



hospitality

It's a grand thing when hotels care enough to share out their surplus baked goods for a good cause. This, and more news on new hotel openings, awards given and accolades achieved by the hotels and resorts in Southeast Asia and across the world are in our extensive News coverage, as are new postings within the industry, and reminders of those who continue to grow and thrive where they are planted.



William Angliss Institute

Training Asia for 21st Century Hospitality

William Angliss Institute offers training courses held in the highest regard internationally. Its graduates – prized for their professionalism, skills and passion – lead hospitality, tourism and foods enterprises all over the world.

Asia thrives as the destination darling of the world. It offers amazing diversity in travel and tourism, managing, operating and hosting delightful experiences. Articulating this Asian brand of hospitality right in the midst of the action is William Angliss Institute.

Leading from Asia

William Angliss Institute is the specialist training provider for individuals and organisations in the tourism and hospitality industries in Asia Pacific. Established in Australia in the 1940s, the Institute has affiliate partner campuses across the region including Malaysia, with Berjaya University College of Hospitality in Kuala Lumpur, and Thailand, with Dusit Thani College in Bangkok. It has four joint venture campuses in China, namely, Shanghai University, Nanjing Institute of Tourism and Hospitality, Zhejiang Tourism College in Hangzhou, and Nankai University in Tianjin. In November 2011, the William Angliss Institute Tourism Continuing Education and Training (CET) Centre was launched in Singapore, offering over 2,000 training places annually.

Experts in Tourism Training

Leveraging the Institute's 70+ years of expertise, Asian practitioners can power hospitality and tourism forward through customised, flexible and innovative training solutions, consultancy services and qualification courses. It awards certificates through to degrees with courses covering hotel and accommodation, MICE and events, food and beverage, tour and travel, and attractions. It also offers skills set training, compliance training, and short or single competency courses.

Leading Authority on World-Class Hospitality Standards in Asia

William Angliss Institute was appointed by the ASEAN Secretariat to drive the development of a consolidated, sustainable and uniform training model to be shared across the region. This includes training frameworks, resources and assessment standards aimed at advancing the dynamic tourism market in Asia Pacific.

In 2004, William Angliss Institute spearheaded the development of the Common ASEAN Tourism Curriculum (CATC). The project is ongoing, and so is the Institute's long-term commitment to the community. It expressed its full support for the Mutual Recognition Arrangement (MRA) on Tourism Professionals, which was adopted by the ASEAN Tourism Ministers in 2009 in line with the establishment of three key competency programmes: ASEAN Common Competency Standards for Tourism Professionals (ACCSTP), Regional Qualifications Framework with Skills Recognition System (RQFSRS), and the Tourism Investment Study.

With continuing consultancy projects across the region, and by working closely with ASEAN Member States, William Angliss Institute is setting the benchmark for the region's tourism industry in years to come. Its strong partnership with high profile clients such as Singapore National Parks Board, Sheraton Hotels, Sands Casino, Hilton, Rydges, Hyatt, Intercontinental Hotel, McDonalds Australia, Nestlé, Qantas and Crown Ltd, is a testament to this.





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Breaking Bread Together



There were happy smiles all around when Roti 1Malaysia vans pulled into Kedah recently. Containing 3,000 pieces of fresh bread and pastries, the vans visited Kedah as the first state in the country to benefit from the Roti 1Malaysia initiative.

Deputy Women, Family and Community Development Minister Datuk Heng Seai Kie said the Roti 1Malaysia team decided to pick Padang Serai as a form of respect to Yang di-Pertuan Agong Tuanku Abdul Halim Mu'adzam Shah who is also the Sultan of Kedah. The convoy with 20 members made their rounds to seven locations in Kedah. The bread amassed came from five-star hotels in the Klang Valley. As five-star hotels are not allowed to sell their surplus bread and pastries after 6pm due to quality control, the Roti 1Malaysia team collected the items to distribute to the needy. Roti 1Malaysia chairman Datuk Anne Eu said she hoped more hotels and bakeries would join the programme in the future so that the needy could benefit from the high quality items. Homes which benefited from the project included Kamakshi Children Home, Kampung Kelang Sago and Yong Ai Orphanage in Kulim; schools including



SJK (T) Ladang Wellesley and Kampung Siam, both in Lunas, and also two hardcore poor families in Jalan Padang Serai and Sungai Seluang. Roti 1Malaysia is a registered non-profit non-government organization fully endorsed by the Women, Family and Community Development Ministry aimed at promoting a caring society. The members conducted a pilot project in November last year in Selangor and Kuala Lumpur to collect fresh surplus bread and pastries from 21 hotels and a bakery. To date, the bread and pastries have been delivered to 60 orphanages, old folk's homes and homes for the disabled twice weekly. **ha**



*Above (collectively):
The Roti 1Malaysia campaign
handed out 3,000 pieces
of bread and pastries to
orphanages, schools and some
hard core poor in Kedah.*



Above: New look and feel for Rendezvous Hotel Singapore.

