



ITB  
Asia

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Issue

2

## Titillate

### Not pressing

Where did all the press conferences go?

Imagine our surprise when we found out that, of six press conferences scheduled to take place over the first two days of ITB Asia, only two would proceed as planned.

The obligatory opening press conference took place without a hitch yesterday (thankfully), while the last one – due to be hosted by Small Luxury Hotels of the World CEO, Paul Kerr, later today – will bravely soldier on.

Apparently, the Singapore Tourism Board and Hilton Worldwide decided to back out on their commitments because they had already said everything worth saying and... (gasp)... had nothing new to share.

The governor of the Tourism Authority of Thailand was also penciled in for a session yesterday afternoon, but had been caught up with more urgent matters back home (understandably, perhaps, due to the floods) while the CEO of Park Hotel Group was yet another last-minute cancellation (understandably, perhaps, he just became a father: congratulations, Allen Law).

Well, we say, better have no press conference at all than hold one that has nothing really new or meaty to share.

## 'We don't know'

Travel CEOs cautious, although there are bright spots

By Gracia Chiang

TRAVEL business leaders have warned that the economic woes of the US and Europe could exert a downward pressure on Asia's industry performance, with some saying the next few months are crucial in determining whether there will be growth.

At the opening dinner of Travelrave's Asia Travel Leaders Summit on Tuesday night, responses ranged from "cautious" and "measured" to "too early to say" and "optimistic".

Speaking to the *Daily*, World Travel & Tourism Council (WTTC) president & CEO David Scowsill said: "We're in a very delicate phase at the moment. Asia is still steaming away in general terms, but there are real wobbles in Europe and America. Everybody is concerned about the potential of going into a double-dip recession."

He added that with the volatility of oil prices and new taxation on the horizon in the form of the European Union (EU) Emissions Trading System, affecting flights to and from the EU, network airlines would have no choice but



Scowsill: two budgets

to pass on the increase in costs to consumers, due to razor-thin profit margins. This could further depress demand from longhaul markets, he said.

Scowsill said: "At this point, nobody knows what 2012 is going to bring. When you have markets that are unsettled, it puts off investors. The next two months are going to be absolutely critical to see whether we will keep growing at a recession or decline again."

"When I talk to business leaders running hotels, airlines and car rental businesses... Most of them have two different budgets for 2012 – one is kind of low growth to no growth and one is a lot more optimistic."

However, he said WTTC was positive in its overall outlook, and was banking on growth for the market.

Bright spots in Asia are also giving hope to leaders in the region. Azran Osman-Rani, CEO, AirAsiaX said while Europeans had become concerned about longhaul travel, other Asia-Pacific

markets were still holding up. On the carrier's flights to London and Paris for example, there were more Australians and Chinese going to those cities instead of Europeans, he pointed out.

Similarly, William Heinecke, chairman and CEO of Minor International, said: "The slowdown in US and Europe has been compensated by emerging markets like China and India. We're in a very strange recessionary period because a lot of markets still have cash."

But both chiefs admitted they



Heinecke: strange period

were wary of the looming crisis. Azran said the big worry was the state of financial institutions in Europe, source of much aviation financing. "We're looking at alternative sources of capital in China, Malaysia and South-east Asia," he said.

Heinecke added that he was cautious about India, China and even the Middle East, preferring to be asset-light in those regions. "We're all concerned about what's happening in Europe, and the impact will be felt around the world. But what we can do is to keep growing," he said.

## What's hot

### Sofitel to debut in Singapore

By Raini Hamdi

SPECULATION is mounting that the first Sofitel property will be unwrapped this Monday.

And its address? According to sources: 35 Robinson Road.

The tender for the iconic building has been awarded to Royal Group Holdings, which is billing it as a "transformation" and "THE address for a trendy cosmopolitan lifestyle".

Sofitel Luxury Hotels Asia-Pacific senior vice president Markland Blaiklock was unavailable for comment at press time.

TTG Asia understands that Sofitel, which is now a separate business unit of the Accor group, has been eyeing a Singapore property for some time, and Blaiklock's move to Singapore recently was in line with the deal.

Sofitel Luxury Hotels now comprises the core Sofitel brand, a new So Sofitel brand, which is trendy and design-led, and Sofitel Legend, properties which have heritage and historical backgrounds.

The second So, after the first in Mauritius, will open in Bangkok. Meanwhile, the iconic railway hotel, Sofitel Centara Grand Resort & Villas, will no longer be managed by Sofitel and is reverting to owner Centara.



## Ecuador at its first Asian tradeshow

The Ecuador tourism team members, led by Tourism Promotion Secretary Carlos Guzmán (centre), enjoying their first-ever Asian travel tradeshow. Ecuador is looking to increase arrivals from Australia, China, Singapore, Malaysia, South Korea and Japan. Read the full story on page 4.

## Wacik out, Dr Marie in

By Mimi Hudoyo

AS PART of President Susilo Bambang Yudhoyono's Cabinet reshuffle announced Tuesday, Dr Marie Eka Pangestu has been named Minister of Tourism and Creative Economy.

She was formerly Minister of Trade.

Her predecessor, Jero Wacik, who held the position of Minister of Culture and Tourism, is now Minister of Energy and Mineral Resources.

Dr Sapta Nurwandar, who was director-general of tourism marketing, is now vice minister of the new tourism ministry.

The trade hails the combination of tourism with 'creative economy'.

Former Hotel Santika Jogjakarta general manager Ari Respati said: "I think Ibu Marie and Pak Sapta make a good combination. Both are professionals with good track record in their capacities. If they can work together, it

will be positive for tourism."

Sintesa Peninsula Manado executive assistant manager Jonathan Moku said: "Marie Pangestu recently held a conference in Manado to promote investment in Indonesia to international buyers. The feedback was positive."

Ministry of Tourism and Creative Economy director of international promotions Nia Niscaya said: "Ibu Marie has very good relations with China. We hope she will repeat her success in bringing business from China with tourism, and also bring tourists from other parts of the world, of course."

She added: "Creative economy development has been her baby and this will help strengthen the tourism sector. In the meantime, Pak Sapta is the right man in tourism."

"The way I see it, it's two positive energies combined and we are just waiting for the positive boom in the sector."



# TTG

ASIA

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# The new 'king of rooms'

## Three big boys in Indonesia form online firm, hires Blume

By Mimi Hudoyo

THREE competing tour operators in Indonesia are putting aside their rivalry to grab a share of the country's emerging online market.

The Panorama Group, Dwidaya Tour and Travel, and Smailing Tours have formed Raja Kamar International and has hired former ZUII CEO, Scott Blume, as group CEO, effective November 1.

Their first roll-out is Raja Kamar Indonesia. Rajakamar.com, which literally translates to "king of rooms" in Bahasa, aims to be the number one B2C online hotel booking channel with the largest inventory of Indonesia hotels, selling primarily to Indonesian consumers.

Panorama's Satrijanto Tirtawisata, who is Raja Kamar International's president, said more hotel rooms were opening in secondary and tertiary cities throughout Indonesia. This, along with Internet access and "phenomenal" growth in the number of mobile phone



Satrijanto: "obvious"

users, made online hotel booking an "obvious" form of distribution for hotels, he said.

"The Indonesian consumers are also starting to look at all distribution choices, whether traditional offline or online. With this new company, they now

have a choice."

Blume said: "We want to be the one-stop-shop for Indonesians to find comprehensive, competitive hotel content across a broad spectrum, from two stars to five stars, in Indonesia."

Raja Kamar Indonesia also aims to tailor itself to market conditions. For example, as not all Indonesians have credit cards, or are comfortable with paying with credit card online, it will accept payment via local bank accounts or cash.

