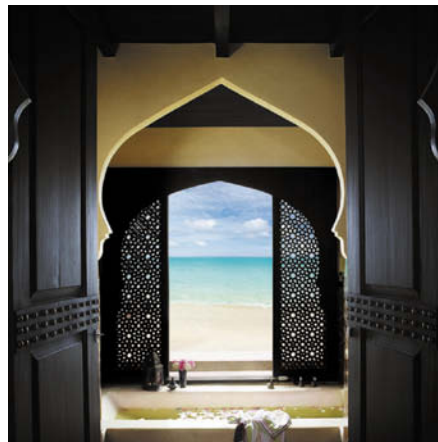


# hospitality



These are the best of times; these are the worst of times, to paraphrase Dickens. But when technology comes into play, the tides turn to favour the fittest, most technologically-embracing hospitality leaders, as our special Business Solutions feature on how information technology can help boost service performance even with less manpower proves. Also, meet some of the personalities behind some of Asia's most cutting edge properties and see what trade shows have in store for the industry in the next few months.



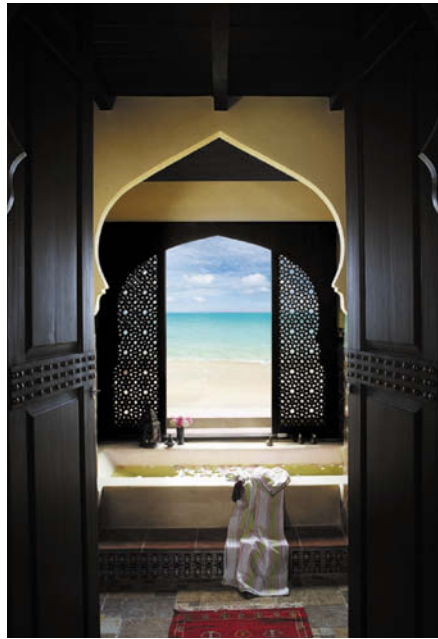
## Green Thumb For All Seasons

Four Seasons Hotel Singapore re-launched its green movement on June 1, 2009 with a fun communal Green Thumb Project engaging all its staff members.

Clearing a part of its manicured gardens to make way for a vegetable patch, the hotel embarked on Phase One of Green Thumb, planting a variety of edible plants adopting sustainable farming methods. Using only organic compost for fertilizer and refraining from use of any artificial chemicals or pesticides, Four Seasons Hotel Singapore hopes to harvest fresh produce from its vegetable patch directly for use in its kitchens.

By engaging staff in this communal effort, Four Seasons hope to heighten the awareness of employing sustainable methods, not only in farming but also in daily practices at work and at home.

With this in mind, Four Seasons Singapore has and embarked on a series of eco-friendly initiatives to stamp out additional carbon footprints in the environment. These include sustainable waste management where food scraps from the hotel's restaurants and kitchens are collected and eventually turned into compost and used as plant fertilizers. **h**



*The bathrooms of Villa Maroc*

## A Truly Moroccan Experience

Villa Maroc, the first authentic Moroccan styled resort on the exclusive Pranburi beach has opened in June. Villa Maroc is the newest resort on Pranburi beach, just far enough from the bustling resort town of Hua Hin to make it seem remote yet close enough to all major infrastructure to ensure that getting here is a breeze. Boasting 153 meters of uninterrupted sand and sea, Villa Maroc is designed to ensure that the accommodation is of the highest standard and each unique room has its own beautiful sea view. There are 6 Pool Courts, 4 Pool Villas, 1 One Bedroom Villa, 2 Two Bedroom Villas and 2 Royal Villas, all of which have been crafted in dramatic Moroccan style with dazzling colours and attention to detail.

With Sherazade Hammam & Spa, it's a truly a unique and restorative Moroccan experience. Sheherazade is the first authentic hammam in the Kingdom of Thailand and provides the very best in Arabic healing and comfort by combining the deliciously exotic with the absolutely luxurious.

Inspired by the rich & colourful culture of Morocco, this unique seaside resort consists of 15 luxury rooms/villas, all of which have been authentically crafted in a dramatic Moroccan style. Original decorative items imported from Morocco, dazzling mosaics and the exotic courtyard "zellige" make this the hottest new resort in Thailand. **h**

## Sheraton Poised To Double Footprint In India

Starwood Hotels & Resorts Worldwide, Inc continues its expansion in India and Asia Pacific, announcing an agreement with Joy Hotel and Resorts Private Limited to manage the Sheraton Chandigarh Hotel. Scheduled to open in 2012, the new-build Sheraton underscores the brand's steady and strategic growth in India where there are currently four Sheraton hotels open, with plans to double the brand's footprint in the next three years.

Sheraton Chandigarh Hotel will be centrally located in a commercial area of Chandigarh and will be easily accessible from the city airport and Central Business District. The hotel will offer 177 rooms, five restaurants, a health club, a full-service Nectar Spa, swimming pool, business center and more than 15,000 square feet of meeting space. The hotel will also feature "Link@SheratonSM experienced with Microsoft®", a unique lobby lounge that is both a physical and a virtual space where guests can socialize, work and stay connected by using complimentary Wi-Fi and Internet-enabled computer stations, video-chats, televisions and daily newspapers. **h**

## Outrigger Laguna Phuket Resort And Villas To Open Q4

Outrigger Enterprises Group announced that it has been selected to manage a new luxury collection of residences, villas, town homes and apartments being developed by Laguna Resorts & Hotels Public Company Limited in Laguna Phuket, located on Bang Tao Bay on the northwestern coast of Phuket, Thailand. The new collection will be named Outrigger Laguna Phuket Resort and Villas. When fully built out, it will consist of 309 two-, three- and four-bedroom units, many with their own private swimming pools. The first units will be ready for occupancy in the fourth quarter of 2009.

Laguna Phuket, widely recognized as Asia's finest destination resort, is a 1,000 acre mixed-use tropical resort with five miles of pristine sandy beaches, six deluxe resort hotels. Laguna Resorts & Hotels Public Company Limited, a public company listed on the Thai stock exchange, developed the Laguna Phuket Resort starting in the mid 1980s from the remains of an abandoned tin mine once thought to be too polluted to develop. Laguna Phuket has since won numerous environmental awards as a result of that successful effort. **h**



Best Western Premier Seri Pacific Hotel staff on the Hop-On-Hop Off bus

### Building A Premier Team

The team at the Best Western Premier Seri Pacific Hotel recently held a three-day Team Building exercise which was facilitated by the Director of Operations, Peter Padman and Banquet Operations Manager, Amin Yussuf.

After full day sessions of brain storming for the next quarter, the highlight of the evening was a ride on the Hop-On-Hop Off bus for a night tour of the city, dressed in similar themed red t-shirts. They ended up at a competitor hotel on a market survey and certainly were a topic of conversation for the rest of the guests. The team also dressed to kill and took an LRT ride billed as the 'longest stretch limo ride' to survey yet another hotel on the last night. **ha**



The JW Marriott Hotel staff with their creation

### A Majestic Creation For His Majesty

YTL Hotels recently had the honour of presenting a magnificent cake at Istana Negara in conjunction with His Majesty the Yang DiPertuan Agong's birthday. The cake was a joint creation of experienced chefs at the JW Marriott Hotel led by Pastry Chef, Chef Ahmad Fanis bin Latif. Assisting him were 3 staff from the pastry kitchen.

The 60kg fruit cake, which took about one week to complete, carried the theme "Scenes of Terengganu". The cake was adorned with songket and featured a beach with coconut trees, turtles and a fisherman's boat created from sugar and pastillage; symbols which epitomize the land and culture of Terengganu. JW Marriott signature peanut butter cookies were placed in the fisherman's boat. **ha**



Held alongside:



**1 - 3 Oct 2009**

Saigon Exhibition & Convention Center (SECC)  
Ho Chi Minh City, Vietnam

**New Venue!**



## Shaping Vietnam's Food & Hospitality Industry

- **Increase your visibility** at Vietnam's most international and well-established food and hospitality trade event
- **Position your brand** as a market leader in Vietnam
- **Engage with relevant buyers** who matter to your business
- **Experience the action** at the 3rd Vietnam Culinary Challenge
- **NEW** Event Highlight > The first Vietnam Barista Competition
- **NEW** at Food&HotelVietnam > FranchisingVietnam2009

Organiser:

**Singapore Exhibition Services Pte Ltd**

Tel: +65 6233 6638 | Fax: +65 6233 6633  
Email: events@sesallworld.com

Vietnam Representative Office

Tel: +84 8 3930 7618 | Fax: +84 8 3930 7616  
Email: exhibit@vietallworld.com

Local Organiser:

**VietCham VCCI Exhibition Service Co Ltd**

Tel: +84 8 3932 0177 / 3932 6339  
Fax: +84 8 3932 5789  
Email: events@vietcham-expo.com

Worldwide Associate:

**OES Overseas Exhibition Services Ltd**

Tel: +44 20 7840 2145 | Fax: +44 20 7840 2111  
Email: apple@oesallworld.com

\*Food&HotelVietnam2009 is open to trade professionals only.