G'Day Australia!

Hilton Worldwide has signed a management agreement with Ramtron Australia Pty Ltd to open the first DoubleTree by Hilton property in Australia. Scheduled to open around mid-2014, the 164-room DoubleTree by Hilton, Karratha will be strategically located in the centre of the Karratha commercial area, 15 kilometres from Karratha airport and 20 kilometres from the port at Dampier.

Karratha is a major mining hub in the Pilbara region, the largest resources region in Australia. Karratha adjoins the port of Dampier and is located 1,500 kilometres north of Perth, the capital of Western Australia. **ha**

New World Hospitality's Hong Kong

Pentahotel Hong Kong, Kowloon will open Summer 2013, representing the first Hong Kong property managed by New World Hospitality. Pentahotel Kowloon will join sister hotels in Shanghai and Beijing along with 13 Pentahotels in Europe. Eighty Pentahotels are anticipated to be in operation globally by 2020.

The 720-room, 32-storey hotel anticipates the development earmarked to transform Kai Tak into a new core business district. Pentahotel Kowloon will be positioned as a home base for guests to discover the emerging neighbourhoods of East Kowloon and is anticipated to become a neighbourhood hub in its own right. **ha**

New Rendezvous

Rendezvous Hotel Singapore, under its subsidiary Rendezvous Hospitality Group (RHG), which owns, operates and manages its stable of hotels in the Asia Pacific region under the Rendezvous and Marque brands, has undergone an S\$25 million refurbishment works to emerge a brand new player in the hospitality industry.

In line with the renovation, Rendezvous Hotel Singapore will be renamed as Rendezvous Grand Hotel Singapore as part of Rendezvous Hospitality Group's multi dollar rebranding effort.

Under a new structure, Rendezvous Hotels and The Marque Hotels will evolve into one Rendezvous brand which will become synonymous with superior value accommodation offering discerning travellers for business and leisure a unique hospitality experience.

The introduction of different tiers within the Rendezvous brand will allow the group to target three distinct segments. Rendezvous Grand Hotels will be the premier hotel offering superior accommodation for the upscale discerning travellers. Rendezvous Hotels will target upper-midscale mindful travellers while Rendezvous Studios are compact hotels targeting midscale value-conscious travellers. **ha**



Above: Centara Grand Nusa Dua Resort & Villas' One Bedroom Villa with the outdoor living room.

Kosmopolito Hotels International Pledges Support For Asian Youth Orchestra

In upholding its CSR initiative, Kosmopolito Hotels International presented HK\$40,000 to the Asian Youth Orchestra (AYO) recently. The scholarship was presented to two young musicians namely Chen Xun (Flute, China) and Michele Khor (Violin, Malaysia) who are part of the 104-member AYO team.

Other CSR initiatives undertaken by KHI included the HK\$1.8 million scholarship presentation to Ju Ching Chu Secondary School to encourage, motivate and nurture talented students by Tan Sri Dato' David Chiu and Winnie Chiu, president and executive director of KHI, HK\$150,000 worth of scholarships to students who were pursuing Higher Diploma in hotel, service and tourism studies at Hong Kong Institute of Vocational Education (IVE) and contribution to the National Heart Foundation in Kuala Lumpur, Malaysia to fund heart treatments especially for children to name a few. **ha**

Centara To Open Nusa Dua Resort

Centara Grand Nusa Dua Resort & Villas, the second resort hotel to be opened in Bali by Thailand's leading hotel operator Centara Hotels & Resorts, will be soft-opened during the third quarter of 2012.

The five-star property will feature a combination of deluxe suites and pool villas with a choice of one, two and three bedrooms. The resort's design concept is based on the Peranakan style, a blending of Chinese and Indonesian or Malay cultural styles that has created very distinctive design and architectural forms for parts of Southeast Asia including Indonesia, Malaysia and Singapore.

