



TRAVEL AWARDS 2015

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



TTG TRAVEL AWARDS 2015

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Marching into its silver jubilee, TTG Travel Awards 2015 celebrated 83 winners who represent the best and brightest in the Asia-Pacific industry.

It welcomed 18 new winners including VietJet, Mira Moon Hong Kong and Amari Phuket, while veteran organisations like Qatar Airways, Resorts World at Sentosa and Thailand Convention & Exhibition Bureau held their ground and consistently stayed at the top of their league.

This year's awards also saw the return of 16 stellar organisations including Cathay Pacific Airways, Shangri-La Hotels & Resorts, The Langham, Hong Kong and Suntec Singapore Convention & Exhibition Centre.

The Outstanding Achievement award category, whose winners are handpicked by TTG Travel Trade Publishing's editorial team, was expanded to include the new TTG Pioneer Award. It was introduced to honour an individual's lifelong contributions and dedication to the travel trade industry, and it was bestowed on two trade players – Chower Narula, managing director of World Media Co and Jae Pil Sho, editor and publisher of Travel Press Korea.

TTG Asia Media congratulates all our winners and hope they will continue to inspire everyone in the travel and tourism industry towards excellence.



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- WUHAN • WUXI • YORK • ABUJA (2016) • ANTASYA (2016) • CHANGSHA (2016) • GURGAON (2016) • STRATFORD-UPON-AVON (2016)
- BERLIN (2017) • DALIAN (2017) • HAMBURG (2017) • JOHOR (2017) • KHOBAR (2017) • KUNMING (2017) • LAGOS (2017) • NANCHANG (2017)
- BALIKPAPAN (2018) • HEFEI (2018) • TOKYO (2018) • XIAMEN (2018) • YANGON (2018)

LIST OF WINNERS

The full list of winners in the 26th TTG Travel Awards, a scintillating collection of peak performers who have raised the bar for the industry

OUTSTANDING ACHIEVEMENT AWARDS

- Travel Personality of the Year
Ryoichi Matsuyama, president, JNTO
- Destination of the Year
Republic of the Union of Myanmar
- Best Marketing & Relationship Effort
Tourism Promotion Board (TPB) Philippines
- Best Trade Supporter
Best Western International
- TTTG Pioneer Award
Chower Narula, managing director, World Media Co. Ltd
- TTTG Pioneer Award
Jae Pil Sho, editor and publisher, TravelPress

TRAVEL HALL OF FAME

- Singapore Airlines Ltd
- Singapore Changi Airport
- Hertz Asia Pacific
- Royal Cliff Hotels Group – The State of Exclusivity & Fascination
- Star Cruises
- Sabre Travel Network Asia Pacific
- SilkAir
- Lotte Tour
- Hong Kong International Airport
- Raffles Singapore
- Regal Airport Hotel (Inducted in 2015)
- Banyan Tree Spa (Inducted in 2015)

TRAVEL SERVICES AWARDS

- Best Airport
Incheon International Airport
- Best GDS
Travelport
- Best Cruise Operator
Royal Caribbean International
- Best NTO
Macau Government Tourist Office
- Best Theme Attraction
Gardens by the Bay

HOTEL CHAIN AWARDS

- Best Global Hotel Chain
AccorHotels
- Best Regional Hotel Chain
Park Hotel Group
- Best Local Hotel Chain
Harbour Plaza Hotels & Resorts
- Best Hotel Rep Company
Preferred Hotels & Resorts
- Best Luxury Hotel Brand
Shangri-La Hotels & Resorts
- Best Mid-Range Hotel Brand
Best Western International
- Best Budget Hotel Brand
Holiday Inn Express

