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## ROAR OF THE FINEST



While I am always wistful when it comes to comparing the Singapore hospitality experience to that of my home country, I know that other Southeast Asian properties are looking at Singapore guardedly as well. They have good reason to. After all, Singapore will play host to the Hospitality Asia Platinum Awards 2011-2013, with Capella Singapore hosting the Welcome Dinner on November 17 2011, and Mandarin Orchard Singapore hosting the Gala Dinner the next night. I know Singapore well enough to boldly say that both dinner events will be amazing.

There is also a fine crop of nominees from the Lion City for HAPA Regional 2011-2013. I am very pleased to say that instead of shrinking and cautiously watching the action from the sidelines, other Southeast Asian properties have boldly put in their bids to compete with the best of the best. Apart from Singapore and Malaysia, HAPA Regional will see the usual suspects from Thailand (Bangkok and Phuket) and Indonesia (Jakarta and Bali). The new participating cities are Koh Samui, Chiang Mai, Chiang Rai, Bintan, Hanoi, Ho Chi Minh and Manila as well. What a series it is going to be!

As my team and I continue to endeavour to lift the standards of Southeast Asian hospitality on a whole, we also look to our own publication with the view of improving. We continue to refine the product, fuelled by feedback from not only the suppliers which this publication initially served, but also the increasing number of first class and business travellers who enjoy our content on some of the best airlines in the world.

Therefore you will find that we have began fusing industry information with the kind of images and layouts that leisure readers will also enjoy. We believe that this will help us to have a larger share of voice, while also assisting our discerning readers in sourcing for things for their own enjoyment. So if you have a great product or service to share, let me know. Hospitality Asia really goes places. I'd like to be able to take you with us!

Write me at [publisher@wapublishing.asia](mailto:publisher@wapublishing.asia) for more on what we can help you achieve. My team (who are pictured with me) and I will be more than glad to assist!

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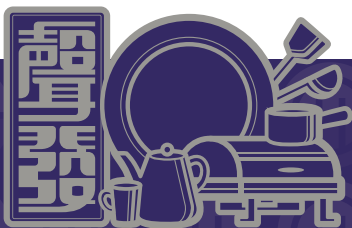


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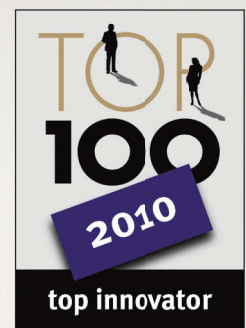
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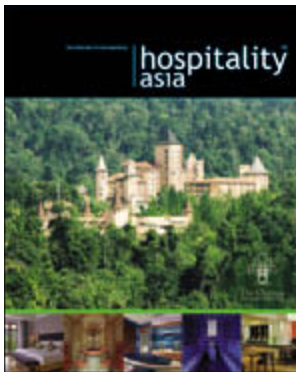
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Embassy of Austria  
Embassy of Belgium  
High Commission of Brunei Darussalam  
Embassy of Cambodia  
High Commission of Canada  
Chinese Embassy  
Embassy of France  
Embassy of Germany  
High Commission of India  
Embassy of Indonesia  
Embassy of Italy  
Embassy of Japan  
Embassy of Laos  
Embassy of Myanmar  
High Commission of New Zealand  
Embassy of The Philippines  
Saudi Arabia Embassy  
Embassy of Spain  
Taipei Representative Office  
Embassy of Thailand  
Embassy of United Arab Emirates  
UK Embassy/High Commission  
U.S. Embassy  
Embassy of the Socialist Republic of Vietnam

## HOSPITALITY SCHOOLS (MALAYSIA)

Berjaya Higher Education Sdn Bhd  
Genting Inti International College  
Kolej Damansara Utama (KDU)  
Nilai School of Hospitality & Tourism

Ranaco Training & Education Institute  
Sunway University College  
Taylor's University College

## HOSPITALITY SCHOOLS (SINGAPORE)

At-Sunrice GlobalChef Academy  
Dimensions International College Pte Ltd  
Raffles Campus Pte Ltd  
Raffles Hospitality School  
SHATEC Institutes  
Singapore Culinary Institute (SCI)  
Temasek Culinary Academy  
The Tourism Academy @ Sentosa

