

hospitality



New, fascinating properties are mushrooming all over Asia and we keep you up to date with the personnel movements in the hospitality industry. Non-hoteliers will still be keen on seeing the amazing roll-out of new hotels and spas, and keeping abreast of great new offerings. Trade readers will benefit from the round-up of hotel exhibitions across the region.





The studio at 8 on Claymore

New Kid In Town

8 on Claymore Serviced Residences, officially opens in September 2011 and is managed by the award-winning Royal Plaza on Scotts, Singapore.

Guests can expect laudable standards in hospitality, as 8 on Claymore Serviced Residences culls its level of service from the distinguished hotel. 8 on Claymore Serviced Residences is a welcome retreat for many travellers – those who are on business trips, families on well-deserved retreats, those who are on medical visits or those who are in town for an extended stay. The serviced residences accommodate many itineraries and offer a variety of living spaces, from intimate studios to a spacious penthouse unit.

Whatever space you choose, each residence embraces the concept of city sleek and offers a calm sanctuary with its minimalist chic architecture.

All spaces are configured to accommodate different people with varied interests. **h**



Hotel's landscape staff assisting guests to plant seeds

Sow A Seed, Save A Life

As part of Four Seasons Hotel Singapore's continuous support towards sustainability and cancer research, the hotel offers its latest community outreach initiative – "Sow a Seed, Save a Life" in conjunction with its "Stay Longer" package. For S\$25, guests will receive three seeds to plant at the Hotel's 1,000 sq ft eco-garden. Initiated by the hotel's employees in June 2009, the garden houses a veritable "kitchen" of delightful plants and vegetables such as banana, lime, lemongrass, ginger, okra, bok choy and kale. Delicious results have since sprung up from this harvest, including the basil used in Executive Chef Bruno Correa's pasta and apple wood grilled dishes and chilli in Jiang Nan Chun's XO chilli sauce. The hotel's landscape staff will be present to assist guests and their kids during their planting session. "Sow a Seed, Save a Life" is available until 30 September, 2011. **h**



Dine By Design is just one of the bespoke wedding gifts at Anantara

Anantara Launches Customized Honeymoon Registry

Extending the dream of a fairytale wedding story, Anantara Hotels, Resorts & Spas in Thailand and the Maldives are now transforming fantasy honeymoons into a convenient reality, through the 'Anantara Honeymoon' registry.

To offer this new concept, Anantara has partnered with the very successful 'Honeymoon Wishes' which was founded in 2003 by Kristin Stark along with her now husband, Lee Cornwell. Kristin envisaged a bridal registry centred on honeymoon specific gifts and experiences to give wedding guests the opportunity to participate in creating memories that couples would cherish for a lifetime. Signing up at www.Anantara.HoneymoonWishes.com is complimentary, and couples begin the process by browsing sample registries for inspirational suggestions, before customising their own personal honeymoon registry of items and activities for their guests to purchase as wedding gifts. The concept's success lies in its ingenious simplicity and attractive convenience, and is further enhanced by a complimentary wedding website that includes a section for photos, blogging, and even tracking RSVPs.

Homely luxuries range from a bottle of chilled French champagne delivered to the newlywed's room, to a room upgrade ensuring that they enjoy the ultimate in space, amenities and views. Invitations to discover a new passion include thrilling water sports such as learning to surf, as well as local cooking classes so that they can recreate their favourite dishes upon returning home.

Precious moments can be given in the form of an indulgent signature treatment or package at Anantara Spa, and a 'Dining by Design' night in which a secluded location is set up with an intimate table for two, the perfect menu is devised in collaboration with a personal chef, and unobtrusive private butler service tends to every need. The five selected Thailand resorts and three paradise resorts in the Maldives offer experiences and gifts that are signature to Anantara, and highlight the distinct allures of each destination. **h**

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West Sands Phuket's Aqua Play Pool

Perfect Balance

The Saujana Hotel Kuala Lumpur's luxuriously refurbished Executive Deluxe Rooms are designed to achieve the perfect balance in style and comfort, presenting a contemporary heaven for modern business travellers. With a spacious built-up area of 37 sq m, the interior of the room is warm and comfortable, combining Malaysian elements with modern technology to add a contemporary flair.

The re-designed business desk comes with a built in multi-port/ integrated media station and international adaptors for ease of work. High Definition flat screen television as well as the iPod docking station offer the best personal entertainment amidst the relaxing and calming surrounding of the garden and lake views. **h**

Centara Opens New Resort

Centara Hotels & Resorts has announced the acquisition of a new five-star resort hotel in Phuket, Centara Grand West Sands Resort & Villas Phuket, which is located on Mai Khao Beach on the island's west coast, 15 minutes away from Phuket International Airport.

