



TRAVEL AWARDS 2014

A celebration of Asia's
most outstanding travel and
tourism industry stars

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TTG TRAVEL AWARDS 2014



TTG TRAVEL AWARDS
2011 – 2014

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A STERLING CELEBRATION OF THE BEST IN THE BUSINESS



The TTG Travel Awards 2014 is a celebratory affair on many levels. Not only is the prestigious annual event marching into its silver jubilee this year, 12 new winners have joined the lineup of travel and tourism stars.

First-time winners such as Virgin Australia and Starwood Hotels and Resorts have successfully claimed titles that were dominated by long-time winners, taking the honour of Best Pacific Airline and Best Global Hotel Chain respectively. Other debuting winners include new properties such as Ramada Singapore At Zhongshan Park, Gran Meliá Jakarta, Centara Grand Beach Resort & Villas Hua Hin and The Mulia Bali, reflecting the competitiveness among hotels and resorts.

The TTG Travel Awards 2014 also celebrated the return of eight organisations and individuals to the awards. Among them are Shangri-La Hotels and Resorts reclaiming their crown as Best Luxury Hotel Brand, Japan National Tourism Organization regaining its hold as the Best NTO and The Venetian Macao returning as the Best Meetings & Conventions Hotel.

Another jubilation for the TTG Travel Awards 2014 is the addition of a new award to the Outstanding Achievement category. Centara Hotels and Resorts takes home the inaugural Sustainable Travel Company of the Year.

In all, the 25th TTG Travel Awards – a TTG Travel Trade Publishing event – celebrates 82 of Asia-Pacific's best travel trade organisations and individuals, including 10 Travel Hall of Fame luminaries.

We congratulate all our winners and hope they will continue to inspire everyone in the industry.



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LIST OF WINNERS

The full list of winners in the 25th TTG Travel Awards, all extraordinary organisations and individuals who have wowed MICE and business travel clients across the industry

OUTSTANDING ACHIEVEMENT AWARDS

- Best Travel Entrepreneur
Kwek Leng Beng, executive chairman, **City Developments Limited** and chairman, **Millenium and Copthorne Hotels**
- Destination of the Year
The Philippines
- Best Marketing & Relationship Effort
Brand USA
- Sustainable Travel Company of the Year
Centara Hotels & Resorts
- Best Travel Trade Supporter
Best Western International

TRAVEL HALL OF FAME

- **Singapore Airlines**
- **Singapore Changi Airport**
- **Hertz Asia Pacific**
- **Royal Cliff Hotels Group**
- **Star Cruises**
- **Abacus International**
- **SilkAir**
- **Lotte Tour**
- **Hong Kong International Airport**
- **Raffles Singapore**

TRAVEL SERVICES AWARDS

- Best Airport
Incheon International Airport
- Best GDS
Travelport
- Best Cruise Operator
Royal Caribbean International
- Best NTO
Japan National Tourism Organization
- Best Theme Attraction
Hong Kong Disneyland Resort

HOTEL CHAIN AWARDS

- Best Global Hotel Chain
Starwood Hotels & Resorts
- Best Regional Hotel Chain
Park Hotel Group
- Best Local Hotel Chain
Harbour Plaza Hotels & Resorts

- Best Hotel Representation Company
Preferred Hotel Group
- Best Luxury Hotel Brand
Shangri-La Hotels & Resorts
- Best Mid-Range Hotel Brand
Best Western International
- Best Budget Hotel Brand
ibis Hotels

HOTELS – INDIVIDUAL PROPERTY AWARDS

- Best Luxury Hotel
The Peninsula Hong Kong
- Best Mid-Range Hotel
Ramada Singapore At Zhongshan Park
- Best Budget Hotel
Holiday Inn Express Causeway Bay Hong Kong
- Best Independent Hotel
Royal Plaza on Scotts
- Best Boutique Hotel
The Quincy Hotel By Far East Hospitality
- Best City Hotel – Bangkok
Siam Kempinski Hotel Bangkok
- Best City Hotel – Delhi
Taj Palace Hotel
- Best City Hotel – Hanoi / Ho Chi Minh City
Sofitel Legend Metropole Hanoi
- Best City Hotel – Hong Kong
The Ritz-Carlton, Hong Kong
- Best City Hotel – Jakarta
Gran Meliá Jakarta
- Best City Hotel – Kuala Lumpur
Hilton Kuala Lumpur
- Best City Hotel – Macau
Grand Hyatt Macau
- Best City Hotel – Manila
InterContinental Manila
- Best City Hotel – Seoul
Lotte Hotel Seoul
- Best City Hotel – Singapore
Mandarin Orchard Singapore
- Best City Hotel – Taipei
W Taipei
- Best City Hotel – Tokyo
Imperial Hotel Tokyo
- Best New City Hotel
Mandarin Oriental, Taipei
- Best Airport Hotel
Regal Airport Hotel

RESORTS – INDIVIDUAL PROPERTY AWARDS

- Best Beach Resort
Centara Grand Beach Resort & Villas Hua Hin
- Best Resort Hotel (Non-Beach)
Maya Ubud Resort & Spa, Bali
- Best New Beach Resort
The Mulia Bali
- Best Integrated Resort
Resorts World Sentosa

SERVICED RESIDENCE AND SPA AWARDS

- Best Serviced Residence Operator
Frasers Hospitality
- Best Spa Operator
Banyan Tree Spas

AIRLINE AWARDS

- Best North American Airline
Air Canada
- Best European Airline
Finnair
- Best Middle Eastern Airline
Qatar Airways
- Best South-East Asian Airline
Thai Airways International
- Best North Asian Airline
Cathay Pacific Airways
- Best China Airline
Air China
- Best Pacific Airline
Virgin Australia
- Best Regional Airline
Dragonair
- Best Asian Low-Cost Carrier
AirAsia

BT-MICE AWARDS

- Best Airline – Business Class
Thai Airways International
- Best Business Hotel
Grand Hyatt Erawan Bangkok
- Best Meetings & Conventions Hotel
The Venetian Macao
- Best BT-MICE City
Singapore
- Best Convention & Exhibition Centre
Hong Kong Convention and Exhibition Centre



- Best Convention & Exhibition Bureau
Thailand Convention & Exhibition Bureau

TRAVEL AGENCY AWARDS

- Best Travel Agency – China
China International Travel Service
- Best Travel Agency – Chinese Taipei
Phoenix Tours International
- Best Travel Agency – Hong Kong
Westminster Travel
- Best Travel Agency – India
Creative Travel
- Best Travel Agency – Indochina
Diethelm Travel Group
- Best Travel Agency – Indonesia
Panorama DMC
- Best Travel Agency – Japan
JTB Corporation
- Best Travel Agency – Malaysia
Asian Overland Services Tours & Travel
- Best Travel Agency – Singapore
Dynasty Travel International
- Best Travel Agency – South Korea
Global Tour
- Best Travel Agency – Thailand
Asian Trails
- Best Travel Agency – The Philippines
Rajah Travel Corporation
- Best Travel Agency – Vietnam
Vietravel
- Best Corporate Travel Agency
Carlson Wagonlit Travel
- Best Online Travel Agency
Asiatravel.com



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TTG Travel Awards (2012-2014)
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We will continue to devote our best efforts and fulfil our profound commitment to exceed expectations.

Finally, we would like to take this opportunity to honour some of the great men and women who have grown with the Group, as we celebrate such achievements together. To our partners, guests and media friends, we thank you for your continued support and we look forward to many more good years to come.

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SINGAPORE : Grand Park Orchard • Grand Park City Hall
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Best Western Celebrates Super Eight at TTG Awards

Best Western was named "Best Mid-Range Hotel Brand" at the recent TTG Travel Awards, for an incredible eighth year in a row! This amazing achievement demonstrates Best Western's continued commitment to service excellence and product innovation across Asia. And that's not all! Best Western was also named the "Best Trade Supporter", highlighting our tireless commitment towards our travel partners.

- * 2008 : Best Mid-Range Hotel Brand
- * 2009 : Best Mid-Range Hotel Brand and Best Marketing & Development Efforts
- * 2009 : Best Mid-Range Hotel Brand and Best Marketing & Development Efforts
- * 2010 : Best Mid-Range Hotel Brand and Best Marketing & Development Efforts
- * 2011 : Best Mid-Range Hotel Brand and Best Marketing & Development Efforts
- * 2012 : Best Mid-Range Hotel Brand and Best Marketing & Relationship Efforts
- * 2013 : Best Mid-Range Hotel Brand and Best Marketing & Relationship Efforts
- * 2014 : Best Mid-Range Hotel Brand and Best Trade Supporter



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OUTSTANDING ACHIEVEMENT AWARDS

These individuals and organisations are the brightest stars in Asia's travel and tourism industry, winning the unanimous vote of the TTG editorial team

Best Travel Entrepreneur **Kwek Leng Beng**



What does this award mean to you and who do you want to share it with?

I am very proud to be conferred TTG Travel Entrepreneur of the Year. This honour would not have been possible without the support of many capable people who work with me as a team. I would also like to share this award with my directors – past and present – who have helped me turn Millennium & Copthorne Hotels into the largest Asian-owned hotel group in the world with about 35,000 hotel rooms in more than 20 countries.

What motivates you to excel in all that you do?

It has always been, and still is, about being passionate about what I do. If you're not passionate about what you do, you will be a mediocre performer at best. And what a waste if you have the knowledge and experience, not to contribute to your country or pass that on to others.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

Learning about hotel operations is not enough to be successful. You also need to know about worldwide economic trends, and evolve with time.

“ It has always been, and still is, about being passionate about what I do. ”

– **Kwek Leng Beng**, executive chairman, City Developments Limited



MILLENNIUM
HOTELS AND RESORTS

VISIONARY LEADERSHIP

It takes a visionary leader who is not afraid to take risks and entrusts his team to get the job done to build a successful hospitality company.

Kwek Leng Beng is that leader and Millennium & Copthorne (M&C) Hotels plc is the company he built.

Starting with just one hotel in the early-1970s, M&C's portfolio now comprises more than 120 owned and managed world-class hotels across 24 countries in the Asia-Pacific, Europe, the Middle East, North Africa, and North America, and an inventory of some 35,000 rooms.

M&C is ranked among the world's top 50 international hotel companies and its growth from strength to strength reflects the entrepreneurship and skill of Mr Kwek, and his passion for the industry. He is the company's Chairman.

Globally recognised M&C brands include Grand Millennium, Millennium, Grand Copthorne, Copthorne, M Hotel, Studio M, and Kingsgate.



The inauguration of M Hotel Chengdu with M&C Chairman Kwek Leng Beng (5th from left), Singapore ministers, and M&C senior management.

M&C continues to expand and its recent acquisitions include luxury properties – the 87-room boutique Grand Hotel Palace (formerly Boscolo Palace Roma), the 480-room Novotel New York Times Square, and the 158 all-suite Chelsea Harbour Hotel in London.

Mr Kwek who is also Executive Chairman of City Developments Limited, parent of M&C will be opening South Beach in 2015. Located on Beach Road in Singapore, the integrated development maintains the location's heritage by blending four historic buildings into 46,000 sqm of Grade A office space, 190 luxury residences, a 654-room designer hotel by Philippe Starck, retail space, and an exclusive membership club.

With a distinctive design including a state-of-the-art environmental canopy, South Beach has already won two Green Mark Platinum awards and is set to be the new defining structure in Singapore's vibrant skyline. South Beach will set the benchmark and create buzz in the prime downtown location and historic precinct.



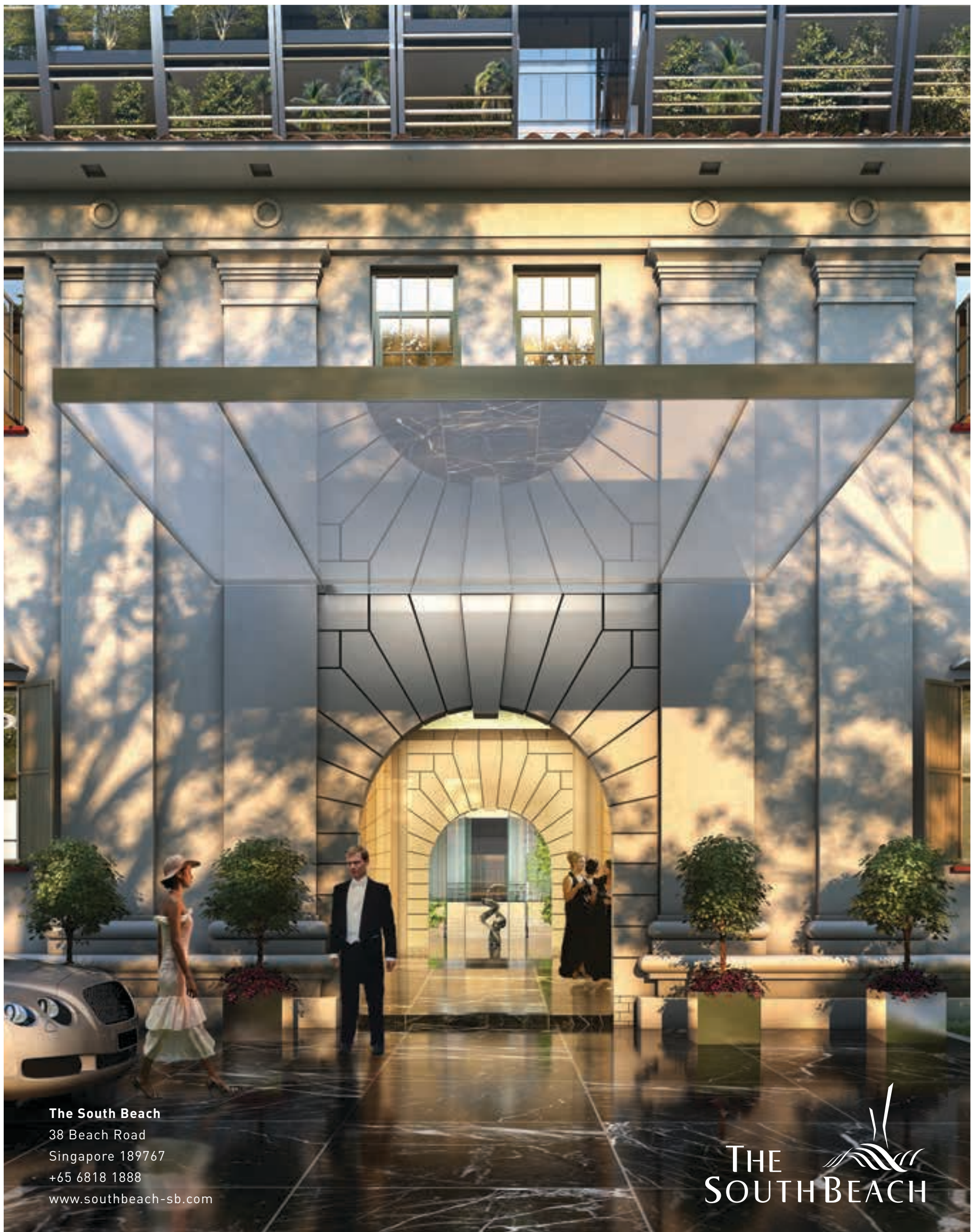
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The Chelsea Harbour Hotel, London



Lobby of Novotel New York Times Square



The South Beach
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www.southbeach-sb.com

THE SOUTH BEACH

The South Beach, a 654-room hotel designed by Philippe Starck, is the latest development by City Developments Limited (CDL) and IOI Corporation Berhad.

