

travel, golf & spa



An awards programme for the F&B industry is set to help Malaysian businesses go the extra mile in service, value and food offerings, which is bound to benefit the leisure segment of the market. A new hospitality group is ready to throw open the doors of several uniquely designed Malay houses for an experience like no other in Langkawi. If you're venturing further afield, flip through our Free N Easy and Relaxing Corner sections for golf courses to tee off on and spas to re-centre yourselves at.



Monarch Air flies from Manchester to Verona

Monarch Air Flies From Manchester To Verona

Monarch, the leading scheduled leisure airline, will operate new flights from Manchester to Verona airport from 2 May 2012.

The scheduled airline will operate two weekly flights to Verona airport. In addition to year-round low fares, Monarch also offers a bespoke "build your own class of travel" range of products and services both on the ground and inflight.

All customers are allocated a seat at check-in; however seats can be pre-allocated on scheduled Monarch flights to ensure that families and groups are seated together. For customers looking for added comfort, extra legroom seats are also available offering up to six inches of extra space. **ha**

Asia Cruise Academy Opens In Shanghai

Asia Cruise Academy, China's first of the kind, was unveiled in Shanghai in a bid to train talents for the country's cruise industry.

The academy, also Asia's first, is a result of cooperation made by Shanghai Maritime University (SMU), British Seatrade Group and the Shanghai International Port (Group) Co Ltd.

The SMU academy will turn into a base in China as well as in Asia to train graduates with bachelor's and master's degrees in cruise management.

Courses for the academy include cruise building, cruise trading, cruise company management, cruise shipping management, cruise hotel management, cruise terminal management, and cruise financing and insurance. **ha**



Crystal Cruises' Symphone liner now ports in Hong Kong

Crystal Cruises Makes Hong Kong Port Of Call

Crystal Cruises has increased its voyages to Hong Kong for 2013 and 2014. The world's most luxurious cruise line will stop in the sparkling Asian port of Hong Kong on several of its upcoming international cruises. In addition to World and Grand Cruises, both Crystal Serenity and Crystal Symphony will also offer an enhanced selection of 10-, 12-, 14- and 16-day cruises either starting or ending in Hong Kong, visiting exciting destinations throughout Asia.

Crystal's 2013 repertoire covers 64 itineraries visiting 62 countries and 226 ports-of-call worldwide. A further 17 voyages visiting 74 ports in 34 countries have been pre-announced for January to May 2014. **ha**

JetBlue To Bogota

JetBlue Airways is launching its second route to Colombia's vibrant capital city of Bogota with a daily nonstop flight from South Florida's Fort Lauderdale-Hollywood International Airport. In addition to its new Fort Lauderdale route, JetBlue has offered a successful daily service between Bogota and Orlando International Airport for more than three years. **ha**



Virgin America Airlines

Virgin America Signs Agreement With China Airlines

Virgin America, the California-based airline, announced a new interline agreement with China Airlines, offering seamless travel on the networks of both carriers across their respective North American and Asian routes. China Airlines is the eleventh interline partner for the rapidly expanding U.S. domestic airline. Virgin America has grown to 17 destinations, a fleet of 51 new aircraft and 2,600 teammates since its launch in August 2007.

In addition to the new China Airlines agreement, Virgin America has interline agreements with Virgin Australia, Virgin Atlantic, Air New Zealand, Emirates, Korean Air, Singapore Airlines, Cathay Pacific, South African Airways, El Al and Qantas. **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 (KA9739) 09/14 • 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 (KS490128) 11/16 • Bachelor of Business Management (Honours)
- JPT/BPP (KA9782) 09/14 • Bachelor of Retail Management (Honours)
- JPT/BPP (KA9871) 10/14 • Diploma in Retail Management

University English Centre

- KPT (JPS) 600-077644.181 • 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

1st
**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



berjaya.edu.my/twitter



berjaya.edu.my/youtube



berjaya.edu.my/concierge

A MEMBER OF

BERJAYA

SEEING IS BELIEVING
DISCOVER US AT LEVEL ELEVEN
WEST BERJAYA TIMES SQUARE
• 603 2687 7000
www.berjaya.edu.my

Celebrating F&B Excellence With A Dash of Glitz & Glamour



HAPA-GAB[®]
EXCELLENCE AWARDS 2012

Come September this year, the crème de la crème of the F&B circle will be out in full force for the country's inaugural HAPA-GAB Excellence Awards Ceremony. The awards are the brainchild of Malaysia's market leader for beer and stout, Guinness Anchor Berhad (GAB) and Hospitality Asia Platinum Awards (HAPA), the leading hospitality awards programme in Southeast Asia.

The two powerhouses are partnering to recognize and reward the best outlets in Klang Valley, Penang and Johor for their distinction in service, quality, innovation and entertainment. All will be unveiled at a grand soiree appropriately themed "A Night of Stars".

Walking down the red carpet will be 73 nominees who will be vying for trophies but the icing on the cake will certainly be the endorsement from their peers.



GAB's portfolio of iconic brands

Cultivating The Best

Before the idea of HAPA-GAB Excellence Award came to the fore, GAB was already well ahead in the game when it comes to recognizing and rewarding excellent F&B service in the country. They take service standards so seriously that the company set up a dedicated arm called the GAB Academy in 2007 to train, identify potential and award those who toil at the front line to make sure our drinking experience is nothing less than perfect.

Because the company took such a bold step to uncharted territory, 5000 frontline staff of their partner outlets have received formal training on the various aspects that make great customer service, such as product knowledge to the art of pouring. Over

the past two years, GAB Academy has even gone the extra mile by rewarding the top 10 trainees, or HEROs as they are called. Each year's top four HEROs also earn a learning trip beyond the shores of Malaysia.