A management contract has been signed with developers and owners Central & City Developments Ltd, and the hotel has now been rebranded from West Sands Phuket to Centara Grand West Sands Resort & Villas Phuket.

Centara Grand West Sands Resort & Villas is set in 47 acres of lush tropical landscaping, bordering on 500 metres of pristine beach frontage on Mai Khao Beach, the longest and quietest stretch of sand on Phuket's magnificent west coast.

The resort has a waterpark with 12 waterslides, including a huge superbowl slide, and a 335-metre lazy river. The present accommodation totals 316 rooms, built under the first phase, consisting of 115 deluxe rooms, 97 one-bedroom suites, 36 one-bedroom grand suites, 18 two-bedroom grand suites, 12 three-bedroom penthouses and 38 beach and pool villas.

A second phase is to be completed in October next year, and a third phase in October 2013, which will take the total number of accommodation units to 784. **h**



X2 Samui Villas By Design, Centara Boutique Collection

Boutique Island Weddings in Style

Samui has long been an ideal honeymoon destination, but new intimate-scale resorts such as X2 Samui Villas by Design are presently banking on the island's reputation as an attractive venue for weddings.

X2 Samui Villas (X2 is pronounced as "Cross-To") is part of the Centara Boutique Collection – a group of small but very personalized and individual properties. X2 Samui is comprised of 27 villas, 23 of which have their own private pool; with all villas featuring outside relaxation spaces, and open design, airy, bright and contemporary villas with all the comforts you expect from a boutique resort including complimentary movies, music and wireless internet.

Set in five acres of land on the southeast coast of Samui Island, the resort boasts a 100-metre-long beach frontage with uninterrupted ocean views, the deepest swimming pool in Samui, a beachfront restaurant 4K serving contemporary Thai and Western cuisine and a tranquil X2 Spa for rejuvenation and relaxation.

A green and spacious waterfront lawn with uninterrupted views of the ocean is the most popular location for weddings and receptions followed closely by the beach itself, around the pool or, a combination of all three is possible and planned at your request by a dedicated wedding planner from inception to your wedding day.

X2 Samui wedding package, valid from now until December 2011, is priced at THB 65,000 net, inclusive of tax and service charges. Package includes co-ordination of the priest, minister or officiator, floral decoration of the venue with an orchid or Thai lotus theme, bridal bouquet, corsage for the groom, a long-drum procession, a personalized wedding cake, a bottle of sparkling wine for toasting, a romantic candlelit Thai set dinner for the bride and groom, and a his-and-hers pre-wedding relaxing Spa treatment for one hour. **h**

What to look for in selecting communication technologies to achieve superior guest experience and cost-efficient/profitable business.

From the first contact with guests by phone or at check-in until they depart, you have countless opportunities to win your guest's loyalty and wallet share. How you elevate that experience to a new level, making each stay more memorable for your guests and more profitable for your business. At the same time make staff more productive and operations more efficient and green are some of the challenges that most in hospitality industry face. The following are some of the latest Communication technologies that can help.

Service Oriented Architecture

Imagine your guests being able to check in using their smart phone or tablet, just as they do for a flight. Or, picture your staff sending a targeted message to a specific group of guests on their preferred device. Today, these applications, can be easily created using Web-services-based software platform. Applications developed on the SOA do not require software designers to learn new code, nor will you need to "rip and replace" your existing hardware. Instead, integrated with your IP Communications platform, these applications can help you leverage your existing IP Communications investments while finding innovative ways to take advantage of new and emerging capabilities.

Guest Service Centre

How your front desk and contact center staff manage guest communications can be the difference between loyal customers and missed opportunities. Whether you have one person handling these contacts or a team of operators, you should look for solutions that provide reliable, scalable applications for managing communications into and out of your hotel. Depending on your requirements, vendors offer a range of solutions from voice, e-mail, fax, Web and instant messaging capabilities to more sophisticated computer telephony integration, campaign management and social media. No matter what options you choose, you should look for the tools, data and reporting you need to effectively manage your contact center.

From Phone sets and multimedia devices

Whilst today's norm for hotels may be analog phone, if you really want to wow your guests, consider a multimedia communications system that offers multi-function touch screen tablet capabilities, giving your guests an electronic voice/video gateway on the move as well as amenities of your hotel and attractions of your city. Integrated with your hotel's property management system, this solution will allow guests to place room service orders, schedule wake up calls thus freeing up your staff for other value added guest services. The ideal solution should also support the "greening" of your property by moving local printed maps, hotel information and other paper based collaterals into an online, searchable, touch screen format, thereby significantly reducing paper costs and waste.