Centara Grand Nusa Dua Resort & Villas will have 68 suites with the option of a private pool, a lagoon access or a private Jacuzzi, and 14 private pool villas with one, two or three bedrooms and butler service. **ha**

Kosmopolito Calls In Singapore

Kosmopolito Hotels International is entering the Singapore market with its first hotel, Dorsett Regency Singapore, a mid-scale business hotel strategically located at the corner of the prominent road junction of New Bridge Road and Cantonment Road. Just 20-25 minutes away from Changi International Airport, Dorsett Regency Singapore sits on top of Outram Park MRT interchange station and offers easy accessibility to the city's commercial and tourist spots such as Orchard Shopping Mall, Marina Bay sands, HarbourFront, Resorts World Sentosa, Universal Studio Singapore and Centre Business District. **ha**



Above: Dorsett Regency Singapore.

Rejuvenated Pan Pacific Orchard

Pan Pacific Orchard unveils a brand new hospitality experience with refreshed guest rooms, restaurants and facilities. The S\$10 million refurbishment programme is part of Pan Pacific's overall rebranding initiative to enrich guest experiences with a diversity of elements inspired by cultures and landscapes of the Pacific.

The refurbishment programme extends from the hotel's new Executive Rooms, Studio Rooms and Pacific Club Suites to its restaurants, 10 at Claymore and Lobby Lounge; as well as public areas including the entrance, main lobby and meeting facilities. The hotel is also pleased to welcome the award-winning St. Gregory spa to its stable of wellness facilities that currently comprises a steam room, fitness centre and Singapore's first mineral water swimming pool.

Through refined interiors, intimate environments and personalized service, the rejuvenated hotel captures the senses with a concept of hospitality aligned with Pan Pacific's renewed brand positioning – "Your refreshing Pacific experience". **ha**

Holiday Inn Express Defines Smart Travel

As travel – both business and leisure – becomes a way of life, purpose-driven trips become far more of a norm. These travellers are looking to make the most of their trips. They want comfort and quality of a trusted global brand, but they don't see the need to pay for service and facilities beyond what they absolutely need. The Holiday Inn Express Bangkok Siam is built to meet the needs of these savvy travellers.

The first of the brand in South East Asia, the hotel defines smart travel by pairing comfort and convenience with proximity and price. Set right at the heart of downtown Bangkok and minutes away from renowned shopping, entertainment and business districts, Holiday Inn Express Bangkok Siam offers the smart traveller an affordable alternative to full service hotels within the area, but without compromising on quality.

The brand will add another 12 hotels to South East Asia by 2014, in Thailand, Indonesia, Singapore and Malaysia. There are currently 40 Holiday Inn Express hotels across Asia Pacific and this will grow to 94 over the next few years, making Holiday Inn Express one of the fastest growing brands in the region. **ha**

Hitting The Mark

Accor, the largest international hotel operator in Asia-Pacific, revealed that it now operates over 100,000 rooms in the region, with the opening of ibis Hong Kong Central and Sheung Wan. Accor Asia-Pacific Chairman and Chief Operating Officer Michael Issenberg announced the milestone at the 2012 Economy Hotels World Asia conference in Singapore, reaffirming the Group's growth strategy for Asia-Pacific. Issenberg also revealed the findings of Accor's Asia Economy Hotels Research 2012, which seeks to better understand attitudinal differences between travellers staying at economy hotels.

The growing demand for international-standard, value-for-money economy hotels led Accor to commission the Asia Economy Hotels Research 2012, the findings of which Issenberg also revealed at the same conference. The study surveyed business and leisure travellers from eight key markets in Asia to gather insights into the differing attitudes towards economy hotels.

According to the research, six in ten travellers in Asia prefer international economy hotel brands to domestic brands and assign different "personalities" to them. International brands were considered "stylish, high-class, reliable, attractive and energetic" compared to domestic brands, which tended to be viewed as "down-to-earth, practical, approachable, and considerate." **ha**

*Below: Pentahotel Hong Kong,
Kowloon's Pentalounge.*

One Earth Music Festival

Langkawi Live – One Earth Music Festival 2012 to be staged over the weekend of November 2 and 3 2012 will include an exciting list of the region's most prominent musicians. Leading Malaysian jazz pianist Michael Veerapen will feature together with several other rising Malaysian stars including Reza Salleh, Liyana Fizi, Poova and Amir Yussof as well as Saxman Koh (Thailand), the Langkawi-assembled Panjir Warisan and the Langkawi Love Band.