The hotel is part of a mixed-use contemporary and ecological development – South Beach, which comprises an area of over 34,000m². The South Beach is located on Beach Road adjacent to the Esplanade MRT Station and conveniently connects to Suncity Singapore via an aero-bridge on the Nicoll Highway. Creative intelligence prevails with interior designs by Philippe Starck, and architecture by award-winning firm Foster + Partners and leading global firm Aedas. The South Beach aims to further promote the luxury HIP concept, trustfully elevating the lifestyle hospitality scene in the region with its charm.

OUTSTANDING ACHIEVEMENT AWARDS

Sustainable Travel Company of the Year Centara Hotels & Resorts

What does this award mean to you and who do you want to share it with?

To me, this award means that every single member of the Centara team is dedicated to providing services that, along with ensuring complete satisfaction for our guests, are totally compatible with the environment and the communities in which our hotels are located. This has always been central to our policies, and to make it work we have to put heart and soul into every aspect of sustainability. That involves everyone. So, I am utterly delighted to share this award with the complete team.

What motivates you to excel in all that you do?

Centara is a Thai company. We currently have 47 hotels in Thailand, and with each one we endeavour to present the very best of Thai hospitality to our guests. We presently have 21 properties in other destinations, and we ensure that each one offers the warmth and charm of Thai hospitality. We feel that we are ambassadors for Thailand. That is what motivates me, and every Centara person.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

This is a wonderful industry in which to pursue a career, and it will become even better as the industry grows and develops. Professionalism is greatly valued in every sector. My advice is to choose an aspect of the business that really suits you, and then to work hard at it. There are no limits to what you can achieve in terms of career satisfaction and a rewarding lifestyle.



“ We feel that we are ambassadors for Thailand. That is what motivates me, and every Centara person. ”

– Thirayuth Chirathivat, CEO, Centara Hotels & Resorts



WE COULDN'T DO IT **WITHOUT YOU**

As the proud winner of the Sustainable Travel Company of the Year Award and with Centara Grand Beach Resort & Villas Hua Hin voted Asia's Best Beach Resort in the TTG Asia Travel Awards 2014, we would like to thank you for your votes and your support.

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CENTARA
HOTELS & RESORTS

OUTSTANDING ACHIEVEMENT AWARDS

Destination of the Year The Philippines

What does this award mean to you and who do you want to share it with?

This award belongs to all Filipinos. It is the Filipino people that has ensured the acceptance of “more fun in the Philippines” as a true and accurate description of the participative and active role every Filipino plays to ensure a successful and enjoyable visit to the Philippines.

What motivates you to excel in all that you do?

Again, the determination of the Filipino people, coupled with the support of our president, Benigno S. Aquino III, is our inspiration to build a brighter tourism future for the Philippines – an industry that is more profitable and more inclusive.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

Start with a core truth. Involve the people in your campaign.



“ It is the Filipino people that has ensured the acceptance of “more fun in the Philippines” as a true and accurate description... ”

– Honorable Ramon R. Jimenez, Jr., secretary, Philippines Department of Tourism

Best Travel Trade Supporter Best Western International

What does this award mean to you and who do you want to share it with?

We are absolutely delighted. Our hotel teams accomplish outstanding achievements on a daily basis, and this award is shared by each and every one of them, from our managers and front-line hotel staff, to all the other less-celebrated stars who work tirelessly to make each guest’s stay exceptional. A huge thanks to all of them!

Why do you think tourism companies should continue to invest in mediums that reach out to travel experts?

In an age of instant online user reviews and social media, the professional and considered opinion of a travel expert has never been more respected or valued. They both influence traveller behavior and act as ambassadors for the industry.

What must travel experts do to be even more valuable to you?

We constantly rely on their reach and talent to communicate Best Western products to our customers. All we ask is for travel professionals to acquaint themselves fully with Best Western’s rapidly expanding range of products and services. But generally, our partners in the travel trade are extremely knowledgeable.



Paul Suvodip, president, international operations Asia & Middle East, Best Western International

“ In an age of instant online user reviews and social media, the professional and considered opinion of a travel expert has never been more respected or valued. ”

– Glenn de Souza, Vice president international operations – Asia & Middle East, Best Western International

Best Marketing & Relationship Effort Brand USA

What does this award mean to you and who do you want to share it with?

We are honoured. Having just started our marketing efforts in South-East Asia, we are encouraged by this award. It shows that Asia welcomes Brand USA with open arms and Asian travellers are keen to experience America like never before. I would like to share the award with our colleagues from Brand USA headquarters in Washington D.C. as well as our Asia offices in Beijing, Shanghai, Hong Kong, Taiwan and Singapore. – **Christopher L Thompson, president & CEO, Brand USA**

What motivates you to excel in all that you do?

For many of us in Brand USA, it is a dream job to promote premier travel to the USA. Spurring us on is President Obama who set for us the goal of 100 million visitors in 2021 and we are confident of reaching this target.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

Passion, commitment and a long-term vision to succeed.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

While the Internet offers many direct online booking channels, a destination or tourism product from a faraway place would find it challenging to reach consumers directly, unless they have huge marketing budgets. Travel agencies play a kind of marketing role for destinations and tourism products with their physical presence. There is still a huge segment which does not/prefers not to book online such as the older generation (silver-hair market), or successful PMEBs who don't have the time to go online to "find the best deals". Travel consultants are still seen as "experts who know the most", and are able to provide advice – an industry insider's view of a planned itinerary – on what is practical, what is recommended, etc. – **Reene Ho-Phang, managing director, Brand USA Hong Kong & Taiwan**



Jay Gray, vice president, global market development, Brand USA (left) receiving the award from Michael Chow, group publisher, TTG Asia Media

“It is a dream job to promote premier travel to the USA.”

– **Reene Ho-Phang**, managing director, Brand USA Hong Kong & Taiwan



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SRI LANKA · THAILAND · UNITED ARAB EMIRATES · VIETNAM

TRAVEL HALL OF FAME

These organisations have received the same award at least 10 consecutive times, offering proof of their consistently high service and product quality, and meriting them a special place in TTG's pantheon of winners

Singapore Airlines



Mak Swee Wah
Executive vice president commercial,
Singapore Airlines

What does this award mean to you and who do you want to share it with?

It is a great honour for Singapore Airlines to receive this award and we are grateful to our customers for their unwavering support. Our employees and stakeholders around the world strive to deliver the best travel experience for our customers and this award is a positive affirmation of their efforts and hard work. This award goes out to all in our SIA family and serves to motivate us to achieve greater heights.

What motivates you to excel in all that you do?

SIA staff members share a philosophy to place the needs of our customers at the heart of everything we do, constantly offering customers "a great way to fly". This spirit of doing the best for our customers permeates throughout SIA and we believe in going the extra length to make the customer's travel experience with us memorable.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

Challenging economic times mean it is important to take a long-term approach and rethink traditional business models. Being flexible and nimble will be key to success in the travel trade. Customers today are increasingly sophisticated and have high expectations when they travel. This requires us to always be innovative, to enhance our products and services to meet customer expectations as well as the high standards we set for ourselves.

Singapore Changi Airport



Chua Ching Hock
Senior manager, development OPS (Terminal 4),
airport operations management,
Singapore Changi Airport

What does this award mean to you and who do you want to share it with?

Changi Airport is extremely honoured to have been inducted into the TTG Hall of Fame. We share this award with the entire airport community, including our staff members and partners who work tirelessly to deliver a seamless and memorable Changi Experience to all our passengers from across the world.

What motivates you to excel in all that you do?

At Changi Airport, we are driven by our mission to be the world's leading airport, to continue growing a vibrant air hub and to enhance communities we serve worldwide. Making every passenger feel at home and seeing a smile on their faces as they experience Changi Airport, remains our key motivation.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

In a dynamic travel industry, consumer preferences continue to evolve. We pride ourselves in delivering an exceptional passenger experience that is cutting-edge and at the forefront of technology. Harnessing new technologies and implementing touches of innovation are important. Yet, at the same time, we pay close attention to every detail along the customer's journey, for nothing is too small for us when it comes to the needs of our passengers.

– Kelvin Ng, assistant vice president,
corporate and marketing communications,
Singapore Changi Airport

Hertz Asia Pacific



Wong Soon Hwa
Vice president, Asia & Japan
Hertz Asia Pacific

What does this award mean to you and who do you want to share it with?

This prestigious award continues to motivate us to constantly excel in product and service excellence. It is dedicated to all Hertz associates worldwide.

What motivates you to excel in all that you do?

To be a market leader, it is imperative that you must always be ahead of the curve in everything you do. By providing excellent products and services, we will have happy partners and satisfied customers. Win-win for all.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

Passion and patience are what you need to succeed in this industry. We are dealing with people and experiences. You need to be genuinely passionate in giving outstanding value to your business partners and customers. There is no shortcut to success. The travel and tourism industry has great growth potential, with lots of opportunities for advancement for those who are not afraid of hard work and dare to be different. Enjoy the journey!

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TRAVEL HALL OF FAME

Royal Cliff Hotels Group



Vitanart Vathanakul
Executive director
Royal Cliff Hotels Group

What does this award mean to you and who do you want to share it with?

We are truly honored to continuously receive an award from TTG which affirms our drive for excellence in customer service.

Receiving this award means a lot to everyone at the Royal Cliff. It serves as a big motivator and an inspiration for our team to continue demonstrating the level of hospitality excellence our hotel has achieved as well as deliver high standards of customer service that keep our guests satisfied and happy at all times.

We want to share this award with the whole company and our guests. They are the ones who drive us to provide innovative and unparalleled services coupled with the best hospitality and we are grateful for their ongoing patronage, loyalty and positive feedback.

What motivates you to excel in all that you do?

Our customer's happiness and satisfaction are what drives us to excel. To meet the demands of our leisure and MICE customers worldwide is a challenge that we enthusiastically take on every day.

We take to heart providing our leisure customers with the best holiday experience while continuously innovating and upgrading our service portfolio. With regards to our MICE customers, we aim to make the life of the organisers as easy as possible.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

First of all, tourism professionals should love the hospitality industry. They should be passionate about service and in making people happy. They should have an earnest desire to serve and be of service to guests from around the world.

This industry is a 'people business' where you have to deal with different types of personalities and preferences bringing with it its own set of challenges. However, when one feels passion and love for the industry, such challenges can be easy to overcome. Based on our experience, when we use creativity and put a lot of love in what we do, the results always turn out in a positive way bringing with it its own satisfaction and sense of fulfillment.

Star Cruises



Ang Moo Lim
Executive vice president sales, marketing and hotel operations and country head of China and regional countries (excluding Hong Kong and the Philippines)
Genting Hong Kong Limited

What does this award mean to you and who do you want to share it with?

On behalf of Star Cruises, we are deeply honoured to have been inducted into the Travel Hall of Fame in 2008. It is indeed a great pleasure to receive this award and be part of the best in the Asia-Pacific travel trade. We would like to thank TTG and all our trade partners for the recognition and continuous support. Most importantly, I would like to thank and share this award with the entire Star Cruises family for their relentless commitment and dedication in making Star Cruises the leading cruise line in Asia-Pacific.

What motivates you to excel in all that you do?

This year marks Star Cruises' 21 years of milestones and successes as an international cruise operator and a pioneer in Asia. It is embedded in our DNA to continue to innovate and create new milestones in terms of providing greater customer experience, especially here in Asia where the service standards are high in general. It is not always about having the biggest ships. It is about having a deep understanding of the diverse Asian cultures, their unique differences and evolving customer expectations. These are what drive all of us here at Star Cruises to continuously provide best-in-class services and practices in the cruising industry.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

The trade offers limitless potential for the next generation of tourism professionals in Asia. The cruise industry is relatively untapped, as only less than 0.05 per cent of Asia's population has taken a cruise. There is definitely a huge room for growth here in Asia and it is up to the next generation of tourism professionals to create new awareness and to drive the cruise industry further. It is important to have a firm understanding of consumer behaviour and an all-round understanding of the socio-economic environments of the markets, geopolitics and cultural influences. In doing so, it would be clear where the new opportunities are and which partners would provide the best synergy in bringing the cruise industry to the next level.

Abacus International



Steven Ong
General manager Thailand
Abacus International

What does this award mean to you and who do you want to share it with?

Our partners and customers are key to our success and we have therefore strived to keep their needs and requirements in mind in everything that we do, from designing new solutions to enhancing our existing ones. The strong support from them and the commitment of our employees are the reasons behind our continued success – this award honours our partners, customers and employees.