This year, the top 10 HEROs will be recognized on a larger, more glitzy scale, as they will be receiving their awards at "A Night of Stars". According to GAB's Marketing Director, Yap Swee Leng, the move is most appropriate. "They contribute substantially to their outlets' performance. Hence, their achievements in the training programme should be recognized with the best of what F&B outlets have to offer."



Last year's Top 4 GAB Academy HEROs on the HERO learning trip in Bangkok (Clockwise from the top left): They visited Siam winery tour; The HEROs putting their creative ideas to work on original premium ideas; The HEROs also got to put their culinary skills to work, while cruising the Chao Phraya; The HEROs were given a private training session at Sirocco, Bangkok

Good To The Last Drop

If you're wondering why a company like GAB, whose core business is brewing, marketing and distributing beer and stout products, would want to get into the business of service training and awards, Swee Leng has a very simple explanation. "We can only control what we brew, market and distribute to a certain level, but how it is being served, at what temperature and in what glass, we cannot always control." She adds by having the training and awards programme in place, it would certainly help raise service standards in the F&TB sector; it will also create some healthy competition and impetus for frontline staff and outlet owners to step up their game. "Basically, we want to ensure that our consumers are able to consistently enjoy our products to the last drop."

To make the inaugural HAPA-GAB Excellence Awards come to life, Yap Swee Leng is working very closely with Jennifer Ong, the founder of the Hospitality Asia Platinum Awards (HAPA) platform. Jennifer plays a key role in the tailoring of criteria and judging protocols for the HAPA-GAB Awards.

When asked what she thought of Malaysian hospitality, she is quick to point out that Malaysians are innately warm. "Malaysians can be found in every service industry in Southeast Asia. However, Malaysia has still not taken its place in the pantheon of service greats in Asia. Award-winning bars and restaurants in other parts of Southeast Asia have become go-to destinations. I'm referring to the likes of Sirrocco in Bangkok and Kudeta in Bali." She adds these names are legends for the food and drinks they serve.



*Top: Fergal Murray, the Guinness Master Brewer (Diageo PLC) flew in from Dublin to provide Guinness Quality Training to trade partners
Right: GAB's Marketing Director, Yap Swee Leng*



Below (left to right) Sirocco's Sky Bar, Bangkok, Ku De Ta's Sky Bar, Singapore



GABs four winning brands

Jennifer goes on to explain that places like Sirocco, Bangkok and Kudeta Singapore succeed because of the emphasis placed on food and service quality. "It is the same things that make Dempsey in Singapore a place to go to. Any establishment who enters the Dempsey enclave needs to be prepared to provide high levels of service. This is the reason people flock to Emmanuel Stroobant's chain of restaurants and bars – great food, fabulous, attentive,

personalized service. Where in real estate it is all about location, in the entertainment and F&B industry, it is always about service," she asserts.

In her observation, when people think of Japan, they think of efficiency – quick, brisk service with a bow and smile. When people think of Indonesia, they think warm, chatty, enveloping service. Singapore is cutting edged, using technology to transmit orders.

"Malaysia needs to find its service niche and I believe it can be via superiorly trained bar staff and personnel who can draw a perfect pint with ease, greet customers by name, hold a conversation while polishing glasses and can easily recommend the best snack to nibble on depending on whether the person is drinking a clean, crisp Tiger, or a velvety smooth, creamy Kilkenny. We already have quality products in Malaysia. Just look at GAB, they recently received not one but four awards for their brands Tiger, Guinness, Heineken and Anchor at the prestigious Putra Brands Award."

She concludes that with the good work that GAB Academy is already doing with training, what the industry needs now is just that extra push and the HAPA-GAB Excellence Awards would be a great carrot for F&B outlets to strive to excel and carve a niche for themselves. If all the talk about service and quality is inspiring you to want to take part in HAPA-GAB Excellence Awards 2012, your outlet must have taken part in the GAB Academy training to qualify. However if you do qualify, you would still have to wait until next year as entries are now closed. For more information on the GAB Academy, just email general.enquiry@gab.com.my. **ha**



FOUR WINNING BRANDS. ONE ICONIC PORTFOLIO.



Thank you for choosing our brands and making us a winner four times over at the 2012 Putra Brand Awards. Cheers!



HAPA-GAB EXCELLENCE AWARDS 2012

CATEGORIES



HAPA-GAB
EXCELLENCE AWARDS 2012

★ Service Excellence

It will be awarded to outlets that practice true hospitality by consistently providing the highest level of service to its guests. The outlets will also be measured by their ambience and various aspects of customer service including how beverage are served and how food and drinks are paired.

★ Most Innovative Guest Experience

It will be presented to the outlet that presents the most unique dining experience for its guests through product and service innovation. Elements like décor, food and drinks menu will be considered.

★ Best Entertainment Outlet Award

The outlets have to be truly groundbreaking in terms of design and concept. It must also have a great beverage selection coupled with fantastic environment and excellent service making the entertainment experience a class of its own.

★ Best Product Quality Award

Outlets will be recognised for their excellence in the quality in their F&B offerings. This would encompass the quality of beers served, pouring techniques and even service temperature. The technical expertise of chefs and bar staff will also be taken into consideration.

★ Outlet of the Year Award

It will be awarded to the outlet that has achieved excellence in at least three of the four categories – service, product, quality to innovation and entertainment.