Mobility solutions

In an economy that encourages lean operations, hoteliers need their staff to be highly mobile yet readily available. But how can you afford supplying the entire staff with their own mobile devices? And how do you manage it? What if you have a pool of mobile devices that can be shared by everyone on your staff but is intelligent enough to know who the device is assigned to at that time? For instance, when staff members begin their shifts, they can go to a kiosk, scan their ID badge, and pickup a mobile device from the pool and instantly have the mobile device be populated with its new owner's identity including personal directories, call list, calling privileges, and voice mail. Now all your staff members can be reached at all times, regardless of location, so they are constantly ready to provide superior service to your guests.

Guest and staff messaging

Hospitality Messaging should be scalable, cost-effective regardless of the property size. It should be deployable in almost anywhere in the world with multiple supported language options. Some key features to look for include dual-language voice-prompting per mailbox, automatic wake-up with snooze capability, house-keeping interface for updating room status, mini-bar inventory system for in-room updates on mini-bar consumption, single-server configuration, and connectivity via a SIP trunk that eliminates additional hardware cost, footprint and reliability issues. The Messaging solution should integrate seamlessly with your property management system and provides advanced administrative functions that help keep operations running smoothly.



Collaborative Communication Experience

Video conferencing can bring life to traditional voice-only conference calls. Convenient for your guests, the ideal videoconferencing solution is cost-effective, as well as a revenue-generating differentiator for your hotels that tailors to a few people or large gatherings.

In addition, your hotel management and staff can benefit from unprecedented collaboration capabilities using an intuitive touch-screen device to manage voice and video calls, instant messaging, and a complete history of correspondence associated with each activity. Built around the way your staff works, such solution can reinvent business collaboration and is here today.

Lastly, consider a communication architecture whereby you can leverage a single instance of Unified Communication Strategy at one property and link all the others to it via communications gateways for rich voice, data, video and Internet services. This is a much "greener," more cost-effective and efficient way to deploy today's communications advances while still taking advantage of many communications investments you've made in the past.

Learn more

To learn more about how Avaya can help you offer a remarkable guest experience, increase guest loyalty and create new revenue streams, talk to your Avaya Account Manager or Authorized Business Partner. Also, visit us at www.avaya.com/hospitality or reach our experts at hospitality@avaya.com.

AVAYA

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The Best Vouches For The Best

Some say he is the ironman of hospitality, others know him as an industry veteran who has his own inimitable and firm approach to managing hotels. Praba G Menon, General Manager of Istana Hotel Kuala Lumpur has strict self-imposed standards he lives by; one of them is the issue of pest control. He tells us why hotels should look no further than PestBusters to attain the best results for pest management and hygiene standards.

Is the industry generally becoming more attentive to the issue of pest management or is there a lack of emphasis on the matter?

The hotel industry, in particular, has always been attentive to the issue of pest management because it is one of the most important factors we need to look out for seeing the kind of industry we are in. Most four and five star hotels certainly place emphasis on the matter - the issue of pest control could either make or break us. And the last thing we want is a hindrance like pest issues.

How / why did you decide on employing PestBusters' services at Istana Hotel?

They have been reputed to be the best in the market so even before using their services at Istana Hotel, I was already well aware of their reputation. Before joining this property, I was told that Kuala Lumpur (the city centre itself) was swarming with rats and other forms of pests. As a hotel General Manager, I have zero tolerance towards pests getting in the way of our business. Now it has been almost eight years since we started using PestBusters' services. All I can say is that they are very professional in what they do.



What kind of results have you witnessed from their service?

The results have been phenomenal. I think the difference with PestBusters is their proactive service. They are very much on the ball in every aspect of pest management. As an added value to their service, they provide training to the end users. Our hotel staff is even educated and briefed on pest management, so we're not only benefiting from their product installation but we are being trained on hygiene standards.

Would you recommend PestBusters' services to fellow industry players?

Definitely. Without a doubt. I understand that it may be expensive to use, but results are guaranteed. This is what most hotel companies want – to see results and budgets well spent.

What would you say to the other hotels that are still hesitant on paying the premium price of PestBusters service?