HOTELS – INDIVIDUAL PROPERTY AWARDS

- Best Luxury Hotel
The Peninsula Hong Kong
- Best Mid-Range Hotel
Ramada Singapore At Zhongshan Park
- Best Budget Hotel
POP Hotel Kuta Beach Bali
- Best Independent Hotel
Royal Plaza on Scotts
- Best Boutique Hotel
Mira Moon Hong Kong
- Best City Hotel – Bangkok
Mandarin Oriental, Bangkok
- Best City Hotel – Delhi
Taj Palace Hotel
- Best City Hotel – Hanoi / Ho Chi Minh City
InterContinental Hanoi Westlake
- Best City Hotel – Hong Kong
The Langham, Hong Kong
- Best City Hotel – Jakarta
Gran Meliá Jakarta
- Best City Hotel – Kuala Lumpur
Shangri-La Hotel, Kuala Lumpur
- Best City Hotel – Macau
Grand Hyatt Macau
- Best City Hotel – Manila
Fairmont Makati
- Best City Hotel – Seoul
The Shilla Seoul
- Best City Hotel – Singapore
Mandarin Orchard Singapore
- Best City Hotel – Taipei
W Taipei
- Best City Hotel – Tokyo
Conrad Tokyo

- Best New City Hotel
The Westin Singapore
- Best Airport Hotel
Crowne Plaza @ Changi Airport

RESORTS – INDIVIDUAL PROPERTY AND SERVICED RESIDENCE AWARDS

- Best Beach Resort
Amari Phuket
- Best Resort Hotel (Non-Beach)
Maya Ubud Resort & Spa, Bali
- Best Integrated Resort
Resorts World Sentosa
- Best Serviced Residence Operator
Frasers Hospitality

AIRLINE AWARDS

- Best North American Airline
Air Canada
- Best European Airline
Turkish Airlines
- Best Middle Eastern Airline
Qatar Airways
- Best South-East Asian Airline
Thai Airways International
- Best North Asian Airline
Cathay Pacific Airways
- Best China Airline
China Southern Airlines
- Best Pacific Airline
Qantas
- Best Regional Airline
Dragonair
- Best Asian Low-Cost Carrier
VietJet

BT-MICE AWARDS

- Best Airline – Business Class
Etihad Airways
- Best Business Hotel
Grand Hyatt Erawan Bangkok
- Best Meetings & Conventions Hotel
Centara Grand & Bangkok Convention Centre at CentralWorld
- Best BT-MICE City
Singapore
- Best Convention & Exhibition Centre
Suntec Singapore Convention & 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 Destination
- Best Travel Agency – Japan
H.I.S. Co., Ltd
- Best Travel Agency – Malaysia
Mitra Tours & Travel
- Best Travel Agency – Singapore
Chan Brothers Travel
- Best Travel Agency – South Korea
Hana Tour
- Best Travel Agency – Thailand
Asian Trails
- Best Travel Agency – The Philippines
Rajah Travel Corporation
- Best Travel Agency – Vietnam
Buffalo Tours
- Best Corporate Travel Agency
Carlson Wagonlit Travel
- Best Online Travel Agency
Asiatravel.com



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OUTSTANDING ACHIEVEMENT AWARDS

“ Our chief want is someone who will inspire us to be what we know we could be. ”

– Ralph Waldo Emerson

Personality of the Year Ryoichi Matsuyama

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

This Travel Award represents a priceless honour to me and I want to share this award with those who have dedicated themselves to the development of the travel and tourism industry together with me.

What motivates you to excel in all that you do?

I am motivated when I visit tourist spots and meet with people there. Curiosity plays an important role in wanting to know more and learn more.

What advice would you give to someone who desires a career in the travel and tourism trade?

“Rome was not built in a day.” I would advise him or her to hold a long-term view as there are good times and bad times in the travel and tourism trade.



Ryoichi Matsuyama, president, JNTO

Pioneer Award #1 Chower Narula

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

I feel great and it makes me feel very young. I, at 75, wish to work like before. This is my first award from TTG and I am proud to have been able to make contributions to TTG for the last 41 years since its inception. I will of course share my award with my colleagues, industry and family members.

What motivates you to excel in all that you do?

When I started selling *TTG Asia*, I loved what I did. I always looked after the interests of the clients, then of the principals and lastly my own.

What advice would you give to someone who desires a career in the travel and tourism trade?

Always respect your competitors and never look down on them. All products have something good about them and may be even better than yours. But you have to know your own product so well so that you can get the sales.



Chower Narula, managing director, WorldMedia

Pioneer Award #2 Jae Pil Sho

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

I am very proud and honoured to have been chosen to receive this prestigious award for first time ever, as an Asia-Pacific travel journalist.