"Indonesians also want to be able to talk to somebody. Today fewer than 20 per cent of consumers make a booking without

talking to somebody, therefore, we will have a 24-hour call centre and offices in different cities," Blume added.

The initial target for is to be among the top three sellers of hotel roomnights in Indonesia in the next four months. The next goal, said Blume, was to take the learnings in Indonesia to the neighbouring Asian markets.



Blume: regional ambition

Within a year, Raja Kamar International is expected to spread its wings to the region, be it in the form of joint ventures or strategic alliance partners.

Blume said: "Raja Kamar International is a holding company for the existing and potential new businesses and partnerships."

Quizzed on why Panorama decided to go to bed with rivals, Satrijanto said in this instance, it was more effective for the three tour operators to combine resources than compete. They would also remain neutral and not elbow their inventory through to Rajakamar.com.

## Hot lead

## LAN a deal

By Karen Yue

CHILE-BASED LAN Airlines wants to extend its reach into South-east Asia through partnerships with travel agents and ticketing agents in Indonesia, Malaysia, the Philippines and Thailand, who will be supported by its Singapore-based GSA.

Juan Carlos Selman, senior sales manager Asia of LAN, said: "These partnerships mean that agents in those markets can access LAN fares, products and sales and marketing support."

LAN has debuted a LAN Pack programme in Singapore, which consolidates travellers from various travel agencies and arranges for a combined departure. As of yesterday, 15 Singapore travel agents have expressed their interest in the programme.

"LAN Pack is specially developed for markets that find it hard to get enough (leisure) volume to South America," said Selman, who added that the airline would help travel agents on the programme negotiate better rates with suppliers and provide marketing tools. Selman expects the programme to garner enough numbers for a group departure in April.

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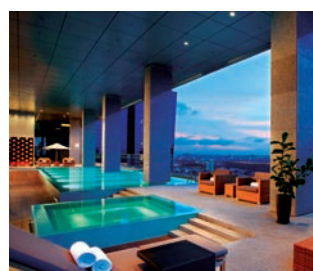
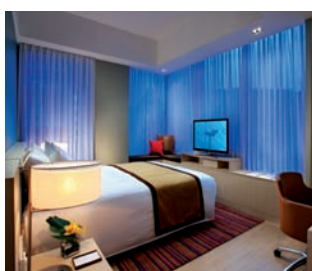
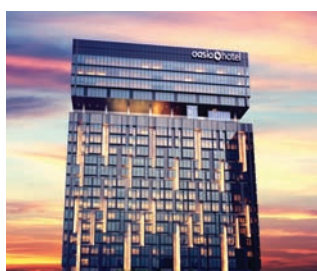
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# Ecuador's big efforts

Inaugural Asian outing for the low-key South American republic

By Gracia Chiang

SMALL South American country Ecuador, which has not taken serious steps to court the Asian market until now, is muscling its way into the region, assisted by a marketing budget that has multiplied three-fold.

Speaking to the *Daily* at its first Asian travel tradeshow, Tourism Promotion Secretary Carlos Guzmán said the country's goal was to make tourism revenue the top contributor to its economy, overtaking income from oil. Tourism is currently in fourth place.

Armed with a new country brand – *Ecuador Love Life* – that represents the locals' affection for their way of life and their warm hospitality, the ministry will begin hosting fam trips from Asia next year, as well as attend several tradeshows in China, South Korea and Japan, aside from coming to ITB Asia again. It is also negotiating with airlines for joint advertising campaigns.

Observing a gradual increase from Asia-Pacific markets, which accounted for slightly over one per cent of total arrivals in 2000



Guzmán: gaining ground in Asia

such as its collaboration with Singapore in the areas of commerce and biotechnology.

Ecuador received one million visitor arrivals in 2010, and Australia and China are its largest Australasian markets. Guzmán said the plan was to grow Australasian arrivals to between five and 10 per cent of total arrivals within five years. It is also looking to increase numbers from Singapore, Malaysia, South Korea and Japan.

"We want to enter new markets, but also offer a high quality of experience to visitors at the same time," he added.

Guzmán explained that the country had the world's densest biodiversity per square metre, citing the Amazonian jungle,

compared to between three and five per cent last year, Guzmán explained that Ecuador shared close links with the region

snow peaks of the Andes, the UNESCO World Heritage Site Galápagos Islands and the Pacific Coast as highlights.

Ecuador is being positioned as a destination for ecotourism and adventure travellers, but also for the average tourist.

Said Guzmán: "Ecuador is an excellent starting point as we are the sum of South American experiences."

However, he emphasised that this "conscious tourism" growth should not be at the expense of local cultures and the environment, adding the Ecuador government was probably the only one in the world that included the "rights of the earth" in its constitution. In that respect, guidelines had been issued to tour operators, he said.

Infrastructure-wise, Guzmán said the government had a five-year plan to develop the international airport in the coastal city of Manta as a South American hub. There are currently more than 19 airports in Ecuador, five of them international.

"We have a good product, but we are a hidden jewel," he added.

# Japan sees smaller dips

By Linda Haden

JAPAN inbound is on the mend, with smaller declines being recorded from major sources.

Japan National Tourism Organisation figures show foreign arrivals in June and July were 36 per cent lower than in the same period in 2010. This compares with whopping drops of 62 per cent and 50 per cent in April and May respectively.

Japan Tourism Agency commissioner, Hiroshi Mizohata, said: "We are now seeing the start of a full recovery."

China, its second largest source, shrank 40.1 per cent in August, compared to 49.5 per cent in April. China proved to be Japan's most resilient source, dipping the least when Japan was first hit by the earthquake and tsunami. Yuki Ye, deputy manager of business department, Century Holiday International Travel Group Shenzhen, said bookings for her company to Japan were down 20 per cent overall to-date.

"Our Chinese clients are not as perturbed by the radiation threat as they were when the Fukushima nuclear plant went into meltdown in March. Many are looking at Japan again, and even Tokyo, which is relatively

close to the Fukushima radiation hotspot," she said. Ye expects traffic from China to return to previous levels by end-2012.

Hong Kong, Japan's fourth largest source, shrank 25.5 per cent in August – versus a massive 87.6 per cent in April. Benny Liu, assistant manager, global business, JTB China, said: "The market from Hong Kong to Japan is recovering and should continue to do so into 2012 but the bulk of demand is being driven by younger customers; older people are still wary and nervous about travelling to Japan despite the more positive picture painted by the media."

Singapore, Japan's sixth largest source, saw a dip of 24 per cent in August, compared to 82.9 per cent in April. Sabura Bagum, director (business development), NSK@Work, said: "There have been no enquiries for MICE to Japan by Singapore-based clients since the tragedy. But we have been receiving some bookings for FIT and leisure travel." Bagum lamented that the promotions and airfare discounts offered by Japanese tourism authorities and their partners were a tad too late for her MICE clients to take advantage of.

# Quality offerings, real value: sellers

Resorts and cities come alive at the show, with sellers showing off their wares. Pictures by Patrick Tan



Resorts World Sentosa Singapore's Rudy Wiratno, Angela Chia, Jenny Soh, Elena Arabadjieva, Rachel Kwek and Asogan Jaganathan



Utell Hotels & Resorts Singapore's Carlos Ng, Pegasus Solutions Germany's Rainer Gruber, Amara Singapore's August Yap, Steven Chia and Noelle Hoh, Amara Sanctuary Resort Sentosa's Frankie Lam, Pegasus Solutions US' Thomas Gallagher and Utell Hotels & Resorts Japan's Yoshinori Nishihara

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# Cambodia's other draws

Tourists more inclined to venture beyond Siem Reap and Angkor Wat, reports **Byron Perry**



Cambodia: MOT

Interest in Cambodia has moved from Siem Reap and the Angkor Wat temples – where tourists normally book short trips – to other parts of the country.