What motivates you to excel in all that you do?

Innovation and optimising current and new technology will continue to play a vital role in the region's huge travel market. This award is an affirmation that we are doing the right things and it is also a great encouragement for us to continue innovating for the travel distribution market. We look forward to helping them take advantage of rising opportunities in the travel market.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

To succeed in this vibrant and growing travel industry, be creative and passionate and embrace new ideas. Challenge yourself in what you do, take calculated risks but stay focused on the customers. Your success is in creating the ultimate customer experience that keeps them coming back to you. – Robert Bailey, president & CEO, Abacus International

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TRAVEL HALL OF FAME

SilkAir



Leslie Thng
Chief executive
SilkAir

What does this award mean to you and who do you want to share it with?

We are very happy and proud to have been inducted into the Travel Hall of Fame in 2009 and this illustrates that even in today's aviation landscape, which is increasingly filled with low-cost carriers, travellers still place great value and recognise the full service proposition which SilkAir offers. Our staff have worked hard over the years to make what SilkAir is today and this award is also very much a result of their dedication and commitment.

What motivates you to excel in all that you do?

We are highly encouraged by the positive feedback we receive from our customers and constantly strive to provide the best for them. In February this year, we rolled out a new brand campaign called A Joy to Fly, which encompasses the products and services that we at SilkAir believe will make the journey for our customers so much more pleasant and enjoyable. Through this campaign, we wish to rekindle the joy that people experience when they embark on a flight.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

Continue to be flexible and adapt to the ever-changing landscape of the industry. However, one must always stay true to the value proposition of your brand.

Lotte Tour



Harry Baek
Vice president
Lotte Tour

What does this award mean to you and who do you want to share it with?

I am deeply honored. This award motivates us to make new leaps forward for tourism development. I also want to share it with our employees who make a great effort for our company and our customers who love and support us.

What motivates you to excel in all that you do?

Our employees, company and country motivate me to excel in all that I do. I keep thinking about what I can do for them. These thoughts encourage us to explore new businesses such as the cruise industry. The world cruise companies continue expanding supply in Asia-Pacific. As South Korea is surrounded by water on three sides, we have a high potential for the cruise industry's development and a beneficial effect on neighbours such as China, Japan, Taiwan and Singapore. We can develop a cruise industry together as a community and enjoy mutual advantages.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

The first duty of the service field is customer satisfaction. Also, word-of-mouth advertising makes a big impact on the development of a country and its employees' welfare. The basic qualification in tourism is a spirit of sacrifice. People should serve their parents with devotion. Without filial duty, they are not qualified to provide service to others. When we hire new employees, we see to it that they do their filial duty to their parents. Therefore, they can serve customers with that same spirit of sacrifice.

Hong Kong International Airport



Eva W Y Tsang
General manager, customer services and China & industry affairs
Hong Kong International Airport

What does this award mean to you and who do you want to share it with?

We are very pleased and honoured. This honour belongs to the 65,000-strong airport community and some 400 of our business partners whose professionalism and dedication are the key factors behind HKIA's success through the years.

What motivates you to excel in all that you do?

Every member in the airport community is dedicated to providing a safe and pleasant airport experience. Since HKIA commenced operations in July 1998, we adhere to six core values – Safety, Security, Efficiency, Quality, People and Environment. This commitment has motivated us to go the extra mile to welcome our passengers and deliver the best service to them. We will continue enhancing our airport facilities and services to strengthen Hong Kong's position as an international aviation hub.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

We listen to our customers and strive to provide the best and most suitable service and facilities for them. We constantly solicit feedback through different channels, including online feedback forms, a hotline, customer service counters and regular passenger perception surveys. By identifying key factors that affect customer satisfaction, we design various initiatives needed for continuous improvement. We also set up Key Performance Indicators (KPIs) to regularly evaluate our performance. – **James Tsui, general manager, corporate communications, Airport Authority Hong Kong**

Raffles Singapore

What does this award mean to you and who do you want to share it with?

We are hugely honoured. This award belongs to all our colleagues, past and present, who have always maintained the highest standards, providing warm, personal and effective service, and making Raffles an oasis for the well-travelled and offering a unique emotional luxury experience.

What motivates you to excel in all that you do?

Most hotels have to create authenticity and heritage. We are very fortunate because we don't have to invent anything. Raffles is the real thing, a genuine icon beautifully maintained in its original style. It is not just a hotel, it is an atmosphere, a feeling, an emotional place. We are privileged that this authenticity and history already exists and it is inspiring to be part of it everyday.

What advice would you give to the next generation of tourism professionals who desire success in this trade?

It is a vibrant and complex business and you have to want to learn about the industry and the business from the basics. Then you need genuine enthusiasm, passion and interest in the work, which is very stimulating and of course you need lots of energy. – **Simon Hirst, general manager, Raffles Singapore**

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PARIS

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MOSCOW

JOHANNESBURG

DUBAI

SYDNEY

JAKARTA

TOKYO

SINGAPORE

SHANGHAI

Hong Kong International Airport (HKIA)

has a global network covering some 180 destinations worldwide, including 50 in the Mainland. Locating less than five flying hours from half of the world's population, HKIA is one of the busiest aviation hubs in the world which handled about 60 million passenger trips and moved 4.12 million tonnes of cargo in 2013. HKIA is committed to sustainable growth and development, and aspires to be the finest and greenest in the world.

TRAVEL SERVICES AWARDS

This section lauds the best and the brightest organisations, companies and brands that have won over their MICE travel professional clients with impressive products, fantastic services and genuine value



Mark Meehan
Managing director, Asia Pacific
Travelport

Best GDS Travelport

What does this award mean to you and who do you want to share it with?

For Travelport, it's a vote of confidence in our strategy to redefine travel commerce for the benefit of our customers and partners. I'm delighted to accept this award on behalf of the whole Travelport APAC team who have worked so hard to deliver real value to our customers every day.

What motivates you in such a competitive environment today?

Competition makes you work smarter and I believe we now have technology and solutions – such as Travelport Smartpoint and our Merchandising Platform – which put us clearly ahead of our competition.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Global reach and effective customer service throughout the entire travel transaction process – empowered by Travelport technology, of course! You need look no further than low-cost carriers such as AirAsia who have decided to partner with Travelport to gain access to our global network of 65,000 travel agencies.



Samuel Jr Manalo
Regional sales manager, South-east Asia
Royal Caribbean International

Best Cruise Operator Royal Caribbean International

What does this award mean to you and who do you want to share it with?

This is our seventh consecutive win and one of our greatest achievements in Asia to-date. It underscores Royal Caribbean's ever-growing presence in the region as a leading cruise brand and, more importantly, the strong testimonial of our trade partners and customers. We deeply appreciate their firm support all these years as we continue to deliver them the 'Wow' with our growing fleet and more first-at-sea innovations in Asia and worldwide.

What motivates you in such a competitive environment today?

Cruising is the fastest-growing tourism segment today and this is coupled with Asia's tremendous prospects given its huge population base and growing affluence. In spite of the low penetration rate for cruising now, we expect the number of Asian cruisers to grow in a big way and we are seeing a healthy surge in demand in recent years. Most of all, we are confident that with our wide range of innovative products, Royal Caribbean will become one of the top vacation choices for consumers.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

A strong distribution network is essential to our business growth and the agencies play an important role in multiplying and diversifying our touchpoints with our customers while value-adding to our products in their individual sales and marketing efforts. To us, they are not only our most valuable channels but also our most passionate ambassadors in representing and promoting Royal Caribbean. On our part, our company will continue to engage our partners closely and step up our training programmes as well as recognise and reward the top performers among them.



Kazuhiro Ito
Executive director
Japan National Tourism Organization

Best NTO Japan National Tourism Organization

What does this award mean to you and who do you want to share it with?

Japan National Tourism Organization – Bangkok office has been promoting Japan to the Thais for more than 50 years. With kind co-operation from related partners in the tourism industry, the number of Thai travellers to Japan has been increasing over the years.

We are honoured once again to receive this award, voted by travel professionals across the Asia-Pacific region. This marks the success of our policies as well as strategies. We would like to share it with travel agencies, airlines as well as the mass media who have been tremendous in helping us promote tourism to Japan for many years.

What would you like to say to the travel experts who voted you as the best in your category?

Thank you very much for rooting for us, always. Japan National Tourism Organization – Bangkok office is expecting to achieve the important milestone of having the highest number of Thai travellers to Japan. We would like to continue joining forces with you to accomplish this goal for our mutual benefit.

What is the one most important decision you have made to your business this year?

Tokyo and Osaka have long been popular destinations among Thai travellers. This fiscal year, Japan National Tourism Organization – Bangkok office has decided to promote the charms of other destinations throughout Japan to Thai visitors. Therefore, we initiated the Japan Quest: 300 Missions campaign with a dedicated website and promotional videos so that (potential) Thai travellers may gain access to Japanese tourism information along with trying to complete missions listed on the campaign website.



Larry Leung
Director – travel trade sales
Hong Kong Disneyland Resort

Best Theme Attraction Hong Kong Disneyland Resort

What does this award mean to you and who do you want to share it with?

For the fifth consecutive year, Hong Kong Disneyland Resort has been voted Best Themed Attraction, which is compelling proof of a win-win partnership forged with the travel trade as we journeyed through the Resort's key milestones.

The trust and support of our travel trade partners and the energy and dedication of our Cast Members have been essential in casting Disney's magical spell and creating memorable and unique experiences that have established the Resort as a premier destination in the region.

It is only fitting that we share this significant recognition with our trade partners and Cast Members.

What motivates you in such a competitive environment today?

Seeing the Resort expand and prosper is a powerful motivation for our team and our partners. Our footprint has grown significantly since the launch of three new themed lands, and the recent debut of our Disney Paint The Night parade has brought about a new night-time dimension to Hong Kong Disneyland.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

As our experience has shown, travel trade partners are essential as they are the first point of contact with our guests. They have helped spread Disney magic by introducing the Resort to different markets and designing creative travel products that appeal to guests from all walks of life.

We are now welcoming more guests from around the world and breaking attendance records as a result of effective sales and marketing strategies and the support of our travel trade partners.

We value our trade partners highly and will continue investing in more trade familiarisation and education programs to ensure our partnerships will magnify the mutual success going forward.

Best Airport Incheon International Airport

What does this award mean to you and who do you want to share it with?

I would like to share this honour with our 40,000 airport family members. The commitment of our staff at Incheon

Airport goes unrivalled, grounded in our goal of being the best at what we do.

What motivates you in such a competitive environment today?

Incheon Airport has secured its position as the nation's premier gateway to the world and economic focal point. We have become one of the great success stories in airport operations, achieving what many said was impossible by becoming a top-rated international airport. From our experiences, we have learned that efforts

determine success. With the goal of becoming the world's leading airport transport facility, we will continue enhancing our competitiveness.

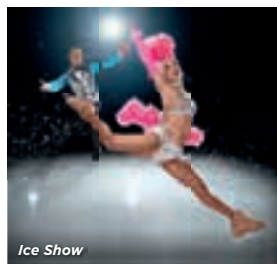
Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies are connectors to introduce and help our potential passengers visit and experience what we have ready for them. – **Park Wan-su, president & CEO, Incheon International Airport**

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For seven consecutive years, Royal Caribbean International® has received the 'Best Cruise Operator' travel award from TTG Asia for offering the best product, services and facilities. We thank our industry partners and customers for their strong support, as we aim to deliver more 'WOWs' to our guests on board our ships. Discover a WOW vacation with our fantastic cruises.

Best Cruise Operator, Asia
TTG award winner 2008 - 2014



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2014 Nov 21, 28, Dec 19, 26
2015 Jan 16, 30, Mar 4
Ports-of-call: Kuala Lumpur (Port Klang)/
Penang/Kuantan

4-NIGHT BEST OF MALAYSIA CRUISE

Singapore Departures:
2014 Nov 17, Dec 15,
2015 Jan 8, Feb 2
Ports-of-call: Kuala Lumpur (Port Klang)/
Penang, Langkawi

4-NIGHT ISLES OF SOUTHEAST ASIA CRUISE

Singapore Departures:
2014 Nov 24, Dec 11, 22
2015 Jan 12, 26, Feb 18*
Ports-of-call: Kuala Lumpur (Port Klang), Phuket

5-NIGHT SPICE OF SOUTHEAST ASIA CRUISE

Singapore Departures:
2014 Nov 12, Dec 1, 6, 29*
2015 Jan 3, Feb 6, 22*, 27
Ports-of-call: Kuala Lumpur (Port Klang)/Penang/
Langkawi, Phuket

7-NIGHT MALAYSIA AND THAILAND CRUISE

Singapore Departures:
2015 Jan 19, Feb 11*
Ports-of-call: Kuala Lumpur (Port Klang),
Penang, Langkawi, Phuket
*Similar 7-N itinerary to Thailand and Vietnam is available.

8-NIGHT EXOTIC ASIA CRUISE

Singapore Departure: 2015 Mar 7
Ports-of-call: Xiamen, Hong Kong (overnight),
Ho Chi Minh City (Phu My), Shanghai (Baoshan)

*Festive sailing Ports-of-call differ by sailing dates. Kung Fu Panda and all related characters properties TM and ©2014. Dreamworks Animation L.L.C.



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HOTEL CHAIN AWARDS

TTG bestows the highest honour on outstanding hotel chains that have uplifted the hospitality industry in the past year with their professionalism and excellent service standards

Best Global Hotel Chain **Starwood Hotels & Resorts**



Stephen Ho
President, Asia Pacific
Starwood Hotels & Resorts

Alison Taylor
Senior vice president, sales – Asia Pacific Worldwide, Inc.
Starwood Hotels & Resorts

What does this award mean to you and who do you want to share it with?

This award is an affirmation that we have been doing everything right as a hotel partner to our B2B customers.

I want to share this award with all my colleagues in every Starwood property across Asia Pacific, our global, divisional and regional team members as well as our Starwood Sales Organization (SSO). Their combined effort made it possible for Starwood to be a best-in-class hotel company for our travel professional partners.

