced Suites in China with the launch of Pan Pacific Serviced Suites Ningbo. Located in the Eastern New Town of Ningbo, beside Ningbo International Conference and Exhibition Centre, the 175-room Pan Pacific Serviced Suites Ningbo shares the same site as the recently-opened 415-room Pan Pacific Ningbo.

Boasting all the unique amenities offered at all Pan Pacific Serviced Suites properties – most notably, a 24-hour Personal Assistant (PA) Service – Pan Pacific Serviced Suites Ningbo offers residents convenient access to the exciting dining options, rejuvenating spa and expansive meeting facilities at the adjoining Pan Pacific Ningbo. **ha**

New Waterslide At Centara Koh Chang

Centara Koh Chang Tropicana Beach Resort & Spa has a new waterslide at the Splash pool area that will keep the youngsters excited and happy, having the time of their lives in complete safety. Apart from riding the water slides, youngsters can enjoy another new addition to the resort, with the Kids' Club and adventure playground. The additional fun activities for children are all part of the extensive renovations and remodelling being undertaken to the resort, which have transformed the entrance, lobby, restaurant, reception and spa, and created a new lobby bar. **ha**

Left: Kids from Yayasan Sunbeams Home with their new school supplies and groceries from Sunway Putra. Below: A splashing new attraction at Centara Koh Chang Tropicana Beach Resort & Spa.



The Best In Hospitality Security



Essence by VingCard revolutionizes the electronic lock industry by housing all lock components, including the reader, inside the door and therefore achieving the maximum minimalistic expression, the true Essence of an electronic lock.

Essence by VingCard takes the definitive step in minimal hardware on the door and truly blends with any design requirements, enhancing the style of any hotel and taking the user-interface experience to a new level.

Essence by VingCard makes everything else vanish, keeping only the true Essence of your locking system by offering maximum adaptability to any hotel style, maximum integration within any hotel door, maximum security standards, maximum outdoor performance and maximum flexibility in design with maximum camouflage! You will not see it, you will just feel the Essence of a secure and reliable locking system.

Signature RFID electronic locks by VingCard offers the latest Radio Frequency Identification (RFID) technology with the most flexible platform for future applications. RFID technology offers unmatched ease of use for guests of all ages, with no need to insert the keycard.

Anti-cloning technology in Signature RFID brings peace of mind, while RFID carriers adapt to any hotel style, be it Business, Resort, Spa, All-inclusive. Signature RFID also provides access to next generation technologies, including NFC-cell phone. It also takes the guess-work out of selecting the right technology standard for RFID electronic locks as Signature RFID offers four technology standards in one electronic lock: ISO 14.443 A (MIFARE), ISO 14.443 B, ISO 15.693 and NFC-compatible.

Infinity II sets a new standard for electronic in-room safes with its sophisticated design and unmatched features. By combining sophisticated technology and fashionable design, Infinity II is the ultimate safe for the design-conscious hotelier.

With the silky, stylized design and high tech neon blue backlit keypad (digital only), combined with Elsafe's industry leading high quality safe platform, Infinity II brings richness to the hotel room like no other safe before.

Infinity II delivers the same security features as SENTINEL II, thus covering all needs necessary for a property that wants more than just an ordinary safe. **ha**

Creating Uniqueness



There is a great tri-partite synergy between Loh Lik Peng, Director of the Unlisted Collection, Antonio Eraso, Founder of Antonio Eraso Co., and Peter Mikkelsenof Kian Interiors Sdn Bhd. The three men are different facets of a brilliant design machine, each reflecting the other, resulting in dazzling hospitality and F&B experiences.

Apart from being the owner of several iconic hotels (Singapore's first truly bespoke boutique hotel 1929, New Majestic and Wanderlust, London's Town Hall Hotel & Apartments, 196 Bishopsgate and the Waterhouse at South Bund in Shanghai), Loh is also a restaurateur par excellence (he's a lawyer too, but that's another story). His dining establishments, in the same countries where his hotels are located, have become synonymous with great design and amazing ambiance.

While genesis always begins with Loh, who starts the ball rolling with a concept, idea and budget, the presentation of a new restaurant falls into the capable lap of charismatic Singapore-based Colombian architect Antonio Eraso who puts meat on the creative framework. Eraso then turns to Kian to manifest the items he has in mind.