The government is promoting attractions like the more bohemian Phnom Penh and the Sihanoukville beaches.

The increased interest in other places has resulted in longer stays. Diethelm Travel Cambodia managing director, Pierre Jungo, said: "In the '90s, Siem Reap was

considered safe enough, but the rest of the country was still considered unsafe.

"This perception of Cambodia being dangerous has now entirely changed, and we see now our clients doing overland tours between the provinces and overland country combinations between Laos and Vietnam."

Visitor numbers have been consistently growing since the country's civil war ended in 1992. Last year, there were about 2.5

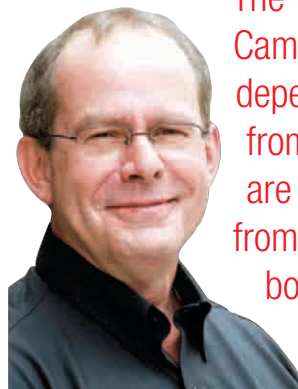
million visitors, an increase of 16 per cent from the previous year, and a far cry from the 466,385 people that visited in 2000.

Between January and April this year, there were about one million tourists, an increase of 13 per cent year-on-year.

Asia-Pacific had the most tourists to Cambodia, at 72 per cent last year, and 69 per cent through the first four months of 2011. Vietnam, followed by South Korea, China and Japan, were the largest source markets.

Longhaul visitors are also making a comeback. Exotissimo Travel Cambodia general manager, Olivier Marchesin, said: "With many countries finding resolutions to the global financial crisis and disposable income increasing, people are looking to travel again."

Tourism ministry Dr Thong Khon said: "Based on the going rate, we are optimistic that Cambodia will be able to attract more than 4.5 million tourists by 2015."



"The tourism industry in Cambodia is currently very much dependent on visitors arriving from Asian countries, but we are optimistic that arrivals from the Western countries will bounce back in 2012."

**Pierre Jungo**, managing director, Diethelm Travel Cambodia

## Destination by the numbers

**16** The number of arrivals to Cambodia in 2010 was 2,508,289, up 16 per cent from 2009.

**1.8** Cambodia received US\$1.8 billion in tourism revenue in 2010. This is a big increase compared to the just US\$100 million in 1995, the first year that revenue records were available.

**17** Vietnam was the biggest source of arrivals to Cambodia in 2010, with nearly 466,695 visitors, or a 17 per cent share.

Source: Ministry of Tourism/Société Concessionnaire des Aéroports

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## Products

## More new beginnings



### Song Saa Private Island

#### A touch of exclusivity at Song Saa Private Island

Scheduled to open late this year, Song Saa is a resort that will comprise 27 luxury overwater, rainforest and beach villas located on two adjacent small islands 30 minutes from Sihanoukville.

The resort aims to prioritise preservation of the environment, and a marine reserve has been established around the development's two islands.

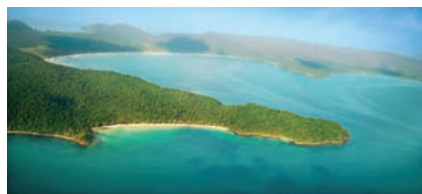
#### Contact

[www.songsaa.com](http://www.songsaa.com)  
[reservations@songsaa.com](mailto:reservations@songsaa.com)

#### New eco-resort Koh Rong now under development

Koh Rong, an island off Sihanoukville, is another eco-resort in Cambodia currently under development.

The first phase of Koh Rong – a project by Cambodian conglomerate the Royal Group – will be made up of two spa resorts, 160 estate villas, a beach club, five restaurants and a lagoon. Other



Koh Rong

infrastructure to be built include a small airport, port, roads, power, water and telecommunications facilities.

#### Contact

[www.kohrong-island.com](http://www.kohrong-island.com)  
[admin@kohrong-island.com](mailto:admin@kohrong-island.com)

### Sofitel Phnom Penh Phokeethra opens

The US\$70 million Sofitel Phnom Penh Phokeethra, which was launched in March, is the first five-star hotel to open in Phnom Penh since the early 1990s. It features seven classes of rooms and suites, eight restaurants and bars and a 1,800m<sup>2</sup> ballroom.

#### Contact

[www.sofitel.com](http://www.sofitel.com)  
H6526@Sofitel.com



Sofitel Phnom Penh

### Legend Cinema brings Hollywood to Phnom Penh

The Legend Cinema movie theatre, which opened in July, is the first cinema to show licensed Hollywood movies in Phnom Penh. The US\$1.5 million theatre has three screens and 800 seats. The first movie it screened? *Transformers 3: Dark of the Moon*.

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# Singapore steadily roars

Escalating air traffic to Asia-Pacific seen to beef up inbound arrivals, reports **Linda Haden**



In 2010, 11,638,663 tourists visited Singapore. The number was bolstered in part by a rapid increase in regional traffic following the opening of the integrated resorts Resorts World Sentosa and Marina Bay Sands. With no signs of visitor arrivals letting up, and more new attractions in the pipeline, the city-state is seen to continue its exponential growth this year.

Tourism numbers in Singapore continued to climb in the first quarter of the year, with visitor arrivals rising by 14.9 per cent to just over six million.

Indonesia, China, Malaysia, Australia and India were the top tourism source markets for this period.

Tourism revenue, on the other hand, jumped by an impressive 35.7 per cent, to just under S\$5 billion (US\$4.1 billion).

The government's resolve to transform Singapore into a world-class city like New York and London has played a definitive role in revving up the country's tourism performance.

Robert Khoo, CEO, National Association of Travel Agents Singapore (NATAS), said: "Singapore has been greatly enhanced as a destination, with the opening of new attractions in recent years.

"Apart from the integrated resorts, we have become a more vibrant city, with our nightlife, dining and cultural scene evolving to become big tourist draws in their own right."

To maintain momentum, the Singapore Tourism Board (STB) is utilising technology more. Spokesperson Jane Lee said that the increasing dependence on social media, Internet-based search and e-commerce tools have fundamentally changed the way people travel.

She said: "Digital is at the heart of our destination marketing campaign (for Singapore), and we are leveraging new opportunities in digital communications and social media."

STB introduced a mobile app in May, which enables users to share their holiday experiences using social media channels.

Alex Yip, general manager, Vacation Singapore DMC, remains confident that the Lion City will continue to roar in 2012. He said: "The anticipated escalation in Asia-Pacific air traffic will accelerate the rate of growth in inbound arrivals to Singapore."

STB is projecting that Singapore is right on track to generate S\$30 billion in tourism receipts and 20 million in international visitor arrivals by 2015.



"Visitors to Singapore today have divergent and diverse expectations, and they tend to have very specific requests. Essentially, they desire fresh and novel experiences."

**Yvonne Low**, executive director, The Traveller DMC

## Hotel Update | Room rates continue to rise



Landmark Village Hotel

Hoteliers have been one of the primary beneficiaries of the boom in international arrivals to Singapore.

Based on provisional data released by the Singapore Tourism Board (STB), in the first five months of the year, average room rates (ARR) in Singapore rose by 12 per cent to S\$228.80 (US\$188.6) year-on-year, while the average occupancy rate (AOR) remained stable at 85 per cent.

The economy segment, where a shortage of room persists, is anticipated to see the biggest jump in room rates. Puneet Dhawan,

general manager, ibis Bencoolen, expects rates at his mid scale hotel to climb by 15 per cent in 2012.

He said: "Notwithstanding extenuating factors, there is no reason why hotel rates should plummet."

Hoteliers in Singapore are banking that the ARR will move beyond the peak of the S\$245 attained in 2008. A shift to new highs is "highly probable", according to Robert McIntosh, executive director, CBRE Hotels, who projects a 10-15 per cent increase in ARR for the year.