If you want premium products you have to be willing to pay premium prices. Take for example the price you pay to stay at a five-star hotel. Guests understand the type of accommodation, facilities, food and services offered so they are willing to pay for what they are receiving. The same applies to a product or service. At the end of the day, it is the delivery of the service that counts and PestBusters has been delivering their promise time and again. **h**



“With **PestBusters** It Makes a Difference”

Broadway Hotel
 Classique Hotel
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 Carlton Hotel
 Furama Riverfront Singapore
 Grand Mercure Roxy Hotel
 Grand Hyatt Singapore
 Goodwood Park Hotel
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 The Fullerton Singapore
 York Hotel

Hotel Istana Kuala Lumpur
 hotel maya Kuala Lumpur
 Shangri-La Hotel Kuala Lumpur
 Holiday Villa Subang
 Traders Hotel Kuala Lumpur (By Shangri-La)
 Concorde Hotel Kuala Lumpur
 Crowne Plaza Mutiara Kuala Lumpur
 Colmar Tropicale – Berjaya Hills
 The Chateau Spa and Organic Wellness Resort, Pahang
 Pullman Putrajaya Lakeside
 Riverside Majestic Hotel
 Grand Margherita Hotel
 Shangri-La's Tanjung Aru Resort & Spa Kota Kinabalu
 Shangri-La's Rasa Ria Resort Kota Kinabalu
 Hilton Kuching Hotel
 Batang Ai Longhouse Resort, Kuching



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Easy-Pump Dispenser

The first of its kind, the new Easy-Pump Dispenser allows printing of artwork on its faceplate. Print your brand or place a message on the dispenser front cover and use it as an advertising tool. It can be used for hand soap, shampoo or even hand sanitizers and is very suitable for various areas such as restrooms, spas, schools and in hotel rooms. **h**

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Kian & Cilicon Faytory

In this collaboration, Kian, total furniture solutions, and Cilicon Faytory, Singapore's award-winning lifestyle design studio, continue to push their limits of

designing a series of rotomolded products suitable for indoor and outdoor areas. All items in the series are 100 percent recyclable, UV-resistant, protected from colour fading and all-weather proof. It is precisely the unique combination design know-how and manufacturing that explains the proven success of the collaboration.

Kian's Fin Pots pay special homage to Roman architecture through the strong sense of classical proportion and curves. Available in Fin Vase, Fin Vase Tall and Fin Vase with Seat, colours available are white, cool grey, black, green, lime green, orange, yellow and red. **h**



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MedKlinn - CLEANING MORE THAN JUST THE AIR!

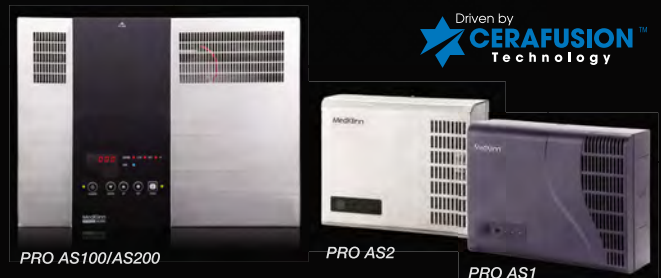
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Anthony A. Sebastian
General Manager
The Datai Langkawi, Malaysia

Archipelago Hotels and Resorts has appointed Anthony A. Sebastian as General Manager of The Datai Langkawi (a member of LHW), Malaysia. Sebastian, a graduate of the Stamford College Kuala Lumpur, Malaysia with a Higher National Diploma with First Class Honours in Hotel & Catering Management, started his career in the hospitality industry at grass root level.

He progressively and steadily rose up the ranks with a major international hotel group in Malaysia, Singapore, Indonesia, Thailand, and Australia, with a most recent assignment as General Manager in the Philippines. A veteran of over 22 years in the hospitality industry, Sebastian is a well-respected hotelier and speaks five languages. Being the passionate hotelier that he is, Sebastian always puts his guests and associates first. With his return to Malaysia, he is well entrusted by the management to oversee this iconic resort and steer The Datai Langkawi to greater heights. **h**

Tash Tobias
General Manager
InterContinental Singapore

InterContinental Hotels Group has appointed Tash Tobias as General Manager of InterContinental Singapore, where she brings with her 15 years of experience in the hospitality industry, of which nine years has been with the InterContinental Hotels Group (IHG), working in Australia and Vietnam. In her most recent role as Hotel Manager of InterContinental Asiana Saigon, Tobias oversaw the development of the luxury hotel and residences, leading it through to a successful opening. Undertaking an operational role, she led the team to build an exceptional service culture, strong engagement among colleagues and the local community alike, and at the same time delivering a solid return on investment within the first year of the business's operation. With an extensive portfolio that includes an operations, sales and marketing and revenue management background coupled with a passion for the InterContinental brand, InterContinental Singapore is set for greater excellence in this industry under her strong leadership and experience. **h**