"I have known Peter since 2002, my first order from him was for Ember in

Clockwise (from the top left): The Terrific Threesome of (left to right) Loh Lik Peng, Peter Mikkelsenof and Antonio Eraso; The upper level of Pollen; Dining in Mediterranean style at Pollen.



Singapore", shared Loh. It was only natural that I continued doing business with Peter once he had joined Kian in 2010." Mikkelsen takes up the narrative, "Loh and Antonio want something different all the time. Kian enjoys doing unique and challenging pieces. Most pieces supplied to the Unlisted Collection are 90 percent unique designs, specifically customized to Antonio's design, and Kian guarantees no reproduction of these. From concept, design, customization and manufacturing, the process takes about four to five months." Mikkelsen laughs, "It's a nightmare for Kian! We need to ensure we meet the timeframe with products that fulfill the key requirement of durability. Each piece is built from scratch and designs must be unique and original." Eraso debunks any notion of

Loh being a design tyrant, by saying, "He is easy to work with as he is familiar with operations. He's very precise. His ideas and concepts are specific and I can start design work. He's not fickle – he is very sure about what he wants and when he wants completion to be. If either I or Kian feels that an idea of his is not practical, we make it known. The trust that is built amongst us is so strong. It provides assurance that the goal is to do things right, and to produce something unique and durable."

Loh is quick to add that everything starts with friendship. "All projects require good chemistry. All my partners and business associates are my friends," says the collector of classic mid-century furniture. "I know it is very challenging for Kian most of the time, but Peter will also

make sure Kian delivers according to the design."

The latest trinitarian masterpiece is Pollen, located in the Flower Dome at Gardens by the Bay, Singapore. Inspired by Mediterranean culture and cuisine, Pollen's first stamp of originality is that visitors fine-dine in a climate-controlled environment. The setting, of course, is inspiring. Guests enter a garden oasis that combines naturalistic plant compositions and lush green walls within a Mediterranean setting.

Eraso designed the venue to be simple and unpretentious, with clean lines and robust volumes, providing permeability of the landscape and vegetation into interior experience. Kian manufactured all the loose furniture, tables, chairs and benches, all of them special and unique. **ha**



Above: Eraso designed Pollen to be simple and unpretentious, with clean lines and robust volumes.
Below: Majestic Bay Seafood Restaurant @ Gardens by the Bay by Kian.





Keepers Of The Flame

The General Managers of some of the most iconic hotels in Hua Hin, Thailand, and Penang, Malaysia, speak about their properties and the love affair that they have developed with them.

Jacques Mury exudes the perfectly unflappable air of a chief butler of old. He moves unobtrusively, with an Old World dignity which fits right in with the property under his General Managership: Centara Grand Beach Resort & Villa Hua Hin. A resort with a history even longer than its name (see our Travel Report for its fascinating origins), captaining it is like curating the history of Hua Hin, from the time it was a locals-only beach town, to its apex as a stop on the first Malaya-Bangkok train route.

It is fitting therefore that its General Manager is as well-pedigreed. A graduate of The Lausanne Hotel School which was founded in 1893, Mury has, to put it tritely, seen and done it all. Right off the bat he admits that everything that may come after Centara Grand Beach Resort & Villa Hua Hin will be anti climatic. "This property will be 90-years-old in 2013. It has so much history, and it is of such importance to Thailand. We have visitors who are the third, fourth, even fifth generation of those who were first linked to this place or who have a connection with the Thai royal family. My dreams were met in this hotel,"

he says softly, eyes wistful behind gold framed spectacles.

For a man as well travelled as Mury, this is indeed high praise. The accolade is completely valid, because the resort is truly magnificent, with 13 different room types and acres of land. The largest hotel in Hua Hin, as well as its most venerable, Mury was on board when it dropped the Sofitel name and joined Leading Hotels Of The World after its rebranding on January 1 2012. He will mark his fourth year in the driver's seat in April.

His biggest challenge is keeping the integrity of the experience. "If it is not too strong a word, I would say we have spirituality in this property. We have a landscaping team of 30 to keep the gardens beautiful, but they need to be continually refreshed because the resort is built around these gardens. Another priority is the staff. We need highly trained staff to perform. Unhappy colleagues cannot make a guest happy. I am fortunate that some of my staff have been here so long that money is no longer an incentive for them to switch jobs. Having said that, the hospitality industry is changing just like the world is changing

because of technology. The business is now open to women, which makes male GMs a thing of the past. My generation focused more on the hotel and the service. The new generation has to focus on financial aspects because the hotel is an enterprise. While this new generation of hoteliers may be better trained, they also face an oversupply of rooms. Still, in Thailand we are lucky because the Thai character has a genuine willingness to please and it makes guests return."