The festival setting is the picturesque beachfront of the Frangipani Langkawi Resort & Spa with the music timed to start each evening just as the sun sets. The atmosphere will get a little livelier each evening with DJs playing music on the beach after 11pm. In addition to the music the festival aims to promote Langkawi internationally as an eco-friendly holiday destination and to encourage the local community to keep the island clean and green. The festival's eco-theme this year is the Rivers Project which is a programme to keep Langkawi's rivers clean. Activities focused on protecting the environment will be organized throughout the day. For more details on ticket prices and specially priced accommodation packages log onto: www.langkawi-live.com. **ha**





Well-connected

Regent Hotels & Resorts has introduced brand-wide complimentary internet access across all five of its managed hotels in Beijing, Taipei, Berlin, Zagreb and Turks and Caicos. Complimentary internet will now be the standard in each of these luxury hotels, and will also be available in Regent's upcoming openings in Bali, Phuket, Kuala Lumpur, Porto Montenegro, Doha and Abu Dhabi. This new convenience is one of the many amenities offered by Regent in their mission to make each traveller's stay as stress-free as possible. **ha**

Bali Geopark Makes UNESCO Global Geopark Network

The 11th European Geopark Conference held in Arouca, Portugal, from September 19-21 has agreed to recognize the exotic island of Bali's volcanic area around Mount Batur as a member of the Global Geopark Network. Batur Global Geopark, centred around the active Batur volcano, is located in northeast Bali, between two round calderas - large volcanic craters that formed about 22,000 years ago. The Batur Global Geopark is one of only four new members accepted this year, the others being in China, Hungary, and Spain. The new sites bring the total number of Geoparks in the Network to 91, located in 27 countries. The Global Geoparks Network links geological heritage sites of international importance, rarity, or beauty that are also used to promote sustainable development for local communities. **ha**

We Are All One

One World Hotel Petaling Jaya, Malaysia held a Client Appreciation Night at its Imperial Ballroom recently. At the cocktail party, with the theme "Into The Future with One World", over 500 clients from various corporations, travel agents and government agencies turned up for the event and were greeted by the hotel General Manager, Ho Hoy Sum as well as the Sales & Marketing team.

The highlight of the event was the presentation of awards to top producers for the year 2011 in the segments of On-line Travel Agent, Travel Trade, Government Agencies, MICE and Corporate.

The On-line Travel Agent award was bagged by Agoda International (M) Sdn Bhd. Asia Experience Tours Sdn Bhd won the Travel Trade award. Under the category of Government Agencies, the top producer for the year 2011 was CyberSecurity Malaysia. The MICE award went to British American Tobacco Malaysia, while the top producer under the corporate segment was presented to IBM Malaysia Sdn Bhd. **ha**

Hole In One

The newest Swissôtel Resort will be built in Sanya, China's only tropical resort destination located in the southernmost part of Hainan Island. This deluxe hotel will be part of the Sanya Dragon Valley Hot Spring & Golf Resort, which includes one of the most exclusive 18-hole golf courses in the region.

The Swissôtel Sanya will be part of a large scale mixed-use development at the 267 hectare Dragon Valley Resort, and is scheduled to open in 2015. **ha**

Above: Client Appreciation Cocktail held by One World Hotel, Malaysia.



Above: Accor's newest offering, Novotel Saigon Centre.

Accor Presents New Novotel

Accor, the leading international operator of hotels in Asia-Pacific and Vietnam, has announced the opening of Novotel Saigon Centre, a newly-built hotel located in District 1 of Ho Chi Minh City (Saigon). This new upper mid-scale hotel promises new experiences and convenience for both business and leisure travellers visiting this vibrant city.

The 247 guest rooms and suites have been thoughtfully designed to present guests with spacious, modern and efficient room functionalities, while maintaining the full sense of relaxation and comfort for which the Novotel brand is globally renowned. Guests can find top-of-the-line amenities and new features such as a connectivity panel and switchable transparent bathroom glass, and avail of free Wi-Fi internet access throughout the hotel. [h.a](#)

Some Add Ons Have No Place In A Hotel

Residual food decay and cigarette smoke are two of the major causes of bad smell in hotel rooms. The other is mould. Changing bed sheets, covers and vacuuming can only provide temporary solution to eliminating bad smells as the pollutants, bacteria and mould are still present in the room.



