



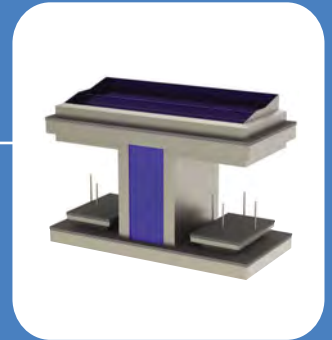
## Buffet Holding Stations

For the ultimate guest experience



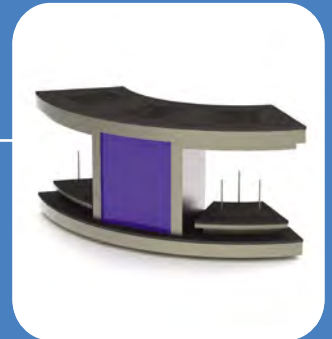
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Pasta Station  
Omelette Station

Seafood Station  
Sushi Station  
Dim Sum Station



Cold Display Station  
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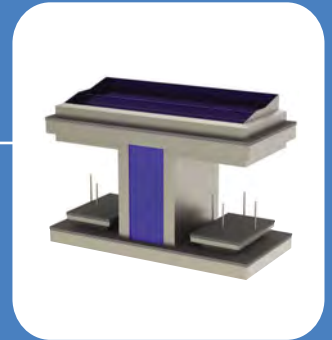
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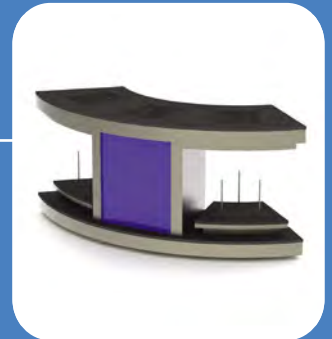
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Welcome to our ongoing commitment to change and innovation! You are now reading the refreshed Hospitality Asia! It's all part of our plan to continue delivering information in our inimitable style, which is now even more eye-catching and easy to read. The new lifestyle format is also a nod to the increasing readership of Hospitality Asia.

# Innovating Change, Driving Demand



**Jennifer Ong**  
Founder / Publisher

**T**his move signifies again the continued commitment on the part of World Asia Publishing to producing a quality magazine which helps its readers stay ahead of the game by giving them access to trends, developments and analysis in order to keep them ahead at all times.

Not only do we deliver industry-centric news and updates to the hospitality, travel and food and entertainment industries, we are becoming a popular reference point for travellers who enjoy the finer things in life.

The move towards expanding the Hospitality Asia Platinum Awards (HAPA) franchise is also another indication of our deep-rooted commitment to continuity. Nominations are already open for HAPA Indonesia. The addition of Indonesia to our list of country-specific awards, such as Malaysia and Singapore means that more hospitality staff and managers will be getting due acknowledgement for their hard work and commitment. Nowhere in the world has does hospitality come so naturally as in Southeast Asia, and it will be a monumental task for our

HAPA judges to pick the excellent from the best.

As we keep momentum going with the new, refreshed magazine, and new sector awards, we are also slowly branching into event management. As managers of our own Awards programme, who better than us to assist other brands in the conceptualizing and running of their very own awards? With the credit crunch still on us, and fears of a global recession still looming, we know that rank and file staff and looking more for security than the next small increment if they jump jobs. New awards will help assure employees that their commitment means something, and will go a long way to the promoting of better performance in the workplace. I know this, because WAP is the workplace of winners – of staff who have grown with the company and who are now helping me steer it into the next millennium.

So if you have an idea about trying to instate a staff appreciation function or awards, please do talk to me at [publisher@wapublishing.asia](mailto:publisher@wapublishing.asia). I'm always glad when the ultimate winners are the people in the business.

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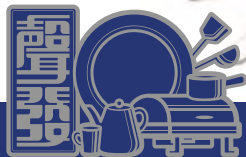
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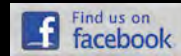
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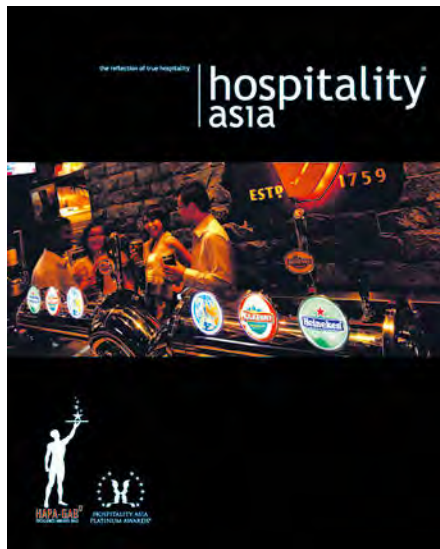


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**16** on the cover  
 Seeing stars takes on a whole new meaning when the HAPA-GAB Excellence Awards kicks off. An industry awards programme dedicated specifically to the F&B industry, the HAPA-GAB Excellence Awards is an independently managed awards programme created to recognize and acknowledge GAB customers who excel in service and product excellence. The awards objective is to raise the standard of product and service quality within the beverage industry, and is in line with the GAB Academy and HERO programmes as well as all the brands under GAB's umbrella.