AN ALLWORLD EXHIBITIONS EVENT

## Centara Karon Resort Phuket Tops Poll

Centara Karon Resort Phuket has been voted the number one resort in the world for guest satisfaction, and Centara Kata Resort Phuket has been voted number three under the same category by customers of leading Scandinavian leisure travel group TUI Nordic.

The two Phuket resorts are part of Centara Hotels & Resorts, Thailand's leading hotel management company. TUI conducted a survey of its customers by asking them to complete a questionnaire on properties at which they had stayed. The results were then evaluated, with the score for Centara Karon Resort Phuket during 2008 placing it at number one in the world, and Centara Kata Resort Phuket being placed at number three. Both properties are within TUI Nordic's "Blue Hotels", a brand the company uses to highlight its preferred properties.

TUI Nordic consists of three businesses, namely a scheduled airline, a charter airline, and a tour operator, mainly selling overseas holidays to Scandinavians. The company is a subsidiary of TUI PLC (UK), whose travel arm operates in approximately 180 countries worldwide and serves more than 30 million customers in over 25 source markets. **ha**



(Clockwise from top left), Giuseppe Ressa, GM of Sheraton Langkawi Beach Resort; Vincent Ong, Brand Director for Sheraton (Asia Pacific); KT Ng, Director of Client Business Group at Microsoft Malaysia; and Wolfgang Boettcher, GM of Sheraton Imperial KL demonstrates the new Link @ Sheraton to Dr. Junaida Lee binti Abdullah, Deputy Secretary General - Management, Ministry of Tourism Malaysia

## Getting Linked

Sheraton Hotels & Resorts, Starwood Hotels & Resorts Worldwide has introduced a new way to keep guests connected in comfort while on the road with its signature service: The Link@Sheraton experienced with Microsoft®.

The Link@Sheraton debuts in Malaysia at The Sheraton Imperial Hotel in Kuala Lumpur with The Sheraton Langkawi Beach Resort as part of Sheraton's continued commitment to serve its customers better, reinforcing the brand's values of offering its guests signature services and amenities in a warm, comfortable environment that will help keep them connected to what matters the most to them. Total investment for the Link@Sheraton in both hotels amount to more than RM700,000.

The Link@Sheraton is designed to serve the needs of guests who are sociable, successful individuals seeking to balance work and play while sharing the travel experience with each other. "The Link is the heart of our new lobby, which we are re-designing to be a destination for guests. This unique lobby lounge offers travellers a convenient on-line experience and instant access to information for work, leisure and social networking. It is Sheraton's way of inviting our guests to come out of their rooms and join the community in the lobby where they can catch up on work, email their family and friends or just sit back and relax," said Vincent Ong, Brand Director for Sheraton (Asia Pacific). "This unique initiative, the first of its kind in the hospitality industry, will help our guests stay in touch with the city they are visiting as well as their home base, no matter where their travels take them." **ha**



The Westin Heavenly Bed

## Great In Bed

Ten years later, consumers and critics agree – Westin Hotels & Resorts is still the best in bed. Westin Hotels turned the travel industry on its head and sparked a hotel bedding revolution with the 1999 launch of the Heavenly Bed®: an icon that inspired countless imitators ignited the hotel-bed wars and jump-started the hotel retail phenomenon. In the decade since, more than 75 million guests have tucked themselves into Heavenly Beds at Westin hotels around the world including U.S. Presidents, Hollywood royalty and professional athletes and more than 30,000 beds and 100,000 pillows have been sold. The sumptuous, 10-layer Heavenly Bed has grown from cult favourite to well-loved classic, and Westin has expanded Heavenly into a full-lifestyle brand, with similarly luxurious offerings for the bath, the baby, and even the dog. Today, Westin announces a five-month global celebration of this momentous anniversary, and unveils plans for new additions to the growing Westin "Heavenly" family. **ha**

## Pan Pacific Hotels Group Appoints Interbrand To Enhance Brands Strength And Development

Pan Pacific Hotels Group has announced the appointment of Global brand strategist, Interbrand, for a strategic brand review of both the Pan Pacific and Parkroyal brands.

The Singapore-listed Pan Pacific Hotels Group Limited owns and manages two brands, Pan Pacific Hotels and Resorts and Parkroyal Hotels and Resorts, with properties across Asia and North America. Expected to span over four to six months, the project is aimed at refreshing the brand propositions for Pan Pacific and Parkroyal to position them for future growth. The global brand exercise will include a comprehensive review comprising multiple customer focus groups in key target markets. **ha**



“We **DON'T** serve this.”

Because PestBusters's here.

Broadway Hotel  
 Classic Hotel  
 Four Seasons Hotel Singapore  
 Grand Hyatt Hotel  
 Grand Mercure Roxy Hotel  
 Hilton International Singapore  
 Holiday Inn Parkview Singapore  
 Hotel Rendezvous  
 Hotel Royal  
 Link Hotel  
 Mandarin Oriental Singapore  
 Marina Mandarin Hotel  
 Meritus Mandarin Singapore  
 Orchard Grand Court  
 Pan Pacific at Orchard  
 Pan Pacific Singapore  
 Raffles Hotel Singapore  
 Raffles The Plaza Singapore  
 Rasa Sentosa Resort Singapore

Regent Singapore  
 Shangri-La Hotel Singapore  
 Sheraton Towers Singapore  
 Strand Hotel  
 Swissotel Stamford  
 The Fullerton Singapore  
 Traders Hotel  
 York Hotel  
 HOTEL ISTANA KUALA LUMPUR  
 hotel maya KUALA LUMPUR  
 Shangri-La hotel KUALA LUMPUR  
 HOLIDAY VILLA SUBANG  
 KUALA LUMPUR CONVENTION CENTRE  
 GRAND MILLENNIUM KUALA LUMPUR  
 TRADERS HOTEL KUALA LUMPUR By Shangri-La  
 PARKROYAL KUALA LUMPUR  
 CROWNE PLAZA HOTEL RIVERSIDE KUCHING  
 HOLIDAY INN KUCHING  
 CONCORDE HOTEL KUALA LUMPUR



Call us at **(65) 6288 2828** for your partners in **Professional Pest Management**

140 Paya Lebar Road #08-05/06 A-Z Building Singapore 409015 Fax : (65)67487388 Email : pestbust@singnet.com.sg

Singapore

Vietnam

Cambodia

Malaysia

Thailand

Indonesia

Philippines



The lagoon at Mines Wellness Hotel

### 10 Years Of Excellent Vietnamese Hospitality

Hilton Hanoi Opera, Vietnam's award-winning luxury hotel marked its 10th anniversary this June. Since its official opening in 1999, the hotel has received numerous accolades including for the last five consecutive years being voted 'Vietnam's Leading Hotel' by the prestigious World Travel Awards.

To mark this special occasion, the hotel has come up with a series of promotions for guests. Some of these include the 'We are 10, How old are you?' a dining discount offer 'Dine & Unwind' a special 10 course degustation dinner with free overnight accommodation and the chance to win a Vespa LX125VN by dining in any of the hotel's outlets in the month of June. **ha**

### Wellness Is In

Riding on the health conscious mindset of the public, not just locally but internationally, Palace Beach & Spa has now been rebranded into MINES Wellness Hotel, a sanctuary that does not compromise on relaxation and wellness.

The genesis of the four star resort that sits on the edge of MINES Lake into a Wellness sanctuary was the brainchild of the developer of MINES Resort City, Tan Sri Lee Kim Yew, who emphasized that while concerns for physical health should not be the prime reason for one's strict regime of diets and exercises, the achievement of wellness, which encapsulates a wholesome conscious feel of positivity - intellectually, physically, socially, emotionally, occupationally, and spiritually – should be the fuel for the intendment of a wholesome wellbeing.

Sheltering a lagoon and a man made beach, the resort that is only 20 minutes short from the city, MINES Wellness Hotel boasts of haven made for mind, body and soul. Combining elements and strategies with MINES TCM Wellness (formerly known as TCM (Traditional Chinese Medicine and Complementary) Wellness Center), guests are able to enjoy the special packages are designed to enrich and instill energizing doses of wellness. **ha**



Swissôtel Göcek, hotel and pool

### Summer's Here!

After a six-month winter break, Swissôtel Göcek Marina & Resort has opened its doors again for the summer 2009 season. The picturesque fishing village of Göcek, located right on the Turkish Mediterranean coast, has long been recommended by those in the know as a perfect place to spend an undisturbed holiday away from the masses. The hotel overlooking the bay, which is excellent for sailing, thanks partly to the ideal wind conditions, offers crystal-clear water, idyllic Mediterranean scenery and a private sandy beach.

