



hospitality







Collectively: Berjaya Hotels & Resorts' new "LIVE BHR" campaign.



### Meritus Hotels & Resorts Offers Guests Free Wi-Fi

Responding to the need of today's traveller to stay connected at all times, award-winning Asian hospitality group Meritus Hotels & Resorts announced the roll-out of free Wi-Fi service across the Group's properties in Singapore, Malaysia, Indonesia, and China.

Guests can expect to enjoy straightforward access to the complimentary amenity throughout their stay, not only from the guestrooms but from anywhere within the hotels' premises.

The service allows every guest sufficient bandwidth to exchange data across virtual private networks and social media channels, as well as download and upload reasonably-sized files, including rich media formats. For heavy bandwidth users looking to stream high-definition videos or download movies, a premium bandwidth package is available at competitive rates.

Guests carrying multiple devices can enjoy complimentary Wi-Fi access for up to three devices. **ha**

### Live The Berjaya Hotels & Resorts Way

As the saying goes, "Work hard, play hard." Berjaya Hotels & Resorts (BHR) is now giving you a reason to live by this adage as it helps preserve the wild, tenacious and fun side of you while keeping hold to the productivity that you generate from business dealings and corporate affairs. Berjaya Hotels & Resorts has now come up with its new campaign "LIVE BHR" targeted to travel aficionados of all ages. Valid from 1 May – 31 October 2013, this campaign from three main local properties of the organization; the city hotel of Berjaya Times Square Hotel, Kuala Lumpur along with island resorts of Berjaya Langkawi Resort and Berjaya Tioman Resort will be focusing on the three main classes of a person's lifestyle – Business, Family & Friends and Romance. The packages help guests to get in some pampering amidst busy business meetings and schedules.

The three exclusive packages brought are LIVE. MEET & SUCCEED, LIVE. BOND & RELAX, and LIVE. LOVE & CHERISH. Each targets an area of business or an aspect of life which can be enhanced with the hotel chain's services. "Guests who have the opportunity to enjoy these precious

moments together will be helping a good cause as signing up with a package which enhances a side of their essential needs will help them change someone else's life for the better; as with every purchase of a package, RM1 will be donated to support the education welfare of underprivileged children via the 'A Dollar A Scholar' programme which is tied to this campaign", said Abel Nelson Nang, Corporate Director of Marketing and Communications.

A campaign that is emotional driven and focused, LIVE BHR encourages patrons to be more conscious of the well-being of their lifestyle. In a step forward in living the BHR lifestyle in line with its meeting successes, rooms to relax and leisure experiences, guests are given a chance to indulge in pampering themselves even in an event of corporate and commerce meetings, holiday travel or honeymoon vacation with the care of BHR's staff. The three exclusive packages brought upon by LIVE BHR are LIVE. MEET & SUCCEED – where they will conjure a meet-up in BHR's well-equipped meeting rooms with state-of-the-art meeting facilities thus, succeeding in achieving their goals. LIVE. BOND & RELAX – where they will find time to bond and live with each others' company in exquisite rooms with modern amenities for them to have a great time together and relax. LIVE. LOVE & CHERISH – where they will be coddled in a summertime ambience perfect for any love-birds to nestle cozily while they are served with mouth-watering meals, spa sessions and a discovery tour of the mangrove plantation. **ha**



## Dorsett Inks With Diamond

Dorsett Hospitality International created another milestone recently by formalizing its partnership with Diamond Resorts International® at a signing ceremony held in Hong Kong.

Dorsett Hospitality International through this affiliation will offer room inventory from its hotel portfolios comprising of Dorsett Hotels & Resorts, d.Collection and Silka Hotels; with inventory upon availability and at a compensation to Diamond Resorts International® members. Members of Diamond Resorts International® will pay for the room with their Diamond points. Dorsett Hospitality International will be promoted to the Diamond Resorts International® 1.4 million owners, members and guests throughout North America and Europe, where Dorsett Hospitality International currently does not have any sales or marketing representation. In return, Dorsett Hospitality International will also promote Diamond Resorts International® for FIT guests via its sales network in Asia. [ha](#)

## Family Ties

Centara Kata Resort Phuket has been named one of Thailand's top 10 hotels for families in the TripAdvisor 2013 Travellers' Choice awards. Representing its biggest-ever Travellers' Choice campaign, TripAdvisor has named more than 6,000 award-winning properties around the world this year, with dedicated lists covering 82 countries and nine regions.

Centara Kata Resort Phuket received praise from guests for its location, rooms and amenities, and especially for the family accommodation and the attractions available for children.

The resort is located at Phuket's popular Kata Beach, and is ideal for family holidays, offering bed configurations such as a king bed with a rollaway bed and a sofa bed, or two queen beds, so that families can comfortably stay in one room. Up to two children under the age of 12 years and sharing their parents' room and bedding can stay free of charge. Self-catering facilities are included in many of the rooms.

Leisure amenities include three swimming pools, with an interconnected children's pool complete with play slides. The Kids' Club has professional child minders, and is separated into Camp Safari for the young ones, and E-Zone for the older children and teens. [ha](#)

*Above: Winnie Chiu, President and Executive Director of Dorsett Hospitality International and Stephen Cloobek, Founder and Chairman of Diamond Resorts International formalizing the affiliation between the two hospitality giants.*

*Below: Centara Kata Resort Phuket's main pool.*



## Sunny Days Ahead

SUNTEC Singapore Convention and Exhibition Centre has thrown open its doors to MICE once again after year-long renovation works. The rejuvenated convention centre now boasts a modernized façade including a three-storey interactive digital wall, and amenities such as free Wi-Fi throughout its premises.

Looking ahead, the convention centre has a calendar packed with events for the rest of 2013, including Spikes Asia 2013 and the Singapore Chinese Chamber of Commerce and Industry's SME events. [ha](#)





Funtasy Island

## Fun, Fun, Fun

Asian hospitality chain Meritus Hotels & Resorts (MHR) has signed a Memorandum of Agreement with Funtasy Island Development (FID) Pte Ltd for the management of a deluxe resort development comprising a 200-room condotel, a 230-suite hotel, and an aggregate of 413-unit villas on Funtasy Island – envisioned to be the largest eco theme park and the first gated island community in the world.

Located on Riau Islands, Indonesia and slated to open in 2014, Funtasy Island will house hotel suites and villas complementing retail, convention, dining and recreational facilities – all spread over 810 acres of pristine tropical islands situated between Batam and Singapore.

A mere 16 kilometres off the coast of Singapore, Funtasy Island will be accessible via a 20-minute luxury yacht or ferry ride from the Harbourfront ferry terminal. The island is approximately two-thirds the size of Sentosa island, with 70 percent of its total area being preserved as a nature sanctuary. Eco-themed activities will include aquaculture tours in the surrounding waters as well as

nature trails, allowing visitors to explore the island's unspoiled environment. Upon completion Funtasy Island shall be the first development of its kind near Singapore, keeping holidaymakers and corporate travellers close to attractions such as Universal Studios, Resorts World, Marina Bay Sands, and Orchard Road, whilst enjoying the natural seclusion of a private island. **ha**

## Yoo-Hoo

Yoo, the world's leading design company founded by international property entrepreneur John Hitchcox and celebrated designer, Philippe Starck, launched its new branded residences and first yoo Hotel, Aqua Boracay on the island of Boracay in the Philippines. This is the latest in a string of successful new projects in Asia as yoo builds its presence in the region, including; LOFT Niseko (Japan), yoo Residence (Hong Kong), Mira Moon Hotel (Hong Kong) and Aqua Iguazu, (The Philippines).

yoo has over 13 years' experience leading the way in the residential market and has created over 10,000 homes worldwide. The clear and strong

brand ethos of building communities and conscious living, allow residents to become aware of their surroundings and responsibilities to it. The mantra 'original design enhances life' permeates everything that yoo do, and remains a driving force behind the property brand's potency in the marketplace. **ha**

## Life's A Beach

The much-anticipated 180-suite Pan Pacific Serviced Suites Beach Road, Singapore has opened its doors, following the successful debut of the first Pan Pacific Serviced Suites in Singapore in 2008 and subsequent openings in Bangkok, Thailand and Ningbo, China.

Strategically located close to the rich cultural districts of Haji Lane and Arab Street as well as the Marina Bay Central Business District, Pan Pacific Serviced Suites Beach Road represents modern luxurious living at its finest.

Some of its notable offerings include a 24-hour Personal Assistant service, a signature feature of all Pan Pacific Serviced Suites, as well as a rooftop fitness centre and swimming pool providing spectacular views of the city's skyline. **ha**





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



SINGAPORE  
PROMISING  
BRAND AWARD  
WINNER 2002



*Spirit of Enterprise*  
Honour & Inspire

Call us at **(65) 6288 2828** as your partner in Professional Pest Management



39, Ubi Road 1 #06-01, World Publications Building, Singapore 408695  
Email: [pestbust@singnet.com.sg](mailto:pestbust@singnet.com.sg) | Web: [www.pestbusters.com.sg](http://www.pestbusters.com.sg)  
Singapore | Malaysia | Thailand | Vietnam | Cambodia | Philippines | Indonesia | Myanmar





### Chalking Up The Penta

The pentahotels group will open five hotels with a total of 573 rooms in Belgium by the end of 2013, including its first airport hotel. The hotel group has signed an agreement to take over management of the current Mercure Brussels Centre Louise, Alliance Hotel Brussels Airport, Mercure Liège, Alliance Hotel Brussels Expo and Mercure Leuven Centre.

The addition of the Belgium properties, in addition to seven pentahotels opening this year in the U.K., the Czech Republic and Hong Kong, represents the highest growth period in the company history. The pentahotels portfolio will expand by 70 percent from the current 2,925 rooms to 5,000 rooms in 27 locations worldwide in 2013. Currently, pentahotels operates 11 hotels in Germany, one each in the U.K. and Austria, and two in mainland China.