THE SOLUTION : The key to solving the problem is to eliminate the source of this pollution from the carpets, curtains, bed covers and cushions by flooding the room with massive amounts of negative ions and controlled levels of ozone on a continuous basis. MedKlinn's Cerafusion™ Technology has been scientifically tested and shown to effectively eradicate or reduce the growth of bacteria and yeast.

THE CENTS OF IT : The MedKlinn PRO Series of Air Sterilizers uses minimal power to operate and is designed for 24-hour operation to clean the air continuously, without incurring astronomical energy bills. The PRO Series of Air Sterilizers delivers huge positive impact on customer satisfaction, and zero impact on operating costs.



Find out how MedKlinn 'Cleans More Than Just Air' at www.medklinn.com.



Global Brand Opens 60th Hotel In Greater China

Holiday Inn, one of the world's most iconic brands, turns 60 this year. The brand celebrates worldwide across 96 countries, having grown to 3,375 hotels globally across the Holiday Inn brand family, which comprises Holiday Inn hotels, Holiday Inn Resorts, Holiday Inn Express and Holiday Inn Club Vacations.

In Asia, Holiday Inn was the first international hotel brand to enter China. The brand celebrated another first on its 60th anniversary with the opening of its 60th hotel in China – Holiday Inn Changbaishan Resort, the first Holiday Inn ski resort in China.

Offering a brand new holiday experience for travellers, the 603-room Holiday Inn Resort Changbaishan and Holiday Inn Changbaishan Suites are nestled in the picturesque Changbai Mountains.

With a variety of activities on offer, including hiking, climbing, swimming and skiing, the resort provides an unforgettable experience for both thrill seekers and those looking for a relaxing getaway.

With the launch at Changbaishan, Holiday Inn has become the first international brand to reach the 60-hotel mark in China, further enhancing its presence in Asia. **ha**

Agora Hospitalities Launches First Limited Service Hotel

Agora Place Asakusa, the first limited-service hotel operated by Agora Hospitalities opened on July 27, 2012 and is proving a hit among travellers.

The hotel is already earning high commendations specially from guests from outside Japan for its newly developed "style MY stay" concept, which features minimalist guests rooms which hotel guests can personalize with their own preferred range of items.

The decor and amenities of each room are extremely simple but of the highest quality. In limited-service rooms, items such as sleepwear and other amenities are omitted, and guests can select only the things they need and purchase or rent them with a few coins.

Conveniently located in Asakusa, a renowned sightseeing destination, the hotel also offers easy access to the Ginza subway line, which whisks guests directly to other hot Tokyo leisure spots such as Ginza, Omotesando and Shibuya. Currently people who stay a week or more are eligible for a long-stay discount, and the hotel offers an optimum environment for extended stays with washing machine, microwave and other necessities on the premises. **ha**

Above: Agora Place Asakusa.

Challenges Of A Different Nature

Shangri-La's Rasa Sentosa Resort Singapore is one of Sentosa's most iconic properties. Equally an icon is its charismatic General Manager Ben Bousnina, who speaks about the importance of pest control in older properties, post renovation.



Were there any real pest problems since the resort recently renovated?

We had a problem with eye gnats affecting our guests at the outdoor terrace of Barnacles and the lawn. We were not able to conclude if this problem came from the new sand that was used to lay over our grounds or general infestation of the island. PestBusters was able to control the pests with additional pesticide misting.

Were there any other pest issues the property faced in particular during the period of renovation or after completion?

We are glad to have made the decision to continue retaining PestBusters' services throughout the renovation to contain any pest outbreaks that might have arisen. It proved to be the right choice as we found book lice and plant hoppers breeding during the renovation.

How were these issues addressed by PestBusters?

PestBusters helped us to identify the root cause of the insects - their habitat was found to be within the new furniture. The furniture was immediately replaced and all rooms were fully treated to ensure total removal of these pests.

PestBusters pride themselves on educating their clients and using chemicals only when necessary. How much difference do you think this approach makes, as compared with other pest control services?

This approach differentiates PestBusters with the other service providers in the market. Whilst we realize that some of our pest problems come from nature - Shangri-La's Rasa Sentosa Resort is located in a natural environment which is one of the reasons why guests choose

to stay with us - PestBusters' initiative is also in-line with our corporate directives as Shangri-La Hotels and Resorts is an environmentally-conscious company with a comprehensive corporate social responsibility policy in place.