Swissôtel Göcek Marina & Resort is the only hotel in the village, and boasts its own 280-metre-long private beach along with a marina with berths for 400 yachts. The hotel, which has just 57 bedrooms, provides a superb setting for a restful holiday in a peaceful location. The luxurious rooms are equipped with every modern amenity and all have a balcony or terrace with a stunning view of the turquoise sea or the surrounding mountains. **ha**

### Legendary Leadership

Pierre U. Stacher, General Manager of Swissôtel Sydney, has been honoured with the prestigious Australian 'National Tourism Legend' award at the 2009 Tourism Training Australia National Conference. The awards, hosted by Tourism Training Australia, were presented at a lavish gala dinner.

Stacher joins an elite group of highly respected tourism and hospitality professionals who have been recognized for their strong leadership and valuable contribution to the Australian tourism and hospitality industry.

Tourism Training Australia first introduced the 'National Tourism Legend' award of Australia in 1999 to recognize the significant contributions of tourism and hospitality professionals throughout Australia to industry. Winners, selected by the board of Tourism Training Australia, must be nominated and must have dedicated no less than 10 years to leadership and training within the industry. **ha**

# Bali High

## What do you love most about your property?

My guests, both internal and external. The buildings are merely bricks and mortar, but it's the people within it that make the spirit, and make everything happen. Being right on the ocean helps, no two days ever appear the same.

## If it had a personality, what kind of person would Samaya Bali be?

Quiet, kind, and conscientious. Can be depended on to follow through. Usually puts the needs of others above their own needs. Stable and practical, they value security and traditions. Well-developed sense of space and function. Rich inner world of observations about people. Extremely perceptive of other's feelings. Interested in serving others.

## Properties in Bali are always in stiff competition. How does Samaya Bali distinguish itself?

At Samaya, a few years ago, when business levels were still struggling, and the competition were street miles ahead of us, we renewed our service strategy, and returned to basics. We respect and effusively thank our customers, guests, visitors and patrons, those who are returning guests and those who are just beginning to know us. We love to make each and every guest feel special, and ensure we are attentive to their needs. I drive the philosophy that our guests are not cash machines, and all have differing needs, which we must be able to adapt to. With every transaction, every "touch" and opportunity we seek their feedback, listen to them and respond, and keep all our dealings, interactions with our guests as personal.

The Samaya name is now synonymous with service and great value for money, and this message is out in the marketplace, our loyal base of guests are very interested in what we have been doing, what our plans are for the future, and how we have changed and improved over the last few years. We are extremely grateful for the likes of HAPA awards and TRIPADVISOR who have helped so much with the recognitions being adorned onto Samaya. We all need help getting our messages out there, and I'm grateful to the above.

## How is the economic slowdown affecting Bali and Samaya in particular?

Like everyone, 2008, cannot be mirrored into 2009, that was just an extraordinary year, but we are fortunately not feeling any ill effects to date.

## Are your strategies different this year because of the slowdown?

What a wonderfully exciting time to be in Hospitality - providing comfort, care, sustenance, entertainment and attention to those who are escaping the doom and gloom of the mass media. My strategy is to continue what we have been doing, but doing it even better, and giving real value for money. Other than that, we have not needed to change much at all. **ha**



Ray Clark, General Manager, Samaya Bali

Ray Clark, General Manager of Samaya Bali is a man in love with his profession and who takes delight in the service industry. He shares his thoughts on his property, and how special the place he works is.



**W**interhalter MTR multiple-tank dishwashers with Thermo-Chemical dishwashing procedure is proven to be effective in meeting international hygiene standards, besides keeping water and energy consumption low and operational costs under control.

The independent "SGS" (SGS Testing & Control Services) has conducted tests on a 'live-run' Winterhalter multiple-tank dishwasher installed in the back-of-house of an internationally recognized 4-star hotel, upon request from dishwashing specialist Winterhalter Gastronom GmbH. The institute verified that it delivered the optimum hygiene result, and further computation proves that it was achieved with minimal operational cost.

Winterhalter's full range of dishwashers have been designed to save energy and lower operating costs. Despite the proven factory tests and findings, one can always argue if the same piece of equipment will perform as satisfactory in a real condition especially in the challenging Asian kitchen environment.

Winterhalter went further from presenting factory tests and figures to installing a 'live' test unit in the hotel. The 'live' unit, supplied in factory settings and neatly-packed with Winterhalter standard hygienic and cost-saving features, was connected to dishwashing chemicals catered by the hotelier's existing chemical contractor. The unit was meant to be used by the stewarding team on a

# High Standards, Low Cost With Winterhalter



daily basis as the main dishwashing equipment in the hotel under ordinary operation conditions. Then, throughout a period of three months, the wash result was subjected to multiple tests conducted via wash item sampling by SGS Testing & Control Services in Singapore. The hygiene test reports from SGS show that all representative tests passed with optimal hygienic results, showing 0 cfu/10 cm<sup>2</sup> (cfu- colony forming unit) on all wash items.

Simultaneously, to measure the efficiency of the Winterhalter dishwasher in resource-conservation, water and electricity meters were installed at the unit to provide accurate readings of running costs in practice. Calculations based on actual meter readings resulted in tremendous savings of water and energy consumption reflecting a running-cost-savings of more than 50 percent, in contrary to machines of high-temperature disinfection, proving beyond all doubt that the Winterhalter advantage is a winning one! **h**



# Shanghai Kick

**Shanghai has always been a seller's market. Hotels were always able to place premium prices on rooms and functions but this has changed in the light of the world financial crisis. How is Hilton Shanghai dealing with this?**

We believe that Shanghai remains a very significant international destination. Yes, the current global economic situation has created some price competitiveness, however long term we believe that the city should and will maintain its value. At Hilton we are of course focused on some tactical promotions to capture business and stimulate some recovery in business from our key feeder markets. We are however cautious about straight forward discounting as this may not necessarily drive increased demand at this time. Price is of course important, but we believe that recognizing the actual needs of the customer and adding value to their experience is also very important. Particularly as many business and leisure travelers have re-aligned their own travel priorities as they deal with the impact of the financial crisis. Hilton Hhonors loyalty programme is an important tool in this area and has grown in contribution.

**What would you say is the most challenging thing about driving performance in the China market?**

Currently our challenge in Shanghai is potential over supply of five star hotel rooms. At present official citywide development estimates factor an increase of 15,000 rooms by 2011. This is an enormous increase. We hope that some control will be exercised in order to ensure that the viability of this sector remains healthy.

**What do you like most about working in Shanghai?**

Shanghai is a city of such colourful and interesting contrasts from the glistening new buildings of Pudong, the old world glamour of the Bund to the alleyways and corners of Puxi that are so full of character. The city never sleeps and is full of activity, which really suits my personality. There really is a sense of "go forward" and desire for progress in the city that makes it a pleasure to do business in.

**You've a penchant for restaurants and food. How do you rate world-class culinary experiences in Shanghai? Are expectations higher or lower than they should be?**

Shanghai may not have the range of restaurants or food that you might find in some international destinations, however the quality of what is here can absolutely compare with any leading city in the world. Expectations are exactly where they should be, we can and do compete with any dining destination that I have seen, and I have seen many. From high end independent restaurants to corner cafes, Shanghai has very good restaurant and food culture.

**How has doing business in China changed you?**

Exposure to any international culture always changes you. I have been here one year now and have been delighted with my experience of China and the Chinese people. The people have impressed me greatly with their quality of family focus, industriousness and sense of humour. You see many more smiles on the streets than in many parts of the world, irrespective of standards of living. Living and working here has given me a much broader understanding and appreciation of modern Chinese culture, you have to see it first hand to truly understand it. **ha**



*Guy Hutchinson, General Manager, Hilton Shanghai*

**A keen sportsman, an enthusiastic student of international cultures with a passion for hotel and restaurant design – Guy Hutchinson is everything Hilton Shanghai needs at the helm. The dynamic General Manager shares his experiences in China's hippest city.**

# Landmark Accomplishments



*Deepak Ohri, Chief Executive Officer, Lebu Bangkok*

**Lebu Bangkok is all about creating bountiful moments of sheer enchantment for its guests weaved together into an unforgettable, magical experience.**

**Operationally, this boils down to deep attention to every minute detail with an innovative strategic approach. The property's dynamic Chief Executive Officer Deepak Ohri shares what it takes to be an award-winning hotel.**

## **How do you define the Lebu experience?**

As a brand, Lebu does not compete with any other luxury hotel, but with luxury products and services that create truly memorable moments. The Lebu experience is something the guest treasures like a Bvlgari diamond or a Bentley car. As we say, Lebu moments are moments forever.

## **Having distinguished itself at the recent HAPA regionals, how is Lebu going to continue its winning streak?**

The HAPA regional award was indeed recognition to our strong fundamentals. At Lebu, our approach is to go back to the basics and execute them better than anyone else. This philosophy together with a deep, scientific understanding of our customer profile and preferences and innovative approaches to add value through every single customer touch-point creates a winning combination.