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## travel, golf & spa

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The Best of Indonesia – So many facets, so many personalities, a myriad of possibilities in a nation where contrast is the name of the game, and differentiation the key to being memorable. This is where colour, culture, character and comfort exist in one amazing hodgepodge of experiences.

Perfectly Personal – designed on the 3C concept (classy, chic and cozy), Batik Boutique Hotel offers more than just creature comforts.

Slice Of Paradise – Enter Furama Villas Et Spa Ubud, Bali and tranquillity takes an irresistible hold on you, and comfort wraps you up in a tight embrace scented with the breeze from the paddy fields of Banjar Bindu.

## food & entertainment

### Being Social 43

Keep your finger on the pulse of society and stay in touch with the best social events to be had across three countries. From wine dinners with witty hosts, new places to chill out, lounges to be seen at, and cool DJs to party to, our new pages are an amalgamation of everything hot, hip and happening around Southeast Asia.

### hospitalsity Opinion 62

Standing Otto-vation – The words of the President Mentor of the Singapore Chef's Association bear weight (and fruit) for the hospitalsity industry.

### Coffee Chat 64

Men Who Matter – The coming up of the year's second quarter has left some still gasping, but two hospitalsity stalwarts are keeping ahead of the game, with their eyes on the road, and hands firmly on the wheel. One is from the West, the other from the East; yet Charles Abbot and Kamaruddin Baharin seem to share the same tailor, albeit not the same bolt of cloth.



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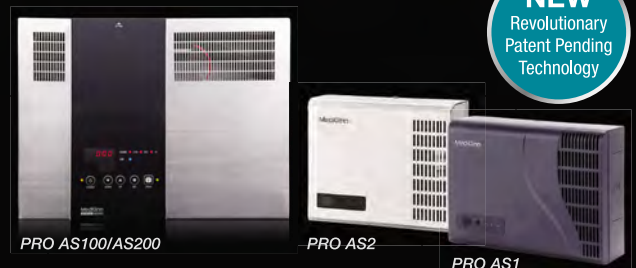
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 Kuala Lumpur  
 Indulgence Restaurant Et Living, Ipoh, Perak  
 Kechara Oasis New Age Vegetarian Cuisine,  
 Petaling Jaya  
 KURA, Petaling Jaya  
 La Risata Kuala Lumpur  
 MOVIDA Kitchen + Bar + Club Lounge  
 Noble House Restaurant Kuala Lumpur  
 Oriental Pavilion Restaurant Petaling Jaya  
 Pak Loh Chiu Chow Restaurant  
 Passage Thru' India Kuala Lumpur  
 Shook! Restaurant  
 SOHO Free House, Penang  
 SOULed Out Kuala Lumpur  
 Tamarind Hill Kuala Lumpur  
 That Little Wine Bar, Penang  
 The Ming Room Restaurant Kuala Lumpur  
 The Ship Kuala Lumpur

Vanity Mansion Kuala Lumpur  
 Vansh Kuala Lumpur  
 Vintry Cellars, Petaling Jaya  
 Xenri Japanese Restaurant @ Wisma Elken  
 YUZU Japanese Restaurant @ The Gardens

## RESTAURANTS (SINGAPORE)

1-Altitude  
 Boathouse Restaurant  
 Club Chinois  
 Coriander Leaf  
 Crystal Jade Golden Palace (Paragon)  
 Friends at Jelita  
 Garibaldi  
 Helipad @ Clarke Quay  
 Il Lido, Sentosa Golf Club  
 Indochine Restaurant Club Street  
 Indochine Waterfront  
 Ivory  
 Jaan, Swissotel The Stanford  
 Ku De Ta Singapore  
 Lantern @ Fullerton Bay Hotel Singapore  
 Le Papillon  
 Lei Gardens (CHIJMES)  
 Les Amis  
 Majestic Restaurant Et Bar  
 One on the Bund  
 Original Sin  
 OSO Ristorante  
 Paddy Fields  
 Paradise Pavillion  
 Pierside Kitchen Et Bar  
 Prive, Keppel Island  
 Rang Mahal  
 Restaurant Madame Butterfly  
 Saint Pierre  
 Salt Grill Et Sky Bar, ION Orchard  
 Savanh Bistro + Lounge  
 Senso  
 Si Chuan Dou Hua Restaurant  
 Sky Dining @ Singapore Flyer  
 Sky on 57 @ Marina Bay Sands  
 Taste Paradise  
 Tawandang Microbrewery @ Dempsey  
 The Cliff  
 The Forbidden City  
 The Jewel Box, Mount Faber  
 The Song of India  
 Tung Lok Restaurant, Singapore  
 Vansh  
 Ying Yang, The Club Hotel