Pentahotels is targeting 80 hotels in operation worldwide by 2020. Asia will play a significant role in this expansion, indicated not only by the opening of the 695-room pentahotel Hong Kong, Kowloon in summer 2013, but additional pentahotels opening in mainland China in 2014: the 204-room pentahotel Guiyang and 384-room pentahotel Shenyang. **ha**

*Above (left to right): Ramada Singapore at Zhongshan Park provides guests with home-away-from-home amenities. The Receiving Area at the Al Bait*

### GHM Signs Management Deal For Al Bait Hotel

GHM expanded its hospitality interests on the Arabian Peninsula March 11 when the luxury hotel group signed a contract to manage the Al Bait Sharjah hotel, scheduled to open in early 2015 in the U.A.E.

GHM currently manages The Chedi Muscat in Oman and is planning to open The Chedi Khorfakkan in 2015. In Sharjah, the hotel project will unveil 54 hotel rooms across four categories of accommodation, as well as a spa and dining facilities that include a traditional Arabic tea and coffee house. Wall-mounted lanterns, arched porticos, rooftop terraces, and a warren of pedestrian arteries coursing through the compound will inform the hotel's Arabic ambience. Many of the rooms at the Al Bait will open onto intimate, interior courtyards.

Five of the buildings within the nascent hotel compound are decades-old heritage buildings, once owned by prominent residents and today retained with due respect for their original layout and function. Seasoned walls of coral support one of the aged homes. Another will continue to function as a library and museum.

The Souq Al Arsa, a traditional open-air marketplace, will wind through the core of the hotel property, forming a pedestrian thoroughfare that promises a lively, interactive guest experience. **ha**

### Ramada Singapore at Zhongshan Park Opens Its Doors

Managed by Wyndham Hotel Group, Ramada Singapore at Zhongshan Park opened on 18 May 2013 and follows the successful opening of the Days Hotels Singapore at Zhongshan Park in December 2012. The 17-storey Ramada Singapore at Zhongshan Park is currently the only four-star international chain hotel in the Novena area. Offering a combined total of almost 800 rooms across the three- and four-star hotel segment, Ramada and Days Hotels Singapore at Zhongshan Park is the first hotel-by-the-park development in the country and plays an integral part in the transformation of the Balestier locale.

Driven by the promise of delivering outstanding service, the 384-room Ramada Singapore at Zhongshan Park provides guests with home-away-from-home amenities and modern conveniences such as flat screen TVs with cable channel access, complimentary in-room WIFI access, and around-the-clock room service. The contemporary elegance of its distinctive decor and refined touches, together with facilities such as the 30-meter swimming pool, 24-hour gym, Heritage Lounge and business centre creates a stress-free visit that will leave business and leisure travellers refreshed and restored. The hotel also features an all-day dining restaurant, Flavours at Zhongshan Park, offering Straits Chinese as well as western cuisines. **ha**

## Wyndham Hotel Group Introduces Two Hotel Brands Into Singapore

Wyndham Hotel Group has announced the company's entry into Singapore with the opening of two properties: Ramada Singapore at Zhongshan Park and Days Hotel Singapore at Zhongshan Park.

Both hotels, managed by Wyndham Hotel Group, are located at Zhongshan Park, the newest development area in Singapore, and are part of an integrated development that includes a commercial tower and shopping mall. Zhongshan Park is a fundamental component of Singapore's Identity Plan to rejuvenate the Balestier area and illustrate the culture and history of Singapore. **ha**

## Designed To Win

The St. Regis Bali Resort was recognized with a Gold Medal Award for Top Luxury Resort Design at Hospitality Design Furniture Luxurious Project Asia Awards 2013. The St. Regis Bali Resort was recognized over a selected number of Asia Pacific's hotels at the 2nd Annual Hospitality Design Furniture Luxurious Project Asia Summit & Award 2013 on 11th March 2013 at Max Atria, Singapore Expo. The H.D.F Luxurious Projects Asia Summit 2013 was created in 2012 to foster linkages and harness synergies between hospitality, design and furniture industries as well as promoting design excellence and trends in Asia's luxurious projects segment. **ha**

## Getting Handy

The newly opened Days Hotel Singapore at Zhongshan Park has become the first property in the country to offer travellers a unique service called 'Handy', a convenient smartphone rental service specifically designed for travellers visiting Singapore.

'Handy' will be available to customers with a one-night package stay at Days Hotel Singapore at an attractive rate of S\$142. Also available at an affordable rental fee of S\$18nett per day, 'Handy' will provide travellers with a Samsung Galaxy Note device, which comes with unlimited 3G internet access, as well as unlimited phone calls to 26 countries, Singapore inclusive. The device will also be preloaded with a mobile city guide specifically designed for tourists visiting Singapore and a handpicked selection of other travel-friendly smartphone applications. The hotel has teamed up with Tink Labs, a Hong Kong based company, for this service which provides a comprehensive mobile travel platform to inbound travellers. **ha**



A convenient smartphone rental service specifically designed for travellers visiting Singapore.



**TASTE THE FUTURE**

[www.anuga.com](http://www.anuga.com)



**10 specialized trade shows under one roof**

**COLOGNE,**  
**05.-09.10.2013**

**Buy your admission ticket  
online now and save up to 42 %!**

Koelnmesse Pte. Ltd.  
152 Beach Road, #25-05 Gateway East, Singapore 189721  
Tel. +65 65006700, Fax +65 62948403  
[L.how@koelnmesse.com.sg](mailto:L.how@koelnmesse.com.sg)

Koelnmesse GmbH, Messeplatz 1, 50679 Köln, Germany  
Tel. +49 1806 002 200, Fax +49 221 821-99 1010  
[anuga@visitor.koelnmesse.de](mailto:anuga@visitor.koelnmesse.de)





# Build, And They Will Come

The numbers speak for themselves. The Construction Pipeline Report released in November 2012 by hotel research firm STR Global truly does show the real scenario when it comes to the number of hotel rooms Asia will soon have. The report states that 667 hotels are expected to open in 2013, with 1,767 hotels currently in the development phase or in construction in the Asia-Pacific region.



**T**he number of rooms means that there is a huge killing to be made in fit-out. From big-ticket, luxury bespoke resorts, to smaller, exclusive heritage properties, right down to the not-as-glitzy but still bankable mid-scale hotels, it is both a buyer's and seller's market. Large chunks of a bottom line can be made both with entry-level products, as well as designer-led fixtures and furnishings. As Malaysia's premier luxury fit-out specialist, Federal Furniture Holdings (M) Sdn Bhd Managing Director Dato' Choy Wai Hin says, "The fit-out business in Malaysia is on an uptrend, but it is not without risk, both for hotel owners and developers and fit-out providers."

Choy was born into a family of carpenters with uncanny skill both with their hands as well as their minds. Choy's father, Dato' Dr Choy Fook On, was one of the pioneers of Malaysia's furniture industry. From crafting chairs and desks by hand and delivering them personally to clients around Jinjang in Selangor, to turning his burgeoning company into a partnership and finally being the first furniture manufacturing firm to list on the Malaysian Bourse in 1990, the elder Choy has passed down much of his business savviness to his three children, all of whom are in some way connected to the family business.

Federal Furniture Holdings occupies leading positions in the various segments of the Malaysian

*The Majestic Kuala Lumpur lives up to its name.*





*Clockwise from the top: Federal Furniture Holdings (M) Sdn Bhd Managing Director Dato' Choy Wai Hin, Luxury sleep at The Majestic Kuala Lumpur, Every detail in the Majestic was a labour of painstaking craftsmanship.*

furniture industry through its three main operating divisions of interior fit-out, manufacturing and export, and retail. The company's prominence in the industry is attributed to its ability to leverage on its over 45 years of expertise and experience to provide customers with a complete end-to-end solution.

The company rode the crest of the newly industrializing Malaysia when the nation's first hotels began sprouting up in the Eighties. "In the Eighties the company had grown substantially. We had a retail business, but there was a growing construction market. We were not interior designers – there was no such thing then. We were contractors who worked under the purview of architects," shares Choy.

It would be difficult to name any hotel which was built in the Eighties which did not seek out the company's expertise. Towards the latter part of the decade the company focused on the higher end hotels and brands which demanded high-end architectural millwork, custom made furniture, fixtures and furnishings.

Their list of contracts speaks of the who's who in hotel brands, from Mandarin Oriental Kuala Lumpur, Ritz Carlton Kuala Lumpur, Pangkor Laut Resort,

Andaman Resort, and very recently, The Majestic Kuala Lumpur. The company is also working on the St Regis Kuala Lumpur, which is a RM33 million project needing customized, bespoke fit-out with a pre-fabricated approach, meaning that medium density fibreboard and whatever woodwork needed is pre-measured, right down to the holes for electrical outlets, and then installed at the hotel.

"The interior designers, as a profession, share a lot of similarities with us. They are about the aesthetic, the touch and feel and elements of space planning. I'm not a design disciple (Choy is a civil engineer by qualification), I'm about manufacturing and installation. That's like how being an F1 driver does not make one an F1 automotive engineer. The way we work is we bring to life what designers draw out. We speak to high-end owners and developers about what they want to achieve and we make it happen. We are not a mass, budget-hotel fit-out company. We develop and maintain a deep reserve of highly skilled carpenters, artisans and tradesmen required to execute a typical high quality project. Some of our tradesmen have been working for the company for over 30 years. Federal Furniture Industries Sdn Bhd (FFI) is probably the best equipped fit-out company in Malaysia, with over 185,000 sq. ft. of production space equipped with CNC technology, dust-free spray painting rooms, and a vast area for full assembly and QC of all our fixtures before being dispatched to site. Large scale, complex fit-out projects demand leading edge project management practices. At FFI we have a core team of well trained and experienced project managers, backed by a strong logistics team to coordinate, deliver and install furniture and fixtures according to schedule. We employ web-based project information and tracking system to enable total coordination of information and work flow for each project." To underscore that, FFI has also embarked on projects internationally, such as The Cosmopolitan of Las Vegas and Radisson Hotel Sydney.





The finest cuisines  
with a gourmet spin

Modern (48) Classics

Celebrating 48 Glorious Years



## Celebrity Chefs:



### Chef Grant MacPherson

He's cooked alongside culinary stars and his dishes savoured by heads of state and celebrities.