This award is a tribute to them as well as the trade partners and customers who have supported us over the years. Thank you so much!

What motivates you in such a competitive environment today?

Two things: customer satisfaction and pride in what we do. Starwood prides itself at being the easiest hotel company to do business with. We

aim to sell the way our customers want to buy. Our team goes the extra mile to ensure customers' needs are anticipated and cared for by listening closely to them, understanding different cultural nuances and observing their lifestyles, travel patterns and business requirements.

In addition, we work hard at increasing customer satisfaction and enhancing the booking experience.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Business booked and influenced by B2B customers account for 70 per cent of Starwood overall rooms revenue. Starwood sees its travel professional partners as an extension of our sales team. Not only do they contribute to driving sales for our company but they also have their pulse on the ground and we rely on them as one of our sources for sales leads as well as new trends, changing customer needs and patterns.

Best Regional Hotel Chain **Park Hotel Group**



Allen Law
CEO
Park Hotel Group

What does this award mean to you and who do you want to share it with?

Park Hotel Group is honoured to be awarded Best Regional Hotel Chain for three consecutive years. This represents a seal of affirmation for Park Hotel Group's commitment towards excellence and our efforts towards creating outstanding and memorable experiences for all our guests. We would like to share this award with all our partners, guests and media friends who have provided us with unwavering support throughout the years, as well as our team across all our hotels who have put in great effort to bring the Group's service ethos and business performance to new heights.

What motivates you in such a competitive environment today?

While competition is increasing, we are also seeing the more people travelling and requiring more hotel rooms. The travel boom driven by

the developing countries is not abating, and this is a long term macro-economic story. Most of the growth is still coming from Asia, and being headquartered here, and with our expanding network throughout the region, Park Hotel Group's prospects remain bright. The Group remains motivated to provide loving hospitality to every guest that walks through our door.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies continue to deliver the highest value customers – they take more trips, stay longer and spend more. Broadly speaking, we do see agencies still being a key avenue for travellers looking for travel information, planning more complex itineraries or all-inclusive travel and those coming from countries with trickier visa processes.

We see that the personal touch is one of the big advantages of offline travel experts.

Best Local Hotel Chain **Harbour Plaza Hotels & Resorts**



PC Koh
Finance director
Harbour Plaza Hotels & Resorts

What does this award mean to you and who do you want to share it with?

This is the fifth time that we have received the Best Local Hotel Chain Award. The award recognises and reaffirms our group's commitment to the consistent delivery of quality service to our customers and guests.

We would like to share with this honour with:

- Our hotel colleagues who are dedicated in providing excellent service to our guests;
- Travel experts who have been working faithfully alongside with us; and
- Our hotel guests who stay with us and recognise our efforts in providing them a memorable experience.

What motivates you in such a competitive environment today?

Our guests' satisfaction and well-being are important to us; this is what motivates us to do better in the competitive environment today.

All of our staff strive to be professional and make our guests feel pampered. At the same time, we also need to continuously update our hardware and facilities so that guests enjoy their stay at our hotels and feel comfortable just like at home.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies are an important business partner for us. With their experience and knowledge of customer requirements, they can help to promote the destination and at the same time continue to explore more new source markets for us.



Harbour Plaza Hotels & Resorts
Fifth Year Running
Best Local Hotel Chain

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Service Awards 2014



Best Local Hotel Chain



2013 Asia Excellence Brand Award

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HOTEL CHAIN AWARDS

Best Hotel Representation Company Preferred Hotel Group



Anthony Ross
Executive vice president, Asia Pacific, Middle East & Africa
Preferred Hotel Group

What does this award mean to you and who do you want to share it with?

Preferred Hotel Group (PHG) is honoured and delighted to be presented this award for the third year running.

It means a great deal to us as it shows that the company is recognised by our industry peers, clients and customers; and that we have made valuable impact as we continue to evolve as a company, and move forward with our work to advocate and enhance the profile of independent hotel experiences in the region and beyond.

We want to share this award with our worldwide PHG associates and of course, our member hotels.

Our heartfelt thanks to the industry and the people who have voted for us.

What motivates you in such a competitive environment today?

Simply put: results. We strive to help our member hotels achieve year-on-year improvements, and continue to work in tandem to explore ways that we can drive business to them.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Even though the Internet offers a plethora of information, options and booking capabilities, there are many who either do not have the time, or are overwhelmed by the sheer volume of information to get through. Travel experts are thus able to fill in this gap by cutting through the noise and clutter, and offer tailored options for this segment. This will not change over time.

Best Luxury Hotel Brand Shangri-La Hotels & Resorts



J Edward Brea
General manager, Shangri-La Hotel, Bangkok
Shangri-La Hotels & Resorts

What does this award mean to you and who do you want to share it with?

On behalf of Shangri-La, may I say how honoured we are to receive this award from TTG. It's an important recognition for the brand that highlights our consistency in service and offerings, and our pursuit of quality and value.

This award is for the 41,000-plus employees at Shangri-La. They personify our brand and provide distinctive experiences and authentic service for our many guests daily.

What motivates you in such a competitive environment today?

Market trends are no longer country specific and any financial, social or economic change requires

you to adapt instantly. Also, by engaging with guests and looking at consumer insights, we are recognising and responding to global travel trends and particular needs of travellers. This will keep us relevant and competitive for the future.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies can share valuable insights and much-relied upon opinions. They can trigger a purchase decision or choice of destination, and will continue to be a vital touchpoint for travellers in search of differentiated experiences. –

Kent Zhu, chief marketing officer, Shangri-La International Hotel Management Ltd

Best Mid-Range Hotel Brand Best Western International



Niramon Makornpruttipong
Regional director, admin & procurement
Best Western International

What does this award mean to you and who do you want to share it with?

I am absolutely delighted to accept this award once again – it is the pinnacle of everything we've been working towards. It gives us great confidence to know what we are doing is right, and that our customers and industry colleagues respect our company and the services we provide. And of course, this honor belongs to every single member of Best Western International's Asia and Middle East team.

What motivates you in such a competitive environment today?

The motivation is, and has always been, to provide guests with superior service and a

memorable experience. That is the essence of good hospitality, and as a company with almost 70 years of history, that is at the core of everything we do. We will not rest on our laurels – we will continue to strive for excellence in all sectors.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

In an age of user-generated reviews and social media, the role of a travel expert in providing impartial advice is more important than ever. They are a vital cog in the travel industry and we will continue to proudly support them. – **Glenn de Souza, vice president international operations – Asia & Middle East, Best Western International**

Best Budget Hotel Brand ibis Hotels



Michael Issenberg
Chairman and CEO
Accor Asia Pacific

What does this award mean to you and who do you want to share it with?

This award means a great deal to Accor because we have invested enormously into the ibis brand in recent years to create a brand that is vibrant, relevant and modern and which provides the best experience in the economy segment. This award is shared with everyone who worked on the ibis restructuring over the past three years and all the team at Accor who continue to innovate and revolutionise economy travel.

What motivates you in such a competitive environment today?

In a highly competitive hotel landscape, we need to focus on creating great experiences for our guests at every price point and to bringing emotion into the travel experience, rather than

just simply new facilities and features. We are motivated by network development, not just in terms of quantity but in terms of the quality of our network and the hotels that wear our brands. Most importantly, we are motivated by driving guest satisfaction higher and since modernising the ibis family of brands we have seen a significant increase in customer satisfaction across the segment, which is something that we are especially proud of.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Accor is always looking for ways to extend our reach, sustain our competitive edge and make it more convenient for our customers to book an Accor hotel, so travel agencies continue to be an important part of our distribution strategy.



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Best Beach Resort
Centara Grand Beach
Resort & Villas
Hua Hin



Peter Nilsson
General manager
Centara Grand Beach Resort & Villas Hua Hin

What does this award mean to you and who do you want to share it with?

This award is in recognition of the passion, dedication, and sheer hard work of every member of our team. Each and every one of them is prepared to go the extra mile to make our guests' experience of our hotel an outstanding one, and this prestigious award belongs to them all. They are 450 shining stars!

The award is also in recognition of the hotel itself, a lovely and historic property that first opened in 1923 during Thailand's railway era, and which proves itself to be every bit as relevant today in providing comfort and hospitality for our guests.

What motivates you in such a competitive environment today?

The constant stream of overwhelmingly positive comments we receive from our loyal guests, many of who have been frequenting our resort for years, and in some cases, decades.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Regardless of the new media age in which we live, with a plethora of booking channels at everybody's fingertips, guests will continue to rely on the personal experience of professional travel consultants – more so than a computer screen. I believe that to nurture a consistent and excellent relationship with our travel agencies is mutually beneficial for both parties, and we are looking forward to continuing this for many years to come.

Best Resort Hotel
(Non-Beach)
Maya Ubud Resort
& Spa, Bali



Paul Blake
General manager
Maya Ubud Resort & Spa, Bali

What does this award mean to you and who do you want to share it with?

Winning this award again instills in us a great sense of pride.

The prime objective of our dedicated and inspired team has always been to anticipate and exceed the expectations of our guests to ensure that their stay will be a memorable experience and that they leave the resort revitalised and refreshed. By receiving this award, it is apparent we have achieved this objective and therefore owe a tremendous vote of thanks, not only to our team, but also to our loyal supporters who have demonstrated their confidence in Maya by casting their vote in our favour.

What motivates you in such a competitive environment today?

Competition creates a healthy business environment and many a challenge. Meeting this challenge necessitates keeping abreast of trends, and requires an informed and involved management team with whom you share all your views on strategy and planning. It is therefore imperative to instill in one's team a strong sense of belonging to ensure their total participation in meeting the challenges of the day. A firm commitment on the part of management and having a comprehensive training program for all employees is absolutely essential. Training builds confidence in handling all situations, and confidence motivates us all to perform to the best of our ability.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

The convenience of online booking engines is fine for commuter-type travel, but the written word cannot contain the feeling and passion the true travel professional can impart in promoting or selling a particular destination or resort. Having an expert, live and focused on the traveller's specific needs, is unequalled as the ultimate service.

Best New Beach
Resort
The Mulia Bali



Adhiyanto Wongso
Director of communications
The Mulia, Mulia Resort & Villas – Nusa Dua, Bali

What does this award mean to you and who do you want to share it with?

This means a lot to the team and (represents) a great recognition from our guests and partners of The Mulia, Mulia Resort & Villas – Nusa Dua, Bali since the opening of the resort such a short time ago. We will definitely share it with our team, who has worked hard to build the resort's reputation and recognition.

What motivates you in such a competitive environment today?

Mulia is one of the leading independent luxury hotel brands from Indonesia; we aim to be the best and leading brand for our discerning guests.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

We certainly value the unique and successful relationship we have with our partners. We look forward to growing together in the coming year.

S AND SPA AWARDS

Best Integrated Resort Resorts World Sentosa



Tan Hee Teck
CEO
Resorts World Sentosa

What does this award mean to you and who do you want to share it with?

This award is very special because of what it means to Singapore and Genting Singapore.

I am deeply honored to have led the pioneering Genting team that won and delivered the first Integrated Resort (IR) in Singapore. The Best Integrated Resort title is an undisputed recognition from the industry. The fact that we managed to wrest this title from formidable previous winners, and won it every year since our opening, is strong testimony that we have delivered our promise to Singapore.

This award truly belongs to our visitors and guests, for whom we work tirelessly everyday to deliver the WOW experience. I also want to thank our team members for their passion and dedication, the Singapore Government and our business partners for their continuous support.

What motivates you in such a competitive environment today?

Every day we see the joy and excitement in the faces of our visitors as they experience our various attractions, and the laughter and happiness in the kids as they have memorable experiences with their families. We continually want to do better and have more visitors enjoy our IR. We continually want to be the best and with so much competition out there, we have to be on our toes.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Our close partnership with the travel trade is a key part of our outreach strategy in overseas markets. Travel agencies have invaluable local knowledge and a dynamic distribution network. This will allow them to continue to be important and play an integral part in this strategy.

We are committed to building strong and lasting relationships with them to further enhance Resorts World Sentosa's appeal as the vacation destination of choice for all.

Best Serviced Residence Operator Frasers Hospitality



Choe Peng Sum
CEO
Frasers Hospitality

What does this award mean to you and who do you want to share it with?

There is no greater reward for us than the recognition of travel professionals and consumers who know us best. This prestigious award reaffirms the strong reputation we have built over the past 16 years, which would not have been possible without the relentless dedication of our staff in their delivery of a Gold Standard level of service across all our properties. It is essentially a recognition of their efforts that have set us apart in an increasingly competitive marketplace.

What motivates you in such a competitive environment today?

As one of the early players in the extended stay market, we have observed evolving consumer trends such as the emergence of the Millennial travellers, which led us to find ways to enhance our products and services to stay relevant to the needs of different types of travellers. One such example of how we have adapted to the changing market environment is the creation of our Capri by Fraser hotel residence brand and its unique host of facilities and services, which were conceptualised with e-generation travellers in mind.

It is this constant innovation that remains the driving force for the organisation as we continue to stay relevant and build our brand presence globally.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

As a key interface with our diverse market segments of customers across the world, we regard travel agencies as important strategic partners in promoting the sales and marketing of Frasers' global portfolio of properties.

A priority for us will always be to develop ways to work closer with them, to not only harness the power of their global reservation systems, but also facilitate a mutual exchange of information so that we can continue to work more efficiently and effectively together.

Best Spa Operator Banyan Tree Spas



Kanruethai Roongruang
Senior assistant vice president/executive director – spa operations, Banyan Tree Spas

What does this award mean to you and who do you want to share it with?

Achieving this award for the 10th year is a valuable testament to our service excellence. At Banyan Tree Spa, we constantly strive to provide our guests with the best holistic spa experience through continual improvements on innovations and in all areas of our businesses. This award is a recognition for the hard work and strong commitment we have contributed to the spa industry.

I wish to thank our spa guests and business partners for their wonderful support and trust in us through and through.