## **What are some of Lebu's most unique features and services?**

Lebu is unique in almost every aspect. Perched up in the second tallest tower in Bangkok, the suites are the most spacious in their category offering Bvlgari amenities, Petrossian delights in minibar, 330 thread-count linen all of which are unique in Bangkok. Every suite has a spacious balcony with breathtaking views of the river and city and offers in-suite cooking option by Conde Nast accredited chefs. The dining options include world renowned restaurants like Sirocco, the

world's highest al-fresco restaurant, Breeze, Mezzaluna, Distil and Café Mozu all of which have been internationally acclaimed from the likes of Conde Nast Traveler.

## **These challenging economic times will definitely see people cutting back on the luxuries of accommodation. Do you think Lebu will be affected? And why?**

Though people might restrict spending on luxury accommodation, the discerning customer will still look for the best experience. We provide an experience that is compelling enough for our patrons. This is substantiated by the fact that even in these times we have the highest percentage of repeat clientele. Also, we do quite detailed segmentation and profiling studies for our guests and the segment we have currently tapped into is quite resilient to the market downturns.

## **Price cutting is rampant now with the current economic situation. How does Lebu stay competitive?**

Currently, undercutting is being adopted by many players in hospitality without any effort to add value, either strategically or tactically – and this is where Lebu is different. We believe there are always innovative ways to add value and attract new customers. Today, we are adding certain elements in our product and service that will appeal to the global consumer much more than the reduction in dollar value of room rates. **ha**



# GOT

Integrated Indoor Environmental  
Technologies & Engineering Services

# MOLD...?

FOR MOLD PREVENTION, REMEDIATION & DECONTAMINATION SERVICES  
PLEASE CALL US TODAY FOR A FREE CONSULTATION @ **+6 03 2287 0079/78**

Making the comfort and peace of mind of your guests our  
priority for a more pleasurable experience.

102, LORONG MA'AROF, BANGSAR PARK, 59000 KUALA LUMPUR, MALAYSIA

TEL: +6 03 2287 0079/78 FAX: +6 03 2282 0079 info@enviroverks.com.my

[www.enviroverks.com.my](http://www.enviroverks.com.my)

MALAYSIA SINGAPORE THAILAND VIETNAM CAMBODIA PHILIPPINES BRUNEI  
SRI LANKA BANGLADESH CHINA INDIA INDONESIA MACAU HONG KONG

# When Only The Best Will Do



Reto Klauser, Area General Manager of Makati Shangri-La

When push comes to shove, it is always results that matter. And when it comes to pest control service, one company stands heads and shoulders above the rest as Reto Klauser, Area General Manager of Makati Shangri-La has found.



## What made you choose PestBusters as there are many other established pest control companies operating in the Philippines?

As a hotel and as part of the Shangri-La group of hotels and resorts worldwide, Makati Shangri-La maintains the highest standards in hygiene, food safety and the cleanliness of its property. Much effort is put into compliance with a stringent set of practices and programmes that require specialized and rigorous attention from our selected service providers, suppliers and business partners. As such, Makati Shangri-La recognizes the ability of an ISO certified and market leading company such as PestBusters to meet its very unique and highly-demanding needs. It's in line with our journey to excel, for the comfort of Shangri-la's guest.

## What was it that impressed you most about PestBusters?

PestBusters provides the hotel with a most effective pest management solution without compromising the overall wellbeing of its people through their stress on minimal usage of harmful chemicals. PestBusters also offer customized methods tailor fit to the needs of Makati Shangri-La, which is very unique.

## PestBusters have always made it a principle not to stress on chemicals as a mode of pest control, as such, how did they manage to carry out their tasks?

Alternatives to toxic substances is only one key step in the elimination of pests. Preventive measures and creating conditions that repel

pests are part of their tasks. A very eco-friendly approach, that's aligned with our corporate beliefs.

## What would you say was unique about how PestBusters managed the pest problems in the hotel?

As a company that has experience with working on the best brands in the hospitality industry, their responsive approach in addressing pest problems specifically in a hotel environment is testament to their understanding that different establishments have different concerns and processes. Makati Shangri-La appreciates the speed and discretion of its considerate staff members in providing swift service without much disruption of hotel operations or disturbance of guests.

## When working with PestBusters, did you treat them as collaborators or as simply a hired service?

The hotel benefits from working closely with PestBusters in trying out the latest in pest control technology. Makati Shangri-La understands that its commitment to being strongly involved with any and all processes which result in improvement of its product entails joint collaboration with its many service providers and suppliers, whose outstanding service capabilities have contributed significantly in helping us exceed our service excellence at Shangri-la Makati. ■

# Cleaner Than Clean

## What does ENVIROVERKS do?

ENVIROVERKS is a company that specializes in the field of Indoor Environmental Quality (IEQ). We provide consultancy, test sampling and laboratory investigations, as well as recommendations and solutions in the field of IEQ. We always take a 360° approach when offering our services to our clients. Whilst our area of focus is in the healthcare sector we are able to provide IEQ services across a spectrum of industries.

## What can ENVIROVERKS offer to the hospitality industry?

We offer various Environmental & Engineering services. We also offer specialized services such as HVAC Air Ventilation duct cleaning and treatment as well as kitchen duct and exhaust cleaning for a number of hotel chains in Malaysia and Singapore. Our area of specialization is mold prevention, remediation and decontamination services.

## How bad is the mold situation in Malaysia?

Mold is actually a very, very big problem in Malaysia due to our equatorial climate which is hot, moist and damp all year round. These factors, coupled with the high humidity levels of our local climate helps to create the perfect environment for mold to grow and flourish. If you were to talk to most hotel owners or General Managers, about 50 percent of them would admit to having some form of mold problem on their hotel premises.



**ENVIROVERKS (M) SDN BHD**  
(712707-X)

ENVIROVERKS Hotline: +60 3 2287 0079/78



*Nitesh Malani, Chief Executive Officer of Enviroverks*


**“Mold is actually a very, very big problem in Malaysia due to our equatorial climate which is hot, moist and damp all year round. If you were to talk to most hotel owners or General Managers, about 50 percent of them would admit to having some form of mold problem on their hotel premises.”**

**The Chief Executive Officer of ENVIROVERKS Nitesh Malani talks about Indoor Environmental Quality (IEQ) and how it affects everyone.**

## Tell us about ENVIROVERKS' mold prevention, remediation and decontamination services

To start with, we will perform an IEQ audit of the area concerned using specialized microbial air sampling equipment. We then send these samples to accredited laboratories to obtain independent air sampling reports. Based on these reports, and with the expertise of our highly trained staff, we will be able to objectively tell our client what we think the problem is and where we think the source is coming from. We then provide recommendations to our clients on which decontamination procedure would be most appropriate for them based on their specific needs and requirements. We also provide a comprehensive planned preventive maintenance (PPM) programme to ensure that all the spores are eradicated completely and the problem doesn't recur.

## What assurances do you provide to your clients regarding your services?

We provide written warranties on our comprehensive services with a guarantee to remediate any recurrent problems within the warranty period free of charge. These warranties can vary for durations of between 12 and 48 months depending on many variables such as the nature of the problem, scope of work involved as well as other unique local factors involved. We always sit down and discuss these issues with our clients and strive to provide them with the best package to suit their individual needs, requirements as well as budget. We provide a free consultation service to potential clients as part of our guarantee towards the highest standards of service excellence. 

**W**hen an ultra modern property is designed around the concept of 'work, live and play', the one element which binds the three is communication. So it is no small wonder that Malaysia's Goldis Berhad selected enterprise communications systems experts Avaya to provide operational efficiency and state-of-art customer services to its world-class, eco-friendly, corporate headquarters, GTower.

Scheduled for a Q3 opening, G Tower will be a 30-storey commercial development comprising retail, F&B, recreational facilities, hotel, serviced apartments, CEO corporate offices and open office spaces. The development will boast a 30-storey commercial building designed to operate on a 24/7 basis with concierge services and high security.



The hardware which will give the much anticipated property a soul is the Avaya Unified Communications. The building is already Malaysia's first green certified development. In addition, the facility has been built to Multimedia Super Corridor specifications and will showcase true multimedia convergence with telephony, video and data running over the fiber optic and Cat-6 structured cabling infrastructure.

Avaya was chosen not only for its position as a global leader in enterprise communications systems, but also because of the company's outstanding green credentials.

The Avaya solution will dramatically decrease energy-consumption thanks to the innovative energy-saving design concept. The Avaya 9600-series IP phones are highly energy-efficient,

**AVAYA**

## The Gold Standard



consuming 31 per cent less power than the industry average. The built-in hospitality SIP features such as night power down mode contribute further to low power consumption.