Date: 12-18 Aug  
Venue: The Olive



### Chef Edward Kwon

Often described as Asia's Jamie Oliver, he's made it his mission to globalise Korean cuisine.

Date: 29 Aug-1 Sept  
Venue: Litude Restaurant Bar & Lounge



### Chef Rodrigo de la Calle

He specialises in uncommon plant species and often makes vegetables the centrestage in his dishes.

Date: 2-8 Sept  
Venue: The Olive



### Chef Lai Yau Tim

Many of his traditional Cantonese cuisine signature dishes are considered exotic.

Date: 5-8 Sept  
Venue: Imperial Rama

## Resident Chefs:



### Chef Ikuo Umeda (Japanese)

He runs 3 restaurants in Japan and the Philippines, and believes in never compromising on quality to produce exceptional dishes.

Venue: Litude Restaurant Bar & Lounge



### Chef Yi Jun Hu (Chinese)

A master of famous Chinese noodles, his signature dishes "Lan Zhou" Ramien and "Shan Xi" Long Feng Mien are a must-try.

Venue: Litude Restaurant Bar & Lounge



### Chef Angel Jimenez Mendez (Spanish)

This Spanish specialty chef has trained with Michelin star chefs and serves a mean foie gras with pineapple saffron and vanilla.

Venue: Litude Restaurant Bar & Lounge



### Chef Oliver Lopez (Group Chef)

Our very own homegrown chef specialises in Continental cuisine, specifically French and Italian, evident from his delectable creations.

Venue: Litude Restaurant Bar & Lounge





A tour of The Majestic in Kuala Lumpur (the company also worked on The Majestic Malacca) presents a beautifully restored heritage hotel, but the devil is in the details. Look closely and marvel at the fact that the weight bearing pillars which stretch from the lobby to the roof seem to be covered with a seamless piece of wood veneer, with no joints. The escalators, lift doors and ballroom door panels have wood grain in a herringbone pattern which meets up perfectly. Now that is craftsmanship!

### Much Ado About Space

Being just out of the hive of commerce and hospitality offerings that is Kuala Lumpur Sentral has been a plus point for Best Western Premier Dua Sentral. For one thing, the building is not just another metal tree in a concrete jungle. For another, guests love that they get the same kind of proximity and ease of access to public transport and areas of interest at sizably less of a cost. They also get a whole lot more real estate, as the hotel was initially earmarked as serviced apartments. So while the property "does not have the luxury of a ballroom since the original design had no plans for one," Naresh Mohan, President and Chief Executive Officer of Trinidad Holdings Sdn. Bhd who is driving the Best Western expansion in Malaysia, believes that guests will fall in love with the room design just as he did. "We tweaked it to suit the hotel versus apartment environment. All units are a good size, even the deluxe room, which fits two queen beds. Personally, my favourite aspect of the rooms is the fact that the bedrooms are separated from the living area. It allows couples who travel together some privacy. The lady may want to rest in bed while the man works in the living room or has visitors there."



One of the things Best Western Premier Dua Sentral surprises with is cutting edge interior design. "We're surrounded by super hotels. To make a mark, we had to make a statement. KL is a very trendy city and we kept up with that, selecting the right interior designer to translate those requirements (Parker Carroll Design was selected). We don't have to always spend lots of money to look nice. We started with one major budget from the developer (Amanah Raya Berhad) and broke it down. We spent more on certain items like the wall lamps. We selected carpet tiles instead of Axminster carpets for high traffic areas like the lounge, because it would also be more practical to replace if drinks fell. We went for bright colours and an eclectic mish mash because of the physical constraints. The lounge had a low ceiling so we made the ceiling, walls and floor one hue of grey to blur the distinction between ceiling and wall. The eclectic furniture in bright colours draws the eye and makes one forget they are in a smaller space. Even the photos on the wall are placed below eye level to draw the eye down," says Naresh, giving a Best Western Premier Dua Sentral ID crash course.

*Clockwise from the top: Bright colours add a splash of character to the lifestyle areas of Best Western Premier Dua Sentral, Naresh Mohan, President and Chief Executive Officer of Trinidad Holdings Sdn. Bhd., Lamps with attitude add to the character of Best Western Premier Dua Sentral's ID.*



### Cool Blu

Blu Water Studio is an award winning design studio providing interior design consultancy services specializing in hotels, resorts and restaurants. Formed by highly talented designers with over 20 years of experience in the design industry, the firm is dedicated to creating compelling and all-encompassing branded solutions with unique and distinctive designs, striving for passion and individualism at the core of each project.

Lai Siew Hong, Chief Executive Designer of Blu Water Studio believes in bringing his clientele instant recognition while maximizing the consumer's experience. "Our approach is to understand every aspect of our clients' brand and spirit, translating corporate identities into physical forms. By blending our experience, innovation and solid business principles, Blu Water Studio creates environments that inspire memorable experiences," notes Lai.

Lai, a graduate of State University of New York, has worked in his field for 25 years, providing a wide variety of clients with elegant design solutions for their interior space planning and corporate identity. Although Blu Water Studio was established only just

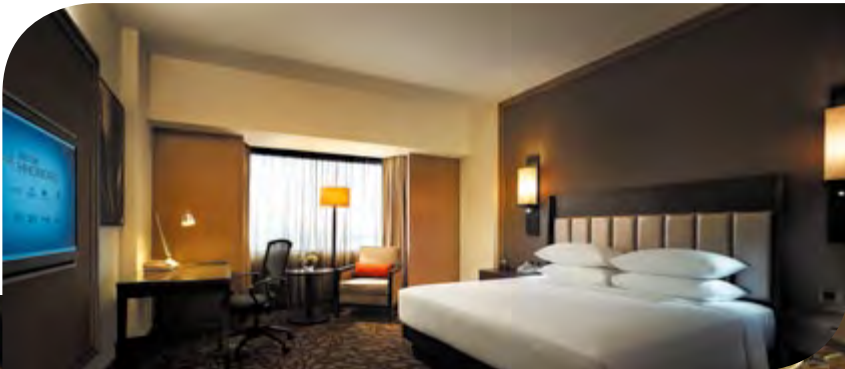
three years ago (Lai used to be the Design Director for Axis Identity Group and the Managing Director of Axis Network Design Consultants Sdn Bhd), spearheaded by Lai the Blu Water team has been repeatedly commended by the Malaysian Institute of Interior Designers as well as the Interior Design Association of Hong Kong.

Lai has worked on the Hilton Petaling Jaya, Hotel Equatorial group of hotels, Aloft KL, and Traders Skybar. He is now working on Inagiku Hong Kong, Novotel Surabaya and Hotel Istana Kuala Lumpur, as well as some high-end residential developments like The Residences Kuala Lumpur and Sentral Residences.

Blu Water took the landmark Hilton Petaling Jaya into a new era when it designed its new makeover look. Walking through the design rational Lai shares, "The makeover kept the hotel sophisticated but cozy. Earthy colors are complemented with vibrant tangerine hues. Plant motifs, wood grained stones and tree bark textured wallpapers are reminiscent of Malaysian nature while soft carpets give domestic comfort so as to exude contemporary refinement with the impression of staying in a tranquil tropical retreat. When entering the executive lounge on the 21th floor, visitors find themselves in spatial luxury, achieved from modern classically styled lighting and furniture. Hibiscus patterned carpets lead to the ballroom, where silk panelling is punctuated with vertical leafy patterns made of hued timber against a golden mirrored background. 'Cartier Trinity Ring' inspired chandeliers add the final hint of glamour."

For more of Blu Water Studio's impressive portfolio, check out [www.bluwaterstudio.com](http://www.bluwaterstudio.com).

*Inset: Blu Water Studio took charge of the renovations for Hilton Petaling Jaya. Below: 'Cartier Trinity Ring' inspired chandeliers are the focus points of Hilton Petaling Jaya's ballroom.*





## Showers Of Delight

On a smaller, but no less important scale, bathroom fixtures are a big part of the overall feel of a hotel room or suite. Talking showers tends to split the audience into two camps: some like a gentle warm shower; others prefer an effective, powerful downpour. The bathroom and sanitation specialist Hansgrohe took a closer look at the shower-related behaviors and preferences of its customers, and the results of this research flowed straight into the development of the new Raindance Select E 120 hand shower, which now provides the right water experience for every need and every shower type, thanks to its innovative jet technology. And it does so at the click of a button: switching between the three types of water jet is ingeniously simple and convenient with the Select push-button.

"Our research shows that a large proportion of people want a powerful, tingling rain jet as well as the gentle, aerated jet", reports Hansgrohe Product Manager Steffen Erath. "These different preferences even emerge within families. Children often find a gentle stream more pleasant. Women with long hair need a forceful jet for rinsing out shampoo. And many people want both: the powerful downpour in the morning, and the gentle, relaxing shower in the evening. Our conclusion: a shower needs to do both."

The challenge for the Hansgrohe product development team and the in-house fluid stream research laboratory was therefore: how to cater for these different needs and wants in a single product? In the Raindance Select E 120, these experts came up with a world innovation that succeeds in combining the two different shower types. The innovative technology generously distributes two streams of rain, forceful and gentle, across the entire area of the shower face. A third option to choose from is the invigorating massage jet.



## The South Beach Diet

One entity which has made environmental design and green technology part of their development projects is the CDL Consortium. CDL is developing a commercial and residential complex to be located on Beach Road in Singapore. The new development will comprise offices, a hotel, shops and residences. The project includes the restoration of four conservation buildings — the former Non-Commissioned Officers' (NCO) Club building and part of the former Beach Road Camp.

CDL will adopt an environmental design and green technology to create a distinctive, high-quality development that fits in well with Singapore's tropical climate and urban context. Designed by British architectural firm Foster and Partners, a key feature of the winning design is a natural canopy that covers the open spaces, linking conservation buildings with the two high-rise towers and providing shelter from the elements and drawing air currents to cool the area beneath it. The canopy rises at some areas and lowers at others, resembling

*Above: Hansgrohe's Raindance Select E 120 hand shower provides the right water experience for every need and every shower type.*

*Below: CDL is developing a commercial and residential complex to be located on Beach Road in Singapore.*





## Select your Shower Pleasure.

### Raindance® Select.

Rinse out shampoo with a strong Rain spray, relax under soft RainAir drops, or a massage with the concentrated whirl spray. All you have to do is choose your favourite spray on the Raindance Select E 120 hand shower by clicking the "Select" button.