Andrew Drummond
General Manager
Casa del Rio, Malacca, Malaysia

As General Manager of Casa del Rio, the newest boutique hotel in Malacca, Andrew Drummond will oversee all 66 luxuriously appointed rooms, the extensive riverside dining, rooftop spa and meeting spaces. The British/ Australian national carries with him 25 years of experience as a hospitality veteran and prior to this appointment, Drummond was General Manager at the sister property, Casa del Mar Langkawi. His early years were spent in the UK and Australia where he held management positions in several well-known hotel brands. Drummond hopes that his executive and operational expertise in the hospitality industry will help to position Casa del Rio as a place considered to offer highly personal service where frequent returning guests will regard themselves as 'at home'. The philosophy of being 'at home' is one that Drummond believes is not just a mantra, but a way of life. He asserts that Casa del Rio will not compromise on efficiencies of modern demands and provide guests with sublime pleasures of home comfort. **h**

Congratulations!

to

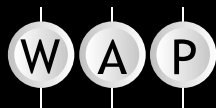


On the occasion of your 20th Anniversary

*We are privileged to be a part of your growth and
thank you sincerely for the years of support towards WAP and HAPA.*

We wish you another 20 magnificent years ahead!

by



WORLD ASIA
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Jean Choi

Director of Sales and Marketing
Montigo Resorts Nongsa,
Indonesia

KOP Hotels & Resorts is pleased to announce the appointment of Jean Choi as Director of Sales and Marketing of Montigo Resorts Nongsa. In this role, Choi will be responsible for the overall operations, sales and marketing aspects of the 88-villa property. Prior to joining Montigo Resorts, she was the Director of Marketing for Marriott Vacation Club, where she opened operations both in Hong Kong and Singapore. Choi has had a solid track record in sales and was formerly the Business Development Manager with the Singapore Marriott Hotel. A Korean national raised in Singapore, Choi graduated from Boston University with a degree in Hospitality Administration. Montigo Resorts Nongsa is a sprawling 12-hectare property located on the exclusive north-east shore of Batam Island, Indonesia. Just a 30-minute boat ride from the yacht marinas and ferry terminals of Singapore, the resort boasts 88 contemporary villas, each with two bedrooms, a plunge pool, private dining area, a sky lounge and spectacular views of the South China Sea. **h3**



Pairoj Puangsombat

Director of Engineering
Eastin Grand Hotel Sathorn Bangkok,
Thailand

John Westoby, Managing Director South East Asia of Absolute Hotel Services and General Manager of Eastin Grand Hotel Sathorn Bangkok is pleased to announce the appointment of senior executives of the pre-opening team for the Eastin Grand Hotel Sathorn Bangkok, a 32-story, 390-room deluxe property, connected to BTS Sky Train (Surasak Station), which will open in December 2011.

Pairoj Puangsombat is appointed as Director of Engineering. Prior to this position, he has held various senior positions in engineering in leading hotels such as The Peninsula Bangkok, Novotel Bangkok Hotel, Bangkok Marriott Resort & Spa, Lebua Hotel at State Tower as well as the Hansar Bangkok Hotel & Residences prior to joining Eastin Grand Hotel Sathorn.

Eastin Grand Hotel Sathorn Bangkok is located in the Sathorn business area, as well as being just minutes from the landmark Chao Phraya River. Guests will enjoy a sky bridge directly linked to the Surasak BTS station which will make getting around the city a breeze. The hotel features 390 rooms which consist of 322 Superior rooms, 35 Executive Superior rooms, 30 Executive Deluxe rooms and 3 Suites with room sizes ranging from 30 – 78 sq m. All hotel rooms and suites offer fantastic views of the river or Bangkok skyline. **h3**



Jason Peng

Chief Butler
St. Regis Sanya Yalong Bay Resort,
China

The St. Regis Sanya Yalong Bay Resort announces the appointment of Chief Butler Jason Peng, who will lead the Butler team at South China's first St. Regis resort, scheduled to open in November, 2011.

A native of Shandong province, China, Peng brings years of experience at Asia's most highly-regarded hotels, including The St. Regis Singapore and The St. Regis Shanghai. His career includes wide-ranging management and front-line experience with all aspects of hotel operations across several of Asia's luxury brands, which gives him unique insight into how best to empower his staff to accommodate guest requests and expectations.

Peng comes to the St. Regis most recently from a prestigious 5-star hotel-The Fullerton Hotel Singapore where he helped manage the housekeeping aspects of the hotel while obtained managerial experience of the department operation, ensuring the highest quality guest experience by adhering to the meticulous standards of the Fullerton brand. Prior to this, Peng served as Butler at The St. Regis Singapore and The St. Regis Shanghai, where he received extensive experience in years in providing the bespoke, white-glove service that is synonymous with the brand. **h3**

Susanna Li

Resident Manager
Shangri-La's Rasa Sentosa Resort,
Singapore

Christoph Albrecht

Executive Assistant Manager
Centara Grand Beach Resort Samui,
Thailand

Martin Heiniger, General Manager of Centara Grand Beach Resort Samui has announced the appointment of Christoph Albrecht as Executive Assistant Manager of the resort.