NOMINEES

@Live KL, Kuala Lumpur
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

1968 Bistro & Café, Johor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

1st Mile Bistro & Café, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

7atenine Ascott, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Aquaterrace Restaurant & Bar, Penang
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Baan 26 Thai Restaurant & Bar, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Backyard Pub, Kuala Lumpur
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Bar Madrid, Selangor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Bed (Bellisa Row), Penang
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Bedroom, Kuala Lumpur
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

boatHouse Restaurant & Bar, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Bola Bistro, Selangor
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Caribbean Bistro, Johor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Chin's Stylish Chinese Cuisine, Penang
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

D @ 16, Selangor
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

d Legends bar, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Dave's Pizza Bar & Bistro, Selangor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

De Hub Bistro (Elite Food & Beverages), Johor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Delicious Cuisine & Café, Penang
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

De'Red Avenue c/o Google Café, Penang
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience



NOMINEES

D'Tree Beer & Wine Gallery, Selangor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Eastin Hotel Penang – The Lounge, Penang
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Enju, Prince Hotel & Residence Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Europe Bar, Johor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Farquhar Bar, Eastern & Oriental Hotel, Penang
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Fitou Brasserie, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Google Café, Penang
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

G-Point Summit Hotel Café & Bar, Selangor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Healy Mac's Irish Bar & Restaurant, Kuala Lumpur
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Hokkaido Bier Garten, Selangor
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Italiannies Pasta, Pizza & Vino @ Empire Shopping Gallery, Selangor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

J Club & Bistro, Penang
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Jarrod & Rawlins Bangkung, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Laundry Bar, Selangor
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Lava Bistro, Johor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Lone Pine Hotel – Batubar, Penang
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Lone Pine Hotel – Matsu, Penang
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Malones Irish Restaurant & Bar @ Suria KLCC, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Monkey Bar, Penang
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Mulligan's Pub & Bistro (Bandar Baru Permas Jaya), Johor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Mulligan's Pub & Bistro (Taman Pelangi), Johor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Online Pub, Selangor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Outback Steakhouse, Low Yat Plaza, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

P.E.A. Heritage Bistro, Penang
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Palate Palette Restaurant And Bar, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Pavilion Bar, Pavilion Bar Sports Annexe, Kiara Sports Annexe, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

QE II The Venue, Penang
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Quaff Pub, Kuala Lumpur
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Roxbury Pub & Bistro, Penang
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Sarkies Corner, Eastern & Oriental Hotel, Penang
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Sid's Pub (Plaza Damansara), Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Sid's Pub (TTDI), Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

SixtyNine Mansion, Penang
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

S'mores Bar.Restaurant. Chilledout, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Soho Country House, Penang
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Soho Free House, Penang
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Soho Gastro Pub, Penang
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

SOULedOUT Ampang, Kuala Lumpur
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

SOULedOUT Sri Hartamas, Kuala Lumpur
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

St Andrew Café, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

T.G.I. Friday's @ Pavilion KL, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Tai Zi Heen, Prince Hotel & Residence Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

The Apartment Restaurant & Bar @ Suria KLCC, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

The Apartment Restaurant & Bar @ The Curve, Selangor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

The Beer Factory (Setia Walk), Selangor
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

The Beer Factory (Sunway Giza), Selangor
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

The Geographer Adventure Restaurant & Bar, Selangor
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

The Heritage Pub and Karaoke, Penang
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

The Patio Bar and Lounge, First World Hotel, Genting Highlands
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

WIP, Kuala Lumpur
(BPQ) Best Product Quality
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Xtra Time Bistro & Pub, Penang
(BPQ) Best Product Quality
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Zenzibar Pub and Restaurant, Penang
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

Zouk Club KL, Kuala Lumpur
(BEO) Best Entertainment Outlet
(SVE) Service Excellence
(IGE) Most Innovative Guest Experience

The Perfect Getaway

Stunning views of the Indian Ocean from atop a 40-metre cliff makes the Nikko Bali Resort & Spa in Nusa Dua a picture perfect getaway from the hustle and bustle of city living. Personal service combined with traditional Balinese warmth makes it an ideal choice for a tranquil hideaway.

Nikko Bali Resort & Spa, Nusa Dua, Indonesia
Tel: +62 361 773 377 Fax: +62 361 773 388



A Distinct Difference

Nestled on the white sandy beach of Bali's southern coast, The Westin Resort, Nusa Dua, Bali, exudes Balinese hospitality at the highest level. The 334 newly refurbished guestrooms features the acclaimed Heavenly® Bed to restore your mind and body with a good night's sleep. A wide range of recreational options, the rejuvenating Westin Spa plus scenic oceanside dining makes for an exhilarating, rejuvenating getaway.

The Westin Resort, Nusa Dua, Bali, Indonesia
Tel: +62 361 771906 Fax: +62 361 771908



City Style

With its breathtaking design and location in the heart of Singapore's premier shopping and entertainment district – Orchard Road, the Grand Park Orchard is Singapore's most fashionable hotel. With 308 luxurious rooms and suites, the metropolitan sky bar and the exclusive Crystal Club with personal butlers, luxurious living is elevated to a whole new level. A dazzling four-storey retail podium caters for a unique shopping experience, showcasing international retail brands and a variety of dining options. With comprehensive facilities, business and leisure travellers will find a stay at the Grand Park Orchard a luxurious convenience.

Grand Park Orchard, Singapore
Tel: +65 6603 8888 Fax: +65 6603 8899



Perfectly Personalized

The Chateau, Berjaya Hills, Pahang, Malaysia

The Chateau in Berjaya Hills, Pahang, Malaysia is something Malaysia can be truly proud of. As the world's first organic destination spa and wellness resort, it has garnered a slew of awards from global authority Seven Stars and Stripes, as well as from the American Academy of Hospitality Sciences. Even before it marks its first full year in operation The Chateau has also already won the New Europe Magazine for the Fast 50 Awards as The Best Wellness Spa and Resort – Global 2012 as voted by 10,000 readers.

Above: A view from the top – an aerial view of The Chateau

The awards are certainly well-deserved. From a pure physical, bricks-and-mortar perspective, nothing gives a wellness retreat as much solemnity and purpose as checking into a resort modelled after a 12th Century French castle - Haut Koenigsbourg in Alsace, to be exact.