I proudly share this excellent and wonderful award with our supporters and clients who have continuously and strongly supported us for the past 35 years.

What motivates you to excel in all that you do?

Since our establishment in 1980, we have never stopped finding passion and challenge in every moment. We always keep trying to put fresh and unique content in each of our issues and also encourage cross-sector knowledge exchanges and networking.



Jae Pil Sho, editor and publisher, TravelPress

26th TTG Travel Awards 2015
Best Luxury Hotel Brand : Shangri-La Hotels and Resorts
Best City Hotel in Kuala Lumpur : Shangri-La Hotel, Kuala Lumpur

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TO MAKE YOU FEEL SPECIAL FROM THE MINUTE YOU ARRIVE.
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OUTSTANDING ACHIEVEMENT AWARDS

Best Travel Trade Supporter Best Western International

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

Receiving this award is a tremendous accolade and we are extremely proud of it. We have always valued and supported the travel trade, and I am delighted that our trade partners recognise our efforts.

I would like to share this award with all of Best Western International's travel trade partners in Asia. They are the best ambassadors a company could possibly have. I look forward to deepening our relationship in the future.

What motivates you to excel in all that you do?

For 70 years, Best Western International has focused on fulfilling and exceeding the expectations of our guests. We have gained a global reputation for delivering quality hotel experiences and excellent service to all our guests. This continues to be our driving motivation today.

What advice would you give to someone who desires a career in the travel and tourism trade?

First of all, this is an excellent time to be embarking on a career in the travel and tourism industry. Unlike some other global industries, travel and tourism is experiencing regular year-on-year growth, and this will only continue in the future as more people from the world's emerging economies start to travel.

Secondly, I would say it is an extremely rewarding and satisfying industry to work in. Perhaps more than any other sector, travel and tourism is structured around social interaction, exploration and cultural integration. It provides opportunities to see the world, meet new people and learn new skills. There is also a strong sense of community that can make a global industry seem friendly and intimate. I would wholeheartedly encourage anyone considering a career in this industry to pursue it. It could be the start of a wonderful journey.

– **Olivier Berrivin, managing director of international operations – Asia, Best Western International**



Paul Suvodip, regional director – revenue and marketing services, Best Western International

Best Marketing and Relationship Effort Tourism Promotions Board, Philippines

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

It is a great honour to receive this award. This recognition will definitely inspire us to work harder in promoting the country's international profile for years to come. We would not be able to achieve this without the support of various stakeholders in the travel trade industry. This award is also for everyone who makes the Philippines one of the best tourist spots and vacation destinations in the world.

What motivates you to excel in all that you do?

Our main motivation is the Filipino people and our desire to share the positive benefits of tourism as broadly as possible. After all, the Filipino people is the core reason why it is more fun in the Philippines. We are committed to promoting and upholding the boom in the inbound tourism industry by constantly holding effective campaigns.

What advice would you give to someone who desires a career in the travel and tourism trade?

Tourism has become a feel-good industry and a major economic contributor in the country. This is a tough industry and we should be aggressive and innovative to be able to boost tourism revenue and create a satisfactory image for our country. People who work in travel and tourism should have passion for travel and a commitment to helping other travellers worldwide make the most of their holiday. – **Domingo Ramon C. Enerio III, chief operating officer, Tourism Promotions Board, Philippines**



Domingo Ramon C. Enerio, COO, Tourism Promotions Board, Philippines

Destination of the Year Myanmar

This destination registered the greatest growth last year, a hefty 50.7 per cent, going by UNWTO data. Its ancient cities and dazzling Buddhist temples have long fascinated the world but until the end of military rule in 2011, it was seen as not yet ready to welcome the world.

Greater political stability and transparency, and an orientation towards tourism in the years that followed, however, have boosted investors' confidence. More hotels have been built, more travel agencies have opened, more cruise ships are calling, etc. – the industry is booming like never before and is bracing to welcome three million visitors this year.

Our Destination of the Year is an obvious choice – it goes to Myanmar.