## EMBASSIES IN MALAYSIA

Australian Trade Commission  
 British High Commission  
 Canadian High Commission  
 Embassy of Japan  
 Embassy of Spain  
 Embassy of Sweden  
 Embassy of the Federal Republic of Germany  
 Embassy of the People's Republic of China  
 Embassy of The Republic of Indonesia  
 Embassy of the Republic of Italy  
 Embassy of the Republic of Korea  
 Embassy of the Republic of the Philippines  
 Embassy of the Socialist Republic of Vietnam  
 Embassy of the Union of Myanmar  
 Embassy of the United States of America  
 France Embassy of Malaysia  
 High Commission of Brunei Darussalam  
 High Commission of the Republic of  
 Singapore  
 Indian High Commission  
 New Zealand High Commission  
 Royal Danish Embassy  
 Royal Embassy of Saudi Arabia  
 Royal Thai Embassy, The  
 The Italian Trade Commission

## EMBASSIES IN SINGAPORE

Embassy of Argentina  
 Australian High Commission  
 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)

Ascot Academy  
 Berjaya Higher Education Sdn Bhd  
 Cilantro Culinary Academy  
 Genting Int'l International College  
 Kolej Damansara Utama (KDU)  
 Kolej Tunku Abdul Rahman  
 Nilai School of Hospitality Et Tourism  
 Ranaco Training Et 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 Et RESORTS (MALAYSIA)

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

## GOLF CLUBS Et RESORTS (SINGAPORE)

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

## TRAVEL AGENTS (MALAYSIA)

Bestour Et Travel (M) Sdn Bhd  
 Discovery Overland Holiday Sdn Bhd  
 Malaysian Harmony Tour Et Travel Sdn Bhd  
 Mayflower Acme Tours Sdn Bhd  
 Pacific World Destination East Sdn Bhd

## TRAVEL AGENTS (SINGAPORE)

City 99 Asia Travel (S) Pte Ltd  
 Famosa Holiday Tours (S) Pte Ltd  
 Nam Ho Travel Service (S) Pte Ltd  
 Seiki Travel Pte Ltd  
 Shengyan Tours Et 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 Berhad  
 Myanmar Airways International – MAI  
 Philippine Airlines  
 Royal Brunei Airlines  
 Singapore Airlines – SIA  
 Thai International Airways  
 Vietnam Airlines

## AIRLINE OFFICES IN SINGAPORE

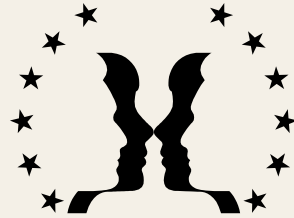
Air France  
 Air India  
 Air Mauritius Ltd  
 All Nippon Airways Co. Ltd  
 Asiana Airlines  
 Bangkok Airways Co. Ltd  
 British Airways PLC  
 Cathay Pacific Airways Ltd  
 Continental Airlines  
 Emirates  
 Gulf Air Co  
 Indian Airlines Ltd  
 Japan Air Lines Co. Ltd  
 KLM Royal Dutch Airlines  
 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 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 2012-2014  
INDONESIA SERIES



## The Inaugural HAPA Indonesia 2012-2014 Series Has Arrived!



Good news for all Indonesian properties! In this first ever edition of HAPA Indonesia, we are inviting all restaurants, bars, cafes, hotels, resorts, spas and golf courses to participate and compete with the best hospitality contenders in Indonesia. After several very successful Malaysia, Singapore and Regional Series, the HAPA committee decided that it was time for the awards to branch out to other country-specific awards series, and it made perfect sense to begin with Indonesia – the country with some of the world's best villa resorts and restaurants. We are equally thrilled for our Indonesian nominees this year for we know it's going to be a tremendous competition as Indonesians are known for their service excellence and warm hospitality.

The participating cities will include Jakarta, Bali, Yogyakarta, Surabaya, Bandung and possibly Medan. Nominations and judging have already begun, but it's still not too late to participate if you do so by end of April 2012. Judging spans between January to August 2012, during which two sets of "mystery judges" will visit the nominated property or personality at any time unannounced. Once again, the HAPA panel of Judges comprise regional industry professionals and corporate figures cum avid world travellers, to name a few.

In line with HAPA's 10th anniversary at the Regional Series last year, a new concept of awarding the "Best 10 in Asia" was introduced. The same concept will continue this year and other series ahead. However, since this is a miniseries, the awards will be narrowed down and presented to the "Best 5" in some categories. A total of 24 awards will be presented with categories ranging from personality, establishment, culinary, department and major awards.