Heinrich Grafe, general manager,

Conrad Centennial Singapore, said that the Lion City still had a long way to go before its hotel rates match those of other cosmopolitan cities.

He added: "Singapore certainly has the ability to achieve higher room rates, given its strong economic credentials and the robust forecast growth in tourism arrivals."

The boutique segment, which has been seeing an upswing in activity in recent years, is likely to further expand its presence, as smaller parcels of land continue to be released for development.



Grand Park City Hall

### Destination by the numbers

**6.4** Singapore is poised to become one of the world's gambling capitals. According to the American Gaming Association, the country's two casinos are predicted to make US\$6.4 billion this year, even eclipsing the US\$5.8 billion forecast for Las Vegas.

**13** According to STR Global, a total of 13 hotels are in the pipeline for the Lion City as of June this year. These are scheduled for completion between 2011 and 2013.

**15** Retail, tourism and the food and beverage businesses are to receive an injection of S\$15 million (US\$12.4 million) to develop mobile apps to improve service delivery and enhance staff productivity.

**38** Although Indonesia is still Singapore's largest source of arrivals from South-east Asia, China registered the highest rate of volume growth between January and July this year among all Asian visitors, an increase of 38 per cent over the same period in 2010.

**1,500** Suntec Singapore International Convention & Exhibition Centre is set to host 1,500 events by the end of this year.

**100** As of September 1, Changi Airport serves 100 airlines operating over 5,900 weekly flights to more than 200 cities in 60 countries and territories.

**400,000** An estimated 400,000 people attended the Singapore Food Festival in July, up from the 370,000 participants last year.

Source: Singapore Tourism Board



Singapore

Party like a celebrity and enjoy a night out at world-class shows

Drop it like it's hot at Pangaea

The much-anticipated celebrity hangout and ultra-lounge founded by American nightclub impresario Michael Ault has finally made its way to Singapore, opening its doors to party animals on September 22. Occupying 557.4m<sup>2</sup> on the first level of Marina Bay Sands' southern Crystal Pavilion, the luxurious hangout features the brand's hallmark collection of African tribal masks, genuine zebra, crocodile and ostrich skins, and a plush, customised interior. Clubbers can access Pangaea via an underwater tunnel annexed to The Shoppes.

Contact  
www.pangaea.sg



New hotspot Pangaea

Star-studded Richard III

Sam Mendes, director of acclaimed films *Road to Perdition* and *Revolutionary Road*, returns to the stage to direct Kevin Spacey in the title role of Shakespeare's *Richard III*. The play reunites them for the first time since *American Beauty*, for which they both won BAFTA and Academy Awards.

This tragic tale of power, murder and greed, presented by the Singapore Repertory Theatre, runs from November 17-26 at the Esplanade-Theatres on the Bay. Tickets are priced between S\$60 (US\$47) and S\$325.



Richard III at Esplanade theatre

Mastercard holders have the privilege of purchasing an exclusive package, which includes a Category One ticket, show programme, champagne during intermission and access to an exclusive post-performance cocktail party at the Swissotel helipad with the cast. This package is limited to the first 120 card-holders and is priced at S\$888. Corporate hospitality VIP box experiences for up to 12 are available for S\$10,000 to S\$12,000.

Contact  
www.sistic.com.sg

Get Wicked at the Sands

Winner of 35 major awards, including a Grammy and three Tonys, *Wicked* is making its debut in Singapore at the Marina Bay Sands Theatre in December.

*Wicked* has been seen by 25 million people worldwide. The story revolves around how two unlikely friends became the Wizard of Oz's Wicked Witch of the

West and Glinda the Good. Tickets are priced between S\$55 and S\$250. A VIP box for four is also available for S\$1,000.

Contact  
www.marinabaysands.com/Singapore-Entertainment/Shows/Wicked



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# More leisure for Macau

Destination still continues to ride on strong traffic from the mainland, reports **Prudence Lui**



Inbound traffic to Macau has continued on an upward trend. Total visitor arrivals reached 11,065,180 in the first five months of this year, up by 7.2 per cent year-on-year. Mainland China still generated the most arrivals. The industry is working hard to increase length of stay, as same-day visitors dominated, with 54.7 per cent of total arrivals.

The Macau travel trade is positive that growth will continue in 2012, thanks to China's healthy economy and the addition of new tourism facilities.

China International Travel Service (Macau) international market manager, Zhang Xi-hua, said: "If China's economy continues its robust growth next year, the inbound traffic may benefit."

Zhang added: "We started taking Indian groups four years ago, and this segment keeps growing, generating 10 per cent of our business and is (seen) to grow further in 2012."

Gray Line Tours (Macau) managing director Andy Wu is of the same opinion, citing the completion of new tourism facilities next year. He was concerned, however, about the city's capability to receive growing arrivals.

Riding on strong traffic from China, arrivals to the city reached a new record. The first five months saw 11.1 million visitors, up 7.2 per cent compared to the same period in 2010. Same-day

travellers continued to dominate arrivals, comprising 54.7 per cent of the total.

Not all source markets saw an increase in arrivals, however. Taiwan, Japan and Malaysia dropped 10.5 per cent, 9.9 per cent and 11.5 per cent respectively.

To diversify its offerings, the Macau Government Tourist Office is also looking at ecotourism products for next year. Director João Manuel Costa Antunes said: "Products such as walking trails and bike trails (will be developed). We will also introduce environmental management standards to Macau's tourism industry to actively promote the 'green concept' to them."

The Macau SAR government is concentrating its efforts to build Macau into a Global Centre of Tourism and Leisure, as supported and consolidated in the recently declared 12<sup>th</sup> Five Year Plan of mainland China.

Macau will also continue to work closely with PATA and other industry stakeholders to develop the travel and tourism industry in Asia-Pacific.



"(The city's capacity to receive growing arrivals) is the challenge Macau is facing. What also concerns us is how to maintain service quality given the shortage of manpower."

**Andy Wu**, managing director, Gray Line Tours (Macau)

## Hotel Update | An uptrend in business demand

Hoteliers in Macau are expecting to see higher demand and occupancy next year, even with the rate increase and added inventory. However, they wish there were more mid-scale properties in the destination.

Based on government statistics, demand for hotel rooms shows positive growth due to a strong market from mainland China.

Guests increased by 2.7 per cent year-on-year to 3,284,327 in the first five months of 2011, while average occupancy and room rate stood at 81.9 per cent and US\$163.6, up by 2.7 per cent and 15.5 per cent compared to a year earlier.

As of May, hotel room inventory increased by 2,250 rooms to 22,359 rooms, thanks to the newly-opened Galaxy Macau.

Rio Hotel general manager Joseph Fung said that he had implemented an eight per cent increment to US\$87.

"Thanks to new attractions and hotels like the Galaxy Macau, we are seeing a growing demand. On average, the industry recorded an 80-90 per cent occupancy," he said.

L'Arc Macau general manager, Steven Ng, said: "We raised our rate by around 10 per cent early this year. However, value-added services like free local calls and a free minibar inside rooms are offered."

"In 2012, we project an additional 10 per cent increase on room rate. The rationale behind it is escalating food cost and the appreciation of the RMB."

MGM Macau has seen consistent occupancy, in the 90 per cent range, and foresees this to continue. MGM Grand Paradise president, Grant Bowie, said: "The current and anticipated growth rates of Macau will be justified by a gradual increase in hospitality infrastructure after 2013. There are

several leisure and non-gaming projects on the drawing board.

"In order for Macau to diversify its market reach, it needs such facilities and a larger mix of three-star hotels, which is certainly part of that equation."

Sofitel Macau At Ponte 16 expects a progressive rate increment in 2012, in line with the current economic situation and market trends. General manager Michel Molliet said: "Most rooms are in the upscale category, and Macau could benefit from more mid scale hotels."