In various areas of the structure, the end-to-end Avaya solution provides efficient and reliable IP-based communications for both guests and employees, including guest rooms, public areas, administration offices, etc. With the IP telephony infrastructure, customers at the GTower can experience enhanced services such advanced check-in and check-out functions, as well as customized welcome information and more.

Avaya Extension to Cellular will enable staff to bridge the desk phones and mobile devices. This way they can be reached wherever they are through a single number to ensure close collaboration among the staff and fast response to customer requests. In addition, to ensure smooth and efficient project management, Avaya's one-point-of-contact project management service offering and open standards based platforms provides seamless integration between Avaya's solutions, IP applications from a third party company, and the property management system, making the deployment easier and more cost efficient, as befitting Avaya's position as the leading enterprise communication providers in the Asia Pacific region. ■



Dr Khunying Kalaya Sophonpanich (left), Minister of the Ministry of Science and Technology (MOST) presenting award to Sarawut Tantichote (right), E-Business Manager of Centara Hotels & Resorts.

### Centara Is Most Popular Thai Hotel Site

Centara Hotels & Resorts has the most popular hotel website in Thailand, and that's official. The Thai hotel and resort management company has been presented with the "Most Visited Hotel Site in Thailand" award under the 6th Truehits Web Awards 2008.

The award was presented by Dr Khunying Kalaya Sophonpanich, Minister at the Ministry of Science and Technology (MOST) in a ceremony also attended by Dr Sakarindr Bhumiratana, president of the National Science and Technology Development Agency (NSTDA).

Receiving the award during the May 18 ceremony, held at the Century Park Hotel in Bangkok, was Sarawut Tantichote, E-Business Manager of Centara Hotels & Resorts.

Visits to Thai websites are monitored and analyzed by Truehits.net, the leading web statistic organization in Thailand, run by Internet Innovation Research Centre Co Ltd, which is supported and budgeted by the Thai government.

Centara Hotels & Resorts achieved the highest number of unique visitors amongst 182 hotel members under the Truehits programme, emerging as number one in the hotels and resorts category. Sarawut attributed much of the success of the website to the traffic generated by news of attractive rates and promotions on the group's range of hotels and resorts throughout Thailand. **ha**



Luxury Collection hotel The Laguna Resort and Spa Nusa Dua Bali

### Exceptional Luxury

The Luxury Collection Hotels & Resorts, a glittering ensemble of more than 70 of the world's finest hotels and resorts in more than 30 countries, launched the new [www.luxurycollection.com](http://www.luxurycollection.com), unveiling a world of exploration featuring unique, authentic and enriching experiences at the world's most desirable destinations. Far more than a hotel website, [www.luxurycollection.com](http://www.luxurycollection.com) is an international travel destination site with exclusive travel information, original editorial content, insider travel tips, and recommendations from local destination experts. The new brand site also features exceptional photography from National Geographic Image Collection, giving The Luxury Collection's affluent global explorers access to the magnificent settings surrounding each Luxury Collection property. **ha**

### Plain Chinese

Meritus Hotels & Resorts has seen an increase in online bookings of over 30 percent since switching to new Internet Booking Engine, SynXis and its Guest Connect as its online merchandising partner. Now, to further align its effort to grow domestic reservations opportunities and partnerships in China, Meritus Hotels & Resorts has announced the launch of its simplified Chinese website at [www.meritus-hotels.com](http://www.meritus-hotels.com).

This is part of the hotel group's effort to reach out to an even wider audience, further enhancing its presence and reach in China. To tie in with the launch, marketing partnerships with major Chinese based websites have since been identified, including the expansion of existing partnerships with Online Travel Agencies operating in Mainland China. **ha**

### Travelport GDS Expands Featured Property™

Travelport GDS, one of the world's leading global distributors of travel products, has expanded its Featured Property™ tool to the Worldspan™ travel booking platform. Featured Property™ is a powerful point-of-sale tool that provides the visual advantage of positioning hotel properties at the top of a travel agent's search screen.

This advertising option, previously only available on Travelport's Galileo™ booking system, provides hotels and resorts with the opportunity to improve placement in search results and promote their property during the critical booking process as travel agents look to find hotels in specific locations on the Worldspan™ and Galileo™ global distribution systems (GDS).

Featured Property™ priority placement provides hoteliers with the ability to place information about their hotels in the perfect spot when travel agents are looking to book within a specific region. From a travel agent perspective, this equates to placing items at the coveted eye level position on supermarket store shelves. Realizing the value of a new opportunity to increase sales, more than 1,000 properties have already enrolled during the Worldspan™ pre-selling phase. **ha**

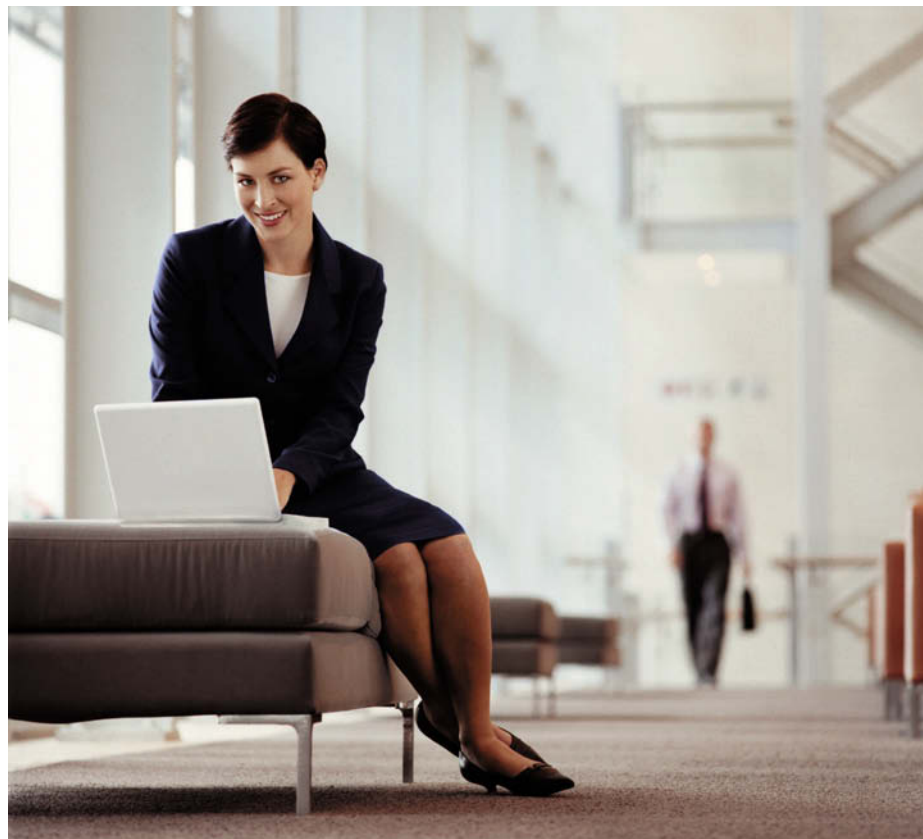
**T**he hospitality industry is facing two main challenges: an increase in customer expectation about in-room experiences and access to information and entertainment, and significant competition in a trying economy. With manpower requirements set aside to favour the bottom line, smart hoteliers are turning to technology to manage expectations and, sometimes, exceed them.

Leading the charge is communications solutions leader, Avaya, who is addressing these challenges by creating solutions tailored for hotels. At the recent International Hotel Technology Forum (IHTF) in Dubai, the company demonstrated new solutions which revolutionize the way service is undertaken.

One of the most technologically hip of the devices premiered was the 'Media Phone' solution, a cross between a telephone and PC, that allows direct access to applications and Internet-based information through a large colour touch screen with a high-quality phone. The company also demonstrated a breakthrough hospitality solution that delivers entertainment in the form of music and video as well as access to hotel-specific services and the Internet. These unified communications solutions deliver an unprecedented customer experience as well as competitive advantage in the current economic climate.

The Avaya 9670G desk phone features functionality specifically for the hospitality industry that enables direct access to applications and Internet-based information through a large color touch-screen with a high-quality speakerphone. With a simple user interface, the Avaya 9670G acts as an in-room phone but also provides dining information, spa treatments, directories, maps, weather conditions, and more.

# Technology And Superior Customer Service





“The hospitality sector has become a central element of Avaya’s business, given that communications and information is vital to leisure and business guests. At the same time, we’re developing and delivering communications solutions for the back-office functions in the hotel industry, to boost productivity and reduce costs. Avaya appreciates that retaining guests and operating more efficiently are vital to the entire industry, and IHTF gives Avaya the platform to highlight how we are working with hotels in Asia Pacific and elsewhere,” shares Chee Tat Meng, Regional Sales Director, Avaya Asia Pacific.

Avaya’s industry-specific hospitality solutions are at work for guests and staff at Atlantis the Palm, Jumeirah’s Burj Al Arab Hotel, Pan Pacific Hotels and Resorts, Wynn Resorts and hundreds of other hotels and resorts around the world.