Maung Maung Swe, vice chairman, Myanmar Tourism Federation



Best Western Celebrates Ninth Year at TTG Awards

Best Western was named "Best Mid-Range Hotel Brand" at the recent TTG Travel Awards, for an incredible ninth 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	2009 - 2011	2012 - 2013	2014 - 2015
Best Mid-Range Hotel Brand	Best Mid-Range Hotel Brand and Best Marketing & Development Efforts	Best Mid-Range Hotel Brand and Best Marketing & Relationship Efforts	Best Mid-Range Hotel Brand and Best Trade Supporter

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TRAVEL HALL OF FAME

“ Our deeds still travel with us from afar, and what we have been makes us what we are. ”

– George Eliot

Singapore Airlines



Mak Swee Wah
Executive vice president commercial,
Singapore Airlines

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

Making our customers feel at home when they fly with us has always been a cornerstone of our service philosophy. Singapore Airlines staff around the world strive to place the needs of our customers at the heart of everything we do, bringing them the experience of a *Great Way to Fly*. We are constantly investing heavily in the three main pillars of our brand promise to ensure we remain a market leader, through service excellence, product leadership and network connectivity.

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

We have always taken a long-term approach to our business, and it would not be possible to name just one important decision taken this year.

From a product standpoint, we have continued to invest heavily this year, like upgrading more of our lounges around the world, the introduction of Premium Economy Class, and the upgrading of Boeing 777-300ERs with our latest generation of cabin products. The list goes on.

We have also been investing heavily in a new customer experience management system to enable our front-line staff to take customer service to the next level.

These, plus ongoing enhancements to our network, are intended to ensure we retain our leadership position in an increasingly competitive industry.

Singapore Changi Airport



Audrey Lee
Senior vice president, economic affairs,
Changi Airport Group

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

Our passengers' needs and wants are at the heart of all we do. We believe that being able to anticipate their needs, as well as exceeding their expectations, remain critical to our business.

We continuously strive to innovate and redefine the concept of travel; always seeking to raise the bar for what an airport can be. This philosophy translates across the various aspects of our business: from growing the air hub, reinventing the airport experience, striving for retail innovation, to plans for new infrastructure and ultimately elevating the airport experience to one our passengers truly welcome and appreciate.

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

Partnerships with key stakeholders in the tourism industry continue to be important to us. This year, we embarked on a two-year partnership with the Singapore Tourism Board that seeks to strengthen Singapore's appeal and raise visitor numbers by raising awareness of the Singapore experience across the airport and destination.

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

Hertz Asia-Pacific



Lo Li-Wen
Senior director, marketing, Asia-Pacific
Hertz Asia-Pacific

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

At Hertz, we do not just sell you car rentals. It is more than car rentals. It is an experience. It is freedom on wheels. It is peace of mind. It is romance and adventure on the road. We want to help customers and partners get the most out of their car rental experiences.

That's why we invest in best-in-class product and service initiatives that set us apart from the competition. That's why we not only offer an excellent range of standard car groups, but also unique vehicles to fit your exact mood and style.

That's why we set up shop in Asia more than 20 years ago, religiously serving, supporting and growing the Asian markets, through good as well as bad times.

That's why we are the first and only car rental brand in the TTG Awards Travel Hall of Fame, having won The Best Car Rental award 10 times in a row.

That's why we are on this and the adjacent pages, thanking you and saluting you for all your warm support through the decades.

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

Slashing budgets of low-performing, mature markets and pumping the funds into high-performing, emerging markets, bulldozing through screams and resistance. The decision proved to be wise – it not only achieved significant incremental growth but further strengthened our strategic high grounds.

Regal Airport Hotel



David Holden
Representative,
Regal Airport Hotel

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

We would like to sincerely say thank you to the travel experts who voted for us. They have added value to our hotels as well as our clients by offering additional services over and above our room products.

We have continued to develop and upgrade our hotel services, reinforce products and refurbish rooms. For example, to cater to a more diversified market, we personalise products to enhance convenience for our guests. With travellers demanding more connectivity, Regal now offers free Wi-Fi for all guests booking via our Regal Hotels website, and in our lobby area.

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

We manage the hotel team with a great understanding of what five-star service really is, and believe passionately in ongoing training and development.