Special thanks and commendations to our spa therapists, who are the hallmark of Banyan Tree Spa's renowned hospitality and service standards and all our associates for their dedication and collective team effort.

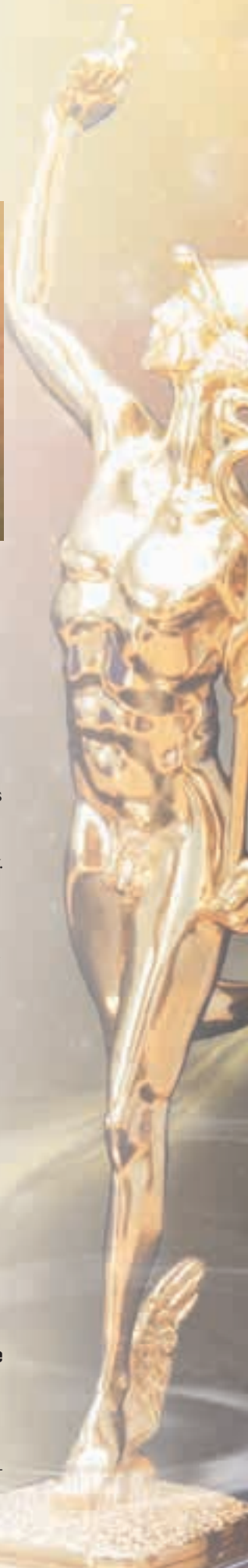
What motivates you in such a competitive environment today?

The deep passion to delight our guests with the best holistic spa experiences spur us to continually innovate and improve.

Our intensive investment and efforts ensure the imparting of rigorous theoretical and practical training to our spa therapists by the accredited Banyan Tree Spa Academy. This consistency and finesse in service and standards allow us to raise the bar in the competitive spa scene.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies will continue to be a valuable channel, being a key driver with strong influences to move the market. A well-designed spa journey, combined in an all-in-one lifestyle package, will greatly benefit guests and soothe their stress away as compared to a traditional package comprising only flights, accommodation, basic F&B and massages.



HOTELS - INDIVIDUAL PROPERTY AWARDS

The spotlight turns to honour individual hoteliers whose unwavering commitment to guests and pushing the boundaries of first-class service have made them benchmarks of excellence among their peers



Sian Griffiths
Director of communications
The Peninsula Hotels

Best Luxury Hotel
The Peninsula Hong Kong

What does this award mean to you and who do you want to share it with?

This award could not have been possible without the hard work, dedication and support from The Peninsula team and from the company. It also reflects our guests' recognition of the high standards of world-class hospitality that The Peninsula Hong Kong strives to uphold.

What motivates you in such a competitive environment today?

The hotel was originally established as a trailblazer of its day, and The Peninsula Hong Kong continues to define itself with exemplary service, design detailing and in-room technology to ensure that guests' needs are met not just today, but that they are anticipated for the future. The Peninsula aims to honour our legacy to Hong Kong for many more years to come.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

The success of the hospitality industry is tied to the important role played by travel agencies to act as professional consultants to travellers. While online platforms and social media channels change the way travel decisions are made, travel agencies will continue to be a valuable channel for suppliers to reach out to global customers. – **Rainy Chan, regional vice president, The Peninsula Hotels and general manager, The Peninsula Hong Kong**



Tony Cousens
General manager,
Ramada and Days Hotels Singapore At
Zhongshan Park

Best Mid-Range Hotel
Ramada Singapore At Zhongshan Park

What does this award mean to you and who do you want to share it with?

I would like to share the award with our management and associates. I am grateful for such a dynamic team of people who have driven us to receive to such a prestigious award just over a year after opening.

And thank you, our business partners – inbound operators and wholesalers, travel agents, online travel portals, travel distributors, corporate procurers and everyone who made the decision to book their guests with us.

Last but not least, our owners, Hiap Hoe and through HH Properties Pte Ltd under Chairman and CEO, Mr Teo Ho Beng, who realised their vision in the Balestier heritage neighbourhood.

What motivates you in such a competitive environment today?

The constant challenges, new trends that keep popping up, the creative brains and concepts in this business, surprising and delighting our customers through our associates' friendly service and deriving satisfaction in the career growth of talents we have helped groom.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Many customers still have a preference to leverage on the knowledge and one-stop-shop service of travel agencies. As travellers grow more discerning, their travel requirements increase and travel agencies are able to cater to them with their expertise.



Sally Wong
Senior sales manager
Holiday Inn Express Causeway Bay
Hong Kong

Best Budget Hotel
Holiday Inn Express Causeway Bay Hong Kong

What does this award mean to you and who do you want to share it with?

This award tells me our team is doing the job we have set out to do. We stay in touch with the needs of our clients and respond to gaps in the market – we succeeded in 2013 and 2014, and will continue to do so in 2015 and beyond.

This honour will be shared with the IHG headquarters, the owner of the property, staff members and our guests.

What motivates you in such a competitive environment today?

We have always been determined to grow and be successful in the hotel industry, and we do strive very hard to achieve our company's goal, that is to create Great Hotels Guests Love. So, we constantly keep this in our mind and get recharged and stay motivated.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Unlike online and other business channels, travel agencies continue to offer a more "human touch" which effectively markets a product in the best possible conditions and according to a hotel's needs. From the customers' viewpoint, travel agencies provide better service. – **Brian Lai, director of sales, Holiday Inn Express Hong Kong Causeway Bay**



Patrick Fiat
General manager
Royal Plaza on Scotts

Best Independent Hotel
Royal Plaza on Scotts

What does this award mean to you and who do you want to share it with?

We would like to share our award with our hotel's associates, guests and business partners. We are in the people's business and we are honoured to know that we have their support.

What motivates you in such a competitive environment today?

A competitive environment elevates the standard of service in Singapore and also expectations of the visitors who stop by. For one to shine, one must stay connected and relevant to the market all the time as it is a business that never sleeps. This inspires hotel brands to push boundaries to meet the changing demands of the well-informed travellers of today.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies will continue to be a valuable channel for suppliers especially with emergence of the wealthy silver market across the globe. Besides the silver market, there are also guests who prefer to speak with their travel arrangers and make travel decision choices via direct engagement.

“ For one to shine, one must stay connected and relevant to the market all the time as it is a business that never sleeps. This inspires hotel brands to push boundaries to meet the changing demands of the well-informed travellers of today. ”

– Patrick Fiat, general manager, Royal Plaza on Scotts

Best City Hotel – Tokyo Imperial Hotel Tokyo

What does this award mean to you and who do you want to share it with?

This award recognises our prominent standing in the market and emphasises the positive evaluations of our service, facilities and cuisine by our peers in the travel industry, and as such offers all of us significant encouragement.

This recognition must be shared with our Japanese personnel, who have unrelentingly maintained standards of excellence Imperial Hotel has traditionally sought and embraced since its opening in 1890 – conspicuously above the norms.

What motivates you in such a competitive environment today?

We are motivated by the loyal patronage of continually evolving global traveller market segments, the individuals and groups which duly recognise, appreciate and actively seek out our caliber of up-market services. It is our function to accurately anticipate the needs of this market and provide it unstintingly with a level of experience that is above expectations and inclusive of refined, unanticipated industry innovations.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

The ubiquitous nature of travel agencies in every corner of the world, be they three-dimensional or online, will continue to be valuable channels for hotels because they function in active markets where our sales personnel cannot. The challenge remains how to generate maximum awareness on the part of these agencies of our facilities, services and cuisine, and to develop a mutually profitable and hardy relationship. – Hideya Sadayasu, president and general manager, Imperial Hotel Tokyo

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HOTELS - INDIVIDUAL PROPERTY AWARDS



Alejandro Bernabe
General manager Siam Kempinski Hotel Bangkok and vice president – South-east Asia, Kempinski Hotels

Best City Hotel – Bangkok
Siam Kempinski Hotel Bangkok

What does this award mean to you and who do you want to share it with?

It's a meaningful achievement to be recognised as the Best City Hotel in Bangkok. At the same time, it is also a commitment to our guests and business partners to continue our service excellence.

I would like to share this award with all of our staff and thank them for their significant contributions, dedication and hard work.

What motivates you in such a competitive environment today?

Being recognised and ranked as a top leader in the market and receiving high scores on our guest satisfaction survey motivates me.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Both offline and online, travel agencies are an effective distribution channel that help us, the hotel provider, to increase our visibility and business opportunities in each relevant market segment.



Ivy Ong
Regional director of sales Taj Palace Hotel

Best City Hotel – Delhi
Taj Palace Hotel

What does this award mean to you and who do you want to share it with?

We are pleased to receive this prominent award that has been recognising the best in Asia-Pacific's travel industry for more than two decades. With this award, Taj Palace Hotel, New Delhi has reaffirmed its excellence derived from the superior standards of quality maintained to provide its guests with unique and memorable experiences. We would love to celebrate with all our key customers and internally with the entire organisation.

What motivates you in such a competitive environment today?

The Taj brand represents a symbol of Indian hospitality globally and is known for its warm, exclusive and bespoke services. We promise to continue providing its age old tradition of luxurious living, customised services and fine dining to guests from across the globe. – **Taljinder Singh, general manager, Taj Palace Hotel, New Delhi**



Puntip Cartlidge
Director of business development Phulay Bay, A Ritz-Carlton Reserve

Best City Hotel – Hong Kong
The Ritz-Carlton, Hong Kong

What does this award mean to you and who do you want to share it with?

It is a great honour to have been recognised as the Best City Hotel – Hong Kong by readers of TTG. This wonderful validation would not have been possible without the service commitment of all the Ladies & Gentlemen of The Ritz-Carlton, Hong Kong, and also the support of our loyal guests over the years.

What motivates you in such a competitive environment today?

Receiving compliments from guests or reading guest reviews on travel portals praising our Ladies and Gentlemen or a specific employee of the hotel for their great service is the biggest motivation for me and my team as we continue to deliver very personal experiences which create long-lasting memories for our guests and touch their hearts.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

We rely on travel experts for insights into relevant customer expectations so we can fulfill even the unexpressed needs of our guests. – **Pierre Perusset, General manager, The Ritz-Carlton, Hong Kong**



Jim Boyles
General manager Gran Meliá Jakarta

Best City Hotel – Jakarta
Gran Meliá Jakarta

What does this award mean to you and who do you want to share it with?

Pt. Suryalaya Anindita International and Meliá Hotels International spent time, energy and money to upgrade and totally renovate the Gran Meliá Jakarta. This honour of being recognised as Best City Hotel – Jakarta in 2014, out of 350 hotels in Jakarta, makes up for all the time, hardship and effort put into this project. I am sure all the shareholders, from our employees to our owners, are very proud and delighted to be recognised in this manner.

What motivates you in such a competitive environment today?

A sense of belonging to the best team in the industry and to be part of something unique and special.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Our business is about people and people want to deal with other people. No matter what happens in today's electronic/communication age, we still crave for the friendship of people. Travel experts and agencies are like good friends that will give us honest answers, recommendations, advice and help us save money. They are every traveller's good friend and friends never get replaced.

best mid-range hotel

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HOTELS - INDIVIDUAL PROPERTY AWARDS



Vicky Wong
Marketing communications manager
Hilton Kuala Lumpur

Best City Hotel – Kuala Lumpur Hilton Kuala Lumpur

What does this award mean to you and who do you want to share it with?

First of all, thank you to my team at Hilton Kuala Lumpur. The Hilton brand has always regarded its team as a precious asset and this is a true differentiator between hotels. It takes extraordinary people with great passion to work with us. Winning this award year-on-year is testament to the team members' unwavering commitment in providing the best guest experience. We will continue to build our legacy of creating new and innovative guest experiences, a hallmark of the Hilton experience. Thank you to all of our loyal business partners and guests. We look forward to yet another fantastic year ahead.

What motivates you in such a competitive environment today?

Winning accolades from the industry and from our peers motivate the team members even further to work hard to deliver unrivaled guest experiences in Kuala Lumpur.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

The specialised skills and knowledge of travel experts provide a wealth of experience and security for their customers – it is also a vital personal and professional link between the traveller and hotel, airline or transport operator. We know the relationship we have with travel professionals is paramount to our business success especially within Asia Pacific. Travel agencies remain a valuable channel offering personalised services and the convenience of travel arrangements for people who want a hassle-free trip. – **Jamie Mead, general manager, Hilton Kuala Lumpur**



Gordon Fuller
General manager and area vice president
Grand Hyatt Erawan Bangkok

Best City Hotel – Macau Grand Hyatt Macau

What does this award mean to you and who do you want to share it with?

Winning Best City Hotel means a great deal to Grand Hyatt Macau, especially on the occasion of our fifth anniversary this year. We have won this award for the past three consecutive years which is a tribute to the continuous efforts and dedication of our team.

We would like to share this recognition with our employees. It will help to increase morale and confidence as we continue to move forward to deliver excellence.

What motivates you in such a competitive environment today?

There are many motivating factors that drive us forward every day. The most important is striving for perfection and consistency. It is easy to achieve one, but to achieve both is very difficult and striving for excellence remains our constant goal.

I'm moved by our employees' commitment and motivated by our loyal customers treating our hotel as their second home. Over 30 per cent of our employees have worked here since the hotel opened and many of our customers have become our friends, mutually caring for each other like a family every day.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies will always be important partners. Their services and channels assist us to further develop customers' brand preferences and capture a broader market for long/short haul travellers and MICE groups. We are working in close collaboration with each other in order to maximise business opportunities. – **Paul Kwok, general manager, Grand Hyatt Macau**



Yasuhiro Lemura
Director of sales & marketing
Crowne Plaza Lumpini Park

Best City Hotel – Manila InterContinental Manila

What does this award mean to you and who do you want to share it with?

This award truly reflects our hotel's consistent effort to deliver outstanding service and facilities and the best experiences to our guests. It is a true honour to win this award for five consecutive years, to be voted number one by the readers of TTG. We shall share this achievement with our owners, our company IHG, our employees, stakeholders, guests and to our friends in the community.