The descent up the mountains of Berjaya Hills, the cool air and fresh breezes begins the centering process, while the true meaning of organic luxury slowly makes itself known via rooms with 100 percent organic bed and bath linens from Coyuchi and exclusive Voya organic bath products, hand harvested and crafted from seaweed from Ireland's Atlantic coast.

The mini bar is packed with organic treats, ranging from Thomas Chipman crisps, Belvoir sparkling lemonade, Licorne beer and artisanal Gryphon teas with evocative names such as Nymph of the Nile.

Product and peripherals aside, it is the people who make a visit to The Chateau a truly organic one. Chief Executive Officer Teh Ming Wah, arguable Malaysia's finest wellness proponent, has scrupulously selected a staff of 200 from over ten nations, in order to realize a retreat with service par excellence. She has succeeded greatly, with her highly trained staff walking the perfect line between constant, attentive vigilance and fawning over-servility.

Whether it is fitness, pampering, stress relief, beauty or a couple's getaway one seeks, it is brought to life with heart, soul and style at The Chateau. Routine is the order of the stay for anyone embarking on one of The Chateau's programmes, but it is done so naturally, that one sinks into the rhythm of wellness easily, aided by gentle spa therapists led by charmingly simple La Sante Spa Director Alice Yap who helps design the perfect treatments to help meet specific needs.

A yoga swami-ji and fitness instructors are also on hand to help guests get fit. They do it with such an inimitable mix of understanding of limitations and belief in the better person a guest can become that even non-believers of physical body work come to respect their abilities better and take away tips on better living from these dedicated instructors.

Unless one is on a strict diet-controlled programme, cuisine at The Chateau is glorious and French all the way. The resort's beautiful dining outlets La Vie, in front of the salt pool; the Belle Vue tearoom which overlooks the mountains; and fine dining L'assiette serve up bespoke cuisine, designed with fresh organic vegetables from the three organic farms which supply The Chateau. Service is always personalized, warm and attentive, with wait staff bringing little touches of luxury at every meal, be it a choice of organic honeys with morning tea, or Crepes Suzette made table side at dinner.

Everything about The Chateau points not only to the good things in life, but how good life can be when body, mind and spirit are in harmony. The true test of a wellness resort is not how much weight one has lost during the stay, nor how much more glowing one's skin is upon departure (although all these things can and do happen at The Chateau). The litmus test, the one that makes a real change, is how The Chateau helps a person achieve their ultimate potential long after they bid au revoir to their mountain escape. It is in this that The Chateau truly earns its six stars. [ha](#)



Above: The Aquaveda Bed
Top right (from the top): The Lobby; L'assiette Dining



The Report Card

Location: The Chateau is approximately 45 minutes from Kuala Lumpur city. Transfers can be arranged from KLIA or points within Kuala Lumpur and its surrounds. The lush tropical rainforest surrounding the resort buffers it from noise and pollution, making it a wondrous place for a wellness escape.

Accommodation: The Chateau has slightly over 120 rooms and suites, making it a low volume retreat, where guests can enjoy privacy and serenity. The Chateau also has a strict no child policy. All guest amenities are made of 100 percent biodegradable cornstarch material, and packed in recycled paper. Fine touches abound in rooms, restaurants and public areas, and organic treats are left at the bedside at turn down.

Food: Unless you're on a specific weight management plan, prepare to be delighted and impressed by breakfast and tea at Belle Vue where fine French pastries abound. Haute cuisine is on the cards at the beautiful L'assiette, while organic beer and wine can be savoured at Le Rouge. Smoking jackets are optional at the Salon Cigar Lounge.

Spa: Everything The Chateau is was built to complement La Sante. This is the first European spa concept in Asia and it offers a treasure chest of facial and body treatments including an amazing Herbal Bath and Salt Grotto/Mud Chamber with a Swarovski-crystal studded mirror. Therapists are excellently trained, with sweet dispositions, and a bent towards silence.

A Legend In The Making

Langkawi, the Island of Legends seems to be making way for the birth of yet another hospitality legend-to-be, with the upcoming launch of Seri Chenang Resort & Spa Langkawi. Not just another monolith dominating a beachfront, Seri Chenang is a unique concept boutique resort which evokes the grandeur and mastercraftmanship of a bygone age of Malaysia.

Seri Chenang Resort & Spa Langkawi, Malaysia



A rendered aerial view of the traditional Malaysian houses

A labour of love and technical prowess, Seri Chenang was built with the intention of it being a family vacation home for renowned Malaysian architect Dato' Zainal Abidin. The initial results were deemed simply too good to be kept strictly for personal use, and so evolved into six villas which replicated the traditional architecture of some of Malaysia's most iconic Malay houses.

The six Rumah (meaning houses) are individually unique, with each possessing its own architectural style, interiors, exteriors, furniture and fittings keeping to the period of the Rumah. All six of the houses are built with chengal, the legendary ironwood tree of Southeast Asia, reportedly one of the strongest woods in the world. The houses range from 113 sq m to 393 sq m and are fully kitted out with showers and kitchenette, with the larger houses enjoying full butler service. The resort is also complemented by facilities such as an infinity swimming pool, a gymnasium, art gallery, and a resort boutique.



Above (from the top): A rendering of the welcoming spa reception area and treatment room

Built into the foundations and joints of the buildings is the hope that Seri Chenang will exude the same warm, welcoming hospitality as did the traditional abodes of old.

Seri Chenang's hospitality begins even before guests cross the thresholds of their accommodations, with a welcome and airport transfer by the butler who plays the part of host for the duration of a guest's stay. The ride from airport to resort is flanked by lush greenery and seascapes which give way, in under ten minutes, to rolling paddy fields in hues of emerald or gold, depending on the season.

Guests are greeted as honoured visitors, with the grace and charm of Old World hospitality. Every effort is made to ensure visitors taste the life of a bygone era in which the presence of a guests is a sign of blessing unto a household.