*Matthew Kuan, Leader, Hospitality Solutions, Asia & Emerging Markets, Nortel*

### **Nortel’s Take**

Nortel is working with hotel customers to help them make a ‘leap’ rather than a step forward in deploying communications solutions that not only deliver a solution but an end-to-end, integrated platform designed specifically to meet their needs, in a standards compliant, non-proprietary environment. Nortel’s Web Interface & Communications Server (WICS) is a platform that is equipped with a developer toolkit to provide web based interfacing and deliver communications services (telephony, unified communications, mobility and applications) with ready WICS modules via web services, providing interoperability between various solutions running on disparate platforms. With WICS the hotel can also look forward to interfacing with applications and systems from industry affiliates and deliver not only innovative but revenue generation services to both the guests

and hotel operations alike. Web Services, with its use of open standards and protocols, and the reusable nature of the developed services and components, makes it really easy – and cost-effective – to manage hotel eco-system upgrades and future enhancements.

Hotels can also look forward to accessing applications and services that they have developed on a whole variety of end devices such as PDAs and Smartphones via web browsers, including Safari, Internet Explorer and Opera. Hotels no longer need to be tied to a fixed set of devices that is dictated by the application or system, nor do they need to acquire and install “purpose built” mobile clients for those devices, which can be very costly. Hotels can further enhance their guest services by allowing guests to use their own PDAs and Smartphones to access guest related services such as guest room telephone functions, room service, in-room controls, in-room entertainment system controls etc – all via the hotel’s WiFi network. The opportunity to create revenue generating services such as offering guests the ability to make reservations for restaurants, book meeting rooms or other services via the interfaces and devices they know and trust is a compelling one.

Matthew Kuan, Leader, Hospitality Solutions, Asia & Emerging Markets, Nortel says, “Working closely with our customers to understand the business challenges facing hospitality providers today, Nortel is deploying innovative technologies for some of the biggest names in the industry, as well as those who operate on a more modest scale. Several hotels in the Marriott, Starwood, Shangri-La and Hilton Groups are all counting on us to help them attract and retain guests, generate new revenues with unique services, improve staff productivity and satisfaction without added complexity. Smaller boutique hotels – such as Singapore’s Link Hotel – have similarly worked with Nortel to provide a seamless voice and data experience that customers have come to expect. And in the rapidly changing hospitality world of Dubai, many of the city’s premier establishments have chosen to work with Nortel as their solutions provider.” – Nortel’s input in this article is courtesy of Matthew Kuan, Leader, Hospitality Solutions, Asia & Emerging Markets, Nortel. 





**Clement Teo**  
General Manager  
M Hotel

Having garnered over twenty years of experience in the hospitality industry, Clement Teo is a seasoned professional with his most recent tenure as General Manager of Millennium Hongqiao Hotel Shanghai, the first Millennium hotel in China.

Trained from the food and beverage division, Teo is passionate and meticulous in strategy conceptualization and execution, expertise which was further honed and imparted when he undertook several other appointments at international deluxe properties including Shangri-la Hotel Singapore, The Westin Stamford and the Westin Plaza, Shangri-La's Rasa Sentosa Resort as well as Goodwood Park Hotel. This, with his extensive experience and proven track record saw him assume leadership as Hotel Manager of Grand Copthorne Waterfront Hotel Singapore before relocating to Shanghai. **ha**

### **Thomas Reupke**

General Manager  
Centara Grand Beach Resort & Villas  
Krabi

Gerd Steeb, President of Centara Hotels & Resorts, has announced the appointment of Thomas Reupke as General Manager of Centara Grand Beach Resort & Villas Krabi.

Reupke, a 41-year-old German national, majored in Business Administration and Economics at the University of Saarbrücken, Germany and holds a Bachelor degree in Hotel Management. Prior to joining Centara he was Director of Operations at The Empire Hotel & Country Club in Brunei, and previous to that he was General Manager for the opening of the Long Beach Ancient Village Resort & Spa in Phu Quoc, Vietnam. He has also worked in various positions in the Middle East and Europe.

Steeb said that Reupke's experience in resort hotel and hospitality management would be an asset in further expanding the potential of Centara Grand Beach Resort & Villas Krabi. The property is located directly on the beach at Pai Plong Bay, having a frontage of 500 metres with spectacular views of the verdant limestone formations that form such a distinctive part of the Krabi scenery. **ha**



### **Bernard Chong**

Senior Vice President, Development  
Meritus Hotels & Resorts

Bernard Chong graduated from Hotel Management "ÉCOLE DES ROCHES", a Swiss Hotel Management School. Over the course of his 24-year career in the fast-changing hospitality industry, he had been instrumental in developing and executing numerous major projects whilst helping key positions in both hotel and resort operations and companies providing IT solutions to the hotel industry.

He was appointed as Vice President, Operations with Meritus Hotels & Resorts from February-September 2008 and left the group for The Ascott Group as Country General Manager overseeing all of Ascott's properties in Singapore.

With his re-joining the group, he oversees both Business Development and Technical Services. His key responsibility is to review, analyze and negotiate potential hotel projects for the management and/or acquisition for conversion to Meritus Hotels & Resorts or other brands under the group. **ha**



### Jacqueline Kennedy

Cluster Director of Sales & Marketing  
Marriott International

Marriott International recently appointed Jacqueline Kennedy as the new Cluster Director of Sales & Marketing for the four properties in Jakarta namely The Ritz-Carlton, Jakarta, The Ritz-Carlton Jakarta, Pacific Place, JW Marriott Jakarta and Marriott Mayflower Executive Apartment replacing Theo Ocks who has recently been promoted as Area Director of Sales & Marketing for Marriott International in Western Europe.

With more than twenty years of experience in the service industry, focusing primarily on global sales and marketing for luxury branded hotels and resorts, Kennedy will head the sales, marketing and reservation team of the four luxury properties in Jakarta with more than 90 people under her leadership.

Holding a Bachelor Degree in Business, majoring in Tourism, in addition to her previous Marriott International experience,

Kennedy has held senior sales and marketing appointments with Hayman Great Barrier Reef, Sheraton Mirage Resort Port Douglas, Sheraton Mirage Resort Gold Coast, as well as independent resorts and regional tourism offices in Australia. **ha**

### Alice Ee

Executive Assistant Manager in Sales and Marketing  
M Hotel Singapore

M Hotel Singapore welcomes its new Executive Assistant Manager in Sales and Marketing, Alice Ee. She will oversee the full spectrum of the Sales and Marketing division and work closely with Revenue Management to attain new heights at the premier business hotel located in the financial district.

Being in the hospitality industry for close to twenty years, Ee presents a laudable track record spanning from Front Office Operations, Convention Services to Sales and Marketing, with her most recent tenure as Director of Sales and Marketing for five years at Orchard Hotel Singapore.

Prior to joining Orchard Hotel in September 2003, she worked at other leading hotel properties including Shangri-La Hotel Singapore, The Ritz Carlton, Millennia Singapore and was also involved in driving sales at Fraser Serviced Residences as one of the pioneer members of Fraser Hospitality team, as well as at The Ascott Group.

At M Hotel, Ee will be responsible for spearheading and developing strategies for both Room Sales and Catering Sales in achieving new targets and increasing market share, work hand-in-hand with Revenue Management to optimize yield levels, and further explore new media channels and partnerships with Marketing Communications to increase overall awareness for the hotel. **ha**



### Caroline Filtzinger

Hotel Manager  
Carcosa Seri Negara, Malaysia

Carcosa Seri Negara's new Hotel Manager is Caroline Filtzinger, whose impressive experience in 5-star hospitality and dining includes stints across Germany and in India.

Initially appointed in April 2008 as F&B Manager, her stellar performance impressed her superiors at GHM that this is her second promotion in less than a year. She was raised up to Executive Assistant Manager in September, only five months after being transferred to Carcosa, from The Club at The Leela Goa in India.

Filtzinger has tertiary qualifications in Theology, but switched tracks after graduation to take on Specialist Restaurant and Hotel Management at the Hotel Management School at Cologne-Ehrenfeld, Germany. She takes over from Carla Petzold-Beck who left end January 2008 to head another GHM property, The Legian in Bali, Indonesia.

As Hotel Manager, Filtzinger will manage all hotel and F&B operations, marketing and PR as well as guest relations at Carcosa Seri Negara. **ha**



**Alice Lee**

Director of Human Resource  
Meritus Mandarin Singapore

Meritus Mandarin Singapore is pleased to announce the appointment of Alice Lee as the Director of Human Resource. Lee brings with her a wealth of invaluable experience in human resource management in the tourism and hospitality industry, having held several key positions in Novotel Clarke Quay Singapore, Grand Mercure Roxy Hotel, United Airlines and Raffles Hotel.