## GOLF CLUBS & RESORTS (MALAYSIA)

Awana Genting Highlands Golf & Country Resort  
Berjaya Hills Golf & Country Club  
Bukit Beruntung Golf & Country Club, Selangor  
Bukit Jaill Golf & Country Resort, Selangor  
Cinta Sayang Golf & Country Resort, Kedah  
Clearwater Sanctuary Golf Resort, Perak  
Darul Aman Golf & Country Club, Kedah  
Glenmarie Golf & Country Club, Selangor  
Horizon Hills Golf & Country Club  
Kelab Golf Perkhidmatan Awam, Kuala Lumpur  
Kota Permai Golf & Country Club, Selangor  
Kuala Lumpur Golf & Country Club  
Mercurie Johor Palm Resort & Golf  
Pulai Springs Golf & Country Club, Johor  
Royal Selangor Golf Club, Kuala Lumpur  
Saujana Golf & Country Club, Selangor  
Sultan Abdul Aziz Shah Golf Club, Selangor  
Tanjong Puteri Golf Resort, Johor  
The Mines Resort & Golf Club  
Tropicana Golf & Country Club, Selangor

## GOLF CLUBS & RESORTS (SINGAPORE)

Jurong Country Club  
Keppel Country Club  
Laguna National Golf & Country Club  
Marina Bay Golf Course  
Orchid Country Club  
Raffles Country Club  
Safrat Resort & Country Club  
Seletar Country Club  
Sentosa Golf Club  
Singapore Island Country Club  
Tanah Merah Country Club  
Warren Golf & Country Club

## TRAVEL AGENTS (MALAYSIA)

Chan Brothers Travel Agency  
Excellence Holidays  
FAL Resorts & Tours Sdn Bhd  
Holiday Tours and Travels Sdn Bhd  
Sunway Travel Sdn Bhd

## TRAVEL AGENTS (SINGAPORE)

City 99 Asia Travel (S) Pte Ltd  
Farmosa Holiday Tours (S) Pte Ltd  
Nam Ho Travel Service (S) Pte Ltd  
Seiki Travel Pte Ltd  
Shengyan Tours & Travel

## AIRLINE OFFICES IN MALAYSIA

Air France  
Air India  
Air Mauritius  
Air New Zealand  
All Nippon Airways Co Ltd  
Berjaya Air  
British Airways – Qantas/British Airways Malaysia  
Cathay Pacific Airways  
China Airlines – CAL  
Emirates  
Firefly  
KLM Royal Dutch Airlines  
Lufthansa Malaysia

Malaysia Airlines - MAS - Malaysia Airline

System Bernhad  
Myanmar Airways International – MAI  
Philippine Airlines  
Royal Brunei Airlines  
Singapore Airlines – SIA  
Thai International Airways  
Vietnam Airlines

## AIRLINE OFFICES IN SINGAPORE

Air France  
Air India  
Air Mauritius Ltd  
All Nippon Airways Co. Ltd  
Asiana Airlines  
Bangkok Airways Co. Ltd  
British Airways PLC  
Cathay Pacific Airways Ltd  
Continental Airlines  
Emirates  
Gulf Air Co  
Indian Airlines Ltd  
Japan Air Lines Co. Ltd  
KLM Royal Dutch Airlines  
Korean Air Lines  
Kuwait Airways Corporation  
Myanmar Airways International Co. Ltd  
Nippon Cargo Airlines Co. Ltd  
PT Garuda Indonesia  
Pakistan International Airlines  
Royal Brunei Airlines  
Royal Jordanian  
SAS Singapore  
Saudi Arabian Airlines  
Sempati Air  
Singapore Airlines Ltd  
South African Airways  
Sri Lankan Airlines Ltd  
Swissair  
Vietnam Airlines