As such, service is a key factor of the resort. One welcome aspect of Seri Chenang is its non-reliance on foreign hospitality talent. From management downwards, Seri Chenang is focused on bringing Malaysian hospitality talent to the forefront. "Seri Chenang will not be hiring expatriate management teams. There is absolutely no way that an expatriate management team could provide what will be the Seri Chenang experience. The resort is not following the trend of other 5-star hotels. Seri Chenang will exceed the others. The same level of attention that my family put into the entire project will continue with the running of the resort, and managing it. Every guest who visits Seri Chenang will get that same level of attention. There is just no way to ensure that without staying involved personally," said Norlin Dato'Zainal Abidin, Chief Executive Officer of Seri Chenang Resort & Spa Langkawi, firmly.

"Each of our staff members is selected by experts with years of experience in the hospitality industry. We have a custom training programme for every staff member. There is definitely a new level of training going into Seri Chenang staff so that the quality of service that our guests receive is not compromised," she added.

While there is much to entice guests to stay in the welcoming embrace of their individual Rumah, Seri Chenang as a property has some amazing draws, which include a panoramic viewing deck with the best sunset view to be found in the vicinity.

Working on the traditional model of hospitality means that there is no formal dining area. Instead, guests are invited to see what's cooking at Dapur Warisan, the F&B area which offers hot traditional goodies for tea, and where meals can be enjoyed in community with other guests. More retiring guests can choose to have meals served in whichever part of the resort they wish, or even in their own Rumah.

Food at Seri Chenang is a fusion of Malaysian and international cuisine. A big plus for those who like their tippie is that guests may



Top row (left to right): A rendering of the Kedah living room and the The Kedah master bedroom. Above: The Dapur Warisan.



Top row: A rendering of the Terengganu bedroom. Above (left to right): A rendering of the Pahang restroom and the Pahang living room

bring and consume their own alcoholic beverages within the resort without additional charges – a boon given Langkawi’s status as a duty-free zone, and a first for any hospitality concern on the island.

Another lure of the resort is the Kayangan Spa, exclusively designed by Julie Dharma of Dharma Spa Services, Bali. Built as a standalone building for privacy, it is nestled in a quiet garden where traditional herbs are grown for use in the many treatments offered at the spa, many of which have origins in the ancient art of Malay traditional healing.

Guests who have been energized by their treatments can enjoy Langkawi in Seri Chenang style, with personalized tours of the island, special VIP access to the Langkawi cable car system, excursions to the mountains or the sea, complete with a meal out, as well as picnics on private islands. There is also easy access to Chenang beach via a bridge from the resort. Bicycle hires are also available, as are shuttle services to the tourist areas. The more adventurous can opt to rent the resort’s car for a self drive tour.

With nearly everything in place, Seri Chenang is shaping up to be every guest's dream home. Promises Norlin, "Seri Chenang will not be just another Malaysian hotel. We are different, unique. Seri Chenang will be a place like no other in Malaysia.

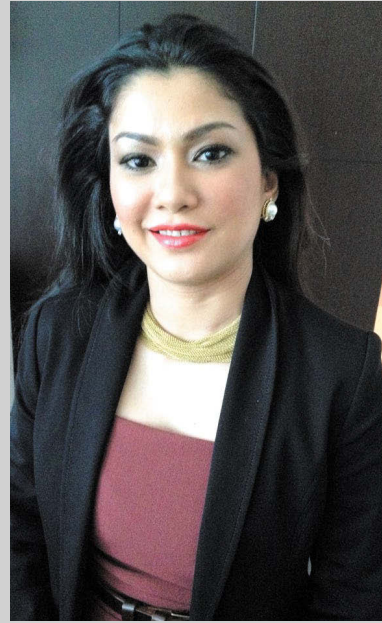
The maintenance of Seri Chenang will be like everything else at the resort. Top of the line, the highest standards, and kept up

with the same care and attention to detail that has gone into it since the day the idea was formed. Seri Chenang will never age shabbily. It will be maintained as a custom work of art, representing the best of Malaysia proudly. Excellence, beauty, art, and an amazing culture, all in one place for our guests' enjoyment – that is Seri Chenang." **ha**



Top row (left to right): A perspective view of the Selangor living room which leads to the pool area and the Negeri Sembilan living room.
Above: A perspective view of the Melaka living room.

Recreating Malaysia's Hospitality Heritage



Norlin Dato' Zainal Abidin speaks about the creation of Seri Chenang Resort & Spa Langkawi, and all the things associated with keeping the business in the family.

What has been your career trajectory and how did you land in the hospitality business?

I started my career in the service industry. Beginning in retail, I then moved on to shopping centre management. I loved the work environment, meeting different people, and learning bits about all the various types of retail businesses.

A common theme through my career was customer relations. I always found it very rewarding to be able to give my clients what they wanted. Now I am going into the luxury resort business, and looking forward to dealing with the consumers themselves directly. I am looking forward to providing all our guests the VIP service that I have experienced on different levels. I want to take what I learned about service, and give it to them personally.

How big an influence was your renowned architect/designer father?

My father was a great influence. He provided us with so much exposure to things since we were young. We grew up visiting his various project sites, seeing them completed, and watching all the time and energy that he put into his projects. Since I was young I knew that you had to put in effort to produce great things. He also travelled a lot with us. We grew up loving to travel, and to appreciate beauty.

We loved it so much, that we wanted to make something amazing back home, something better than places that we visited. We applied the best of what we experienced abroad into Seri Chenang, and did our best to do even better!

We wanted to bring the best of everything we knew to one place. We decided to display all that excellence in the amazing architecture of traditional Malay buildings. Malaysian architecture is a work of art, beautiful. It seemed to go hand in hand with our desire to bring the best from our experiences around the world.

You and your brother are in the business together. Is it a case of 'the family who works together stays together'?