Albrecht, a German national, has almost ten years of experience in the worldwide tourism and hospitality business. Prior to joining Centara Grand Beach Resort Samui, he was Sub Director of IBB Hotel, Menorca in Spain and General Manager of Mirihi Island Resort, Maldives.

Centara Grand Beach Resort Samui is located at Chaweng, Koh Samui's finest beach. The resort offers 203 deluxe sea-facing rooms and suites all with private balconies in a complex of units designed to accentuate the natural tropical environment.

Other than relaxing on the beach with a range of water-sports and a dive centre, recreational facilities include a huge swimming pool with Jacuzzi, children's pool, children's playroom and playground, two tennis courts, a fitness centre with sauna, and an outstanding Spa Cenvaree. **h**



General Manager Ben Bousnina is pleased to announce the appointment of Susanna Li as the Resident Manager of Shangri-La's Rasa Sentosa Resort, Singapore. Li's assignment to Singapore makes her the first Chinese national within the hotel group to take on an executive level position outside China. She joins the resort from Shangri-La Hotel, Qingdao, where she held a similar position.

Hailing from the city of Qingdao, China, Li is no stranger to the Shangri-La Hotels and Resorts family. She was Shangri-La's first female Chinese Director of Food and Beverage when she took on the traditionally male-dominated role in 2003 at Shangri-La Hotel, Qingdao.

The English major graduate from Qingdao University brings with her a wealth of hospitality experience spanning over 25 years, having first stepped into the hotel industry as a fresh graduate in 1986. She has worked her way up across various departments, including the Front Office, Human Resource, and Food and Beverage, in hotels across China.

Her strong foundation in hotel operations has been enriched by her thirst for continual learning, which has seen her attending courses by Cornell University in the United States and Singapore's Cornell-Nanyang Institute of Hospitality Management. **h**



J Paul Snow

Operations Manager
Centara Boutique Collection
Thailand

Gerd Steeb, President of Centara Hotels & Resorts has announced the appointment of J Paul Snow as Operations Manager – Centara Boutique Collection.

Snow is a New Zealand national with a career in hospitality spanning more than 25 years. As an Executive Chef, Food and Beverage Director and General Manager Snow worked in New Zealand, Australia, Singapore, South Korea and Japan before arriving in Thailand six years ago.

Prior to joining Centara Hotels and Resorts, Snow was the Operations Manager of Astudo Hotels and Resort. Centara Boutique Collection is a recently launched brand within Centara Hotels & Resorts, Thailand's largest hotel operating company.

Properties under this brand are situated both in secluded locations and in city centres and feature inspirational architectural design and an intimacy of scale designed to provide a personally fulfilling holiday experience for the independent-minded traveller. **h**



Stronger International Presence At Food&HotelVietnam2011



In its sixth edition, Food&HotelVietnam2011 will be back with bigger international presence featuring 15 pavilions hailing from Belgium, Brazil, Chile, France, Germany, Korea, Singapore, U.S.A, and Poland.



Vietnam's leading biennial international food and hospitality trade show, Food&HotelVietnam, will return from 28 – 30 September 2011. Organized by Singapore Exhibition Services (SES) and Vietnam partner VCCI Exhibition Service, the event will see over 360 exhibiting companies from 30 countries and regions gathering at the Saigon Exhibition & Convention Center (SECC) to showcase the latest products and services from the food and hospitality industry.

In its sixth edition, Food&HotelVietnam2011 will be back with a bigger international presence. With nine group pavilions in its 2009 edition, Food&HotelVietnam2011 will feature 15 pavilions, hailing from Belgium, Brazil, Chile, France, Germany, Korea, Singapore and U.S.A, with a new pavilion from Poland. With just one pavilion in 2009, Korea will boast a total of seven pavilions at Food&HotelVietnam2011.



Event-wise, the Vietnam Barista Competition will be back for its second edition at Food&HotelVietnam2011. With the success of its inaugural competition in 2009, the Vietnam Barista Competition continues to be the premiere platform for local baristas to showcase their expertise and creativity and fight for the title of Vietnam's top barista. Organized by SES and Kerry Ingredients, the competition will take place in front of a 'live' audience, where competitors have to create an espresso, cappuccino with latte art and blended signature coffee beverage, which will be judged by a panel of international experts.