[www.hansgrohe.com.sg/select](http://www.hansgrohe.com.sg/select)

SELECT

**Hansgrohe Pte Ltd** · 69 Mohamed Sultan Road · Singapore 239015  
Tel: 6884 5060 · Fax: 6884 5071 · Website: [www.hansgrohe.com.sg](http://www.hansgrohe.com.sg)  
Email: [info@hansgrohe.com.sg](mailto:info@hansgrohe.com.sg)

**Malaysia Representative Office:** Penthouse (Level 27), Centrepoint South, The Boulevard, Mid Valley City, Lingkaran Syed Putra, 59200 Kuala Lumpur, Tel: 03 2096 9581/9582, Fax: 03 2096 9782

**KUALA LUMPUR · Bina Warehouse**, 22 Jalan Kampong Attap, Tel: 03 2274 6111  
**Bina Warehouse**, Lot 1.20, 1st Floor, Viva Home, 85 Jalan Loke Yew, Tel: 03 9281 7812  
**Living Bathrooms**, 213 & 211, Jalan Maarof, 59100 Bangsar, Tel: 03 2093 9555

**PETALING JAYA · Agrow Corporation**, 2B-1 Ground Floor, Jalan SS6/6 Kelana Jaya, Tel: 03 7805 4748 · **Bina Warehouse**, 7A Jalan 215, Tel: 03 7781 5269 · **IPOH · Bina Warehouse**, No. 1 Jalan Toh Puan Chah, Tel: 05 2411 846 · **PENANG · Wang Chun**, 144-F Anson Road, Tel: 04 2294 984 · **LABUAN · Fung Hing**, 2 Jalan Putri Malu, Tel: 087 413 229 · **KOTA KINABALU · Fung Hing**, 10 & 12, Lorong Margosa Dua, Luyang Phase 8, Jalan Kolam, Tel: 088 216 805 · **KUCHING · Madaya**, 7760, Section 64, KTLD, Jalan Datuk Abang Rahim, Tel: 082 335 685



Also available with EcoSmart technology: saving water and energy.



huge waves. Some parts of the canopy hover around one conservation block, another covers it, while yet another part appears to go into a block. Other parts of the canopy also appear to rise skywards, covering part of the façades of the two new towers.

## Feeding The Business

The only thing surpassing the boom in hotel openings in Asia is the entry of new hopefuls into the Singaporean F&B market. Boutique hotelier Loh Lik Peng has gorgeously appointed, design-led hotels in Singapore (New Majestic, Wanderlust), London (Town Hall Hotel and Apartments) and Shanghai (The Waterhouse At South Bund), but he also loves the society which food gathers to itself. Hence, he is also involved in some of Singapore's hottest restaurants, including Majestic Restaurant, Jing, Restaurant Ember, Cocotte, Esquina, Pollen, Majestic Bay Seafood Restaurant and The Market Grill.

To help bring his dining establishments to life, Loh works closely with architect Antonio Eraso of Antonio Eraso Co. "It's difficult to tell what will make a restaurant succeed," muses Loh. You need all factors – concept, ambiance, service, F&B pricing, lifestyle and good operations. Very few restaurants survive due to design and concept alone. Ember has been around for ten years. We have a strong regular customer base. Ember provided reliability in terms of good food, pricing and service. One must be passionate and in love with the F&B business because it is a very expensive toy. Deep pockets are very necessary!"

As to how Loh selects his properties, hotels and well as restaurants, he says it always begins with "falling in love with the property or location." While he uses a different interior designer for each property, he has called on Eraso more than once for the restaurant part of the business.

"When building a branded hotel such as a Starwood, there are many guidelines and requirements. While I specialize in tropical properties, I do a lot more work for restaurants including in New York and Europe, because I prefer to work with owners who dare to be different. Being given ideas

from magazines or shown other properties is not enjoyable for me. Lik Peng is easy to work with as he is familiar with the operations side of things. He comes out with a specific, precise idea and concept and I start the design work. He's not fickle. He is very precise in what he wants," says Eraso.

## Scaling Even Greater Heights

A man who knows what he wants is Senior Vice President – Hotel Operations, Resorts World Berhad, Edward Holloway. The dapper South African was the driving force behind the superlative-filled LTITUDE Restaurant, Bar and Lounge at Genting Club. This brand new all-inclusive lifestyle space was designed as a lifestyle outlet with an element of gaming. Its offerings encompass entertainment, top-class dining and a whistle-inducing range of premium whiskies, wines and mixology. "There are so many F&B options in KL of high standards. We wanted that kind of lifestyle product for the Genting crowd. It was designed to add energy and a new market for Genting," shares Holloway.

He and his team began with 35,000 sq feet of space. "We knew it was going to be a lifestyle product. We wanted it to have pizzazz now and keep that pizzazz in the future. It was tricky because it was a big area. The challenge was how to make it not look empty from Monday to Thursday, and then, on weekends, to make it look spacious," he shares.

To do this the space was divided into three zones or balloons, and the team of Holloway, Assistant Club Director of Genting Club, Devan; Ganaesan Subramaniam, Vice President – Genting Grand;

*Left: Wanderlust, designed by boutique hotelier Loh Lik Peng. Below: LTITUDE – the view from a high new point.*



Alex Chan, Assistant F&B Manager – Marketing, and Corporate Chef Oliver Lopez decided on what each individual space would feature. Winnie Lim, General Manager – Genting Club would eventually be handed the complete project to manage and market.

360 was designed as a place for cool entertainment, with the music starting light and then getting more pumped as the night progressed. It features the best live bands, sound systems and AV set up. The bar and the lounge are for people who want to do things in groups. Perfect for private soirees and wine tastings, it is also an open-air space which capitalizes on the Genting climate.

"We wanted a fireplace. I said to the designer, 'I don't know how you are going to do it, but we want a fireplace. LTITUDE is the first place in Malaysia where people can sit by a fireplace like in Aspen, Australia or Japan. The designers built a story around the fireplace, so that is how we have the MOOIS charcoal furniture that is designed to look as if it has been too near to the fire," says the proud curator.

Another interest-grabbing item is the floor to ceiling ice machine which dispenses ice from a big brass chute. Yet another contraption is a machine which pours wine from the gigantic bottles available at LTITUDE. The venue has some vintages in all sizes, from the standard bottle, working upwards to the Magnum, Double Magnum, Jeroboam, Rehoboam, Imperial, Methuselah, Salmanazar, Balthazar and the 15-litre Nebuchadnezzar which holds about 20 bottles of wine.

"I spend a lot of my free time googling odd phrases like 'how to pour really big bottles of wine'.

A lot of my time is spent on research, from menu to concepts. All the crockery at LTITUDE is from Villeroy & Boch, while the small plates are all different, made by a small company in Greece which I discovered three years ago at FHM Singapore. Since the concept of the restaurant is metallic, with copper, bronze and browns, I picked a platinum metallic feel on the plates," shares the detailed Senior Vice President.

At LTITUDE patrons can sit anywhere and order anything from three zones – Small Plates, Ovens and Noodles. As forward thinking as ever, Holloway chose to not pigeon-hole the types of cuisine served at the venue, and instead group food offerings by methodology of preparation. "Small Plates can be Japanese, Chinese or Spanish, even Korean. Everything was designed around methods of cooking and not the culture of cuisines because it is not only the Chinese who eat noodles, nor is it only the Italians who eat spaghetti," elaborates Holloway.

The way food is served is also a departure from the norm. "People these days don't want food to appear like boom, boom, boom. They want to eat and drink, maybe enjoy some tapas or antipasti. We can offer xiaolongbao with abalone, or foie gras and tuna belly in portions that needn't be shared. And let me tell you, you haven't eaten steak until you have tasted ours!"

With all pistons pumping, the creative powerhouse is all set to ensure that Genting continues to deliver one-of-a-kind experiences to guests. With 48 magical years under its belt, the City of Entertainment is good for the next 48, with the kind of creative genius it has on hand.

*Inset: LTITUDE's bar and lounge look over the theme park. Below: LTITUDE Restaurant, Bar and Lounge at Genting Club.*







## Be Your Own Designer

When you're in the driving seat it is much easier to ensure what's in your head is translated to your kitchen space. Federal Furniture Lifestyle Sdn Bhd's retail arm, Kitchen Plus, is all about choice and doing things the way a kitchen owner wants it. Offering everything (and the kitchen sink!) for the dream kitchen, Kitchen Plus offers solutions for all kinds of cooks and all kinds of budgets. From unique storage solutions, to eco-friendly kitchens, and for kitchens in homes the size of walk-in closets and kitchens bigger than walk-in closets, Kitchen Plus is a walk through a panorama of possibilities.

James Ball, General Manager of Kitchen Plus shares what the store is about. "We've been open a year, come July, and we are based on the idea of giving customers what they want. No other kitchen retailer has the kind of space Kitchen Plus offers, and with that we offer solutions for everybody, not just those with an RM200,000 budget. In a sense, we are an AirAsia concept store, where everyone can own a kitchen. We offer choice, savings and quality with a product mix of new as well as familiar brands, displayed by product type."

Aspirational designs include the Eco Series of kitchens for those who take green living seriously. The eco kitchens offer cabinets made from sustainable materials, kitted out with devices to keep air clean, along with appliances which are energy efficient. Technology also makes an appearance in these dream kitchens with 'carriage' styled cabinets which allows access to higher cabinets by way of an easy, pull-down mechanism. For more information [www.kitchenplus.com.my](http://www.kitchenplus.com.my).



Above: Kitchens in every shape, shade and price range from Kitchen Plus. Left: James Ball, GM of Kitchen Plus with the iconic Smeg fridges.