I have heard many horror stories about families working together. Issues created at home, arguments over money, and so on. I'm so grateful that my family has always been close, and working together on this project is providing us with another thing in common. Shukor got this project going. So much of it was his ideas and vision. He asked me to join with him because of my experience in sales, marketing, and dealing with the service industry. I had worked with developers and hoteliers also, and he felt together we'd make a great team.

So far, it has been great. We both have a strong passion to make this dream a reality. It's been wonderful being able to

spend more day to day time with my family while working on this together.

What was the one thing that you would not compromise on when building Seri Chenang?

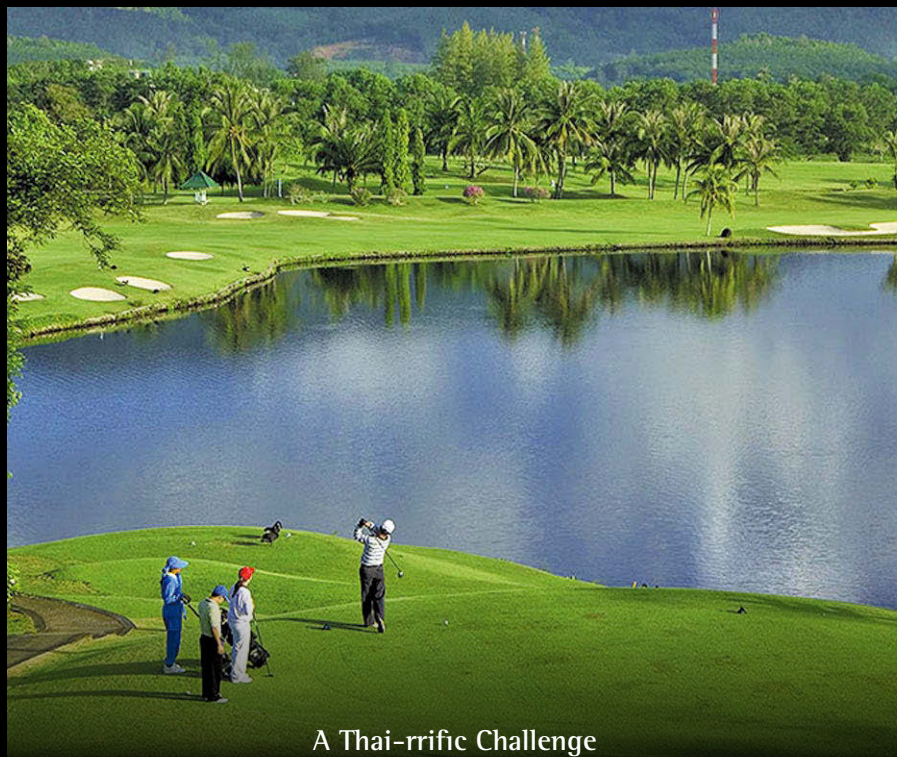
We would not compromise on quality. As I said, we want the best. Anything less will not be represented at Seri Chenang. At Seri Chenang, Malaysian architecture is on display. The craftsmanship is the highest quality. The amenities are top of the line. The staff were chosen and trained by the best in the service industry. Seri Chenang will not compromise on quality.

What is your favourite place in the resort and why?

This is such a difficult question. We set out to make every inch of Seri Chenang beautiful. I have gone over plans, details, and have watched it materialize for so long that I love all of it. We set out to make it so that all our guests fall in love with it. We want everyone to see it, love it, and be as amazed by it all, just like we are.

How soon do you think you will recoup your investment?

It will be between five to seven years. We are confident that the investment will be recouped in record time. In the meanwhile, we will have the enormous satisfaction of watching our idea, our vision of Seri Chenang, turn into a reality. **ha**



A Thai-rific Challenge

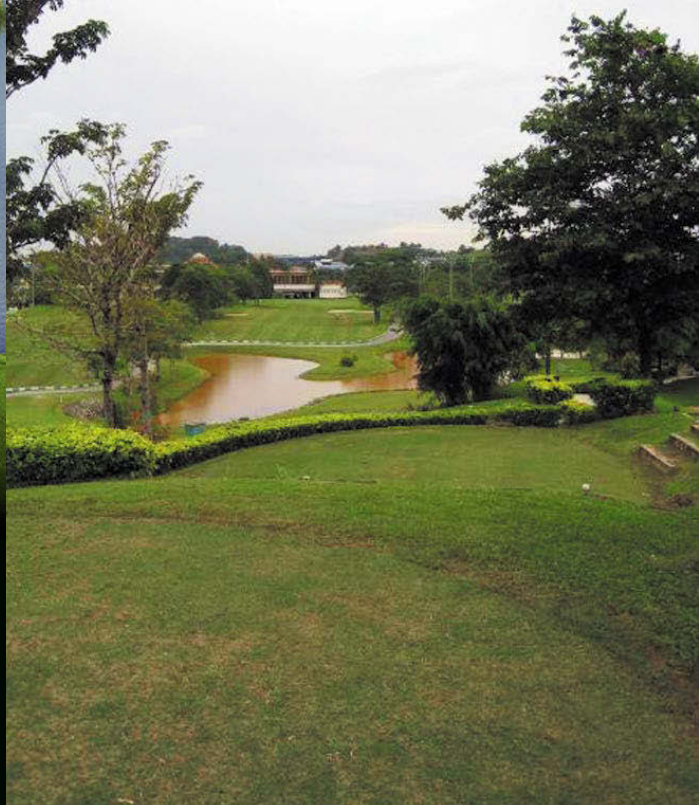
Phuket Country Club, located between Phuket Town and Patong beach, twisting through a valley of rolling hills and limestone cliffs is the longest established golf course in Phuket. Its 18-hole, 72 par course winds over an old tin mine site, stretching through landscaped forests and twisting through flowing hillsides. The award-winning fairways of Phuket Country Club provide golfers with the ultimate challenge, coupled with warm and friendly Thai hospitality.