Having worked in America and Europe, with a short stint in Malaysia ("It was an incredible offer from The Legend Hotel Kuala Lumpur"), the thing that won the Swiss' heart when he took his first post in Thailand at what is now the Four Seasons Bangkok, was the sheer kindness of people. "In Europe or North America you worked your eight hours and were unionized. It doesn't make things easy or nice. I was flabbergasted with the gentleness of the Thai people, and their eagerness to please. I hope that I have returned that by being a friend and mentor. I may not have e-technology expertise but I have experiences which I try to share, and

sometimes there are situations when only experience can help, and because one has lived more, they have more experience to draw on."

Mury is hoping he can share his experiences for a few more years but he is realistic. "I would love to remain in the Centara group, and of course, at this property, but others want it too! The Centara group is family owned and run and I work with the family. It's more direct when the owner is the company. There is a very tight family feeling and it is very pleasant to work for the group."

Permanency has never been the cornerstone of any hotelier's life, and Mury, who has lived through change knows that good things always come to an end. The lines in his face deepen as he forces out the expected answer to what happens post Centara Grand Beach Resort & Villa Hua Hin. "What do I do after this?" The sweep of his hand encompasses the topiary elephant, bright with blossoming bougainvillea, the pebbled paths and emerald green lawns. "This is the top. I guess it is like everything

in life; one needs to prepare for change, but I have no longing to go." Certainly the future is less beautiful when viewed through the gates of a private Eden.

Below: The Railway Hotel in 1936 which would become Centara Grand Beach Resort & Villas Hua Hin; The magnificent lobby of the hotel today.





Case-ing The Joint

There is an air that is almost Dickensian about Jamie Case. His tall frame, wire-rimmed glasses and pale blue eyes seem tailored for the halls through which he walks. It is fitting, too, that those walls are part of the long, illustrious history of Penang as an exotic port of call – a residence of merchants and literary greats; a place so iconic that there is a particular smell and sound about it. Canadian Case is Chief Operating Officer of Eastern & Oriental Berhad. In his capacity, he also overlooks the timeless Eastern & Oriental Hotel in Penang where he is based, while also ensuring all the properties in the group are profitable. He is also working on increasing the number of management contracts for the group. Prior to joining Eastern & Oriental Berhad he was Vice President of Operations with GHM, overseeing 12 properties.

Focusing specifically on E&O Penang, Case believes that the key to the property's continued success is concentrating on the basics. "Once there is a culture of maintenance in a property like this, everything else will run okay. We just have to work on bringing the F&B outlets to the next level, and that will happen when Sarkies is renovated, along with the kitchens. The new Victory Annex will



be completed in June. It is a beautiful product which will be pitched to local corporates but which will also have a leisure element. It will open up more MICE business for us, as well as doubling our room capacity. The existing rooms will have a soft refurbishment in 2013, with new TVs,

(At the top) E&O Penang's iconic facade; (Above) Chief Operating Officer of The Eastern & Oriental Hotel Penang, Jamie Case; (Right) One of the signature mocktails from Farquhar's Bar at E&O Penang

carpets and individual coffee machines. We are not going to change the bones of the hotel," said the Toronto native.

This particular property of Case's also has the enviable record of having the highest room rates in Malaysia. "Higher even than the Mandarin Oriental and the Ritz Carlton," Case confirms. Yet he well knows that moving room rates take time, although it is his goal to push the rates up, despite the corporate market being more



price sensitive than the overseas leisure market. On an average Case is gunning for a 15 percent increase, and is quietly confident that if the E&O moves its rates up, other properties will follow suit.

Now a resident of Penang ("There is a nice feel to living here. It's a food haven and there are lots of new, good restaurants, an arts scene... there has been a noticeable change in the last two-three years and I think local Penangites have seen and felt this change, and are proud of it."), Case is also in an enviable position from a human resources point of view.

"Penang has a good, sizeable local population from which we can draw our staff. E&O has a good name locally, and we are still able to source good people for the rank and file. We have some very good people, some who have been with us for 12 years, and who are proud to be working for a place with so much history." From the way he sits in the winged armchairs in the black and white tiled foyer of the hotel, it is clear that Case is equally proud to be part of the annals of this grande dame.