## Green Positioning

One of the leaders of sustainability-led hospitality is GPS Development Services Pte Ltd. The commercialized arm of Banyan Tree, GPS Development Services (GPS) provides development and technical expertise internally within the Group as well as to external parties. It is the first Singapore company to partner with EC3 Global, the international environmental management and certification company that owns and manages the EarthCheck programme. The partnership means that GPS is able to deliver end-to-end sustainable tourism development services and expertise to external parties, overseeing the entire process. Through their successful implementation of sustainable projects for Banyan Tree's portfolio of properties, GPS will leverage on their expertise in project planning, development management, green technical advisory and engineering technology, whilst evolving in its own expertise on engaged destination management, building and precinct planning and design standards, community and destination master planning and certification.

"With this kind of alliance, GPS is able to ramp up its pipeline of external clients in new markets and work together with others to offer a multidisciplinary team that can provide end-to-end solutions for our clients," says Lim See Bee, Managing Director of GPS. She added, "These partnerships also enable GPS to provide confidence to development approval

agencies that all aspects of the project have been considered through an independent assessment of sustainability and buildability performance."

GPS will continue extending the Banyan Tree Group's and its other Partners' participation in Green, Universal Designs, and Buildability Certifications, with a view to helping increase the global hospitality awareness of the different aspects of Sustainable Developments.

"We try to practice our philosophy of CSR, accessible designs and green ideas where possible – so the way the buildings are planned, sited, constructed, finished with specific materials, landscaped for balanced micro-biospheres, how construction and operational wastes removed, will mirror our service concept of using sustainable products," says Lim, referring to many of our owned Banyan Tree projects like Banyan Tree Phuket, the first to open in 1994.

Lim believes that people are choosing hotels more for the lifestyle experience than for just comfort and the accessibility their locations offer. "With new easy access and constant exposure to various media, guests are very enlightened and more discriminating in their choices – many people now even try to match their belief systems to the places they chose to travel to and where they stay; so our CSR philosophy tends to resonate with many, both our Clients and ultimately the guests"

GPS always bears in mind its unwavering commitment to sustainability and sensitivity to the environment; the products aspired to for the clients will be managed for their specific locale and context. The encouraged use of indigenous materials and reference to vernacular designs in all our projects emphasize this fact.

From the very first Banyan Trees in Thailand, Indonesia, and Maldives, to the latest offering to open in 2014, Banyan Tree Yangshuo, features like the use of electric powered vehicles, solar paneled buggies and heaters, heat pumps and river water cooling, rainwater panels and grey water recycling, are part of the considerations for innovation that GPS will continue to advocate. 

*Below: An aerial shot of Banyan Tree Mayakoba, designed by Banyan Tree, developed by GPS Development Services.*  
*At the bottom (left to right): Banyan Tree Madivaru, another creative from Banyan Tree. Banyan Tree Lijiang, the pagoda exterior designed by Banyan Tree.*





Catch him in one of his rare sit-down moments where he forces himself to refuel with a quick meal, and you see the affable hotelier manifested. His phone beeps, but he gives a guest his full attention. He listens with the intensity of an ethno-botanist storing data. He is so in tune with what is happening in social media, dining trends and entertainment concepts, that when he designs something, it is light years ahead of any conceivable competition. The might of his creativity, backed by the financial investment clout of one of Asia's most successful businesses benefits every party with vested interest, from the owners and supreme management echelons, right down to the Taiwanese tourist, delighted to be able to enjoy a bowl of completely authentic noodles in one of the 50 restaurants in the integrated resort.

"Genting is the most exciting hotel group to be in. No hotelier has a better job than I do," he says. "At any given year we are refurbishing up to a thousand rooms. We average 4.5 new concepts and restaurants a year. We do 57 tonnes of laundry a year, and we have two laundries of 35,000 square feet each!"

The other side of Holloway's post is the strategic level where he develops programmes on how to keep moving forward. The next five years are going to be very exciting, with new, up-to-date concepts, and an enhanced focus on rooms. Although he has sometimes to compel himself to sit down for a meal, food is something which drives Holloway. "No matter how we update an outlet or how we transform a traditional restaurant to a modern concept, I believe in respecting and upholding traditional



recipes and methods of cooking. Honest food is very important to me. What I mean by honest food is the right ingredients, cooked in the right way, served in the right atmosphere and environment, at the right price," he stresses.

Bubbles & Bites, a chic, modern take on a contemporary diner is a case in point. The pizzas served here are made from grade 00 Italian flour from Tuscany, as are the handmade pastas. (In Italy, flour is classified either as 1, 0, or 00, and refers to how finely ground the flour is and how much of the bran and germ have been removed. Doppio zero or 00 is the most highly refined). Everything is original, from recipe to ingredients. "We need to honour the integrity of food! When we planned The Bakery, I had in mind a Continental bakery, with proper French pastries, proper Italian breads. One year into operations, we doubled up profit per square foot. If we put purpose into what we do, the money will come in eventually," asserts the South African, who holds permanent

residence status in Malaysia. People are as important to Holloway as the bottom-line. He singles out Nazira 'Nazzie' Banu, the Assistant Manager of Bubbles & Bites as a case study. "She was a waitress with room service when I met her. I found her friendly and upbeat, so when The Bakery needed staff, I took the opportunity to bring in the element of friendlier service. Nazira created a ripple effect. Other staff became friendlier and now The Bakery is the outlet with the friendliest service. There are a lot of Nazzies around. As management, we need to find them and channel them into roles of leadership."

The best accolades about a leader come from his reporting line. In Holloway's case, Nazzie says, "He really wants to see me progress. I feel he is really interested in me as an employee and I, in turn, am honest to him when I tell him my challenges and ask his assistance with things that hamper my ability to perform." It's clearly a case of game, set and match. **ha**

## Man Of The Moment

Just one of the things that make Edward Holloway, Senior Vice President – Hotel Operations, Resorts World Berhad stand out among his top executive contemporaries is how often he references his family. He speaks affectionately of his wife, Life Coach Tracey-Anne, calling her his "best friend, partner, hang-out buddy and girlfriend" and their two girls. The fascinating thing about this is the way his mind can continue to run at a thousand miles per second. He has data at his fingertips – he can list all the nine brands he oversees in order of rank and profitability at the drop of a hat. He knows just where the division of his 10,000 collective room inventory comes from. He has the well-being and advancement of his 4,500 staff and 900 chefs at heart, but he also knows that the 14 million covers that Resorts World serves per annum is the foundation he must build on to ensure constant growth, greater diversity and continued relevance.

# Ri-Yaz And Shine



He may be Group Chief Executive Officer of Ri-Yaz Hotels & Resorts, but Dato' Shaheen Shah channels no lesser a personage than Peter O'Toole in Lawrence of Arabia. There is that pale, aesthetic face; the quick eyes (though Darjeeling coloured and not blue), the mobile mouth, and lovely hands. It's a face that has built a Malaysian hospitality brand. While he credits his people with taking ownership of Ri-Yaz and all the hospitality properties the company manages, it is clear that he is the driving force of it all. It was his shoulders which took up the yoke of slog when he said to his new team, "We may not have enough money to build our own hotel yet, but by managing properties for other owners we will gain the experience which will prepare us when we do own our own property."

**T**he brand will have ten resorts completed in Malaysia in the next three years, and focus has now shifted to Indonesia, a market which Ri-Yaz entered three years ago. Offers from the Maldives and India – markets not originally planned as part of Ri-Yaz's strategy – have come a-calling, but originating from the delight that the owners experienced while being guests at Cyberview Resort & Spa, Malaysia, Ri-Yaz's best demonstration of its management capabilities.

It has not been all plain sailing though. Shaheen is quick to share that the Middle Eastern market has been a challenging one for Ri-Yaz. The company

had in fact pulled out of their first project there, admitting they were not yet ready to take on such a big role, but such was the relationship established that they are restarting the agreement. "It was not a failure," Shaheen exerts. "Just a case of not being ready, and needing to come back to Malaysia to draw up a new plan."

While the number of properties notched may give rise to speculation of acquisition for the sake of making up the numbers, Shaheen is quick to say that Ri-Yaz is a selective operator, choosing its properties with care, with the success of Cyberview Lodge always as a benchmark of their abilities as property managers.

People, however, still remain the joy of Shaheen's work life. "My most enjoyable moments establishing Ri-Yaz has been seeing my team get excited about what we do and really feeling an ownership of something. It has been a hard walk, with not a lot of money, but many ideas. We are not a family-run business but I have used family based values like respect and integrity as the pillars of the brand. I always believed it would work. I always saw the light at the end of the tunnel." The light in his face reflects that. **ha**



# Preserving Paradise

Island retreats are some of the most desired vacation spots in the world. But it takes a lot for island resorts to ensure their properties remain pest and insect free. Amit Oberoi, General Manager of the Shangri-La's Boracay Resort & Spa, located on one of the top ten best islands in the world, shares how PestBusters helped the resort overcome some natural challenges.



**The resort is located on 12 acres of land. Does the landscaping and plants present a challenge in that they harbor insects?**

Yes they do cause a challenge - that is why we have opted to work with a Singapore based professional pest management company in order to minimize pest activity in the resort through a healthy and environmentally friendly solution. PestBusters monitors and specifically sprays plants that are identified to be the most susceptible to harbor the eggs, such as the royal palm, travelers palm, bromeliads, etc.

**There is a bat sanctuary next to the property, and the use of pesticides is banned. How did PestBusters help the property overcome this problem?**

Shangri-La Boracay's Sanctuary project cares for the bat population by protecting their environment, ensuring enough fruit trees for their natural food and maintains a count of the bat population amongst other activities. PestBusters still survey and manages this forest with treatment that is safe for the bats.

**There was a fly situation in the property. What was the cause and how was it solved?**

Flies were caused by harborage from the Materials Recovery Facility (MRF) nearby the resort in a public location. It was rectified by PestBusters spraying anti-larvae chemicals regularly. Spraying is done every after rainfall and positive results are continually seen.

**All islands have the challenge of proper disposal of refuse. How has your property managed that, and how has it helped in keeping down the pests?**

We segregate all waste at source. We are currently in the process of an Environment Management System certification to support our commitment.