Prior to joining Meritus Mandarin Singapore, she was the Director of Human Resource for The Sentosa Resort & Spa. In her new role, she will play an active role in defining the Hotel's human resource objectives and strategies as well as implementing welfare programmes and training initiatives. **ha**

**Marlon Hirsh**

Executive Assistant Manager  
The Ritz-Carlton, Millenia Singapore

Having spent half of his 14-year career in various locations in Asia, Marlon Hirsh arrives in Singapore as The Ritz-Carlton, Millenia Singapore's newly appointed executive assistant manager of the rooms division.

Previously in The Ritz-Carlton, Bali Resort & Spa also in the same capacity, Hirsh led quality improvement teams to continuously benchmark the resort's overall guest engagement experience. He also headed REACT (Ritz-Carlton Environmental Action Conservation Team) to encourage employees' participation in creating environmental conservation initiatives. Other Ritz-Carlton properties Hirsh had worked in across various positions in Guest Services, Housekeeping and Laundry include The Ritz-Carlton Marina Del Rey in California, The Ritz-Carlton, St. Thomas and The Ritz-Carlton, Atlanta (Downtown), where he had started as night manager in 2005. During his stint there, Hirsh was instrumental in sustaining and successfully accomplishing a smooth operation during the 1996 Summer Olympics.

Of American descent, Hirsh graduated with a Bachelor of Arts degree from the University of Alabama, with an emphasis on Criminal Justice and Public Relations. **ha**



**Juliana Yeo**

Director of Sales and Marketing  
The Regent Beijing

The Regent Beijing, the luxury 500-room hotel in the heart of the city's prestigious Jinbao Street recently announced the appointment of Juliana Yeo as Director of Sales and Marketing. With over 20 years in the hospitality industry, Yeo brings with her a wealth of experience and skills to this important leadership position. She will be responsible for leading a team of sales professionals and will play a vital role in driving market share growth.

Overseeing sales, marketing, public relations as well as reservations and revenue management, she will be reporting to the Managing Director of The Regent Beijing. She will also have sales and marketing responsibilities for the Park Plaza Beijing Wangfujing, situated at the heart of Beijing's bustling cultural, commercial, business and entertainment centre.

Yeo holds a diploma in Sales and Marketing from the Chartered Institute of Marketing, UK., The Singaporean-Chinese industry veteran has an outstanding professional background, having held various prominent positions in a number of renowned international hotels, including Madinat Jumeirah in Dubai, the Mandarin Oriental, the Conrad and Raffles, The Plaza in Singapore. **ha**

# Record Attendance At Indonesia's Food & Hospitality Exhibition

Food & Hotel Indonesia 2011 will run 6-9 April at the JIExpo Fairgrounds, Kemayoran, Jakarta. It will be the 11th International Hotel, Catering Equipment, Food and Drink Exhibition following this year's highly successful edition which attracted a record 18,610 trade and business visitors from throughout Indonesia.

Despite the current economic climate 850 participating companies showcased their products, expertise and services to Indonesia's growing food, hotel and tourism industry. This year National Pavilions came from Australia, France, Germany, Italy, Korea, Peru, Taiwan, Turkey, UK and USA.



The exhibition which occupied a total floor space of 10,578sqm was officially inaugurated by Ir Firmansyah Rahim, Director General for Development of Tourism Destination on behalf of the Minister of Culture and Tourism of The Republic of Indonesia.

Throughout the event, the Salon Culinaire chefs' cooking competitions were staged which attracted 318 young chefs competing in 18 culinary classes ranging from fruit, vegetable and ice carving to butter sculptures, live cooking competitions and table displays, including the traditional Indonesian table display, lesehen. This year's event also saw the national selection for the Asian Pastry Cup.

In addition, the 3rd Indonesian Barista Competition 2009, organized by the Indonesian Specialty Coffee Association was held which attracted 49 of Indonesia's top baristas.

The German Indonesian Chamber of Industry and Commerce, EKONID also organized a one day seminar entitled, Eco Hotel Conference which attracted 70 delegates. ■

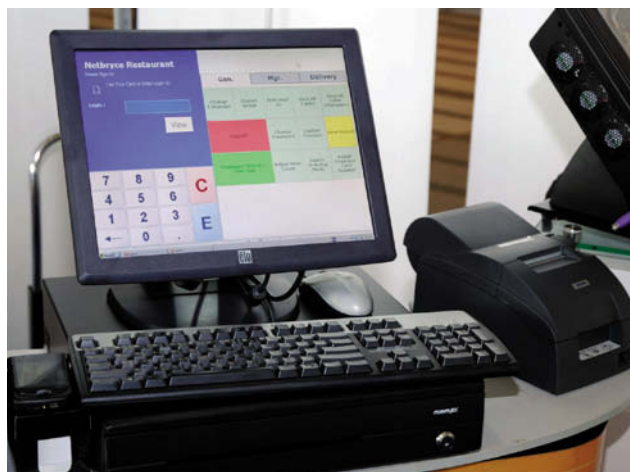
# More Opportunities Expected At Food and Hotel Thailand 2009



Food & Hotel Thailand 2009, Thailand's leading international food & hospitality trade event, will return for the 17th edition from September 2-5 at Royal Paragon Hall, Siam Paragon.

Following the outstanding success of last year's event, the 2009 edition expects to see more than 25,000 international trade visitors. More than 750 world's most prestigious brands from 55 countries will participate in this mega-event, which incorporates the International Food & Hospitality Show 2009 (IFHS 2009), Thailand's professional exhibition of food & beverage, hotel, bakery and foodservice equipment, supplies and services; and Catering & Restaurant Asia 2009, the 3rd Asian international exhibition for catering and restaurant equipment and technology.

Over 12,000 sq m space of the Royal Paragon Hall will be transformed into an all-in-one exhibition for the food and beverage, hotel, retail and hospitality industries, showing a wide range of products from coffee, wine, fresh produce, dairy products, meats, fruits, vegetables, processed foods, seasonings, confectioneries, ice cream, snacks, to glassware, ceramics and other foodservices equipment. An array of latest eco-friendly innovations and management technology that help improve efficiency and profitability for hotels and restaurants will also be on display.



In addition, Food & Hotel Thailand 2009 will be co-located with Hostec Asia, a regional trade show and conference for hospitality and foodservice technology, coupled with highlighted activities including Hotel Congress by the Thai Hotels Association, Restaurant Gathering Seminar by the Thai Restaurant Association, Retail Conference by the Thai Retailer Association, and Culinary Cup 2009 by the World Association of Chefs Societies (WACS) – Asia's first international culinary arts contest and convention which will be participated by more than 5,000 local and international chefs, delegates and enthusiasts.

Food & Hotel Thailand 2009 is organized by Bangkok Exhibition Services Ltd, a member of Allworld Exhibitions who also organizes Food & Hotel Asia in Singapore, HOFEX in Hong Kong, and Food & Hotel China in Shanghai.

This year's event will be held between September 2 - 5 (from 10.30 hrs. to 6.30 hrs.) at Royal Paragon Hall, 5th floor of Siam Paragon. For more information, visit [www.foodhotelthailand.com](http://www.foodhotelthailand.com)

The 17<sup>th</sup> International Exhibition of Food & Drink, Hotel, Bakery, Restaurant & Foodservice Equipment, Supplies & Services

# Food & Hotel

## Thailand 2009

[www.foodhotelthailand.com](http://www.foodhotelthailand.com)  
**2-5 September 2009**



Asia's **5 Star**  
Hospitality Event



Royal  
**PARAGON HALL**

EXHIBITION & CONVENTION CENTER  
5<sup>th</sup> Floor, Siam Paragon, Bangkok, Thailand

Incorporating:

**IFHS'09**  
[www.ifhs.net](http://www.ifhs.net)

**CATERING & RESTAURANT ASIA'09**

**RETAIL THAILAND'09**  
[www.retailthailand.com](http://www.retailthailand.com)

**hostec ASIA THAILAND**

Organised by:



**AN ALLWORLD EXHIBITIONS EVENT**

Co-located with



# Riding On Success



*Far right: Choices from Pok Brothers  
From the top: MSM Equipment  
Manufacturer kiosks; Come visit the pros  
at Pastry Pro's booth.*

Capitalizing on the success of the 2007 show, FHM 2009 (Food And Hotel 2009) is set to be bigger and better. With support garnered from the Ministry of Tourism, Malaysian Association of Hotels, Chefs Association of Malaysia and the Malaysian Food & Beverage Executives Association and endorsed by MATRADE, FHM 2009 is expected to attract some 20,000 trade visitors and professional buyers from across the region.

Held alongside FHM 2009 is PROPAK 2009, the 5th Malaysian International Food Processing & Packaging Technology Exhibition and Culinaire Malaysia 2009, the region's largest culinary competition. Up to date almost 50 percent of its food, beverage and hotel conglomerates have already confirmed their participation for 2009. The four-day exhibition taking place from August 11 – 14 2009 at the state of the art Kuala Lumpur Convention Centre will see producers, distributors and manufacturers coming together to explore the best offerings in the industry.