Organized by the Saigon Professional Chefs Guild, the Vietnam Culinary Challenge has been recognized by Vietnam's culinary community as an important arena for chefs to demonstrate their culinary skills and techniques. Now in its fourth edition, the challenge promises an exhilarating show for competitors and spectators alike.

Food&HotelVietnam2011 will be held from 28 – 30 September 2011 at Saigon Exhibition & Convention Center (SECC). Its opening hours are from 9am – 5pm. This event is strictly for business and trade professionals only.

For more information about the event, please visit www.foodnhotelvietnam.com. 

Only The Best At Food & Hotel Thailand 2011

The 19th edition of Food & Hotel Thailand (FHT), the International Exhibition of Food & Drink, Hotel, Bakery, Restaurant & Foodservice Equipment, and Supplies & Services will take place September 13-16 2011, at the Royal Paragon Hall, 5th floor, Siam Paragon, Bangkok, Thailand.

This year's new highlights include Coffee Culture 2011, which was created to meet the demands of this fast growth industry. Alongside its exhibition, Coffee Culture 2011 will feature the ASEAN Coffee Federation and Barista Association of Thailand's Professional Cupping Presentation and ASEAN Coffee Federation Showcase to present the latest techniques for measurement of coffee quality and brewing.

Spa & Lifestyle 2011 will present latest products and services including spa, wellness, therapy treatments and fitness equipment. The Thai Spa Association will also present a Hotel Spa Management seminar on hotel spa design, emerging spa markets and spa certification to emphasize Thailand's position as a leading spa industry consultant.

FHT2011 will present the latest food, drink, wine & spirits, coffee, bakery, foodservice equipment, hospitality supplies, hospitality technology, retail F&B and spa and fitness products and services from over 750 exhibiting brands from over 40 countries. International groups and exhibitors include Australia, Austria, China, Egypt, Finland, France, Germany, Hong Kong, Italy, Japan, Malaysia, Mexico, Poland, Singapore, Slovenia, South Africa, Switzerland, UK and the USA.


FHT2011 is expected to draw over 28,000 visitors from 55 different countries, and will cover over 12,000 sq m at the Royal Paragon Hall, and present products and services from over 750 exhibiting brands from over 40 different countries.



Trade buyers will find FHT2011 an effective platform for sourcing products and expanding their distribution network with leading global brands like American European, Aroma Group, Bangkok Beer, Bon Cafe' Coffee, BVZ Fabrics, Comanche exhibiting, Eton Standard, Italiasia, Micros Fidelio, Mitr Phol, Ocean Glass, Royal Porcelain, Siam Food Service, Sino Pacific and US Poultry.

Once again with the support of Thai Hotels Association (THA), Thai Chef's Association (TCA) and Thai Restaurants Association (TRA), together with other leading supporters, FHT2011 will present hoteliers, restaurateurs and chefs with a comprehensive list of seminars and events including Thailand's 13th Hospitality Industry Congress, Thailand's 17th International Culinary Cup (TICC) and Thai Restaurant Association Seminar.

Other highlights include the FBAT International Wine Challenge 2011, ASEAN Bartender Contest 2011, Executive Housekeeper Association of Thailand Competitions and Seminars 2011, Thai Retailers Association Seminar 2011 and Hotels & Buildings Chief Engineering Club Seminars 2011.

For more information, please visit www.foodhotelthailand.com. 

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The Exciting World Of Food And Hotel Served At FHM 2011

Acclaimed as Malaysia's Official Food and Hotel Show, the most awaited and eagerly anticipated event, Food and Hotel Malaysia is back! Scheduled to kick off from 20 - 23 September 2011, FHM will be bringing back the big names in the food and hospitality industry to the Kuala Lumpur Convention Centre to show off some of their latest products as well as to engage in serious business talks with the buyers of the industry.

Earning the name "Malaysia's official Food and Hotel show", FHM 2011 is a national culinary event which offers opportunities for dedicated food enthusiasts to connect with the latest foods, beverages, ideas, innovations, products and services.

FHM 2011 is a sold out event, with overwhelming response and incredible demand for space from existing and new exhibitors exceeding all expectations and dominating the trade exhibition field in the food and hospitality industry in Malaysia.

FHM 2011 will be hosting some 1000 participating companies from 45 countries/regions and will also host 5 International Pavilions from Austria, Korea, Singapore, Taiwan ROC and the United States of America. Over 20,000 Trade visitors from are expected to visit the 4-day event.

FHM 2011 will be officiated by YB Dato' Sri Dr Ng Yen Yen, Minister of Tourism Malaysia at opening ceremony held on 20 September 2011 at 10.00am at Kuala Lumpur Convention Centre.