**Being surrounded by a lot of vegetation, are termites a big challenge in your property?**

Yes. This is rectified through anti-termite corrective treatment and baiting along with vigilant rounds.

**Many resorts have to resort to fogging, some as many as three times a day, in order to keep mosquitoes at bay. No fogging is carried out at Shangri-La Boracay. How is the mosquito problem kept in check?**

Numerous breeding grounds were identified during the construction stage including huge drums and pails used to test the water sprinkler system and water piping. They were left unattended after the tests and produce a massive infestation of mosquitoes. The infestation was taken care of once we found and properly disposed of the water containers. On an ongoing basis the trees in the forest are also inspected for holes and constantly filled with a cement of compact soil to prevent mosquitoes from breeding in them.

**PestBusters don't come cheap. Has PestBusters been a worthy investment for your pest control needs?**

Yes, price is not the main factor in this decision as lack of pest control has far reaching implications. We chose PestBusters for their scientific method, commitment and reliability which we find is worth the additional expense. We would surely recommend them to others. **ha**

# Explore Lifestyle Hospitality Careers

with Malaysia's Premier University College - specialising in  
Hospitality, Tourism, Events, Culinary, Retail, Business and Management.



## School of Hospitality Management

- KPT/JPS (KN9019) 04/13 • Bachelor of Hospitality Management (Honours)
- KPT/JPS (KN9011) 04/13 • Diploma in Hospitality Management
- KPT/JPS (KA9390) 01/14 • Foundation in Hospitality

## School of Tourism, Arts and Culture Management

- KPT/JPS (KN9019) 04/13 • Bachelor of Tourism Management (Honours)
- KPT/JPS (KN9012) 04/13 • Diploma in Tourism & Travel Management
- JPT/BPP (KA9738) 08/14 • Bachelor of Events Management (Honours)
- JPT/BPP (KA9870) 11/14 • Diploma in Events Management

## School of Culinary Arts

- KPT/JPS (KN9013) 04/13 • Diploma in Culinary Arts

## School of Business and Management

- JPT/BPP (KS4590128) 11/16 • Bachelor of Business Management (Honours)
- JPT/BPP (KA9782) 08/14 • Bachelor of Retail Management (Honours)
- JPT/BPP (KA9871) 10/14 • Diploma in Retail Management

## University English Centre

- KPT (JPS) 600-077644.1(81) • Integrated English Programme

**Apply  
Now!**

PTPTN /  
SCHOLARSHIPS  
AVAILABLE.

**REGISTER FOR JANUARY  
MAY & SEPTEMBER INTAKE!**

we are open | 9am - 6pm (weekdays)

MORE EXCITING PROGRAMMES COMING SOON.  
START EXPLORING AT [WWW.BERJAYA.EDU.MY](http://WWW.BERJAYA.EDU.MY)

**1<sup>st</sup>  
Job Priority  
& Professional  
& Work Placement  
For Our Graduates**

### OUR PRESTIGIOUS AWARDS



• BrandLaureate SMEs Chapter Awards 2010-2011  
• BEST BRANDS IN TOURISM,  
• HOSPITALITY, CULINARY &  
• RETAIL EDUCATION



• Hospitality Asia Platinum Awards 2010-2012  
• HOSPITALITY EDUCATION  
• EXCELLENCE



RECOGNITION OF QUALITY  
CULINARY EDUCATION  
WORLD ASSOCIATION  
OF CHEFS SOCIETIES

### LET'S GET CONNECTED



[berjaya.edu.my/facebook](http://berjaya.edu.my/facebook)



[berjaya.edu.my/twitter](http://berjaya.edu.my/twitter)



[berjaya.edu.my/youtube](http://berjaya.edu.my/youtube)



[berjaya.edu.my/concierge](http://berjaya.edu.my/concierge)



# Going From Strength To Strength

He is a pillar of Indonesian hospitality; a man of both action and thoughtfulness, with a slew of accolades and notable posts under his belt, including his post as Vice Chairman of the Bali Hotel Association. Jean-Charles Le Coz, General Manager of Nikko Bali Resort and Spa reflects on how Bali has changed and cemented its position as a top tourist destination.



**B**ali went from a hardly hit destination that had a good number of memorable but old properties to a very hip and extremely progressive destination. The changes have been extremely good, with all the new properties that have come up (Conrad, St-Regis, Banyan Tree, Alila Villas, W) and the beautiful restaurants and/or beach clubs that are now a trademark of Bali (Mozaic in Ubud, Mozaic Beach Club, Potato Head, Cocoon, Metis, etc). These new establishments also received international recognition by way of awards and certifications from TripAdvisor to Miele Guide. However, being overwhelmingly popular puts a strain on the island's resources, infrastructure and also, in some ways, brings about the dilution and erosion of the local Balinese culture. Having said that, tourism arrivals bring about economic growth for the island and help contribute to the national GDP and the livelihood of Balinese people."

"To maintain the cultural heritage of the island, Bali's hospitality industry

features cultural performances and craftsmanship at each property. At Nikko Bali, we have the annual Cultural Appreciation Night -which has been held for the past seven years- and the bi-weekly cultural showcase, Desa Bali, where guests can learn more about the traditional life of the island through its music, dance, cuisine, crafts, and language," shares the respected hotelier.

As head of one of the most established hotels in Bali Le Coz is again in the driver's seat of change as the property undergoes renovations and a name change to Grand Nikko Bali. The new multi-million dollar enhancements features villas, villa lounge, a wedding gazebo and multi-purpose function room for greater levels of relaxation and privacy in guest villas.

Leading up to this set of enhancements, Nikko Bali has already put in finer touches and created exciting menu innovations in its various F&B outlets. The property has also received certification as an eco-hotel.

"The Grand Nikko brand is a new brand for JAL Hotels. It is part of our

overall strategy. Since JAL Hotels have been bought by Okura in 2010, the brands follow this category gradient, from higher to lower category: at the highest level, Okura (Heritage or Prestige), Grand Nikko, Nikko and JAL City. It means that we are very clearly and very proudly able to tell the world that we are a real, full, five-star property with five-star services."

Le Coz shares the Hospitality Asia Platinum Awards (HAPA) vision of investing in human capital as the hospitality industry is a people industry. "Hiring all over Bali is now a challenge but thanks to good in-house training, our needs for external candidates is limited. We prefer to conduct internal hires for this bespoke service as our present team is familiar with our company's vision and values, having been with us for some time now."

As venue partner of HAPA Indonesia Nikko Bali will be looking forward to being part of an event which will recognized excellence in hospitality service in Bali and taking it to even more legendary heights.

ha

# The Italian Job

Bakery owner, security specialist, professional musician. Hardly the kind of CV one expects from a dapper second generation Australian Italian, but Group General Manager of Sunway Resort Hotel & Spa, John Autelitano is not the run-of-the-mill top executive. Passionate, hard hitting, and unafraid to call a bluff, Autelitano worked in Malaysia before, in Kota Bharu in 1999. His career encompasses time with Marriott International and the Ritz Carlton ("Marriott taught me to make money, Ritz Carlton taught me about great service and the wow factor"), so he fits right into a Group whose flagship property is one of the largest in town, with over a thousand rooms, in-demand banquet, and 55 meeting rooms.




**I**'ve really hit the ground running," he muses. "I was Hotel Manager, then was promoted to Acting General Manager, and then from GM to Group General Manager, all with the backing of the owners. I have had to look at a lot of processes, and align the business. Lots of teams are in place now, and I have built a structure where I can now offer new hires a career, not just a job. I have tiered succession planning in place, and in 18 months I can know where you will be. I look at talent, and I can cascade them into posts. Sunway is a great way to expand a hospitality career, especially for Gen Ys who want to know what will happen, and who expect a promotion in a year and a half," says the grey-eyed hotelier.

In doing what he has done Autelitano is putting it out there that he is not in this for the short term. "I don't just show an increase in numbers and move on. I've done four years here and I believe that we need to manage people for sustainability, and not for short term gain. I'm all for getting the basics right. When a guest books a room, they should get the correct one. We have to cover all consumer touch points consistently so that even if there is a flux of staff, service is not a hit and miss."

While Autelitano is needed everywhere in the 23 projects currently running, some in the hotel, others at new properties, he has always made himself available to his team. "I respect their culture and I want to connect with them. I had 17 meetings in order to meet every single employee in the hotel and I think I solved 80 percent of the problems which kept cropping

up via giving the employees a forum for discussion. I told them that I did not care about the who or why, only that I needed to know what needed to be done to fix the problem." His staff continues to keep communication open, with the bolder ones approaching him for coffee out of the hotel so as to speak in privacy.

"I want my legacy to be one where I have left the place way better than when I came. I want it to be sustained by systems which I have put in place with the local people. I tell my staff, 'these grey hairs didn't come from nothing. I've been round the block a few times and if you like, I can save you some pain! Whatever I can do for the team I will, because I have given my heart and soul here.'" 





◀ **Edward Holloway**  
Senior Vice President – Hotel Operations  
Resorts World Berhad, Malaysia

Edward Holloway has distinguished himself in his career in the integrated resorts arena. He was part of the opening team of The Palace of the Lost City, Sun City, South Africa in 1992 and was seconded by Sun International to the Seychelles where he operated two casino hotels. Pursuing his dream to operate a private luxury boutique hotel, he took on the historic Merdeka Palace in Kuching, Sarawak. He and his family were such active, participating members of the local community to the extent, that, upon the family's departure from Kuching, the Holloways were adopted into the Kelabit clan, and bestowed traditional tribal names. Holloway joined Resorts World Berhad in 2006 as Vice President for Genting Hotel and Highlands Hotel. A year later he was entrusted with the Resort and Theme Park Hotels. When he was promoted to Senior Vice President – Hotel Operations, he assumed the purview of all Resort World hotels and brands, including Awana. He continues to drive innovation and excellence within the organization with the creating of new concepts and new dining experiences. **ha**

**Teh Ming Wah ▶**  
Chief Executive Officer  
The Chateau Spa & Wellness Resort Malaysia

Teh Ming Wah began her career in banking, but even then knew it was a mis-fit, as she was always interested in health and wellness. Her interests led her to introduce a Hong Kong based slimming centre to Malaysia, after which she immersed herself into the fields of luxury spas and wellness, travelling and working around Europe until Malaysia beckoned by way of Colmar Tropicale, for which she became General Manager. Her association with the Berjaya Group saw her tasked to spearhead the conceptualization, management and marketing of the world's first fully organic spa and wellness property, The Chateau Spa & Wellness Resort.