The committee is speaking to potential venues to co-host the Gala Dinner, currently proposed to be held in Jakarta for one night. In true HAPA fashion, this awards ceremony will take on a red carpet appeal with a Black-Tie dress code. We are also searching for a children's charity foundation in Indonesia to support with funds raised through ticket sales and the Gala Dinner, so please write to us if you have any suggestions for a local home. Stay tuned for more updates on this highly-anticipated event happening in November 2012.



HOSPITALITY ASIA  
PLATINUM AWARDS 2012-2014  
INDONESIA SERIES

## LIST OF AWARDS

### 7 MAJOR AWARDS

- SVE** HAPA SERVICE EXCELLENCE
- HTY** HAPA HOTEL OF THE YEAR
- RSY** HAPA RESORT OF THE YEAR
- RTY** HAPA RESTAURANT OF THE YEAR
- GMY** HAPA GENERAL MANAGER OF THE YEAR
- CTY** HAPA EXECUTIVE CHEF OF THE YEAR
- ETY** HAPA HOSPITALITY ENTREPRENEUR OF THE YEAR

### 3 PERSONALITY AWARDS

- MCW** HAPA MASTER CHEF – WESTERN CUISINE
- MCA** HAPA MASTER CHEF – ASIAN CUISINE
- IFB** HAPA MOST INNOVATIVE F&B PERSONALITY

### 3 DEPARTMENT AWARDS

- FOC** HAPA BEST FRONT OFFICE
- CCG** HAPA BEST CONCIERGE
- HSK** HAPA BEST HOUSEKEEPING

### 8 ESTABLISHMENT AWARDS

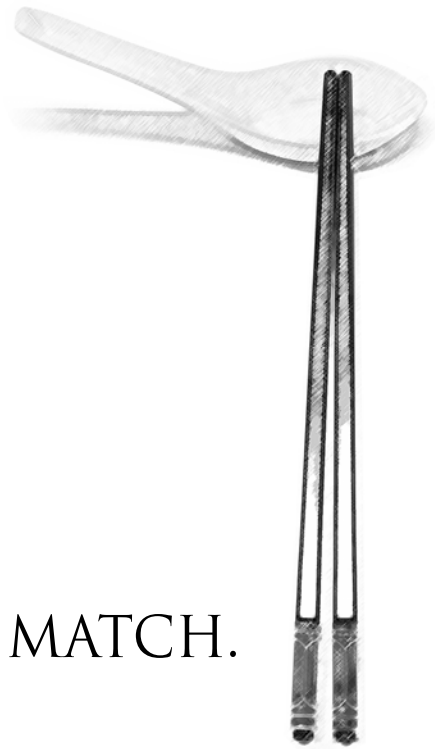
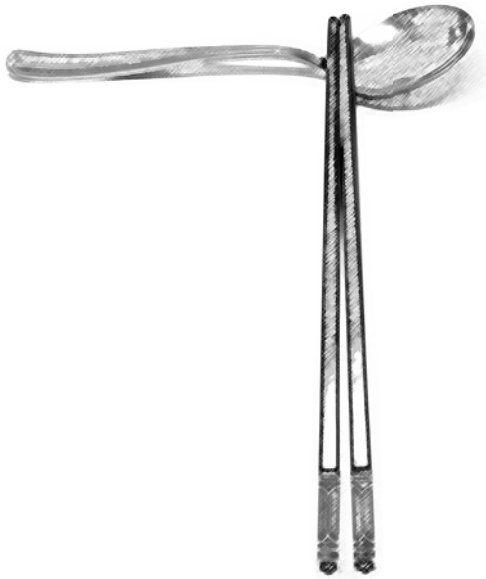
- S5S** HAPA SIGNATURE 5-STAR HOTEL
- S4S** HAPA SIGNATURE 4-STAR HOTEL
- SBQ** HAPA SIGNATURE BOUTIQUE RESORT/VILLAS
- SFR** HAPA SIGNATURE FAMILY & RECREATIONAL RESORT
- SSR** HAPA SIGNATURE SERVICED RESIDENCES
- SSE** HAPA SIGNATURE SPA EXPERIENCE
- SNS** HAPA SIGNATURE NIGHTSPOT
- SGC** HAPA SIGNATURE GOLF COURSE

### 3 CULINARY AWARDS

- EDE** HAPA MOST EXQUISITE DINING EXPERIENCE – WESTERN CUISINE
- ACR** HAPA MOST AUTHENTIC ASIAN CUISINE RESTAURANT
- TBR** HAPA MOST TRENDY RESTOBAR



Note: The above 24 awards listed are subject to change and final confirmation by the HAPA Committee.



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**asia**

wap@wapublishing.asia