## AIRPORT/AIRLINE LOUNGES

Cathay Pacific Lounge, KLIA  
Dynasty Lounge, KLIA  
Golden Lounge Domestic KLIA  
Golden Lounge Kota Kinabalu, Malaysia  
Golden Lounge Kuching, Malaysia  
Golden Lounge Langkawi, Malaysia  
Golden Lounge London, UK  
Golden Lounge Melbourne, Australia  
Golden Lounge Penang, Malaysia  
Golden Lounge Perth, Australia  
Golden Lounge Regional, KLIA  
Golden Lounge Satellite KLIA  
Golden Lounge Singapore  
Golden Lounge Sydney, Australia  
Kris Flyer Gold Lounge, Singapore Changi Airport  
Plaza Premium Lounge, LCCT  
Silver Kris Lounge, KLIA  
Silver Kris Lounge, Singapore Changi Airport

## ONBOARD

First Class and Business Class Flights on  
Malaysia Airlines (MAS)



HOSPITALITY ASIA  
PLATINUM AWARDS® 2011-2013  
REGIONAL SERIES

## HAPA CELEBRATES ITS 10<sup>TH</sup> ANNIVERSARY WITH NEW FLAVOURS FOR THE REGIONAL SERIES!

2011 is breathing a new sense of attitude and “flavours” into the 10th anniversary series of the Hospitality Asia Platinum Awards or HAPA, in short. This year also marks the return of the second edition of the HAPA Regional Series that was initially created to offer countries in South-East Asia a ‘not-to-be-missed’ opportunity to compete on a fair platform with Malaysia and Singapore hospitality players in terms of performance and service excellence.

“HAPA with its primary belief of honouring the most outstanding and deserving establishments and individuals within the hospitality industry has always stood firm in acknowledging that the core strength of this dynamic industry is invariably credited to all the establishments and individuals who contribute in one way or another,” said Jennifer Ong, the Founder and Chairman of HAPA.

“For its 10th anniversary, a new concept has been created and it will be introduced with HAPA Regional Series 2011-2013. We are proud that HAPA has spanned over a decade but it is time now to give it a new twist. We would like the industry to see this change as a means of upgrading HAPA and thus, bringing it to a whole new level for all the nominees,” Ong announced.

According to Ong’s further explanation, HAPA is now launching The Award for Excellence for ‘HAPA Best 10 in Asia’ whereby the 10 most outstanding establishments and personalities with the highest score per award category will be recognized. The initial concept of having only one winner per award category on the List of Awards will cease except for the Major Awards. The Major Award categories will now have 2 groups of award recipients but there would still be only 1 award winner per award category. For example, HAPA Service Excellence will have 10 Platinum category awardees and 10 Gold category awardees. And the winner will be the top scorer of the Platinum category. The total number of awardees for the Platinum and Gold categories will depend of the total number of nominees per award category. This concept is only applicable to the Major award categories. The remaining award categories will consist of award recipients of the ‘HAPA Best 10 in Asia’.

HAPA Regional Series 2011-2013 has so far garnered 150 nominees to date with more to come! Judging is in progress in Malaysia, Singapore, Thailand (Bangkok, Phuket, Koh Samui, Chiang Mai and Chiang Rai), Indonesia (Jakarta and Bali), Vietnam (Hanoi and Ho Chi Minh) and Philippines (Manila).

As stressed by Ong, HAPA will never be “just” an awards event and HAPA Regional Series is, till today, labeled as one of the largest networking events in the region where top hoteliers and industry professionals gather at one time. The mark of the grand finale to this “decade-young” awards series will come in the form of a 3D/2N event, with the presentation of awards over the two nights. The HAPA Organizer has confirmed the Lion City of Singapore as the hosting venue country. The ultra-luxurious Capella Singapore will be co-hosting the HAPA Nominees’ Dinner on the first night of the event whilst the Gala Dinner that is to be held on the second night, will be co-hosted by the elegantly iconic Mandarin Orchard Singapore. Nominees’ attendance for both events is compulsory. With all the excitement that will be taking place within the next few months, the HAPA team is certainly looking forward to welcoming all nominees to Singapore soon!