"In fact, luxury boutique hotels also start to play a major role to respond to the growing demand of a specific clientele."



**Banyan Tree Macau**

## Destination by the numbers

**10** After the earthquake and tsunami in Japan in March, arrivals from the market to Macau fell by 10 per cent. Macau is starting to build up traffic again, as Air Macau resumed twice-weekly services to Tokyo in July 1.

**1,945** At the end of May 2011, the total number of available rooms at hotels and guesthouses increased by 1,945 – up 9.9 per cent year-on-year – to 21,518 rooms. Average length of stay decreased by 0.01 night to 1.5 nights.

**16.8** For the first four months, average hotel room rate was up 16.8 per cent to 1,316 Macau patacas (US\$164), while occupancy stood at 85.9 per cent, up 1.35 per cent.

**13** The Macau International Airport recorded a five per cent growth in total passenger flow in June 2011. Arrivals from mainland China were up 13 per cent compared to the same period in 2010.

**246** Macau's strategic MICE Market Stimulation Programme has been extended from July to December 31. From May 18, 2009 to May 6, 2011, the programme has supported a total of 246 events.

**4,229** A year after the suspension of visa-on-arrival (VOA) arrangements for Vietnam, arrivals for the first five months of 2011 plummeted from 33,834 (2010) to 4,229 (2011). It is the biggest drop among source markets.

**15** The HK\$15 billion (US\$1.9 billion) Galaxy Macau launched a 52,000m<sup>2</sup> Grand Resort Deck. It boasts the world's largest skytop wave pool covering 4,000m<sup>2</sup> and generates waves as high as 1.5m.



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# Conservative Hong Kong

Consensus of cautious optimism remains even with more arrivals, reports **Prudence Lui**



Benefitting from a more positive global economic environment in the first five months of 2011, Hong Kong visitor arrivals from most markets sustained an upward trend. Aside from a 20 per cent growth in mainland China, arrivals from longhaul and shorthaul markets were also stable. South Korea, Indonesia, Malaysia and Russia each registered double-digit growth in arrivals.

The travel trade in Hong Kong is adopting a conservative outlook for the coming year, despite the continued spike in visitor arrivals to the city.

Hong Kong Tourism Board (HKTB) executive director, Anthony Lau, said: "We are cautiously optimistic of the tourism performance in the near future, for as long as the macro environment remains unchanged."

Lau explained that world-class events, major tourism infrastructure projects and the upcoming cruise terminal "will ensure Hong Kong's appeal to visitors".

But he added: "Looking ahead, the macro environment remains volatile. The HKTB is closely monitoring the situation and will continue to adopt a flexible approach so that we can respond to unforeseen changes swiftly."

Between January and May 2011, arrivals reached 16,295,959, 14.5 per cent more compared to the same period last year. The market from mainland China registered the biggest cumulative growth at 20 per cent, with arrivals reaching 10.77 million.

Some view the influx of visitors from the mainland as positive for growth. Holiday World Tours managing director, Paul Leung, said: "The overall picture is optimistic if you are dealing with the China market. For us who specialise in South-east Asia traffic, it would be so-so. I reckon this can be attributed to the rising and fluctuating hotel rate."

"Moreover, more and more travellers are deciding to book at the last minute, but we often can't get rooms, as Chinese travellers are snapping up many rooms as well. I think hotels are a key issue."

W Travel managing director, Wing Wong, said: "Skyrocketing hotel rates are not healthy, and I learned that we will have to brace for another 15-20 per cent increment from August onwards."

"Talking about competition, this hotel rate issue really draws away business to Macau and Shenzhen, where the rate is affordable and five-star properties are abundant. This trend may persist in 2012."



"After a robust rebound in 2010, inbound from South-east Asia will continue to grow into next year. However, I don't see the longhaul sharing the same rosy picture, given the slow economic recovery."

**Wing Wong**, managing director, W Travel

## Hotel Update | Leisure, corporate to pick up

Hoteliers are projecting double-digit occupancy and room rates in Hong Kong to continue into 2012, despite added supply from 17 new hotels with 3,066 rooms this year.

The Peninsula Hong Kong regional director of marketing-China Simon Yip said: "Moving into Q4 of 2011, we expect that the pick-up will be strong from both the corporate and the leisure segments. We are cautiously optimistic, and expect to see positive growth in our rates for 2012."

He added that luxury cruises in the region might help performance. "This will no doubt have a tangible influence on the luxury leisure segment. Increasing numbers of visitors from around the region, as well as globally, means that all segments stand to gain sizably."

Harbour Grand Hong Kong director of sales, Elaine Chow, shared a similar view about rates: "Everyone is looking at a rate increment in 2012 due to increased demand for Hong Kong hotels."

Chow added that four-star hotels with good location and offerings

like free Wi-Fi would do well next year.

In order to stay competitive, traditional players like Marco Polo Hong Kong and InterContinental Hong Kong are renovating facilities.

The Renaissance Harbour View Hotel's renovations were completed in September. Director of sales and marketing, Portia Tang, said: "We are also focusing on new market sources like India and Russia. Other than having a strong sales representative for Russia and India, we have recently employed two native Russian ladies as guest officers to ensure a high quality of service and immediate assistance delivery to clients."

According to DMC Travel Asia president Owen Yau, the room rate is leaning towards a double-digit upward trend due to high occupancy. "It's hard for agents because hotels have switched their contract from one year to once every three months to get the best rate. The biggest winners are small, three-star boutique hotels, and their numbers keep growing," Yau said.

"It's because unlike five-star hotels' expenses, these small investments enjoy low operation costs and high returns. The downside is that room size is very small, and the new ones are getting smaller and smaller."



Harbour Grand Hong Kong

## Destination by the numbers

**17** The Hong Kong Tourism Board (HKTB) estimates that 17 new hotels with 3,066 rooms will open this year. The move is seen to hopefully ease demand and double-digit increase of room rate.

**40** In the first quarter, Hong Kong received 300,000 overnight MICE visitors, a year-on-year increase of 5.1 per cent. Of these, more than 40 per cent came from mainland China.

**315** According to the HKTB, there are at least 315 conventions and exhibitions already confirmed for this year and next.

**4** Four new destinations have been added to Hong Kong – Gan Island (Mega Global Air Services, Maldives), Wuxi (China Eastern Airlines), Yancheng (China Eastern Airlines) and Xuzhou (Shanghai Airlines) – according to the Civil Aviation Department.

**5.1** Ocean Park has taken less than 11 months to hit 5.1 million visitors, breaking its annual attendance record for the seventh time in the last eight years.

**51.5** Hong Kong International Airport recorded 51.5 million passenger trips in the fiscal 2010-2011 year, showing strong year-on-year growth of 9.7 per cent.

**32.3** The Travel Industry Council has received fewer cases of complaints from inbound travellers. There were 153 cases the first six months, down 32.3 per cent compared to the same period in 2010.

**5** The city will add five more new rail lines. This includes the 26km Hong Kong Section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link. Target completion date is 2015.





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# Full steam ahead for India

Tourist arrivals expected to grow despite competitiveness issues, reports **Shekhar Niyogi**



India received 5.4 million inbound tourists in 2010, an eight per cent growth over the previous year. According to the Ministry of Tourism, foreign arrivals are expected to grow at an annual rate of eight per cent from 2010-2014. Hotel occupancy may pose a challenge, however, with increase in room supply and uneven distribution among cities.