Phuket Country Club, Thailand
 Tel: +66 76 319 365 Fax: +66 76 319 372

Ancient Charm

Monterez Golf & Country Club offers golfers an infinite array of challenges and charms with its scenic 18-hole par 71, which spreads over 123 acres, featuring terraces, lakes, ponds and man-made waterfalls – adopting the concept of Mayan civilisation. Monterez's take on these ancient traditions is reflected in its architecture and culture – rediscovered to create an experience that stimulates with sheer paradise-beauty as well as challenges with its winding fairways and sloping greens, perfectly sculpted for the modern golfer.

Monterez Golf & Country Club, Selangor, Malaysia
 Tel: +603 7846 5989 Fax :+603 7846 7881



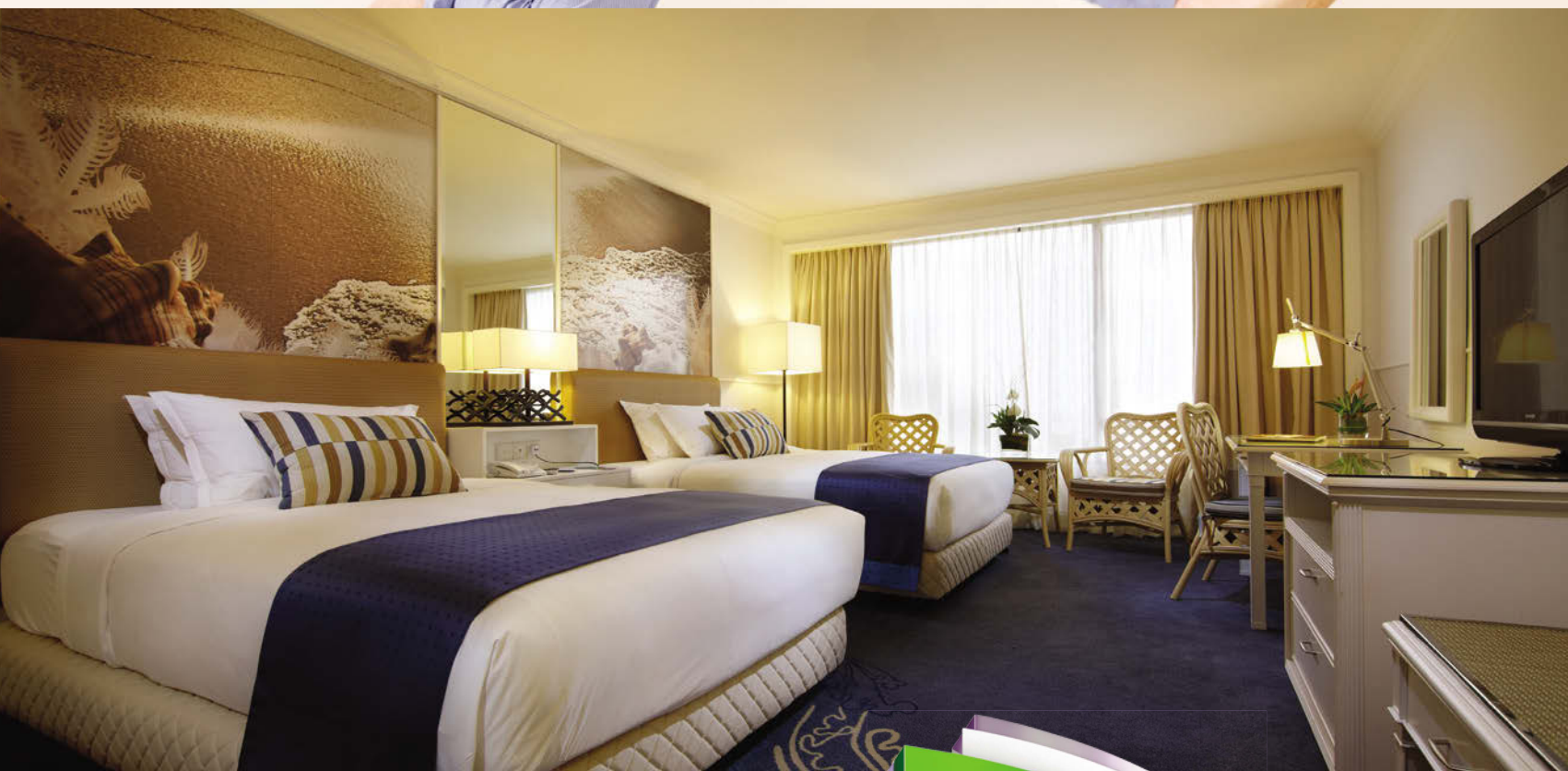
Mountain Tee

Designed by acclaimed international golf course architects; Peter Thomson, Michael Wolveridge and Ross Perret, this superb par-72 mountain course is set in rolling foothills of outstanding natural terrain which affords scenic vistas of the surrounding countryside from every hole. Nature features, skilfully incorporated into their design, provides a golf experience that rivals the best in the world and offers wide variety of interesting playing conditions.

Finna Golf & Country Resort, Surabaya, Indonesia
 Tel: +62 343 634 888
 Fax: +62 343 632 156



**STAY
REFRESHED.**



Unwind beneath coconut trees on the white, sandy beaches of **Holiday Inn Resort Penang!**

With 350 guest rooms newly refurbished, featuring a new, fresh look, this is the perfect choice for families and honeymooners to enjoy a very special and memorable holiday.