Share one memorable incident in your dealing with PestBusters.

We had an outbreak of yellow flies surrounding the terrace of our restaurant terrace several years ago, before the renovation. PestBusters was called in right away and the problem was quickly identified as the new plants planted by the island authorities close by our resort. The outbreak was quickly contained and resolved. [h](#)



Martin Brenner
General Manager
Shangri-La Hotel, Surabaya, Indonesia

Shangri-La Hotels and Resorts announces the appointment of Martin Brenner as the new General Manager of Shangri-La Hotel, Surabaya with effect from 1 July 2012. Prior to joining Shangri-La Hotel, Surabaya, he was the hotel manager of Shangri-La Hotel, Bangkok.

An Austrian national, Brenner has been with Shangri-La Hotels and Resorts for ten years in Manila, Kuala Lumpur, Cebu and most recently Bangkok. Brenner brings to Shangri-La Hotel, Surabaya his extensive management experience in various aspects of administration and food and beverage operations gained at leading hotels in Europe, Middle East and Asia. **ha**



Tom Meyer
General Manager and Area General Manager
InterContinental Bali Resort, Indonesia

InterContinental Bali Resort is pleased to announce the appointment of Tom Meyer as General Manager and Area General Manager IHG Bali. Australian born, Meyer has almost 30 years industry experience in the hospitality industry. After acquiring a passion for travel at an early age his very first job during his gap year was with InterContinental Hamburg, subsequently completing a hotel training programme and gaining valuable practical experience across a number of key departments.

Rising through the ranks and continuing to add new skills to his career portfolio, Meyer excelled at sizable properties in Antigua and his hometown of Sydney as a Director of Food & Beverage. Since rejoining IHG in 1993, he has held a succession of senior roles that have taken him from Sydney to Singapore, Manila, and Hong Kong. Most recently he was in Dubai where he spent several years as Director of Operations and Area General Manager of Dubai Festival City (DFC) with responsibilities that involved opening and overseeing InterContinental DFC and the Crowne Plaza DFC as well as a complex of InterContinental branded residential suites. **ha**

Adrian Chung Fook Khiun
General Manager
Grand Park City Hall,
Singapore



Grand Park City Hall is delighted to announce the appointment of Adrian Chung Fook Khiun as General Manager with effect from 1 July 2012. Chung will oversee and supervise the hotel's operations, drive revenue, sustain successful business and profitable operations, and work closely with General Managers of sister hotels on key strategies, operational excellence and group-wide initiatives.

A veteran in the hospitality industry with more than 20 years of hotel management experience in Singapore, Malaysia and the United Kingdom, Chung has held key managerial appointments in international hotel groups within the Southeast Asia region. His expertise in Food & Beverage, MICE and hotel operations is garnered via various stints in award-winning hotels. He was also the Top 5 winner of the HAPA Most Dynamic General Manager in 2008. **ha**



Karen Merrick
General Manager
Centara Ras Fushi Resort & Spa Maldives

Thirayuth Chirathivat, Chief Executive Officer of Centara Hotels & Resorts, has announced the appointment of Karen Merrick as the first foreign female General Manager of Centara Ras Fushi Resort & Spa Maldives.

Merrick is a British national, hailing from Scotland who has almost 25 years' experience in hospitality throughout the United Kingdom with the last seven working internationally in resort and boutique operations within the Maldives, Indonesia and Malaysia.

Prior to joining Centara Ras Fushi Resort & Spa, Merrick was General Manager of The Taaras Beach & Spa Resort, Redang Island, Malaysia.

Centara Ras Fushi Resort & Spa is set on Giraavaru Island in North Male Atoll just 15 minutes by speedboat from Male International Airport. **ha**

Hubert Low
General Manager
ibis Styles Kuala Lumpur Cheras, Malaysia

Hubert Low has been appointed General Manager of ibis Styles Kuala Lumpur Cheras.

With the opening of ibis Styles Kuala Lumpur Cheras located at Cheras South, Accor, the largest international hotel operator in Asia Pacific will debut its premium economy brand in Malaysia.

Low brings vast experience in sales and services with various international hotel chains such as Hilton and Shangri-la. He had held various key management positions in Malaysia, Cambodia, Indonesia and China with reputable hotel chains such as the Swiss Garden, Holiday Villa and Sunway Groups prior to joining Accor. He has wide exposure in pre-opening, development and operations for owned and managed properties.