Members of India's travel trade are expecting a strong 2012, even as there are some concerns about infrastructure development and industry competitiveness. Dur-

ing a recent tourism expo, RH Khwaja, secretary, Ministry of Tourism, said: "The tourism industry in India is set to grow at a higher pace. Our endeavour remains to up-

grade the infrastructure and other facilities to a world-class level. We're expecting a growth of at least 10 per cent in the forthcoming year." Managing partner of Amrit-

sar-based Dove Travels, Ashwani K. Gupta, predicted that "2012 figures will surpass all expectations". "Kerala, Goa, Rajasthan and now Gujarat are proactively wooing the international inbound tourists," he said.

Gupta added that arrivals from the UK, France, Germany, Spain and Italy have increased substantially. However, he said said that it would help if taxes on hotel rates were lowered.

"Competitive countries like Thailand attract many tourists because of their low hotel rates and quicker visa issuance," he said. "Moreover, the governments of Macau and Thailand offer incentives to inbound agents bringing in groups of 50 or more. India should devise a similar model for growth."

Data released by the Ministry of Tourism in January shows that arrivals to India made a comeback in 2010.

There were 5.4 million inbound tourists last year, representing growth of eight per

cent year-on-year, a strong rebound from the decline of seven per cent year-on-year in 2009.

Growth accelerated in the second half of the year, with the Commonwealth Games in October acting as a major pull.

Arrivals surged by 9.2 per cent year on year in October 2010, with momentum continuing into November, when arrivals rose to 14.7 per cent over the same period in the previous year.

Foreign tourist arrivals in the country have increased substantially during the past decade in the business and leisure segments, according to the ministry, and are expected to grow at an annual rate of eight per cent in 2010-2014.

According to the World Travel and Tourism Council, India's travel and tourism sector is also expected to be the second largest employer in the world by 2019, with an estimated 40,037,000 in its workforce.



"The increase in hotel inventory has rationalised and even reduced room rates. Expansion drives by international hotel chains have induced greater inbound arrivals, and reduced tariffs have increased domestic tourism."

**Rakesh Lamba**, managing director, Prakriti Holidays

## Hotel Update | Concern for supply increase

The coming year may be a challenging one for hotels in India, as the uneven distribution of new hotel projects across cities and increase in room supply may affect occupancy.

The destination is expected to have double the number of branded hotel rooms from the current 100,000. According to the *Indian Tourism Industry Analysis*, most of the new supply will be coming from global chains, which will add over 300 hotel properties, for an estimated total of 55,000 rooms, by 2013.

According to the HVS Hotel Valuation Index 2011, the period 2009-2010 had the highest number of hotel openings, with an addition of 14,081 branded rooms to the existing supply.

CGH Earth director George Dominic explained the current situation, saying that hotel projects should be better distributed.

"The increased supply of hotel rooms is concentrated in major gateway cities like Delhi, Mumbai and Bangalore," he said.

"New hotel construction should be widespread in the country, coupled with more cities used as



**Novotel Hyderabad**

gateways and more international flights for the inbound leisure and business traveller."

He added that there should also be more diversity in what was on offer.

"There should be more growth in high-end boutique hotels and resorts, as leisure tourists like to stay in such hotels and not much in city-based deluxe hotels."

K. Mohanchandran, general manager, Taj Bengal, Taj Group of Hotels, said that the market was static. "We are not seeing much movement in ARR in Kolkata, owing primarily to the lack of new supply and the lack of significant new demand," he said.

"We are (just) expecting to maintain our current performance over the next 12-18 months."

For his part, Leela Palaces, Hotels and Resorts VP-sales and

marketing, Sanjoy Pasricha, is more optimistic. He said: "The increase in supply of hotel rooms due to the building of new hotels may have a temporary setback in the short-term, but it is certainly good for the hotel and hospitality industry as a whole in the long-term."

Pasricha is proposing that MICE be strengthened to take advantage of the added hotel supply. "To increase tourism, we need more hotels and better infrastructure," he said. "MICE is a growing segment, so there should be more convention centres and a convention marketing authority supported by the government of India."

Considerable expansion of hotels and the construction of new accommodation, especially in New Delhi, took place prior to the Commonwealth Games in 2010. But Saeed Shervani, head of the Hotel and Restaurant Association of Northern India, reported that many hotels experienced extremely low occupancy rates.

He said that at some one- to three-star hotels, the rate was as low as 20 per cent, with 50 per cent as the average rate, even for hotels with higher stars.

## Destination by the numbers

**31** Reduction in average room rates in deluxe hotels in Bangalore, the software capital of India, was 31 per cent. There was a huge mismatch between demand and supply earlier, leading to abnormally high rates.

**10,000** An estimated 10,000 branded rooms will be added to the inventory in the Delhi-NCR region by 2015. Although this may be good for the industry's long-term growth, it may depress occupancy levels in the short-term.

**722,000** The number of tourists to Kashmir in 1989 was 722,000. More arrivals are expected this year, after peace was restored in the valley. Many European countries had imposed travel ban advisories to Kashmir due to unrest in the area since 1995.



**5** Kolkota saw five more international airlines begin flights this summer. A massive extension and modernisation of the airport facilities are also predicted to attract more tourist arrivals.

**40** According to TSA research released by the World Travel and Tourism Council, India will see an estimated 40 million people employed in its travel and tourism sector by 2019.



Products **New hotels and convention centre for the destination**

**Royal living at Stok Palace in Ladakh**

Stok Palace Heritage Hotel, located nine miles outside Leh in Ladakh, was a former royal residence. It now has 77 rooms, with three new guest suites and two more on the way.

The hotel has an authentic Ladakhi feel – from the Tibetan and Ladakhi rugs, to brightly painted woodwork by local artisans.

It also has a museum featuring jewels, armour and an impressive collection of painted and embroidered ceremonial scrolls that hang in Buddhist monasteries across the region.

**Contact**  
<http://www.kashmir-tourism.com/kashmir-buddhist-stok.htm>

**New Delhi convention centre facility**

The India Expo Centre & Mart is a new, fully-integrated, state-of-the-art exhibition and convention facility in Greater Noida in the Delhi National Capital Region.

It has 235,000m<sup>2</sup> of space and 866 showrooms, with convention and exhibition halls, exposi-



**India Expo Centre & Mart**

tion mart, conference centre, buyers' lounge, cafeteria, parking, helipad, centralised Wi-Fi, air-conditioning and uninterrupted power supply.

Golf carts are available for commuting within the premises. There are six international five-star hotels in the vicinity.

**Contact**  
[www.indiaexpocentre.com](http://www.indiaexpocentre.com)

**An exclusive resort in Kerala**

Kerala-based specialty resort developer, CGH Earth, which focuses on eco-friendly properties, recently launched Chittoor Kottaram, a three-bedroom resort in Cheranellor, 45 minutes from Ernakulam in Kochi City.

The retreat used to be the palace of the Rajah of Kochi. The structure was originally built in 1898.



**Fortune Select Loudon**

Guests will have the exclusive use of the retreat, as only one booking at a time is accepted. At press time, the tariff for Chittoor Kottaram is US\$1,000 for two nights.

**Contact**  
<http://www.cghearth.com>

**Boutique hotel opens in Kolkota**

Fortune Select Loudon is ITC Hotels group's new 68-room boutique business hotel located in a plush commercial neigh-

bourhood of Kolkata bordering Park Street, the renowned business, shopping and entertainment mecca of the city.

The hotel has the Nostradamus bar, 24-hour multi-cuisine coffee shop Zodiac, spa, gym, sauna and swimming pool. A specialty coastal seafood restaurant is due to open this month.

The hotel has two banquet

halls that can accommodate 100 and 70 guests respectively, theater-style, and a cocktail or buffet space outdoors for about 250 guests.