On top of that FHM 2011 also has a line-up of some exciting happenings some of which are:-

FHM 2011 is expected to outdo the success and offerings of FHM 2009

Culinaire Malaysia 2011

The Region's largest culinary competition will be held in conjunction with FHM 2011. More than 1,000 culinary professionals participating in over 1,300 entries will be displaying their most outstanding skills and talents.

Cooking Demonstrations by Celebrity Chef

Chef Extraordinaire Dato' Ismail Ahmad will again be conducting live cooking demonstrations during the Exhibition using exhibitors' equipment and food ingredients at some of the chosen exhibitors' booths.

This talk focuses on assisting Malaysian Companies to supply products to some of the top hypermarkets in Malaysia.

Halal Seminar

A Halal Seminar organized by Malaysian Export Academy will be held on 22 September 2011, 9am – 5pm, Thursday, Kuala Lumpur Convention Centre. This seminar is designed for those who are interested in Malaysian Halal Certification, particularly for those who want to sell or export their products and services or be recognized as Halal Certified by Malaysia. This is also a venue for the participants to share their knowledge and experiences in managing halal products and services in order to be compliant to the standards and to succeed in obtaining halal certification.

FHM 2011 will run from 10am-6pm on September 20-22, and from 10am-5pm on September 23. Registration can be made on-line at www.foodandhotelmalaysia.com. All pre-registered visitors will receive a complimentary copy of the FHM 2011 Show Directory. There will also be a dedicated registration counter at the exhibition. Guests may also register on-site at the Kuala Lumpur Convention Centre from 20th – 23rd September 2011. 

By David Bowden

Vanity, Thy Name Is Not Man

While I'm not one to go prying in women's handbags, I'm led to believe that many contain a treasure trove of items. Most men don't carry handbags so I suppose it's only the contents of our pockets that are open to scrutiny. On the other hand, travel luggage is a different story and chances are that if you're reading this, you travel a lot. You don't need to be an airport baggage handler or a bell boy to know that, the more you travel, the leaner and trimmer the baggage.

However, a recent newspaper article on electrical appliances that men now carry in their luggage captured my attention. The findings indicated that men are now carrying more electrical appliances such as irons, hairdryers and electrical shavers than they ever did before. From this, the writer of the article concluded that men are getting vainer. I'm happy to accept that travelling habits have changed over the years and that most men probably look after themselves more than big boofy blokes of the past did. But do we deserve to be tagged, "You're So Vain" as Carly Simon so aptly put it?

If you're like me, I'm sure you have noticed more electrical gadgetry filling up the bag before anything else does but this is mostly because each appliance requires a different power transformer, connection or cord. I have battery chargers for my mobile phone, camera batteries (in this case two because they are different cameras) and one for the laptop. Every time I pack, I curse and swear that I have a shoebox full of these items because there doesn't seem to be one universal charger or adaptor to cover all appliances. While I'm a great believer in the democratic process and freedom of choice, I really wish someone like the United Nations would force all electrical appliance manufacturers to produce a universal transformer that could be used on all their appliances and those of their competitors.

My life is enriched in that I don't carry anything that produces music, removes facial hair, irons clothes or dries hair as there would be little room for anything else in my bag.

The suggestion that we travellers are becoming leaner and meaner holds little water with me as I lug all this electronic gadgetry in order for me to navigate the maze of powerpoint sockets around the globe, the various wattages used and my need to stay in contact with the world.

So my bag is half full just with the necessities, let alone me getting in touch with my vanity. It surprises me that many of my fellow male travellers are burdening their baggage with items like irons, electrical shavers and hair dryers – what's wrong with the ones found in most hotels? Many years ago, during what I call my 'micro transistorisation phase' where I sourced the smallest of everything to keep my baggage ultra light, I remember buying a micro, ultra light, featherweight version of a travel iron. I'm happy to report that it did get hot but it was so light that it was completely useless. It also had a foreign power jack that required a bulky international adaptor for it to be powered up. The iron lasted about two trips and it never successfully did anything but burn a few fingers in my efforts to get it to iron a tie.

Carrying a hairdryer also seems an indulgence to me as most hair dries quickly anyway and lugging the extra weight isn't warranted when most hotels have driers (such driers also double up as a great way to dry clothes). Shaving is a personal preference but a disposable shaver wins every time with me as it is one less weighty thing to carry.

If all this leads to male travellers being considered more vain, then so be it. I'm a little pressed for time right now; my trousers are being laundered by the butler, my split ends need some attention and I can't keep the pedicurist waiting too long, so I must be off. With that, I totally dismiss any suggestion that men are becoming vainer. Now what shall I wear tonight? ■