Among the booths to watch out for are Boncafe (M) Sdn Bhd which will be showcasing the new Solis SE-8 from Switzerland. The new Solis SE-8 of Switzerland is your one touch simplicity for the perfect cup of coffee. Compact in size with an elegant Solis Touch Concept, it can prepare seven specialty coffees as well as milk, milk and hot water for tea. 2-in-1 mode ensures the perfect enjoyment of 2 cups of cappuccino at the same time. With the integration of Artificial Intelligence System, temperature of the drink is always consistent from the first to the last cup. With an Eco Mode capability, it is highly energy efficient during stand-by operation.





Another coffee solutions provider is RICMAS Services Malaysia Sdn. Bhd. With almost 20 years of experience in the coffee machine and coffee business in South East Asia and a selection of probably the best manufacturers in this trade on their side, the company boasts the skill and ability to serve anybody, immaterial of size and nature of coffee and coffee equipment required.

CCI Solution will be offering a full range of solutions to meet the specific needs of retailers, public commercial concerns, operators in the leisure/entertainment business: cash registers, POS workstations and video surveillance systems. The offer is completed with specialized printer peripherals for every type of user, from the small shopkeeper to the mass merchandiser.

Harvest Bakery Ingredients Sdn. Bhd. Will showcase the most complete range of bakery solutions, ranging from various cake premixes, compound chocolates, flavours, fillings, margarine, jam etc; while Kian Contract is re-launching its range of wooden chairs - this time targeting higher end commercial spaces such as hotels and serviced apartments. The company has recently furnished premium living quarters such as Ameera condominium in Kuala Lumpur and villas at Saigon South Development in Ho Chi Minh, Vietnam with its expanding range of kitchen furnishing and wardrobes.

*Far left: Just one of Harvest Bakery Ingredients' many products  
From the top: Solis SE-8 can be viewed at the Boncafé stand 2F01; WMF Bistro by RICMAS*



*Far right (from the top): RAK Porcelain;  
Exciting new breakthroughs at the  
Winterhalter booth  
From the top: Printer peripherals for every  
type of user from CCI Solution; The best of  
Taiwan at the country pavilion*



MSM Equipment Manufacturer will be introducing new concept kiosks for the F&B arena. These kiosks are equipped with sinks, refrigerators, display counter and can be customized to match the type of food served. RAK Porcelain, established in the Emirate of Ras Al Khaimah, is one of the leading manufacturers of high grade Alumina fully vitrified porcelain tableware for the hotel and catering industry. They will be highlighting their trendy and innovative designs and shapes called Nordic - a legacy of the clean and clear Scandinavian design and Classic Gourmet – a contemporary range that offers a multitude of possibilities and solutions to the professionals.

Winterhalter's showing at FHM 2009 will be full of surprises. Look out for innovative products and cost-effective solutions besides its award-winning range of dishwashers and the complementing chemicals at stand 4-F01, Hall 4.

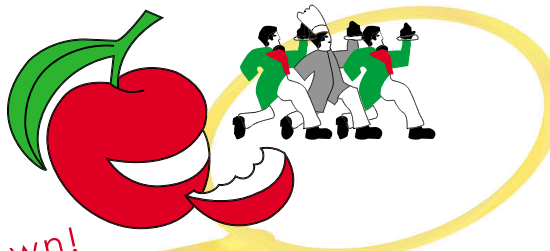
For 25 years, Pastry Pro has been providing excellent service for all bakery and confectionery needs. They will be demonstrating their commitment to quality and wide range including chocolates, ice creams, breads, cakes, pastries, donuts, ingredients, utensils, equipment, training, and consultation.

Pok Brothers, a premium wholesaler imports and distribute food products to the hospitality industry and hyper/supermarkets. They also offer processed meat products and a broad range of bakery items.

The Taiwanese Pavilion's theme to FHM 2009 is 'An excellent image on food safety, health and great taste', with 48 exhibition booths (456 sq m) comprising 36 leading Taiwanese food products manufacturers and producers. This delegation will also be setting up a 'deep-sea special zone' feature area to introduce and promote Taiwan's fishery and seafood industry.

The USA Poultry & Egg Export Council (USAPEEC) is a non-profit, industry-sponsored trade organization dedicated to increasing exports of U.S. poultry and egg food products in all foreign markets. They will be part of the American pavilion. **h**

# FHM2009



The 10th Malaysian International Exhibition of Food, Drinks, Hotel, Restaurant & Foodservice Equipment, Supplies, Services & Related Technology

Catch the tastiest show in town!

## Malaysia's Official Food & Hotel Show

**11 - 14 August 2009**

Kuala Lumpur Convention Centre, Malaysia



Incorporating :

**Halal Food Asia 2009**



**Gourmet Food & Wine Village**

Held in Conjunction With:  
**CulinaireMalaysia2009**



Supported By :



Endorsed By :



Official Media Partner :

Supporting Media Partners :



Official Web Partner :



Organised By :



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

REPLY COUPON

Please send me more information on exhibiting at **FHM 2009**.

Please send me more information on visiting **FHM 2009**.

For further information, please call / fax to :

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

Suite 1402, 14th Floor, Plaza Permata, Jalan Kampar, Off Jalan Tun Razak, 50400 Kuala Lumpur, Malaysia.

Tel : +603 4041 0311

Fax : +603 4043 7241

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

Ref: Hospitality Asia

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

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

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

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

OR ATTACH YOUR BUSINESS CARD HERE

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

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

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

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

By David Bowden

**I**t's tough when it happens. Imagine the embarrassment I brought upon myself and my family. This has been the most difficult part of being caught out but I am getting over it and coming out here publicly and sharing this with you is helping as is the therapy I am undergoing to resolve this deep-seated problem that apparently I have.

I didn't realize it but like many with an addiction it's not always apparent and only surfaces when one is caught red handed. The good news is that my therapist is happy with my progress and apparently I am well on the road to recovery now that I have openly confronted things and faced up to the consequences of my actions.

For some time now, I have had a problem which needed rectifying. It would appear that on some occasions when I checked out of hotels I take the slippers which are located in the room closet; placed there for my comfort and convenience while I am an in-house guest.

The operative word, or so it would appear, is 'in' the hotel. Recently, after checking out of a prestigious Thai hotel it was brought to my attention, in full view of my travelling colleagues, that the in-room slippers were unaccountable inventory items. According to the ever-diligent housekeeping staff, the said slippers were neither in the closet nor the garbage bin. A bill for B50 (RM5) plus all the other taxes which amount to about 18% in Thailand was hastily prepared and presented.

## Slipping Out Of Hotels

When I quizzed the ever-smiling and ultra polite reception staff about the heinous crime that I had committed, it was explained to me that as the slippers were uncountable, it was apparent to all concerned that I had removed the items and therefore must pay for them.

Upon enquiring about the complimentary status of the slippers I was informed that they were indeed complimentary but only if left in the room or the garbage bin after I had used them. It was acceptable to wear and leave but not take and wrap as was my case (the slippers provided packing for a particularly fine bottle of wine that I'd purchased and had packed in my check-in luggage).

Normally I think I am a balanced and well behaved hotel guest but I admit to getting a little edgy when given dumb answers. As such, I asked the staff to run past me the Siamese slipper scam scenario once again. It was confirmed that if I wore the said slippers in the room and left them there, there would be no charge, but if I removed them, a charge would be imposed. My immediate thought was to ponder what the hotel actually did with smelly old discarded slippers – were they washed and recycled?

I politely asked them about the other 'complimentary' items in the room – shampoo, moisturizer, teabags, toilet paper, tissues, bottles of drinking water etc. I asked, was it appropriate to remove these complimentary items rather than simply use them in the room and, were the ever-diligent room inspectors searching the bins for empty containers? As expected, my questioning merely met with blank looks from the battery of ever-smiling faces.

I mention this now as some weeks ago a similar situation occurred in another Thai hotel and it started me thinking; was it a new trend in Thai hospitality?

Don't get me wrong, I'm a great believer in the principle of user pay and I'll gladly pay for items used should there be a charge like there is with mini bars. But if this is an increasing trend I'm just wondering

if we might end being charged for the volume of shampoo consumed, tissues used, toilet paper taken and mouthfuls of mineral water guzzled. If the hotels in question were budget ones I might be able to accept this policy.

However, when I check into a full-service hotel, the tariff I pay surely covers all the complimentary items. Indeed, if I do not use the shampoo, the coffee, the drinking water and, the slippers, surely the hotel has 'made money' through my restraint.

So be wary of the Siamese slipper scam and ensure that you only wear the slippers while in residence in the hotel. My advice would be to wear them everywhere in the room to render them completely useless and then strategically place them on top of the bin to ensure the slipper inspectors can easily account for them when you check out. **ha**