Being the first international chain premium economy hotel in Malaysia, ibis Styles Kuala Lumpur Cheras will feature vibrant stylish design with modern facilities. It is conveniently located in the bustling commercial and light industrial area of South Cheras.

The hotel boasts 156 comfortable designed rooms, a restaurant, a bar and five well-appointed meeting rooms offering an all inclusive accommodation with complimentary breakfast and free Wi-Fi to make sure your stay is hassle-free and memorable. **ha**



Chutima Kaewta-Fortescue
General Manager
Eastin Hotel Makkasan Bangkok, Thailand

John Westoby, Managing Director – South East Asia of Absolute Hotel Services, is delighted to announce the appointment of Chutima Kaewta-Fortescue as the new General Manager of its 280-room 4-star property, Eastin Hotel Makkasan Bangkok as of 1st September 2012.

Kaewta-Fortescue has extensive hospitality knowledge and experience as General Manager of U Inchantree Kanchanaburi, an award-winning boutique resort in Kanchanaburi, and extensive experience from other leading hotels in Thailand.

Kaewta-Fortescue, who has a Bachelor of Arts – Business Management from Bundit Boriharn Thurakit College, began her career at The Regent in Bangkok. She then joined the pre-opening team of the Emerald Hotel Bangkok and was appointed Assistant Executive Housekeeper in 1995. After that, she joined Sofitel Raja Orchid Khon Kaen (currently rebranded as Pullman Khon Kaen Raja Orchid) as Executive Housekeeper, and in 2006 was promoted to Rooms Division Manager and later as Director of Rooms before she made a decision to join U Inchantree Kanchanaburi as General Manager in 2010. **ha**

Elisa Saw ▼
Director of Marketing Communications
Prince Hotel & Residence Kuala Lumpur, Malaysia

Prince Hotel & Residence Kuala Lumpur is proud to announce the appointment of Elisa Saw as its new Director of Marketing Communications. In this new role, Saw will report directly to the hotel's General Manager, Tim Quarm.

She will be overseeing the activation of Marketing and Public Relations strategies for the hotel. Her key roles include the development and implementation of marketing strategies in both traditional and digital marketing, advertising, branding, social media, Search Engine Optimization (SEO), and Search Engine Marketing (SEM). In addition to that, she is responsible on all aspects on media relations and corporate social responsibility programmes. **ha**



▲ Dominic Chan
Vice President
of Information
Technology
Kosmopolito Hotels
International

Asia's fast growing hotel group Kosmopolito Hotels International (KHI), whose brands include Grand Dorsett, Boutique Series by Kosmopolito, Dorsett Regency and Silka Hotels, has appointed Dominic Chan as Vice President of Information Technology with immediate effect.

Chan is based at KHI's Corporate Office in Hong Kong and will be responsible for overseeing and directing the overall information technology initiatives for KHI Group and its hotel properties.

He is tasked with formulating and implementing the Group's information technology strategies, enhancing hotel operations efficiency through automation and technology enhancement, as well as formulating policy and procedures for data information protection and security.

He brings with him more than 17 years' working experience in on-line solutions and software applications. Before joining KHI, he was the Deputy General Manager of E-Commerce at Hong Kong Airlines Limited. Prior to that, he had worked at OIQ Solution Incorporation, HTL Holdings, Cyber On-Air Group, Gwcom Incorporation and Hong Kong Economic Times. **ha**



▲ Bruce McKenzie
Senior Vice President, Operations – Greater
China and Mongolia
Hilton Worldwide

Hilton Worldwide has announced the appointment of Bruce McKenzie as Senior Vice President, Operations – Greater China and Mongolia. In his new role, McKenzie will oversee the operational interests of over 30 trading hotels and aggregate the growth of the more than 100 pipeline hotels in one of Hilton Worldwide's most important markets outside of the United States. McKenzie will be based in Shanghai.

McKenzie brings with him over 20 years' experience in hospitality management, and was most recently Chief Operating Officer Australasia at InterContinental Hotels Group (IHG), a position he has held since 2009.