Italian Design

The careful, moderate, thoughtful demeanor of Jamie Case finds its polar opposite in the exuberant, live-in-the-moment Italian heartiness of General Manager Guido Farina of Lone Pine Hotel. A subsidiary of Eastern & Oriental Berhad,



Lone Pine Hotel is another of Penang's hospitality icons.

The first hotel along Batu Feringghi, it was named after a mistakenly identified tree which turned out to be a local casuarina as opposed to an evergreen pine. Sixty five years old, the hotel closed for a year-and-a-half for renovations, coming back stronger and more beguiling than ever, with new F&B offerings and a spectacular Batu Bar.

The tall, tanned Farina was selected by Case to head the new, revitalized Lone Pine. Farina has as interesting a personal history as his new hotel, having been trained as a dental technician after studying medicine for a year, and then deciding on hotel management as his field of specialization.

"My first post in the industry was with a Michelin-star restaurant. My father told the owner to break my bones so I would go back to medical school, but six months later, when the chef told my father that I was actually good at my job, he stopped hoping for a doctor in the family," laughs Farina.




Above (from the top): The exuberant General Manager of Lone Pine Hotel, Penang, Guido Farina; Bask in the sun or under the moonlight at Lone Pine Hotel, Penang.



He worked his way through Italian restaurants in the United Kingdom and Australia before setting his sights on Miami, Florida, and then later, Dubai ("At that point I was not even sure where the United Arab Emirates was!"). He spent 13 years, until 2008 with Starwood, moving from restaurant manager to Assistant Director of F&B. The 2007 financial crisis saw him make a move to southeast Asia which he thought to be more stable, and it was at The Datai in Langkawi that Farina met Case. The Italian spent two-and-a-half-years as number two at The Datai before moving to Vietnam and then Bangalore, India for his first top executive post.

"I've worked in five continents, with 50 different nationalities. I have been in business, beach, island, rainforest, lake and mountain resorts and I have a simple philosophy of life. I treat every hotel as if I own it. I do for each hotel everything I would do to a property I owned, and that means doing more for the business than an employee would," asserts the animated Farina.

Despite landing in rifle sights of critics, affable Farina claims he is not pressured. "I think I have enough knowledge and experience to handle the pressure. Coming to Lone Pine I fell in love with the garden and I felt a connection to it. The way I see

it, my task is to fine tune what already works well. The product is excellent, but a fresh eye may help in noticing any flaws. My F&B background will also be an asset. Most important is that I don't lose sight of the big picture, which is making guests feel like they are part of the history of this hotel." 

Above (clockwise): Lush landscapes at Centara Grand Beach Resort & Villas Hua Hin evoke the senses; Restaurant 1885 at Eastern & Oriental Hotel, Penang; Designer suites at Lone Pine Hotel, Penang; Classic redefined at Eastern & Oriental Hotel, Penang.

Mas Zuhairin Zubir, Executive Housekeeper of Concorde Hotel Kuala Lumpur, Malaysia made as deep an impression on the PestBusters team, as PestBusters made on the hotel's hygiene and sanitation. The earnest, bubbly housekeeper is remembered by the PestBusters team as being very sincere and enthusiastic about the way the pest management firm went through their survey and presentation of findings. Apart from fielding one of PestBusters strongest advocates, Concorde Hotel Kuala Lumpur also made history for PestBusters by signing another one of their properties barely two weeks into the commencement of their contract. Mas Zuhairin shares her views on what makes PestBusters her choice of pest management company.

The Gold Standard In Pest Management

How long has Concorde worked with PestBusters?

Approximately four years.

What is it like working with them and how has it helped the levels of hygiene and cleanliness?

Working with them has given me new insight on how pest control should be. For as long as I can remember, there was always a requirement for monthly overnight treatments in the kitchen areas. With PestBusters, not only I, but even the chef was very surprised that no monthly overnight treatments are needed. Their method of doing a total wash down before engaging with regular pest control maintenance impressed us all. I got to see first-hand how their product actually "calls out" cockroaches from really tiny hidden areas. The level of hygiene and cleanliness definitely went a few bars up compared to before. Areas where we dropped standards were immediately reported and recovery was done ASAP.

Was there a significant improvement after using PestBusters?

Very much! Guest comments on cockroaches in rooms immediately dropped.

What are some of the tips you learned about keeping things pest free from PestBusters?