**Contact**  
Tel: (91-33) 3988-4422  
[www.fortunehotels.in](http://www.fortunehotels.in)



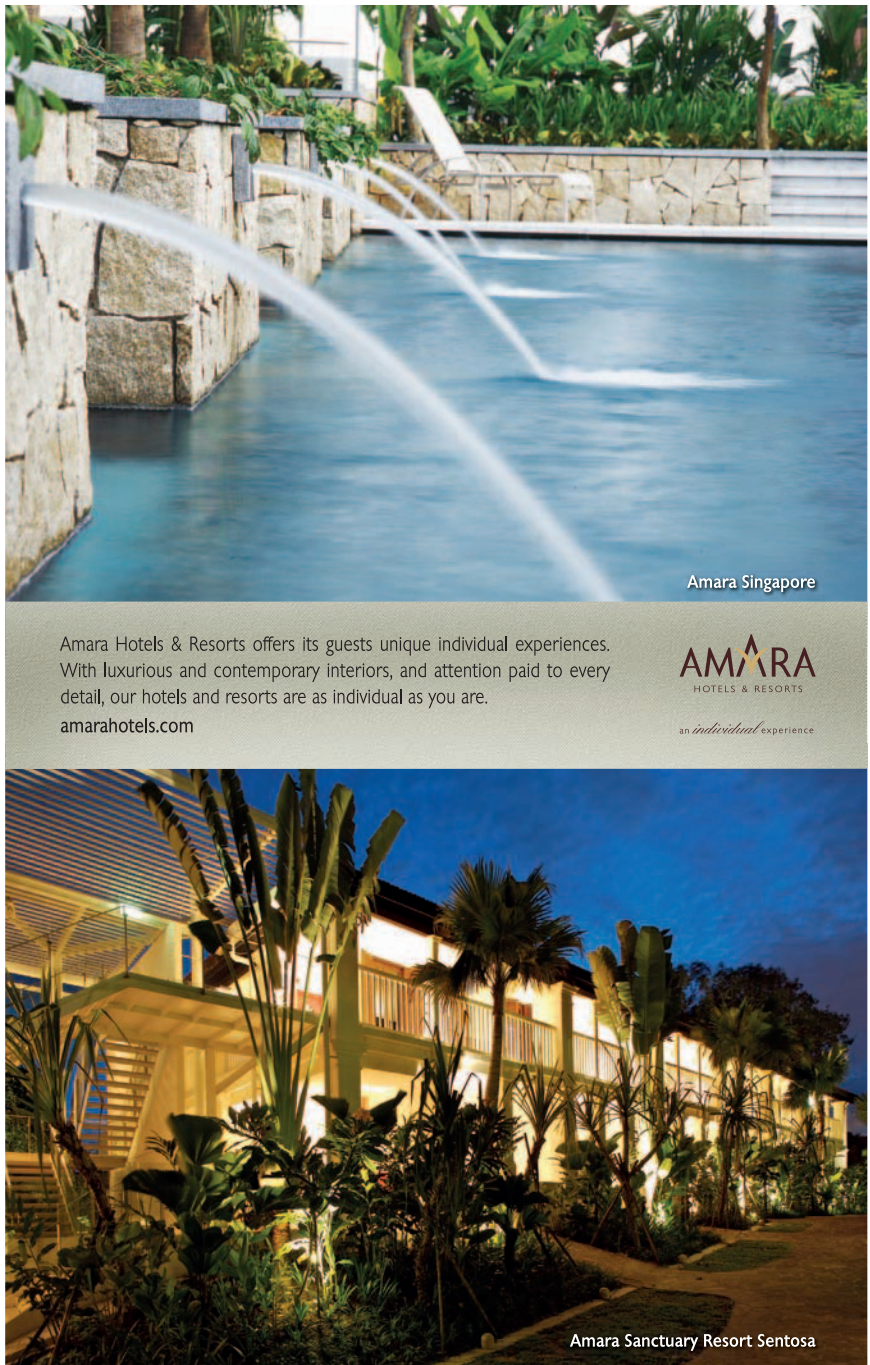


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# Attractions that vie for attention

## Macau

**Tour Machine redo**  
Avis' fleet of Tour Machines – air-conditioned replicas of 1920s English Royal cars that are used for sightseeing in Macau – have been upgraded. Four cars have been recently refurbished, with modified AC systems, ceiling insulation and inner panels. Its brand-new audio guiding system provides commentary on Macau's famous sights.  
**Contact**  
[www.avis.com.mo/tour\\_machine.html](http://www.avis.com.mo/tour_machine.html)



Tour machine in Macau

**New services from Air Macau**  
Air Macau launched services to Taiyuan and Chongqing in July and resumed service to Tokyo from July 1, with twice-weekly flights leaving on Thursday and Sunday. Despite resumption of the route, however, the carrier forsees deficits and is not optimistic about recovery from now till March 2012.  
**Contact**  
[www.airmacau.com.mo](http://www.airmacau.com.mo)

**A tasty gamble**  
Macau events company SmallWorld has partnered Spanish wine event company Vinelis to launch a Wine and Gourmet Casino game concept, said to be the first its kind in Asia. The game can be integrated into corporate event programmes, with guests betting on special gaming tables themed around food or drink items. The programme is available for groups of 300-500 people.



SmallWorld's wine and gourmet casino

**Contact**  
[Bruno@smallworldexperience.com](mailto:Bruno@smallworldexperience.com)

**Na Tcha Exhibition Hall now open**  
The Na Tcha Exhibition Hall is finally open after two years of preparation. Located adjacent to the historical Na Tcha Temple, the hall displays artefacts related to the Taoist deity Na Tcha. These include 30 historical paintings and images and 50 pieces of



weapons and the holy grail used by Na Tcha. The Na Tcha Temple, built in 1888, is on the UNESCO World Heritage List.  
**Contact**  
[webmaster@icm.gov.mo](mailto:webmaster@icm.gov.mo)

**City cruise**  
Yuet Tung Shipping, which provides ferry services between Macau and some Chinese terminals, launched a luxury harbour cruise service in August. The cruise sails from Yuet Tung Pier to Friendship Bridge in one-and-a-half hours, four times a day. Fares costs from MOP\$150 (US\$19) without meals and MOP\$300 with buffet option.  
**Contact**  
[www.ytmacau.com](http://www.ytmacau.com)

## Hong Kong

**From police station to boutique hotel**  
What was formerly the Tai O Police Station – a Grade II historical building built in 1902 – is being revitalised by the Hong Kong Heritage Conservation Foundation as the Tai O Heritage Hotel. The two-storey, neo-colonial-style boutique hotel will house nine rooms, a heritage interpretation centre and a rooftop restaurant. It is scheduled to open at the end of the year. The hotel is located on Shek Tsai Po Street, Tai O, Lantau Island.  
**Contact**  
[www.hkheritage.org/en/index.asp](http://www.hkheritage.org/en/index.asp)

tour devices available in five languages, as well as advanced telescopes with various modes, a high-tech photo booth and a souvenir shop with custom-made souvenirs featuring the mascot 'Family of sky100' series. According to its website, event venue bookings will soon be available.  
**Contact**  
[www.sky100.com.hk](http://www.sky100.com.hk)



Tai O Heritage Hotel

**New rainforest zone at Ocean Park**  
Ocean Park Hong Kong has revitalised its attractions with a new zone called Rainforest. Located at the summit of the park, the zone features Discovery Trail, which takes visitors on a journey through the habitat of some of the rarest animals in the world, and The Rapids, a water ride that runs 380m from start to end.