McKenzie is no newcomer to working in China, having worked with IHG as Senior Vice President, Operations – Greater China from 2004 to 2009. Before joining IHG, he was Director of Operations with Mirvac Hotels Pty. Ltd., the hotel management division of the multi-billion dollar Australian property company, The Mirvac Group. Prior to this, McKenzie was based in Singapore for almost two years at Choice Hotels International Inc. as Vice President Asia Pacific, and tasked to significantly grow the business in Asia Pacific. **ha**



Jennifer Yong ▲
Director of Sales and Marketing
Shangri-La's Rasa Sentosa Resort,
Singapore

Shangri-La's Rasa Sentosa Resort, Singapore announces the appointment of Jennifer Yong as Director of Sales and Marketing. She joins the resort from Shangri-La Hotel, Guilin, in China.

Previously, Yong was the Director of Sales and Marketing at Shangri-La Hotels and Resorts' Regional Sales Office in Beijing. Prior to this, she was Assistant Director of Sales at Traders Hotel, Singapore.

Yong is no stranger to Shangri-La's Rasa Sentosa Resort, Singapore, as she was a member of the resort's opening team in 2003, and spent seven years at the resort in the Front Office and Sales and Marketing Department. A native Singaporean, the 44-year-old is an alumnus of the National University of Singapore and Catholic Junior College. She replaces Ogie Manuel, who, after ten years at the resort, will be taking on regional responsibilities as Regional Director of Sales and Marketing for Shangri-La's resorts. **ha**

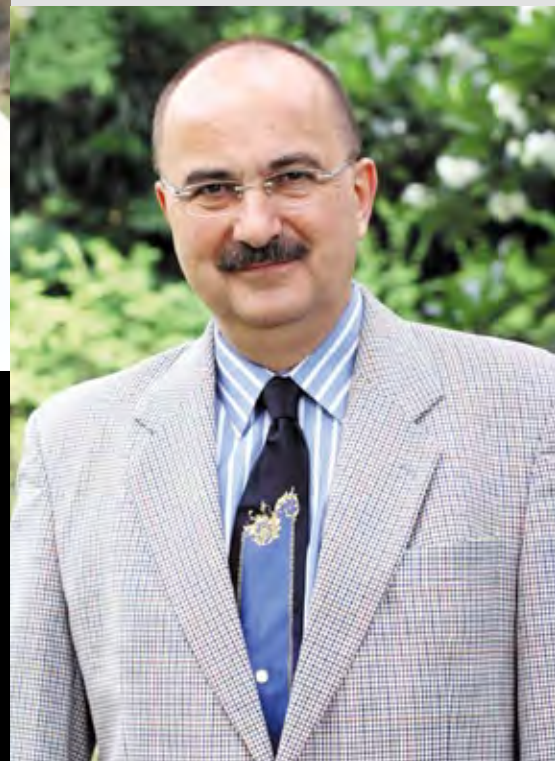
▼ Dewi Anggraini

Director of Marketing Communications
The Westin Resort Nusa Dua, Bali, Indonesia

Balinese born Dewi Anggraini is a Business Administration graduate with a solid background in tourism. She began her career in 1996 as a Front Office Secretary with Bali Cliff Resort and soon began to rise through the ranks of the hospitality hierarchy. For the past 12 years Dewi has worked exclusively in the area of Public Relations for InterContinental Bali Resort.



Dewi's new role at The Westin Resort Nusa Dua, Bali will involve reinforcing brand standards and ensuring that the property maintains a strong visual presence within the domestic sector. She will also be instrumental in helping to reposition the Bali International Convention Centre as the island's leading MICE venue following a soon to be complete refurbishment project. **ha**



Voytek Klasicki ►
Area Manager of the Maldives
Centara Hotels & Resorts

Chirathivat, Chief Executive Officer of Centara Hotels & Resorts has announced the promotion of Voytek Klasicki from General Manager of Centara Ras Fushi Resort & Spa Maldives to Area Manager of the Maldives and General Manager of Centara Grand Island Resort & Spa Maldives.

Klasicki has 25 years of experience in hotel management, having worked in the United Kingdom, Australia, New Zealand and India before coming to Thailand. He has been with Centara Hotels & Resorts since 2006 in the position of General Manager of Centara Grand Beach Resort & Villas Krabi. Following his great efforts and contributions to the company, he was transferred to oversee pre-opening of Centara Ras Fushi Resort & Spa Maldives for six months, then he was promoted to Area Manager of the Maldives and General Manager of Centara Grand Island Resort & Spa Maldives.

Centara Grand Island Resort & Spa Maldives is set amongst the perfect islands and blue ocean of South Ari Atoll in the Republic of Maldives, and offers the ultimate in barefoot luxury along with a range of exciting activities that will appeal both to couples and families. **ha**

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