What motivates you in such a competitive environment today?

Delivering excellent service and experiences to our guests is a team effort. Our team at InterContinental Manila have set 'stretch' goals for themselves and are focused and motivated to achieve these goals. Being consistently aware of our targets, celebrating successes and recognising winning team members are significant motivating factors.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies will continue to be a valuable channel for hotels because they have their own base of loyal customers from different geographies, and they provide consumers with a user-friendly booking platform. All in all, travel agencies still remain to be the fastest growing sector in the tourism industry. – **Christian Pirodon, area general manager, InterContinental Manila (IHG)**



Danny Wong
Hotel manager
Mandarin Orchard Singapore

Best City Hotel – Singapore Mandarin Orchard Singapore

What does this award mean to you and who do you want to share it with?

It is an honour to be given this recognition for two consecutive years now, especially as competition intensifies in the highly dynamic market we are in.

We are sincerely grateful to our industry partners and loyal customers, without whose continued trust and support this could not have been possible. We share this award with them and with everyone in the incredible working teams at Mandarin Orchard Singapore. This accolade is a boost of confidence and inspiration to us to keep delivering our very best.

What motivates you in such a competitive environment today?

We have over 40 years of history as a homegrown brand that embodies the finest of Asian hospitality in Singapore. We are as passionate about carrying on such a rich legacy as we are about this industry. We find motivation in serving our customers and in playing a humble part in the continuing growth of Singapore as a world-class tourism hub.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

For the inarguable reason that the value they add to travel experiences come from the wealth of their expertise, industry connections and personal knowledge of the customer. Automated solutions are indeed easy and convenient, but nothing beats specialised travel services tailored to your own wants, needs and expectations that only a good travel agent can provide.

Best City Hotel – Seoul Lotte Hotel Seoul

What does this award mean to you and who do you want to share it with?

With Lotte Hotel expanding into a global brand, it is a great honour for us that our flagship Lotte Hotel Seoul has been awarded the highly-coveted TTG Travel Award.

We would like to thank all the employees of Lotte Hotel for working hard to improve our services with the vision of becoming one of the top three hotel brands in Asia by 2018. We would also like to

express our appreciation to all our guests for their unchanging love and support.

What motivates you in such a competitive environment today?

Since its grand opening in 1979, Lotte Hotel Seoul has been a representative hotel of South Korea, leading the tourism industry to this day. We strive to leave a deep impression in our guests with caring services unique to the Korean

culture in all areas. Through sincere and warm services, many visitors can take home good memories of Seoul and choose to return to Lotte Hotel again.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies are very important partners for hotels. We believe the partnership will remain unchanged in the future. Travel agencies, with

their years of experience and professional know-how, provide accurate information to the guests and help them plan a safe and fulfilling trip. The scope of our guests is expanding thanks to their active online marketing activities and development of customised products. We believe the number of guests staying at our hotels will increase steadily via their endeavours. – **Jason Cho, managing director of marketing division, Lotte Hotel Seoul**

“Travel agencies, with their years of experience and professional know-how, provide accurate information to the guests and help them plan a safe and fulfilling trip.”

– Jason Cho, managing director of marketing, Lotte Hotel Seoul



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HOTELS - INDIVIDUAL PROPERTY AWARDS



Cary Gray
General manager
W Taipei

Best City Hotel – Taipei W Taipei

What does this award mean to you and who do you want to share it with?

To receive this award for four consecutive years means a lot to us. It is evidence that we are moving in the right direction: to connect our guests with personalised service – whatever they need, whenever they need it, as long as it's legal.

I want to share this award with all W Taipei employees, friends and fans as we could only achieve this much with everyone's effort.

What motivates you in such a competitive environment today?

Both guests' and employees' satisfaction motivate us in this competitive environment. As the service industry is a people's industry, it is very important that we take care of both our guests' and employees' needs.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Our guests receive information through many channels. Travel agencies have been wonderful platforms to introduce W Taipei. As a lot of travel agencies have been maximising their visibility via new approaches and services both online and offline, we have truly benefited through them.



Luanne Li
Director of communications
Mandarin Oriental, Taipei

Best New City Hotel Mandarin Oriental, Taipei

What does this award mean to you and who do you want to share it with?

We are honoured to receive this award and would like to express our sincere thanks for this special recognition. We would like to acknowledge our deep appreciation of the commitment and passion of all of the hotel's employees who truly deserve this distinction. We also appreciate the great support of the travel industry in embracing our hotel into the heart of Taiwan's luxury hospitality sector.

What motivates you in such a competitive environment today?

Mandarin Oriental, Taipei is committed to delivering Mandarin Oriental's renowned Legendary Service Quality to our guests, combined with inspirational Taiwanese hospitality at its best. We believe we can achieve this by providing a caring and rewarding environment for all of our colleagues so that they can deliver their very best.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Working cohesively with our travel industry partners is a key focus for the hotel, and a collaboration which offers mutual success. Travel agencies provide essential and invaluable destination-focused services which will always add value to a client's travel plans. Travel agencies, particularly locally and regionally, have also embraced the fact that Mandarin Oriental, Taipei adds an additional and sought-after luxury hotel option in this dynamic city.
– Paul Jones, general manager, Mandarin Oriental, Taipei



Karl Sun
Executive assistant manager, Regal Airport Hotel and group director of sales, Regal Hotels International

Best Airport Hotel Regal Airport Hotel

What does this award mean to you and who do you want to share it with?

This award is a recognition for our efforts to transform our hotel into a meeting and conference centre.

We would like to share the award with our management team, partners, customers and our hotel associates. We would like to sincerely thank the travel experts who casted their votes and trusted us. They have added value to our hotels as well as our clients by offering additional services over and above our room products. We wish to thank all our travel agent partners for their support and we look forward to further strengthening our relationships with you!

Why do you think travel agencies will continue to be a valuable channel for suppliers?

They can help to customise their client's needs while driving incremental revenue for our hotels by packaging our F&B services as well as selling our spa facilities, which in turn will help to maximise their markups. In addition, we expect them to make an effort in promoting our diversified range of rooms and suites, thus maximising upselling opportunities. This customer-oriented sales approach will create a win-win situation for the agents, our guests as well as our hotels.



Melvin Lim
Area general manager
The Quincy Hotel By Far East Hospitality

Best Boutique Hotel The Quincy Hotel By Far East Hospitality

What does this award mean to you and who do you want to share it with?

I am truly proud of the Quincy team for achieving this award. Winning this award for the second consecutive year is a true testament to the hard work the team continues to put in to wow our guests. I would like to share this prestigious award with the Quincy team.

What motivates you in such a competitive environment today?

Consumer behaviour and buying patterns motivate us to keep ourselves abreast of trends in the industry. However, we always believe in giving consumers what they are looking for instead of giving them what they do not need. Ultimately, good customer service is the number one factor that keeps us competitive today.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Consumers have different purchasing behaviours. Some may not be familiar with the destinations that they want to visit and travel agencies are there to provide recommendations and advice on where to go, where to stay and packages to go for depending on personal preferences.

AIRLINE AWARDS

TTG raises its glass to these remarkable carriers that have soared above the rest with their exemplary service, extensive network of routes and all-round dedication to delighting passengers and industry partners

Best North American Airline *Air Canada*



Joe Ng
General manager
Hong Kong, Southern China, Taiwan & offline Asia market
Air Canada

What does this award mean to you and who do you want to share it with?

We are deeply honoured to be named Best Airline to North America, particularly from the travel community in Asia! The standards to which airlines are held in this very competitive area of the world is extremely high, and we will be sharing this honour with both our 27,000 employees around the world as well as our travel agency partners in Asia, as this award is a result of our collective joint efforts.

What motivates you in such a competitive environment today?

Air Canada is acutely aware that in such a highly competitive environment, we must always be looking to offer relevant products and services that customers demand, such as the introduction of our Premium Economy services, our Dreamliners to Tokyo Haneda from Toronto, and to Shanghai and Tokyo Narita from Vancouver, as well as the upcoming introduction of

our leisure airline services to Osaka, Japan from Vancouver.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Air Canada has a long history of partnership with the agency community worldwide and as we expand our network offering even more choices to our mutual customers, we will rely on those partnerships even more to tell our story to the customer. Our partners within the industry are uniquely positioned to not only explain the value of Air Canada to price-focused customers, but also relay customer feedback to us. Air Canada has built its Toronto global hub to offer the most convenient connection point to anywhere in North or South America, as well as the fastest elapsed flying time from the eastern USA seaboard, and combined with our award-winning service and travel class choices gives our travel agency partners a range of compelling products and services to proudly offer customers.

Best European Airline *Finnair*



Jani Peuhkurinen
Area vice president APAC & East Central Europe
Finnair

What does this award mean to you and who do you want to share it with?

Receiving the honour of the TTG Travel Award for the second time in a row means a lot to us and shows what our dedicated and passionate staff can deliver to customers in Asia and Europe.

The Finnair product is undergoing an overhaul with new full-flat business class seats, signature menus and a refreshed inflight entertainment system, so we will be providing customers with an even better experience soon.

We would like to share this award with all the hardworking people in the organisation, as well as the travel agencies who have placed their trust in us.

What motivates you in such a competitive environment today?

We are all highly motivated by the fact that

customers value our product and offering. Competing in Asia-Europe traffic means we have to meet the customer expectations every day and to be able to beat the hard competition.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Although simple shorthaul airline ticket purchasing is moving rapidly to airline direct channels, travel agencies still hold an important role on overseas travel sales, with their ability to manage the total travel costs and with value-added services. I do not see this role changing in the short term, especially as long as customers see the value of the services provided. – **Petri Vuori, vice president global sales, Finnair**

Best Middle Eastern Airline *Qatar Airways*



Jimmy Sng
Country manager Thailand and Myanmar
Qatar Airways

What does this award mean to you and who do you want to share it with?

This award is a testament to the strong support Qatar Airways receives from the travel trade, as well as our passengers. The recognition from our industry partners is highly appreciated and further reinforces our commitment to providing a premium product and superior level of service.

I would like to dedicate this award to our team at Qatar Airways who have contributed to the rapid growth of the airline and who dedicate themselves to continuously providing customers with the five-star experience that we are known for. This award is also dedicated to our travel trade partners who work tirelessly with us in ensuring that our passengers have an enhanced travel experience.

What motivates you in such a competitive environment today?

Today's airline business environment requires us to adapt quickly to constant changes. Busi-

nesses that are able to take advantage of the rapidly evolving technology and the increasingly globalised marketplace will thrive. Constantly maintaining our competitive advantage by being a leader in the industry, as well as continuously providing our passengers with the highest levels of service and comfort, is one of Qatar Airways' biggest motivators.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Many people these days choose to book their tickets online. However, there are still many others who have complex travel requirements which require the skills and knowledge of a travel agent. Many travel agencies have changed their business models to provide more convenient and enhanced services to passengers. Qatar Airways considers travel agencies an important and valuable channel as they provide passengers with the insights and tools to help make the planning process a pleasant experience.

LETTING DREAMS TAKE FLIGHT

As we top the chart for the eighth time as
TTG's Best Low-Cost Carrier 2014, we would like to
thank you for the support as we continue to
innovate the way you fly and connect you to
amazing destinations across Asia and beyond.



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AIRLINE AWARDS

Best South-East Asian Airline **Thai Airways International**



Viroj Sirihorachai
Vice president, sales and distribution – regional department
Thai Airways International

What does this award mean to you and who do you want to share it with?

This award is shared by all our staff. Thai Airways International has always worked hard to deliver the best product for our customers and at every touch point, from ticketing service to check-in, and to onboard service. Being recognised by our customers in these areas shows that our staff take this commitment seriously and have lived up to it. This award is great encouragement for our staff and will make us all strive to improve even more.

What motivates you in such a competitive environment today?

Survival. But it's not only Thai Airways International, it's all airlines. We must strive to operate effectively and efficiently while still offering the best service to customers. To achieve these goals takes wholehearted commitment from our staff and the encouragement of awards such as this is a great motivator as we strive for continued improvement in all aspects of our operations.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Just as there are multiple channels for distribution, there are multiple types of customers, and travel agencies provide a very valuable service for the large number of customers who prefer the human touch for their travel transactions, from recommending to planning to selling.

– **Suraphon Israngura Na Ayuthya**, executive vice president, commercial, Thai Airways International

Best North Asian Airline **Cathay Pacific Airways**



Wilson Yam
General manager SE Asia
Cathay Pacific Airways

What does this award mean to you and who do you want to share it with?

We are delighted to be awarded Best North Asian Airline.

This award is not only a clear recognition of our strong commitment in expanding our network in this region, but also demonstrates how passengers see our philosophy in delivering “Service Straight From The Heart” as a key differentiator that sets Cathay Pacific apart from other carriers. Furthermore, we continue to invest heavily in our fleet, infrastructure and products both on the ground and in the air to enhance the experience of our passengers.

I would also like to share the honour of this award with all of our Cathay Pacific staff who strive to make passengers’ priorities their own to give our passengers peace of mind when travelling with us.

What motivates you in such a competitive environment today?

With more and more players entering the market, the competition within the aviation industry

has never been more fierce and it would take something special for an airline to truly win the hearts of passengers.

At Cathay Pacific, we understand that apart from upgrading the hardware, such as refreshing our cabins and upgrading our lounges worldwide, the team must aim to provide passengers with nothing less than top-of-the-class service to make every trip of theirs a memorable one.

From offering passengers the best of Asian hospitality, to a “can-do” spirit to make your journey a relaxing and comfortable one, our passion in delivering a travel experience to passengers that is second-to-none is what motivates us and allows us to stay at the forefront in this industry.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

We very much value our partnership with travel agencies across the region, and it goes without saying that their continuous support towards our product is what drives the success of Cathay Pacific.

Best China Airline **Air China**



Liu Xiao Ming
Country manager Thailand
Air China

What does this award mean to you and who do you want to share it with?