HOLIDAY INN RESORT PENANG
72 Batu Ferringhi, 11100 Penang, Malaysia
+ 60 4 886 6666 | www.holidayinnresort.com/penang



STAY YOU.™

New Babor Spa In Abu Dhabi

The St. Regis Saadiyat Island Resort invites guests on a transformative journey at the region's first Iridium Spa, offering divine treatments in a transcendental environment. Bringing this elevated pampering experience to life, guests can enjoy expertly crafted treatments provided by BABOR. The spa features "Spa around the World Treatments" that unlock the secrets of nature across the globe. Beautiful skin is revealed with the Asia-inspired ShiTao Treatment for the body and face using shiatsu techniques and heated lava stones. The healing powers of Africa's marula tree are discovered with the Khanya of Africa Treatment, while the Beleza Vitality Treatment captures the Brazilians' zest for life. From the SeaCreation massage with tiger shells to an intensive HSR lifting anti-aging treatment, each of the variety of options is customized to suit individual skin types and needs. **ha**

*Top right: The perfect face begins with a spa-centered welcome at Herbaline
Below (from the top): Enjoy a blend of massages amidst the flora and fauna created by nature; The Iridium Spa treatment room and the jacuzzi room*

Massage Oil For All Seasons

The Spa at Four Seasons Hotel Bangkok has created four new Four Seasons massage oils to embrace the power of each of the seasons and the moods they bestow. Made from a blend of pure essential oils and vegetable oils chosen for their therapeutic and nourishing properties, the massage oils are also free from synthetic fragrance, paraben and liquid paraffin.

The Spring Blend - Inspired by the blooming and blossoming of the season, this oil is a blend of bergamot extra, lavender, organic geranium, petitgrain, German chamomile and clary sage essential oils, and can help to uplift the spirit and fill the heart with the joys of spring.

The Summer Blend - A stimulating citrusy blend of Italian lemon, grapefruit, bitter orange, peppermint and spearmint essential oils captures the optimism and excitement of summer, boosting circulation and aiding detoxification of the body.

The Fall Blend - A blend of neutral herbal and floral notes to rebalance the body, soothe the mind and calm the soul, the Fall Blend combines essential oils of organic geranium, patchouli, cedarwood and organic ylang ylang. **ha**



Malaysia's Boutique Facial Spa

HerbaLine is Malaysia's first Facial Spa, and it is proving to be a hit. Austere treatment rooms have been dismissed, and guests enjoy facial pampering sessions in bungalows with a spa-like ambience designed to awaken the senses, rejuvenate and promote wellness and beauty from the inside out. Expect a soothing sea salt foot spa, lemongrass aromatherapy and a signature beauty spa tea before some fish reflexology prior to the actual facial treatment.

HerbaLine's products are formulated with natural herbs and are a result of latest technology without the use of AHA and compulsory skin peeling, offering a total of eight types of professional facial treatments for all skin types, using a combination of Oriental massage and Western techniques specially formulated for Asian skin. Prices for the multi-faceted treatments range from RM69 to a maximum of RM149. For more information, please log on to www.herbaline.com.my. **ha**



Aqua Wellness

Jiwa Spa at Conrad Bali emphasizes on water and aromatherapy treatments, incorporating ancient Indonesian traditions and rituals. The luxurious and secluded spa facility has 7 treatment rooms - each with a massage bed, a deep soaking tub and shower cabinet. A couple's treatment room is also available. Five spa pavilions and two spa villas flank a 25-metre outdoor pool. Each private villa encompasses indoor and outdoor treatment areas for two. A separate relaxation theatre opens out onto a pavilion dining area with outdoor Jacuzzi and steam showers. Jiwa Spa also includes a Wellness Studio, Reflexology Centre, and a Salon which offers a full range of beauty services.

Conrad Bali, Nusa Dua, Indonesia
Tel: +62 361 778 788 Fax: +62 361 778 780



Fresh Essence

A tranquil haven set in the lush green hills of Ubud, The Spa at Kamandalu marries 100% pure plant essences with a plethora of herbs, roots, spices, fruits and organic ingredients for an absolute purifying and beautifying treatment. Ingredients are made fresh for each use. The Spa at Kamandalu blends pleasantly into the surrounding nature and overlooks the lush countryside of Ubud, in a traditional setting in the semblance of an enchanting Balinese village.



Kamandalu Resort and Spa, Ubud, Bali, Indonesia
Tel: +62 361 975825 Fax: +62 361 975851

A Sanctuary For The Senses


Victoria Spa at Victoria Phan Thiet Beach Resort & Spa, is situated by the sea where the rhythm of the waves enlighten your mind and spirit. Victoria Spa takes a holistic approach for physical and spiritual well being by drawing on Asian traditions, providing a sanctuary for the senses - blending exotic romance, tranquillity and serenity. With six pavilions, Jacuzzi, saunas and beauty salons, the architecture of our intimate spas blend seamlessly with the beauty of the garden and offers total relaxation accompanied by the sounds of the sea. Massages are based on evolving techniques of ancient Asian tradition, Reflexology, Thai Massage, natural treatments and rejuvenation therapies that will leave you completely revitalized and glowing from within.

Victoria Phan Thiet Beach Resort & Spa, Vietnam
Tel: +84 62 381 3000 Fax: +84 62 381 3007




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

the reflection of true hospitality | **hospitality asia**




THE CARD WITH THE
BEST 1-FOR-1
PRIVILEGES


the reflection of true hospitality | **hospitality asia**



the reflection of true hospitality | **hospitality asia**



the reflection of true hospitality | **hospitality asia**



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

DEC-FEB MAC-MAY JUN-AUG SEP-NOV

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?

- | | |
|---|---|
| <input type="checkbox"/> Exhibitions | <input type="checkbox"/> Major Restaurants |
| <input type="checkbox"/> Embassies | <input type="checkbox"/> Hotels/Resorts/Clubs/Spas |
| <input type="checkbox"/> F&B Outlets/Nightspots | <input type="checkbox"/> Hospitality-related Associations |
| <input type="checkbox"/> 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

WAP 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

WORLD ASIA PUBLISHING