The most important one is to cover all tiny cracks whenever and wherever possible. If not covered, this will be a cozy home for pests.

Are there any special incidents you remember about working with PestBusters?

Not much of an incident, but I will always know that I made the right choice to convince the management to engage the service of PestBusters when I see the manhole located at our basement level every time the flood alert rises. Prior to PestBusters, when we opened the manhole, we always call it "Joe's apartment", the amount of



cockroaches that came out from there was unbelievable! Now, you can actually count them!

What tips or advice can you give other housekeepers who are looking to engage a pest management company?

Quality and method are the things to look out for. **ha**

Patrick Manthe ►

Hotel Manager
Eastin Grand Hotel Sathorn, Thailand

John Westoby, jointly Absolute Hotel Services Managing Director for South East Asia & General Manager of the Eastin Grand Sathorn, is delighted to announce the appointment of Patrick Manthe as Hotel Manager for the group's flagship property Eastin Grand Hotel Sathorn in Bangkok.

Manthe, a Swiss national, joins the Eastin from his previous position as pre-opening General Manager at the 5-star Fusion Alya Resort in Hoi An, Vietnam. Prior to his last appointment he spent three years as pre-opening Executive Assistant Manager and then General Manager of the Moevenpick Hotel in Hanoi and possesses a solid background in both Rooms Division and Food and Beverage having gained vast experience at the Conrad Maldives and numerous Hilton hotels throughout Europe and Asia. He will be responsible for overseeing all operational departments within the hotel whilst the hotels sales and marketing and reservations teams will continue to report directly to John Westoby. **ha**



◄ Hansjörg Meier Senior Vice President GHM

GHM, the 20-year-old luxury hotel group that has opened the door to some of Asia's most exotic locales, is appointing hospitality heavyweight Hansjörg Meier as Senior Vice President.

Meier, a Swiss native with a prominent 34-year career on the international hospitality landscape, will oversee GHM's hotel and resort operations, as well as the upcoming openings of new projects in Europe and Asia, from GHM's corporate office in Singapore. General Managers at all of GHM's properties will report directly to him.

GHM currently counts upwards of 600 five-star rooms and suites in destinations as diverse as Hoi An, Muscat and Chiang Mai. Meier's arrival will strengthen the group's corporate structure and presence in line with its ambitious expansion plans.

Meier joined GHM in 1999 as Director of Food & Beverage at The Datali Langkawi. In 2000, he was promoted to General Manager of The Legian Bali and during his six years in Bali, Meier oversaw the openings and operations of The Club at The Legian and The Chedi Club Tanah Gajah. From 2006 to 2012, Meier was the General Manager at the award-winning Setai South Beach in Miami, before his January 2013 return to Asia as Senior Vice President of GHM, reporting directly to GHM President Hans R. Jenni. **ha**



Jonas Sjostedt ►

General Manager
Koh Chang Tropicana Beach Resort & Spa, Thailand

Thirayuth Chirathivat, Chief Executive Officer of Centara Hotels & Resorts, has announced the appointment of Jonas Sjostedt as General Manager of Koh Chang Tropicana Beach Resort & Spa (managed by Centara).

Sjostedt is a Swedish national who has worked with leading Scandinavian tour operators and has experience in various countries including Greece, Spain, Brazil and Cyprus. He started his career with Centara Hotels & Resorts as Resident Manager at Centara Kata Resort and then transferred to Centara Karon Resort in the same position. Prior to joining Koh Chang Tropicana Beach Resort & Spa (managed by Centara), he was General Manager of Centra Ashlee Hotel Patong.

Koh Chang Tropicana Beach Resort & Spa is a low-rise resort set in beachside landscaped gardens and featuring 157 guestrooms and suites. There are two swimming pools, a spa with a full menu of facial and body treatments, and a beachfront restaurant serving Thai and international cuisine. Meetings and incentives will also form a significant part of the marketing mix, as the resort has its own dedicated meeting room that can hold between 80 and 240 persons, and which is equipped with full professional visual and sound equipment. **ha**





Michael Schlueter ▲
General Manager
The Westin Langkawi Resort & Spa,
Malaysia

Armed with more than 25 years of work experience in the industry, Michael Schlueter has been General Manager for several years, leading hotels like Le Méridien Munich – Germany, Sheraton Palace Moscow – Russia, as well as holding an acting General Manager role at the Westin Grand Berlin, Germany.