The TTG Travel Awards represents the excellence of the tourism industry.

Air China serves 145 cities all over the world. We can promote our achievement through our Air China website for dealers and customers to acknowledged and appreciate.

What motivates you in such a competitive environment today?

We are motivated to make our route network more suitable for customers in terms of time schedules and destinations covered all over the world.

The relationship between Air China and its dealers is one of good co-operation and mutual help. Our business partners help promote our airline’s brand, recommend our products, solve problems passengers may encounter during travel and so on.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies are one way that we can have access to the customer. They can help customers to solve problems. Travel agencies with many branches can help promote our Air China products and it will save us time in reaching our valued customers.

AIRLINE AWARDS

Best Pacific Airline *Virgin Australia*



Roger Lindeman
General manager, ground operations
Virgin Australia

What does this award mean to you and who do you want to share it with?

Being awarded Best Pacific Airline embodies everything Virgin Australia has been working towards for the past four years. Virgin Australia is honoured to be recognised for the service we provide to the Asia Pacific, and we would like to share this award with our loyal customers who fly both domestically and internationally with our airline every day.

What motivates you in such a competitive environment today?

Virgin Australia's difference has always been its people and the outstanding customer service they provide. If we can provide outstanding customer service on a daily basis, even in the current challenging environment the Australian aviation industry is facing, then we have achieved what we set out to do. We are motivated by our people and our customers.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies are a valuable channel for Virgin Australia due to their acute knowledge of the industry. They are a reliable source of information for members of the general public who are less informed about travel or flying. Agents are often seen as a source of truth and as long as they continue to provide that service then there will be strong uptake from the market, and in turn will remain a valuable channel for suppliers.

Best Regional Airline *Dragonair*



Wilson Yam
General manager SE Asia
Cathay Pacific Airways

What does this award mean to you and who do you want to share it with?

We are delighted to have been honoured in the TTG Travel Awards for the fifth consecutive year. This is an important award because it is determined by the votes of *TTG Asia* readers – people who really understand the attributes that determine a quality regional carrier. Thank you to all *TTG Asia* readers who voted for Dragonair, and thanks also to the great Dragonair team for contributing to our continued success.

What motivates you in such a competitive environment today?

The airline industry is becoming more competitive by the day and the only way to prosper is to continue to offer the best to our customers at every level. Dragonair is committed to offering the highest quality products and services to our passengers.

This TTG Travel Award demonstrates that we

have been doing the right things and it represents also the recognition from our passengers that motivate us to keep enhancing ourselves.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies continue to give invaluable support to Dragonair, both in Hong Kong and our various destinations around Asia. Agents know Dragonair and our passengers very well and are valuable partners in promoting our network, products and services. We actively work with agents and they give us valuable feedback that ensures we can meet passengers' travel needs and make their experience with Dragonair an even more rewarding one. – **Algernon Yau, CEO, Dragonair**

Best Asian Low-Cost Carrier *AirAsia*



Tanapat Ngamplang
Executive vice president
Thai AirAsia

What does this award mean to you and who do you want to share it with?

We are thrilled. This is the eighth time we have been presented the award and it mirrors our commitment to excellence to our guests, by providing unparalleled services and products. It is a great honour for us to be once again recognised by (readers of) TTG as the leader of the Asian aviation industry and the best in the region.

Etched on this award should be the names of all our amazing AirAsia Allstars, who have worked very hard all these years to put AirAsia where it is today and making it an unmistakable brand when it comes to air travel. Each and every one of our AirAsia Allstars is the reason for our exponential growth and success, whose solid focus and discipline makes our operations efficient, resilient and cost effective. This industrious spirit is the upper hand for us in becoming the leader of the low-cost carrier market in the region.

What motivates you in such a competitive environment today?

It is our guests. We are committed to excellence, and ever willing to go the extra mile for them. We

intend to excel in everything we do by achieving exceptional results and setting very high standards to meet our guests' expectations. Our customer service provides a frame of reference for the 'AirAsia Experience' and a corporate culture in which we live and deliver peak performance.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies help us to connect with offline customers – those without access to online booking facilities or clients who prefer human interaction while doing transactions. For AirAsia, authorised travel agencies are representatives of our brand and able to provide on-the-spot advice or information about our range of products and services and help customers to make a choice, especially for first-time travellers. Travel agencies supplement the popular online services already offered on our website and act as an extended booking, retail and payment channel. This is in line with our effort to provide a seamless flying experience to our guests, from the point of purchase to the arrival at their destination.

– **Tony Fernandes, group CEO, AirAsia**

BT-MICE AWARDS

TTG celebrates exemplary BT-MICE organisations whose innovative ideas, style and dedication to their craft have wowed MICE and business travel clients across the board

Best Airline – Business Class Thai Airways International



Viroj Sirihorachai

Vice president, sales and distribution – regional department
Thai Airways International

What does this award mean to you and who do you want to share it with?

This award is shared by all our staff. Thai Airways International has always worked hard to deliver the best product for our customers and at every touch point, from ticketing service to check-in, and to onboard service. Being recognised by our customers in these areas shows that our staff take this commitment seriously and have lived up to it. This award is great encouragement for our staff and will make us all strive to improve even more.

What motivates you in such a competitive environment today?

Survival. But it's not only Thai Airways International, it's all airlines. We must strive to operate effectively and efficiently while still offering the best service to customers. To achieve these goals takes wholehearted commitment from our staff and the encouragement of awards such as this is a great motivator as we strive for continued improvement in all aspects of our operations.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Just as there are multiple channels for distribution, there are multiple types of customers, and travel agencies provide a very valuable service for the large number of customers who prefer the human touch for their travel transactions, from recommendations and planning to selling.

– **Suraphon Israngura Na Ayuthya**, executive vice president, commercial, Thai Airways International

Best Business Hotel Grand Hyatt Erawan Bangkok



Gordon Fuller

General manager and area vice president
Grand Hyatt Erawan Bangkok

What does this award mean to you and who do you want to share it with?

We are delighted to be recognised as Best Business Hotel for the fourth consecutive year. This recognition means a great deal to all stakeholders and especially so given the political situation in Bangkok earlier this year. As the business horizon improves, we look forward to sharing what this recognition means with our valued guests.

What motivates you in such a competitive environment today?

We are motivated by recognition from credible sources such as *TTG Asia* who appreciate our commitment to providing authentic hospitality and to making a difference in the lives of those we touch every day.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies will continue to be a key valuable channel for suppliers as they promote destinations and influence decisions. At Grand Hyatt Erawan Bangkok we embrace a long term strategy with key influencers to ensure diversity.

Best BT-MICE City Singapore



Sherleen Seah

Area director Thailand & Myanmar
Singapore Tourism Board

What does this award mean to you and who do you want to share it with?

We are incredibly honoured to receive this award for the third consecutive year and would like to share it with our stakeholders who have made this possible. Developing Singapore into a premier business events destination has always been a collaborative effort among industry partners and the Singapore Tourism Board.

What motivates you in such a competitive environment today?

Our commitment to constantly provide stronger value propositions for business travellers drives us to stay ahead of our game. One area of focus is on quality tourism, which seeks to optimise the Singapore experience by providing customised and differentiated business options. Receiving this award is a significant positive testimonial from our business partners, and certainly a huge source of motivation as well.

Why do you think Singapore will continue to be a valuable destination for business travellers?

Business travellers go where their businesses bring them and Singapore embodies many of the attractive attributes companies seek in a business destination, such as a business-friendly environment and extensive global connectivity. Singapore also offers a unique concentration of leisure options to enhance one's business trip. These include varied dining choices, vibrant arts and entertainment events and world-class shopping venues.

To further bolster our destination's appeal, we strive towards empowering organisations to develop quality content by clustering complementary business events. In this way, delegates can be inspired by the collective insights of other key opinion leaders and explore new thought-innovation opportunities for their own businesses. For example, TravelRave, our very own travel trade festival, brings together a series of events related to the tourism industry, thereby encouraging cross-sector knowledge exchange and networking. – **Neeta Lachmandas**, assistant chief executive, business development group, Singapore Tourism Board

BT-MICE AWARDS

Best Convention & Exhibition Bureau Thailand Convention & Exhibition Bureau



Nopparat Maythaveekulchai
President
Thailand Convention & Exhibition Bureau

What does this award mean to you and who do you want to share it with?

Winning this prestigious award is an affirmation that our role and performance in driving the vibrancy and prosperity of Thailand's business events industry has been internationally recognised. It's my honour to share this achievement with all of our stakeholders and alliances from public and private sectors, who are always collaborating with us in propelling the industry forward.

What motivates you in such a competitive environment today?

Our collaboration with business events industry players has been proven to always help us overcome challenges, strengthen our leadership position and maintain competitiveness in the global marketplace.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Regardless of how technology has changed the way we travel either for work or leisure, travellers still look for a way to someone to conveniently assist them, be it for making flight reservations or hotel bookings.

Travel agencies will continue to play an integral role in accommodating these needs, because they can serve as one-stop service for all discerning travellers. The more technology develops, the more demands and requirements will be placed on the industry. This means the value of the travel agent as a partner will grow for all aspects of business trips.

Best Convention & Exhibition Centre Hong Kong Convention and Exhibition Centre



Veronica To
Director of marketing & business planning
Hong Kong Convention and Exhibition Centre

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Hong Kong Convention and Exhibition Centre

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What does this award mean to you and who do you want to share it with?

It is our great honour to be receiving this prestigious award for the sixth time, which reaffirms our commitment in providing excellent facilities and service over the past 26 years. This would not be possible without the support of our professional and dedicated team who work day and night to make every event successful. This award truly belongs to all of the heroes behind the scenes!

What motivates you in such a competitive environment today?

The appreciation and recognition we receive from our clients motivate us to continuously upgrade ourselves to provide world-class products and services. We made a substantial amount of investment in upgrading venue facilities as well as grooming our young talents to cope with the escalating competition.

Best Meetings & Conventions Hotel

The Venetian Macao

What does this award mean to you and who do you want to share it with?

Receiving this award is an honour for The Venetian Macao; it demonstrates the success of our efforts to deliver the best experience to our clients, while we strengthen Macau's position as the premier destination for business and leisure travellers in the region and contribute to the development of the MICE industry here.

We have an incredibly talented and dedicated staff of team members to thank for this award – in the convention and exhibition team and throughout the integrated resort – as they are the ones that help deliver unforgettable experiences to our guests and visitors on a daily basis.

We will continue to strive for the best, and to further cement Macau's position as the leading meetings destination in Asia.

What motivates you in such a competitive environment today?

Our company's core set of cultural values – friendliness, professionalism, active listening and

teamwork – helps us focus our efforts and motivates us to work together to surpass our clients' expectations. This award itself is further motivation for us, as the honour reflects solid industry recognition by event planners and conference organisers, and that motivates us to keep doing better and better.

Why do you think travel agencies will continue to be a valuable channel for suppliers?

Travel agencies are valuable to us as they understand the needs of their customers, who tend to rely on them for planning their journeys in some of our key markets.

Although many customers nowadays compare products and prices between travel agents and their own sources online, they will still tend to get information from travel agencies, regardless of whether they end up booking through these agencies or booking directly on their own. – **Brendon Elliott, vice president of sales & resort marketing, Venetian Macau Limited**



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TRAVEL AGENCY AWARDS

These professionals are at the pinnacle of their game and have won the admiration of their peers for maintaining the highest standards of professionalism and expertise. TTG reveals the region's best travel agencies

Best Travel Agency – Chinese Taipei Phoenix Tours International



Jimmy Chang
Chairman, Phoenix Tours International

What does this award mean to you and who do you want to share it with?

It is a recognition of our efforts, especially as this is the ninth award from readers of TTG to us, and we want to share it with our brilliant team.

What would you like to say to the travel experts who voted you as the best in your category?

Thank you for voting for us. We value this award and we will work harder to surpass your expectations.

What is the one most important decision you have made to your business this year?

For the purpose of increasing our market share, we have implemented revenue management (procedures) and rebranded our corporate identity to reflect our wide range of products and service-focused company approach.

Best Travel Agency – Hong Kong Westminster Travel



Larry Lo
Managing director, Westminster Travel

What does this award mean to you and who do you want to share it with?

We are proud of the award as it strengthens our belief in terms of our deliverables: not what we believe to be effective and adequate, but by meeting what our customers find to be satisfactory. We have to thank all staff in Westminster Travel for their inspiring effort to improve every aspect of our service at all times. They all deserve to share the success. We also wish to share this glory with our business partners

and suppliers including airlines, hoteliers, other hotel suppliers and GDS providers. Without their continuous support, we would not have gained this recognition.

What would you like to say to the travel experts who voted you as the best in your category?

We will keep innovating in travel technology and enriching the product mix in our B2B platform to facilitate our wholesale partners in serving their customers better.

What is the one most important decision you have made to your business this year?

Westminster Travel became a member of Corporate Travel Management Limited (CTM) in January 2014. CTM is an award-winning travel management company listed on the ASX. Our combined forces and technology drive will maximise regional business opportunities for both companies on networking clients and global tenders together.

Best Travel Agency – India Creative Travel



Rajeev Kohli
Joint managing director, Creative Travel

What does this award mean to you and who do you want to share it with?

A peer-to-peer evaluation is probably one of the best recognitions one can ask for. It shows the respect our industry colleagues have in our brand, our integrity and our work culture. We therefore give the credit to our 160 team members across South Asia for their efforts in taking Creative to where it is today. I take back the trophy in their honour.

What would you like to say to the travel experts who voted you as the best in your category?

What can I say but a humble big, big thank you for their vote of confidence. Their respect and affection go deep into our hearts. I want to say that it's important to stick to one's principles in business and not panic in adverse business cycles. We must stay true to providing the highest levels of service to our clients and ensure the name of the travel industry always expresses integrity and honour.

What is the one most important decision you have made to your business this year?

One decision we took was to start construction of our 4,650m² multi-million dollar corporate headquarters. This is perhaps the most expensive investment decision we have ever taken. But is it a decision we have made with a futuristic outlook: to give us room to expand the business and also give our team members a cutting-edge and comfortable working atmosphere.