Teh undertook the task to approach the European Organic Committee (EOC) to obtain the organic certification for an organic resort, making the property the first ever resort to be so certified. While managing the iconic property, Teh continues to drive excellence via the rebranding of the spa offerings at key Berjaya Resorts, with The Taaras Spa at Berjaya Resort Langkawi being the first to sport a new, modern look and feel. **ha**



◀ **Dominique Rongé**  
General Manager  
Centara Grand Resort & Spa Pattaya, Thailand

Thirayuth Chirathivat, Chief Executive Officer of Centara Hotels & Resorts, has announced the appointment of Dominique Rongé as General Manager of Centara Grand Resort & Spa Pattaya.

Rongé is a Belgian national who can speak Dutch, English, French and Italian. He has 15 years of experience in the hospitality, restaurant and luxury cruise sectors. He started his career at the Waldorf Astoria in Rome, and then moved to Jean-Pierre Bruneau's three-star Michelin Guide-rated restaurant before joining Crystal Cruises in 2004 as Chief Concierge and Assistant Food & Beverage Manager. In 2007 Rongé transferred to the Chedi Hotel Phuket as Executive Assistant Manager for Food & Beverage, then was appointed General Manager at Holiday Inn Resort Phi Phi Island. Prior to joining Centara Grand Resorts & Spa Pattaya, he was Resort Manager at InterContinental Hua Hin Resort.

Centara Grand Resort & Spa Pattaya, a five-star hotel, is located at Phratamnak Hill on the east side of the city. The newly built nine-storey hotel will feature 161 rooms and suites. The hotel facilities will include an all-day restaurant named Oceana serving international and Thai cuisines and featuring a huge aquarium as its design theme. Other outlets include a rooftop restaurant named Altezza that will serve Italian cuisine and comfort food against a spectacular setting of ocean and city, a deli called Crumbs, and a French-inspired bistro. There will also be a Spa Cenvaree, a fitness centre and a swimming pool. **ha**



# The Apple of the Industry



8 - 11 April 2014 | Singapore Expo

The 19th International Food & Drinks,  
Hotel, Restaurant, Bakery & Foodservice  
Equipment, Supplies & Services, Exhibition  
and Conference with FHA Culinary Challenge

**95,000 sqm** of exhibition area  
**64,000** international trade attendees  
**2,800** exhibitors from 70 countries  
**51** group pavilions

Also featuring

FHA2014 International Conference  
FHA2014 Culinary Challenge  
Asian Pastry Cup 2014  
FHA Barista Challenge 2014  
FHA Latte Art Challenge 2014



**www.foodnhotelasia.com**

Co-located with



www.winespiritsasia.com

Organiser



Singapore Exhibition  
Services Pte Ltd

Tel: +65 6233 6638  
Fax: +65 6233 6633  
Email: fha@sesallworld.com  
Website: www.sesallworld.com

Worldwide Associate



Overseas Exhibition  
Services Ltd

Tel: +44 20 7840 2149  
Fax: +44 20 7840 2111  
Email: fha@oesallworld.com  
Website: www.allworldexhibitions.com/food

Endorsed by



FIND US



Food&HotelAsia / Wine&SpiritsAsia



**Jayakumar ►**  
Executive Assistant Manager – Hotel Operations  
Pacific Regency Hotel Suites, Malaysia

The dynamic Jayakumar began his hospitality career in 1992 with Allson Klana Resort in Seremban, Negeri Sembilan, Malaysia. He joined the pre-opening team as a buss boy in the F&B department. In 1994 he moved to Kuala Lumpur's Dynasty Hotel with a promotion to Captain. After a year he was promoted to Room Service Supervisor. In 1997 he moved to Singapore's The Ritz Carlton Millennium as F&B host and gradually climbed up the ladder to Assistant Beverage Manager. Returning to Malaysia in 2002 he joined the pre-opening team of Marriott Putrajaya and left the hotel to Royale Chulan for the pre-opening in 2008. In 2009 he held his first F&B Manager position opening the Empire Subang. From there he joined Pacific Regency Hotel Suites to manage the Food & Beverage department and has now been promoted to Executive Assistant Manager – Hotel Operations. He holds MAHTEC's professional diploma in Hotel Operations, is a certified butler, as well as a HRDF certified trainer. **ha**



**▼ Erlangga Farizky**  
Executive Assistant Manager  
Banyan Tree Bintan, Indonesia

In his new post Erlangga Farizky takes on the full responsibility of the hotel's operation, directly reporting to the Area General Manager. As Executive Assistant Manager he led a US\$4 million renovation project to upgrade the villa and hotel facilities and improved guest and employee satisfaction in less than a year upon assuming his post.

Erlangga has worked with Intercontinental Jakarta Mid Plaza, Indonesia as Rooms Division Manager and with Intercontinental Jakarta Mid Plaza, Indonesia as Front Office Manager where he lead an overhaul of the PMS and POS systems at the hotel.

He has also been attached to the Kempinski Hotel Mall of the Emirates, Dubai, UAE after his stint as a Management Trainee at Grand Hyatt Hotel, Dubai, UAE. Erlangga has a Master of Business Administration (MBA), and is an alumni member of Emirates Academy of Hospitality Management and Ecole Hôtelière de Lausanne. **ha**

**▲ Mohd Ravi Firdaus Abdullah**  
Resident Manager  
Best Western Premier Dua Sentral, Malaysia

Best Western Premier Dua Sentral is pleased to announce the appointment of Mohd Ravi Firdaus Abdullah as its new Resident Manager. A veteran in the hospitality industry, Ravi's career started with the Mutiara Burau Bay Beach Resort, Langkawi in 1990 in the Front Office Department.

From there he moved to the Legend Resort Cherating, Pahang as Duty Manager. Rising through the ranks, he was promoted to Assistant Front Office Manager in 1994 after four years of experience in the Front Office Department. When an opportunity came to take on a more challenging role, Ravi went on to join the Rebek Island Resort, Langkawi as Front Office Manager.

Ravi graduated with a Diploma in Hotel & Catering Management from the Stamford School of Hotel & Catering Management and completed his Executive Diploma in Business Management from Open University Malaysia. Ravi brings with him 23 years of experience in the hospitality industry, having worked with a number of International hotel chains including Shangri-La, Meritus Hotels & Resorts and Frasers Hospitality, taking on diverse responsibilities from banquet sales, corporate sales, and finance to the operation aspects of the hospitality business. **ha**





### ◀ Debby Setiawaty

Director of Public Relations  
Hotel Gran Mahakam, Jakarta, Indonesia

Debby Setiawaty has over 14 years' experience in the hospitality industry. Starting her career in 1999 at Hotel Salak, Bogor as Operator and Front Desk Attendant, she is now Director of Public Relations of Hotel Gran Mahakam, a 5-star boutique hotel in Jakarta. Over her journey in the hospitality industry, she has been appointed to various positions from Public Relations Manager at Hotel Ciputra and stepped up her career when she was appointed as the Regional Public Relations Manager Indonesia of Swiss-Bellhotel International. As Director of Public Relations at Hotel Gran Mahakam, she is responsible for the planning, development and implementation of all the organization's marketing strategy and public relations activities.

Beside fluent in English, Debby's creativity is also shown through her hobby, photography. She also loves traveling and seeking out new places with her family. **ha**

### Coralie Vongsouthi ▼

Sales and Marketing Manager  
Villa Maly and Kamu Lodge Experience, Laos

Apple Tree Group is strengthening its presence in Laos with the appointment of French native Coralie Vongsouthi as Sales and Marketing Manager for boutique resort Villa Maly and eco-retreat Kamu Lodge Experience.

A fresh face on Luang Prabang's hospitality scene, Vongsouthi began her career with degrees in Technical Tourism and Applied Foreign Languages from Montpellier, France. She sharpened her knowledge of the luxury travel market working in sales at top travel agencies in France, before going on to work for notable non-profit organizations in India and Laos.

From 2006 to 2009, Vongsouthi founded the French eco-tourism and eco-volunteering association GONDWANA, and served as vice-president and organizer of the Noria Project. The 31-year-old joins Apple Tree Group in Luang Prabang off her latest post as operations manager for the Elephant Conservation Center in Sayaboury. Vongsouthi is no stranger to the plight of Laos' gentle giants. She spent

four years working with the non-profit organization

ElefantAsia before signing on for a stint as a product manager for Elephant Adventures by Green Discovery Laos. Vongsouthi is fluent in English, French, Lao and Spanish. **ha**



### ◀ Saraswati Subadia

Director of Sales, MICE  
The Westin Resort  
Nusa Dua, Bali,  
Indonesia

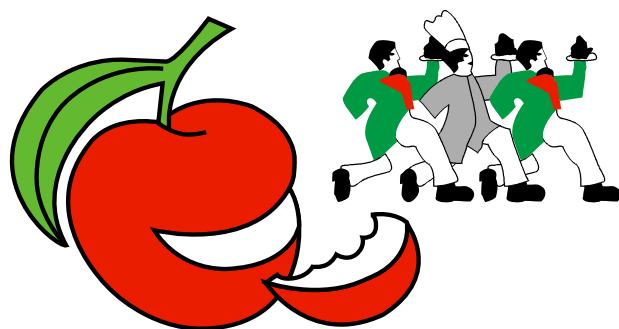
The Westin Resort Nusa Dua, Bali together with Bali International Convention Centre (BICC) takes great pleasure in announcing the appointment of Saraswati Subadia as Director of Sales, MICE. Having worked exclusively in the MICE sector for the past 12 years, Saraswati brings

a wealth of experience to the property. Her arrival coincides with the completion of the BICC renewal project that has given BICC enhanced meeting facilities and a sophisticated new look.