Prior to his appointment in Langkawi, Schlueter was the General Manager of Le Méridien Istanbul Etiler which he joined in March 2011. With a great team, he was fully responsible for opening this 259-room flagship hotel in Europe.

The marked path of his career with Starwood Hotels & Resorts Worldwide Inc. began in 1987 at the Sheraton Frankfurt Hotel, Germany as the Front Office Shift Leader. Since then, he progressed to hold various management assignments in Germany, Poland, Russia and most recently, Turkey. Apart from hotels, Schlueter also had a short stint with the Profit Improvement Engagement Team at the Starwood Divisional Headquarters in Brussels, where he participated in identifying additional revenue opportunities at various hotels in the Europe, Africa and Middle East (EAME) Division.

A Business School graduate from the University of Munich, Germany, Schlueter is enthusiastic in engaging and leading his team towards greater heights. **ha**

▼ Peter Hourigan

General Manager

The Saujana Hotel Kuala Lumpur, The Club Saujana Resort and Carcosa Seri Negara, Malaysia

Experienced hospitality professional Peter Hourigan has recently been appointed as General Manager of The Saujana Hotel Kuala Lumpur, The Club Saujana Resort and Carcosa Seri Negara. Hourigan replaces Ian Hurst, who held the position of General Manager for The Saujana Hotel Kuala Lumpur and The Club Saujana Resort for three years.

Hourigan, an Australian national, brings along 28 years of international experience in the hospitality sector. His international hotel career spans across many cities including Melbourne, Perth, Phuket, Kuching, Colombo, Chennai, Glasgow, New York, Brisbane and more.

As General Manager, Hourigan will be responsible for directing the strategy of these prestigious hotels, with 320 rooms and a unique assortment of ten dining and entertainment outlets in total. Hourigan also carries the position of Vice President of Operations for the group reporting directly to the Board of Directors. He looks forward to meeting the challenges of 2013 and improving the financial returns of the properties under management. **ha**



▲ Simon McGrath
General Manager
DoubleTree Resort by Hilton Phuket
– Surin Beach, Thailand

Hilton Worldwide has announced the appointment of Simon McGrath as General Manager for the recently-opened DoubleTree Resort by Hilton Phuket – Surin Beach, Thailand.

As General Manager, McGrath will oversee day-to-day operations at the resort and drive the property's business strategy as it establishes its brand in the region.

McGrath's career in hospitality spans over 30 years and he was most recently the director of business development with the Hilton Adelaide in Australia. In 1985, he began his career at a suburban hotel in Sydney, Australia while attending catering college. From there, he has taken on a variety of senior management positions at hotels and resorts in Australia, New Zealand, Malaysia and Singapore.

McGrath holds a graduate certificate in Hotel Management from the University of South Australia, and has completed the General Managers Program of the Australian Graduate School of Management. **ha**



Suwanich Kanjanakunya ▼
Director of Sales and Catering
Eastin Grand Hotel Sathorn Bangkok, Thailand

John Westoby, General Manager of Eastin Grand Hotel Sathorn Bangkok is delighted to announce the promotion of Suwanich Kanjanakunya to Director of Sales and Catering. Suwanich will be responsible for the implementation and development of room and catering sales strategies to achieve the hotel's revenue targets. Prior to joining the pre-opening team at Eastin Grand Hotel Sathorn as Director of Catering and Events in 2011 her extensive background in the sales and catering arena consisted of almost 20 years' experience in leading luxury hotels such as Mandarin Oriental Bangkok, Conrad Bangkok and Four Seasons Bangkok. Suwanich's knowledge and expertise in the hospitality field has been a definite asset to the hotel and her new position will allow her full range of talents to come to the fore. **ha**



Anucha Suphan ►
Director of Sales
Centara Grand Beach Resort & Villas Hua Hin, Thailand

Jacques Mury, General Manager of Centara Grand Beach Resort & Villas Hua Hin has announced the appointment of Anucha Suphan as Director of Sales of Centara Grand Beach Resort & Villas Hua Hin, a member of the Leading Hotels of the World.