Best Travel Agency – Indochina Diethelm Travel Group



Jiraksa Boonypanachoti
Executive manager, Diethelm Travel Group

What does this award mean to you and who do you want to share it with?

This award is an extraordinary motivator to all employees in our organisation. Delivering Journeys of a Lifetime is teamwork and throughout the network the team is proud to be part of this success. We also would like to share our award with our business partners, who have trusted our excellent quality of products and services for nearly 58 years now.

What would you like to say to the travel experts who voted you as the best in your category?

On behalf of the entire team: thank you for trusting us with your business. Whether it is a simple transfer service or an exclusive tailored-made package, you allow us to enrich your experience. We are continuing to bring these experiences to each and every one of our clients and delivering quality will always be our main objective.

What is the one most important decision you have made to your business this year?

In 2014 we decided to invest in a new core reservations system, Travel Studio, which supports the delivery of world-class products and services in a more efficient and competitive way. We will also upgrade our website, Internet booking engine and deploy a client and supplier extranet. – Maarten Groeneveld, CEO, Diethelm Travel Group

Best Travel Agency – Japan **JTB Corporation**



Kazunori Sakata
President and CEO – JTB Thailand

What does this award mean to you and who do you want to share it with?

The award indicates the trust and credit given to us by travel agents and travel suppliers who are the TTG's major readers. We will firstly share the news with our employees to further their professionalism and hospitality efforts and secondly with our business partners for further co-operation and creditability.

What would you like to say to the travel experts who voted you as the best in your category?

This is one of the acclaims we garnered through our relentless efforts towards greater and higher summits. Please continuously give us your support and collaboration on our journey next year and onward.

What is the one most important decision you have made to your business this year?

To further promote our multi-communication business, especially in the area of MICE and DMC. – **Hiroyuki Takahashi, president and CEO, JTB Corporation**

Best Travel Agency – Indonesia **Panorama DMC**



Rocky Wisuda Praputranto
Managing director, Panorama Destination Jakarta

What does this award mean to you and who do you want to share it with?

Thank you. We aim to be smart and passionately deliver unique and pleasant experiences through innovative and excellent services.


What would you like to say to the travel experts who voted you as the best in your category?

It gives us motivation to take advantage of our various strengths within the Panorama Group to achieve even greater results and become an industry leader in all the markets and businesses we enter.

Best Travel Agency – China **China International Travel Service**




Wang Lei
Senior account manager, CITS




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TRAVEL AGENCY AWARDS

Best Travel Agency – Malaysia **Asian Overland Services Tours & Travel**



Yap Sook Ling
Managing director
Asian Overland Services Tours & Travel

What does this award mean to you and who do you want to share it with?

We are very proud and happy to have won this prestigious award for two consecutive years. This award means a lot to us because it signifies the epitome of excellence in service and it also attests to the confidence our partners have in us.

We proudly share this wonderful news with the team, our Asian Overland Services (AOS) family, in Malaysia as well as other parts of the world. Without their dedication and support, we would not have been able to achieve this. Last but

not least, very important people, our partners, suppliers and agents, who have continuously supported us throughout the years.

What would you like to say to the travel experts who voted you as the best in your category?

Rest assured, our commitment to you will not stop here and we will continue to improve in our processes through technology enhancement and investing in human capital. AOS would like to say thank you very much from the bottom of our hearts for your confidence in

us and together, we shall gain high ground in the industry.

What is the one most important decision you have made to your business this year?

It would be to focus on human resources because we believe employees can make the difference. We are embarking on a journey to make AOS Tours & Travel the most desirable employer in the travel industry and with our creativity, there are so many other factors that we can leverage on, apart from monetary benefits.

Best Travel Agency – Singapore **Dynasty Travel International**



Perry Neo
Chairman
Dynasty Travel International

What does this award mean to you and who do you want to share it with?

This award means that there is still a lot of things that can be achieved and we will continue to do the best for our staff, partners and customers.

We would like to share it with first of all, our staff – they are the best asset of the company. The company will continue to do its best for the staff and make them happy with their jobs. A happy staff results in a happy customer.

Secondly, our trade partners for their continued and strong support.

Lastly, our customers, who have believed in our commitment to provide them with quality travel and excellent service.

What would you like to say to the travel experts who voted you as the best in your category?

We are fortunate to get trade recognition and they are in the most appropriate position to select the best in the trade. We would like to thank all those who voted for us and we will work towards achieving greater heights in the coming years.

There is never ‘the best’ – at Dynasty Travel we just do better than the rest and strive to be always sincere in serving our customers with quality tour programmes and excellent service.

What is the one most important decision you have made to your business this year?

The acquisition of Dynasty Travel by one of the world’s largest travel groups – JTB. The proposition of bringing Dynasty Travel branding towards Asia and perhaps the world is an offer too tempting to resist.

Best Travel Agency – South Korea **Global Tour**



William Sanghee Oh
President
Global Tour

What does this award mean to you and who do you want to share it with?

It is an honour to receive this award for the second consecutive time.

It means a lot to us in the following sense:

Dedication – our company has started its outbound business in 1960 and inbound business in 1964 when the Olympics was held in Japan. Receiving this proves our dedication to the travel industry spanning over five decades.

Professionalism – I believe whoever votes for us is aware of our

professionalism and expects better services in the future. This award proves that we are ready for that.

Leadership – Receiving this awards means Global Tour has not lost its competitive edge in the industry and shows that it is still recognised as one of the leading travel agencies in South Korea.

What would you like to say to the travel experts who voted you as the best in your category?

Thank you very much for recognising and evaluating us highly. We

will do our best in providing quality service in a prompt manner.

What is the one most important decision you have made to your business this year?

Sponsoring the 17th Asian Games Incheon and being selected as the official travel agency in South Korea. It has been a great opportunity to showcase our industry knowledge to clients.

Best Travel Agency – Thailand **Asian Trails**



Laurent Kuenzle
CEO
Asian Trails

What does this award mean to you and who do you want to share it with?

We are a great company with a wonderful group of professional people, and are proud and honoured to have been chosen by the readers of TTG to receive this prestigious award.

I dedicate this award to all our managers and staff who spend countless hours in going the extra mile to make that special holiday to Thailand just a little bit more special.

What would you like to say to the travel experts who voted you as the best in your category?

Thank you for recognising Asian Trails Thailand for our commitment to quality services, reliability, innovation and excellence. We will continue to do what we love to do and what we do best, that is, to look after all clients in a friendly, professional and personal way.

What is the one most important decision you have made to your business this year?

I believe that great people make great companies and my most important decision this year was people related. To have the right people doing the right job is crucial in what we do.

Best Travel Agency – The Philippines **Rajah Travel Corporation**



Aileen Clemente
Chairman and president
Rajah Travel Corporation

What does this award mean to you and who do you want to share it with?

We are honoured to be a recipient of this award for the seventh time. I share this award with everyone in the Rajah Travel family. I acknowledge with pride every little step, every effort made by each member of the team that, taken as a whole, makes us what we are. We shall continue to be good stewards of the company and the industry, to ensure that this remains a viable company for generations to come.

What would you like to say to the

travel experts who voted you as the best in your category?

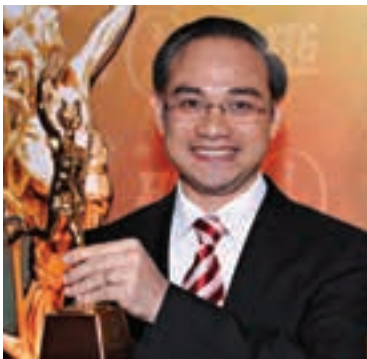
Of course, our gratitude goes out to our travel industry partners. While it is our company that is given the honour, we could not have gotten here without our best-in-class industry partners whom we have grown with and evolved with throughout the years. We share this award with all of you. We know more changes are to come, such as advances in technology, changes to legislation and the ASEAN integration. Through collaboration and constant communication we

can look forward to a new era of travel with sustainable and inclusive growth.

What is the one most important decision you have made to your business this year?

The most important decision we have made this year is to increase our focus on an important investment – our people. A key factor to our success has been our ability to adapt to the changing needs of our environment and enhance the ability of our team to provide better service to all our clients.

Best Travel Agency – Vietnam **Vietravel**



Tran Doan The Duy
Vice general director stock company
Vietravel

What does this award mean to you and who do you want to share it with?

It is our honour to win this title four consecutive times.

Winning this prize not only brings us the honour in particular but also the pride of the Vietnamese tourism industry in general.

We would like to thank all our customers and partners who always supported and trusted Vietravel over the years because it is customers who build the brand name for us.

We will continue carrying out our social activities such as keeping

the environment green and clean and free eye surgery for the poor in our campaign, Light for Life.

What would you like to say to the travel experts who voted you as the best in your category?

We would like to thank all of you for trusting and voting for us over the past four years. We will work harder to accomplish our target to be the first multinational tour operator in Vietnam by the year 2015.

Besides that, we have proposed longterm visions and strategies for

the period 2015 – 2020, which is to serve 1,000,000 passengers and to become one of the 10 leading travel companies in Asia.

What is the one most important decision you have made to your business this year?

Continuing the success of the online booking system www.travel.com.vn, Vietravel has introduced a new application on mobile phones in Vietnamese version and English version in this year. – **Tran Thi Viet Huong, director of marketing and communication, Vietravel**

Best Corporate Travel Agency **Carlson Wagonlit Travel**



Giknarongpol Hathamontol
General manager Thailand
Carlson Wagonlit Travel

What does this award mean to you and who do you want to share it with?

It is an honour to be voted the Best Corporate Travel Agency for the third consecutive year. This award belongs to each and every Carlson Wagonlit Travel (CWT) employee whose hard work to provide outstanding service has made receiving this accolade possible. It is their expertise, coupled with our suite of products and solutions that help us deliver great service to our clients, everyday.

What would you like to say to the travel experts who voted you as the best in your category?

We would like to say thank you for your vote of confidence and support! We truly appreciate the recognition and will continue to deliver excellent customer service as well as new and enhanced services such as mobile booking on our award-winning CWT To Go app.

What is the one most important decision you have made to your business this year?

Based on employee feedback, we decided to expand our Responsible Business program to include more ways for employees to collectively get involved and give back to local communities. Doing so has encouraged more of our teams to actively participate in our community outreach and seeing the impact we make as a company makes them proud to work for CWT and proud of the work they do every day for our customers. – **Kelly L Kuhn, president Asia Pacific, Carlson Wagonlit Travel**

Best Online Travel Agency **Asiatravel.com**



Magdalene Yeo
Executive vice president
Asiatravel.com

What does this award mean to you and who do you want to share it with?

Receiving this award for the second consecutive year is indeed an honour for my management team and staff across our offices in the region. It's an endorsement that they are staying the course and doing the right things in a very challenging yet exciting industry. As a public company, our shareholders have also been most supportive and understanding. We couldn't have come this far without the contributions from all these people.

What would you like to say to the travel experts who voted you as the best in your category?

Our heartiest appreciation and thanks to everyone who voted us for this year's award. I believe collective efforts are needed for this business, even when we need to compete alongside each other. We will continue to strengthen our B2C and B2B divisions and welcome all industry players to share our vision and join us in our efforts to bring greater value to the consumer. We will be launching some new prod-

ucts and service concepts from end-2014 onwards and certainly hope our industry partners will support these initiatives.

What is the one most important decision you have made to your business this year?

I believe maintaining an Asian identity across our offices is a bond that has made us stronger in our combined culture, mindset and attitude. I think this common bond amongst us is helping to drive our passion and determination.

TTG TRAVEL AWARDS 2014



CONGRATULATIONS TO OUR 82 WINNERS

for being recognised as the
industry's best

And a huge Thank You to everyone who has cast their votes. Your votes have been instrumental in naming Asia-Pacific travel trade's most outstanding organisations and individuals who have rocketed the industry to greater heights.

www.ttgasia.com/ttg-awards

- List of 2014 Award Winners
- Ceremony and Gala Dinner Photo Gallery

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THE STARS, HOW BRIGHTLY THEY SPARKLE...

Snapshots of the 25th TTG Travel Awards Ceremony and Gala Dinner, where Asia's best and brightest tourism professionals come together for a night of scintillating glamour, music and merriment



THE STARS, HOW BRIGHTLY THEY SPARKLE...



VISIT THE
PHILIPPINES
YEAR

20
15

15 WAYS TO HAVE FUN IN 2015

LEARN NEW
DANCE MOVES AT AN
800-YEAR OLD FESTIVAL



GET A MAKEOVER
ON THE WORLD'S MOST
BEAUTIFUL ISLAND



TAKE A HISTORY LESSON
IN A CLASSROOM THAT HAS
MORE THAN FOUR WALLS



CATCH A CONCERT
AND SEE MORE STARS
THAN EXPECTED



WORK ON YOUR
PHOTO SKILLS AT THE WORLD'S
SELFE CAPITAL



GO SIGHTSEEING
AND BE THE
MAIN ATTRACTION



GET THE JOB DONE
BUT NEVER RUN OUT OF
THINGS TO DO



CHECK EVERYTHING
ON YOUR SHOPPING LIST IN
MALLS THE SIZE OF CITIES



MAKE NEW FRIENDS
WHERE THERE'S MILLIONS
TO CHOOSE FROM



DO YOUR REGULAR
WORKOUT IN A GYM THAT
ISN'T ORDINARY



MAKE LUNCH PLANS
WITH THE NEXT BIG THING
IN FOOD



TAKE A MOMENT TO
RECHARGE IN THE WORLD'S
BEST PLACE TO UNPLUG



GO FOR A STROLL
AT A UNESCO-WORLD
HERITAGE SITE



MAKE A NEW DISCOVERY
ON ONE OF THE
BEST SECRET BEACHES



CELEBRATE THE HAPPIEST
DAY OF THE YEAR
FOUR MONTHS LONG



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It's more fun in the
Philippines

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