On another happy note, the HAPA Board of Directors is pleased to announce that Yang Berbahagia Dato’ Anne Eu, HAPA Director and Judge has just been awarded The Most Outstanding Malaysian Chinese Woman for Community Contribution by the Malaysian Chinese Women Leaders Caucus & The Ministry of Women, Family and Community Development in conjunction with the 100th International Women’s Day. The said award is based on thoughtfulness and concern for people and charitable causes, all for the betterment of society. Certainly a reflection of the positive spirit of 1Malaysia!

# *Congratulations!*



*The HAPA Board of Directors, HAPA Committee, HAPA Judging Panel and World Asia Publishing congratulate*

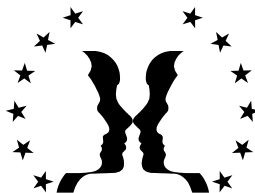
## *Yang Berbahagia Dato' Anne Eu*

*Chairman of Eu Yan Sang (1959) Sdn Bhd and  
Director of HAPA (Hospitality Asia Platinum Awards)*

*On being awarded*

## *The Most Outstanding Malaysian Chinese Woman for Community Contribution*

This inaugural award is jointly organized by the Malaysian Chinese Women Leaders Caucus and The Ministry of Women, Family and Community Development in conjunction with the 100th International Women's Day. Presented by Y.A. Berbahagia Datin Paduka Seri Rosmah, wife of the Prime Minister of Malaysia, this award was bestowed to Yang Berbahagia Dato' Anne Eu for her dedication to charitable causes and for her thoughtful contribution to Malaysian society. Yang Berbahagia Dato' Anne Eu personifies a woman of great calibre and her dedication towards the community's wellbeing reflects the true essence of 1Malaysia. As one of the Directors of HAPA, Yang Berbahagia Dato' Anne Eu is a testament to HAPA's continuous support towards the less fortunate.



HOSPITALITY ASIA  
 PLATINUM AWARDS® 2011-2013  
 REGIONAL SERIES

## LIST OF AWARDS

### 10 MAJOR AWARDS

- SVE HAPA Service Excellence
- HTY HAPA Hotel Of The Year
- RSY HAPA Resort Of The Year
- RTY HAPA Restaurant Of The Year
- EOY HAPA Entertainment Outlet Of The Year
- GCY HAPA Golf Course Of The Year
- SPY HAPA Spa Of The Year
- GMY HAPA General Manager Of The Year
- CTY HAPA Chef Of The Year
- ETY HAPA Hospitality Entrepreneur Of The Year

### 7 PERSONALITY AWARDS

- KKC HAPA King Of Kitchens
- MCW HAPA Master Chef ~ Western Cuisine
- MCA HAPA Master Chef ~ Asian Cuisine
- ACP HAPA Artistic Chef ~ Pastry
- IFB HAPA Most Innovative F&B Personality
- MOW HAPA Master Of Wine
- SBT HAPA Most Stylistic Bartender

### 8 ESTABLISHMENT AWARDS

- SLH HAPA Signature Luxury Hotel
- SBH HAPA Signature Business Hotel
- SDH HAPA Signature Deluxe Hotel
- SLR HAPA Signature Luxury Resort
- SBQ HAPA Signature Boutique Hotel/Resort
- SFR HAPA Signature Family & Recreational Resort
- SSR HAPA Signature Serviced Residences
- SSE HAPA Signature Spa Experience

### 6 CULINARY AWARDS

- EDE HAPA Most Exquisite Dining Experience ~ Western Cuisine
- ACR HAPA Most Authentic Asian Cuisine Restaurant
- ADD HAPA Most Chic All-Day Dining
- TCD HAPA Most Trendy Casual Dining (Independent Restaurants)
- UFC HAPA Most Unique F&B Concept
- CBR HAPA Most Cosmopolitan Bar & Restaurant

### 3 DEPARTMENT AWARDS

- FOC HAPA Best Front Office
- CCG HAPA Best Concierge
- HSK HAPA Best Housekeeping

Sponsors



Organizer



Official Venue



Official Publication



Note : The awards listed are subject to change and final confirmation by the HAPA Committee