Ocean Park

**Contact**  
[www.oceanpark.com.hk](http://www.oceanpark.com.hk)

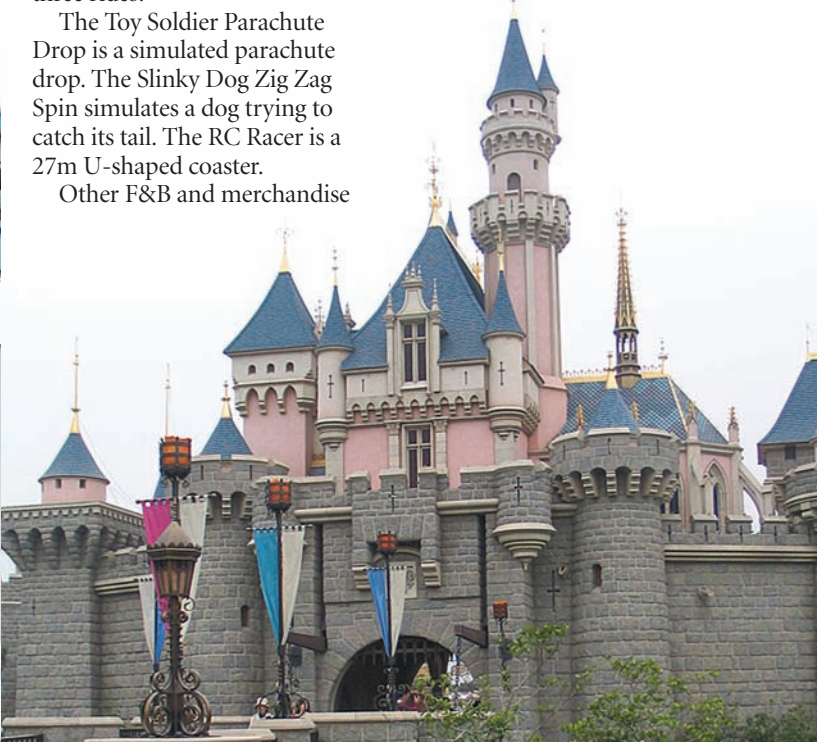
**An Asia exclusive at HK Disneyland**  
Hong Kong Disneyland's newest attraction, Toy Story Land, is set to open in November. The attraction, which is exclusive to Asia at the Happiest Place on Earth, has three rides. The Toy Soldier Parachute Drop is a simulated parachute drop. The Slinky Dog Zig Zag Spin simulates a dog trying to catch its tail. The RC Racer is a 27m U-shaped coaster. Other F&B and merchandise

offerings are also available. Toy Story Land is the first of three new rides that will premiere at the park. It will be ringed by giant blades of grass and feature many themed props and characters from the *Toy Story* movies, such as a super-sized Woody and Rex, and an oversized paper plane and ball.  
**Contact**  
[www.hongkongdisneyland.com](http://www.hongkongdisneyland.com)

**A bird's eye view of Hong Kong**  
The newly-opened sky100 indoor observation deck is the only vantage point that offers a panoramic 360-degree view of Hong Kong 393m above sea level. Located at the International Commerce Centre, it features more than 20 installations to complement the incredible views – 3D multimedia exhibits, a touch-screen Interactive Itinerary Planner, audio-visual guided



sky100



Hong Kong Disneyland



# definitely



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**Time:** 9:30pm to 1am

**Venue:** **Avalon** (Crystal Pavilion South L1)  
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Register your attendance at ITB Asia, Hall 602 Booth H16, 10am to 3pm  
by 20 October 2011.

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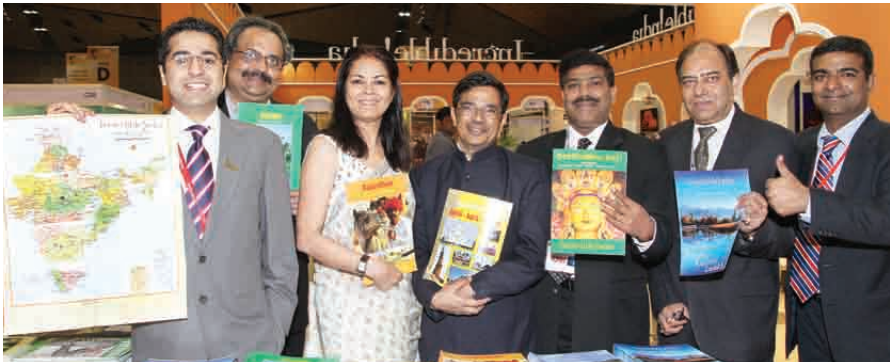
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Above, Park Hotel Group (front row): Wong Yin Yin, Mohd Rafin, Pauline Cheung and Pang Sze Mei. Back row: Dino Lim, Michelle Wong, Joanne Chan, Cindy Goo and Naoki Takizawa

Marco Polo conquerers, including Gigi Ching, David Chen, Gemma Baz, Lee Weng Wai, John Beresford, Putri Istiarini, James McStay Ong, Roy Yan, Christina Castillo, Ken Law and Emelyn Mauhay



Travel Pals India's Amit Chopra, The Fern Hotels & Resorts India's Kiran Wagle, Air India's Madhulika Babal, IndiaTourism's OP. Meena, Top Travel & Tours India's Haridas K.K. and Chhaand Mathur, and Holidays to Treasure India Tours' Sudhir Sachdeva



Creative Travel India's Mukesh Kumar Sangwan, FCM Travel Services Philippines' Patricia Escobal, Corporate International Philippines' Anna Marie Diaz and Creative Travel India's Sandeep Kapur



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# Boss, I'm working hard

Trading begins in earnest but these sellers take the time off to give *TTG Asia's* Patrick Tan their brightest smile and the thumbs up



The team from Tauzia Hotel Management led by Marc Steinmeyer and Eric Simard (centre)



Cha-da Hotel Group's Felix Kaiblinger and Phoenix Voyages Vietnam's Edouard George



Amari Palm Reef Samui's Christoph Leonhard, Onyx Hospitality Group Thailand's Kullapranee Sawareephol, Amari Watergate Bangkok's Pierre-André Pelletier and Amari Atrium Bangkok's Nawanida Sammarungroj



Cristal Hotels & Resorts' UAE's Ahmad Araj, Abu Dhabi Tourism Authority's Salma Salem Saeed, Icon International's Charlene Lum and Millennium Hotel Abu Dhabi's Paul Simmons



Hertz Sime Darby Malaysia's Brenda Lin and Vanessa Ang, Hertz Asia Pacific's Wong Soon Hwa and Doris Goh, and Hertz Sime Darby Malaysia's Michelle Phua



Rendezvous Hotel Singapore's Lim Mia Kwang, Rendezvous Merry Hotel Shanghai's Carrie Wu, Travelrite International Australia's Shawn Walliss, Rendezvous Merry Hotel Shanghai's Jane Ren and Rendezvous Hotel Singapore's Joseph Foo



The Venetian Macao's Victoria Fuh, Marina Bay Sands Singapore's Kenneth Leong, Ailynn Seah and Sherman Lo



Meliá Purosani Indonesia's Andrew Fernandez, Meliá Kuala Lumpur's Brendan Wong, Meliá Dubai's Vanessa Waldow, Meliá Hotels International's Bernardo Cabot and Sharon Lee, Meliá Bali's Jim Boyles and Meliá Benoa's Juan Sanchez



Best Western Premier Malaysia's Vincent Ng, Best Western Premier Vietnam's Hisakazu Sato, Best Western Indonesia's Bina Sembiring, Best Western Thailand's Christopher Yong, Best Western Premier Malaysia's Aurelio Giraudo, Best Western International's Glenn de Souza, Tanthip Santisaowapak and Betty Pongstaporn, Best Western Plus @20 Sukhumvit's Michael Long



Travel Candy Australia's Kerry Reynolds, Gloria Hotel UAE's Bashar Turk, Dubai Tourism's Mohammed Essa Al Shaikh and Meiling Chan, Metropolitan Hotel Dubai's Paula Hutchinson and InterContinental Hotel Group Dubai's Alma Alfon



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