Anucha has more than 15 years experience in sales at many leading hotels in Thailand. He started his career at Marriott Hotels & Resorts and worked there for seven years. He was Sales Manager before moving to work at Centara Hotels & Resorts in 2004 as Senior Sales Manager. Anucha worked with Centara Hotels & Resorts for three years and was responsible for many properties including Centara Grand Beach Resort Samui, Centara Villas Phuket, Centara Villas Samui, and Waterfront Suites Phuket by Centara. Subsequently he was Director of Sales at Eastin Hotel Makksan in 2007. He then rejoined Centara Hotels & Resorts where for two years he was Assistant Director of Sales responsible for travel agencies both locally and internationally, covering the Middle East, South Africa and India markets, before being appointed Director of Sales at Centara Grand Beach Resort & Villas Hua Hin. **ha**



▲ Melpo Wong
Director of Distribution
Kosmopolito Hotels International

Melpo Wong joined Kosmopolito Hotels International as Director of Distribution on June 14, 2012 and is based in KHI's Corporate Office in Hong Kong. She is responsible for managing the implementation process of the Central Reservation System; formulating and implementing the Group's long-term electronic distribution strategy as well as monitoring the establishment of SOPs; preparing and managing revenue targets. She reports directly to Philip Schaetz, Senior Vice President of Sales & Marketing.

Wong brings along with her more than 21 years of marketing experience in the hospitality industry. Before to joining KHI, she was the Senior Regional E-Marketing Manager, Asia Pacific at Sabre Hospitality Solutions. Her other portfolios included senior positions with Alternative Marketing Consultancy Limited and Best e-Solutions Limited. Wong obtained a Master of Business Administration in Strategic Marketing at The University of Hull in United Kingdom. **ha**

▼ Olivier Trafial ▼

Manager
Kamu Lodge, Myamnar

The multi-awarded Apple Tree Group has appointed a new management team to head operations at the eco-glamping retreat Kamu Lodge in Luang Prabang. French native Olivier Trafial takes the reins as Manager of the 20-tent lodge.

The 53-year-old Trafial has some seven years of experience as a sales executive in France, and comes to Luang Prabang fresh from his most recent position as a public relations manager for Le Lutecia restaurant in Koh Samui, Thailand.

Located 30km upstream from Luang Prabang's city centre on the banks of the Mekong River and surrounded by vast rice paddy fields and tropical jungle, Kamu Lodge features 20 private, solar-powered canvas tents, a thatch-roof riverside spa, open-air restaurant and bar. **ha**



▼ Michel Scheffers

Resident Manager
Shangri-La's Rasa Sentosa Resort and Spa, Singapore

Shangri-La's Rasa Sentosa Resort and Spa, Singapore has appointed Michel Scheffers as Resident Manager. Scheffers will assist the hotel's General Manager, Ben Bousnina, in managing the resort.

The 43-year-old Dutch national has 23 years of experience in the hospitality sector. Prior to joining Shangri-La's Rasa Sentosa Resort and Spa, Singapore, Scheffers was the director of operations for a luxury beachfront hotel in Thailand. He spent the last 12 years working in international hotel chains in South East Asia, having first arrived in the region in 2000. Before moving to Asia Scheffers worked in the Netherlands as Executive Chef and Food and Beverage Manager at Rotterdam's World Trade Centre, before which he worked as a chef in two Michelin one-star restaurants. He studied hospitality management in the Netherlands. **ha**

▲ Agus Suananda ▲

Hotel Manager
Centra Taum Seminyak Bali,
Indonesia

Thirayuth Chirathivat, Chief Executive Officer of Centara Hotels & Resorts, has announced the appointment of Agus Suananda as Hotel Manager of Centra Taum Seminyak Bali.

Agus is Indonesian and has more than 20 years of experience in the hospitality industry. He graduated from the Hotel and Tourism Training Institute of BPLP Nusa Dua Bali and started his first career at The Oberoi, working in front office and sales. After three years he moved to the Risata Bali Resort in Kuta, and in 1996 joined WakaNusa Resort as Operations Manager, becoming General Manager two years later.

In 2006 Agus was appointed as General Manager of PT Indo Service, a foreign investment company dedicated to provide services industry for hotels, villas and other commercial buildings in Bali. In 2009 he was offered the position of General Manager at Fivelements Puri Ahimsa, a 5-star boutique hotel and after two years in that position he joined Centra Taum Seminyak in his present capacity. **ha**



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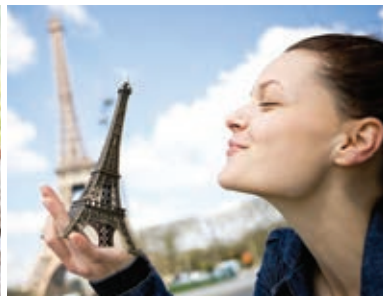
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