Born and raised on the island of Bali, Saraswati graduated top of her Tourism Management class at the renowned Tourism Institute (STP). She immediately embarked on a career within the hospitality industry working as a Guest Relations Officer and then as an Assistant Tourism Advisor for a division of the World Bank. Upon joining local travel agency Tour East, Saraswati was able to develop her skills in the MICE sector and this has been her preferred area of expertise ever since. She then strengthened her career portfolio with a succession of managerial appointments for branded hotels including Hard Rock Bali and InterContinental Bali Resort.

At the resort Saraswati will work to reinforce Bali International Convention Center's standing as the island's leading MICE facility. She will also be responsible to actively promote and sell BICC by maintaining existing networks as well as planning strategies to penetrate potential new markets. **ha**





# FHM2013

## Bigger And Better Than Ever!

The Food and Hotel Malaysia (FHM) series continues to break records following its biggest ever showcase in 2011. FHM 2013 aspires to be even greater as it prepares for a September 2013 opening, with an additional new hall which will see an amazing 27 percent growth in space. FHM 2013 will also feature exciting happenings and activities like Culinaire Malaysia 2013, celebrity cooking demonstrations, seminars including a Halal talk by JAKIM addressing vital issues pertaining to Halal Certification in Malaysia, and many more interactive experiences. Culinaire Malaysia 2013 is the biggest cooking competition in the region and a unique opportunity for the best chefs of the country's hospitality industry to showcase their talent and be judged by world renowned chefs.



# MALAYSIA'S OFFICIAL FOOD & HOTEL SHOW

*it's HOT  
it's SPICY, it's*

## FHM2013

The 12th Malaysian International Exhibition of Food,  
Drinks, Hotel, Restaurant & Foodservice Equipment,  
Supplies, Services & Related Technology



### 17 - 20 SEPTEMBER 2013

Kuala Lumpur Convention Centre, Malaysia

Incorporating :

**Halal Food Asia 2013**



**BAKERY & CONFECTIONERY  
MALAYSIA 2013**

The 8th International Exhibition of  
Equipment & Supplies for the Bakery  
& Confectionery Industries

Held In  
Conjunction  
With :



Organised By :



**MALAYSIAN EXHIBITION  
SERVICES  
SDN BHD**  
(58243-X)  
**ALLWORLD  
EXHIBITIONS**  
MEMBER

[www.foodandhotel.com](http://www.foodandhotel.com)

### REPLY COUPON

- ☐ Please send me more information on exhibiting at **FHM 2013**  
☐ Please send me more information on visiting **FHM 2013**

For further information, please call / fax to :

**MALAYSIAN EXHIBITION SERVICES SDN BHD** (58243-X)

Tel : +603 4041 0311 Fax : +603 4043 7241

E-Mail : [enquiry@mesallworld.com](mailto:enquiry@mesallworld.com)

ref : World Asia Publishing

Name : \_\_\_\_\_

Position : \_\_\_\_\_

Company : \_\_\_\_\_

Address : \_\_\_\_\_

OR ATTACH YOUR BUSINESS CARD HERE

Tel : \_\_\_\_\_ Fax : \_\_\_\_\_

Mobile : \_\_\_\_\_

E-Mail : \_\_\_\_\_

Website : \_\_\_\_\_





**F**HM will also be bringing back the big names in the food and hospitality industries like Nestle, Wong Brothers, CB Frozen, English Hotbreads, Eurochef, Global Pacific Victory, Lucky Frozen, Pastry Pro, SCC Corporation and Sinmag Bakery Equipment with showcases of some of their latest products. A total of 1,400 participating companies from 50 countries/regions and seven International Pavilions from Austria, Korea, Singapore, Taiwan, Turkey, Thailand and United States of America will be at the show.

FHM 2013 expects 20,000 trade buyers at the four-day event. It is fully supported by Ministry of Tourism Malaysia, Malaysian Association of Hotels (MAH), Malaysian Food and Beverage Executives Associations (MFBEA) and Chefs Association of Malaysia (CAM).

FHM 2013 creates the opportunity to expose the relevant key-players in the industry to better networking possibilities locally and globally. As a result, the FHM series has seen numerous successful businesses matching of buyers, manufacturers and distributors. This

exercise has seen the growth of new developments in the industry. It is also an ideal ground for the industry experts for expansion of ideas, sourcing for the right products, and mingling with new and existing clients.

Among the categories of exhibitors at FHM 2013 are bakery and confectionery retailers, bottling and packaging suppliers, catering equipment importers, wholesalers and distributors, consultancy service providers, fast food outlets, food and drink importers, wholesalers and distributors, food and drink manufacturing processing





and packaging, industrial catering, institutional catering, refrigeration and storage specialists, retail equipment and supplies manufacturers as well as retail packaging equipment and a whole host of related industries and businesses.

FHM 2013 follows on the success of FHM 2011, also held at the Kuala Lumpur Convention Centre, Malaysia from 20 to 23 September 2011. That show saw space selling out months before the show. FHM 2011, Malaysia's Official Food and Hotel Exhibition, recorded the biggest ever exhibition space sold thus far with an increase of 12 percent which made

up seven exhibition halls. The significant growth in space brought in more participating companies, which in turn increased participation by 25 percent from the previous FHM show.

A total number of 17,835 visitors from 65 countries visited the four-day event which hosted 1,010 participating companies from 43 countries. A total of five International Pavilions from Austria, Korea, Taiwan ROC, Singapore and the United States of America were also present, representing their respective culinary cultures.

As it goes from strength to strength, the ideal business networking and a resourceful opportunity awaits at the Kuala Lumpur Convention Centre (KLCC) from 17 to 20 September 2013. Show hours are 10am – 6pm on 17 – 19 September 2013, and 10am – 5pm on the final day.

You may visit the website and pre-register online at [www.foodandhotel.com](http://www.foodandhotel.com). All pre-registered visitor will receive a complimentary copy of the FHM 2013 Show Directory. You may also register on-site at the Kuala Lumpur Convention Centre during the show. **h**



# The Region's Most Entertaining Hospitality, Travel, Golf, Spa and F&B Magazine

the reflection of true hospitality

**hospitality**  
asia

**citi**

Citi Prestige  
A world of unforgettable  
experiences

Citibank's Anand Cavale explains



**YES!** I would like to subscribe to Hospitality Asia.  
Please send me the following issues commencing:

☐ JAN-MAC ☐ APR-JUN ☐ JUL-SEP ☐ OCT-DEC

## SUBSCRIPTION RATES (EXCLUDING POSTAGE)

	4 Issues	8 Issues
<input type="checkbox"/> Malaysia	<input type="checkbox"/> RM 60	<input type="checkbox"/> RM 104
<input type="checkbox"/> Singapore & Brunei	<input type="checkbox"/> S\$ 28	<input type="checkbox"/> S\$ 48
<input type="checkbox"/> Asia Pacific (except Hawaii)	<input type="checkbox"/> USD 24	<input type="checkbox"/> USD 40
<input type="checkbox"/> Europe & Middle East	<input type="checkbox"/> USD 24	<input type="checkbox"/> USD 40
<input type="checkbox"/> Other Countries	<input type="checkbox"/> USD 24	<input type="checkbox"/> USD 40

## POSTAGE RATES / HANDLING FEES (COMPULSORY)

	4 Issues	8 Issues
<input type="checkbox"/> Malaysia	<input type="checkbox"/> RM 12	<input type="checkbox"/> RM 24
<input type="checkbox"/> Singapore & Brunei	<input type="checkbox"/> S\$ 24	<input type="checkbox"/> S\$ 48
<input type="checkbox"/> Asia Pacific (except Hawaii)	<input type="checkbox"/> USD 28	<input type="checkbox"/> USD 56
<input type="checkbox"/> Europe & Middle East	<input type="checkbox"/> USD 36	<input type="checkbox"/> USD 72
<input type="checkbox"/> Other Countries	<input type="checkbox"/> USD 48	<input type="checkbox"/> USD 96

## SUBSCRIPTION APPLICATION

Name : \_\_\_\_\_ Gender : \_\_\_\_\_

Occupation : \_\_\_\_\_

Company : \_\_\_\_\_

Mailing Address : \_\_\_\_\_

City : \_\_\_\_\_ State : \_\_\_\_\_

Postcode : \_\_\_\_\_ Country : \_\_\_\_\_

Tel : \_\_\_\_\_ Fax : \_\_\_\_\_

Email : \_\_\_\_\_

What other magazines are you currently subscribing to?

Please specify \_\_\_\_\_

Where did you get this magazine from?

- ☐ Exhibitions ☐ Major Restaurants
- ☐ Embassies ☐ Hotels/Resorts/Clubs/Spas
- ☐ F&B Outlets/Nightspots ☐ Hospitality-related Associations
- ☐ Others, please specify \_\_\_\_\_

## TERMS & CONDITIONS

- All paid subscriptions are non-refundable. Proof of postal is not proof of receipt.
- The Publisher does not bear responsibility for lost copies in the event of any changes in mailing address.
- Minimum subscription term is 4 issues.

Singapore: Please make cheque payment in favour of **WAP SINGAPORE**

Address: 10 Anson Road, #10-06 International Plaza, Singapore 079903. Contact: +65 9067 4090

Malaysia: Please make cheque payment in favour of **WORLD ASIA PUBLISHING (M) SDN BHD**

Address: 3 Jalan 14/28, Section 14, 46100 Petaling Jaya, Selangor, Malaysia. Contact: +60 3 7954 1911

Other Countries: Please make payment via Telegraphic Transfer in favour of **WORLD ASIA PUBLISHING (M) SDN BHD**. For bank details, kindly contact +60 3 7954 1911 or email wap@wapublishing.asia



3 Jalan 14/28, Section 14, 46100 Petaling Jaya, Selangor Darul Ehsan, Malaysia.  
Tel: +60 3 7954 1911 Fax: +60 3 7954 3911 E-mail: wap@wapublishing.asia  
www.wapublishing.asia www.HospitalityAsiaOnline.asia