As a responsible international hotel management group, Regal Hotels has in the last few years been promoting sustainable tourism and encouraging travel partners to actively engage in corporate social responsibility. The travel industry has the benefit of reaching out to travellers from all over the world to become economically sustainable. – **John Girard, area general manager (Hong Kong), Regal Hotels International, and general manager, Regal Airport Hotel**

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TRAVEL HALL OF FAME

The Royal Cliff Hotels Group



Vitanart Vathanakul
Executive director,
Royal Cliff Hotels Group

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

Our criteria for success boils down to the following factors: looking at things from the customers' perspective and not basing it on our own preferences, continuous improvement and innovation and finally, constant coaching and training of our staff. We constantly review feedback from customers and ask our guests what improvements they would like to see at Royal Cliff.

Another factor is training. We emphasise to our people that we are in the business of making people happy. We train our operations team to offer unobtrusive service that is sincere and truly committed to solving guests' problems.

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

Our theme this year has been centred on the importance of ideas and contribution.

Since January, the management team has been urging all the departments to contribute and submit new ideas in order to improve Royal Cliff. The team with the most impressive idea is rewarded. This has been a very useful and insightful exercise. We found that even our gardeners came up with some impressive ideas that were not only creative but really meant a lot to our guests. This exercise also improved teamwork between departments.

The future for Royal Cliff is exciting because the next important business decision is to improve our operations technology.

Star Cruises



Michael Goh
Senior vice president – sales,
Star Cruises

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

Star Cruises is an Asian cruise line and we have always been proud of our deep-rooted heritage. With over 22 years of valuable experience in the region, no other cruise line best understands Asian cruisers and Asia better than Star Cruises.

As an Asian company, we intimately know what our guests are looking for and we remain committed to offering the best-in-class services with the first-rate hospitality that the region is renowned for.

As pioneers and trendsetters, we never rest on our laurels as we continue to innovate and introduce new concepts and destinations that will appeal to travellers across Asia.

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

In 2015, we set our sights on new horizons and creating new and exciting milestones.

Our Star Cruises fleet continues to make waves across Asia with new itineraries including our first-ever 48-day voyage to the Southern Hemisphere onboard *SuperStar Virgo*. Also, *SuperStar Libra* has recently started her new deployment in Xiamen, China, allowing travellers from north Asia to explore new and unique travel experiences to Penghu, Taiwan as well as Miyakojima and Naha in Okinawa, Japan.

This year, with the addition of the award-winning Crystal Cruises to the Genting Hong Kong family and our comprehensive expansion plans for the cruise line, we are taking innovation to the seas and skies, transforming the luxury cruise market and elevating the company to even greater heights.

Sabre Travel Network Asia Pacific



Steven Ong
General manager,
Sabre Travel Network (Thailand)

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

At Sabre, we are passionate about travel innovation, measuring our own success by the extent to which our technologies help our customers compete and grow.

The thousands of travel agencies and suppliers we support in this region have continually evolved, while expanding into new markets and we are delighted to have played an enabling role.

The differentiating factor is our deep market knowledge, derived from the strength of our relationships within Asia-Pacific's diverse travel community. It has helped us become the region's largest B2B channel and now part of the leading technology provider to the global travel industry.

We also credit our success to the company's commitment to investing in industry-leading solutions.

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

Without question, it relates to the acquisition of Abacus International which closed on July 1 this year. We are committing to a new vision for the business in Asia-Pacific.

We are just beginning to share the benefits of the acquisition with our local customers and partners. They will see much more of what it means to be part of Sabre through next year and beyond.

We are connecting new communities in the travel industry and are very excited about the potential for fresh innovation and accelerated growth. – **Roshan Mendis, senior vice president, Sabre Travel Network Asia Pacific**

SilkAir



Ryan Pua
Vice president – commercial,
SilkAir

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

We believe it is important to stay true to the value proposition of our brand, be it in the everyday operations or in the decision-making process. This reassures our customers that we are an airline and a brand they can rely on to be consistent and provide the type of product and level of service they are used to.

At the same time, we must also remain flexible and constantly be willing to adapt to the ever changing landscape of the industry and the needs of our customers.

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

Aviation is a complex industry, with many moving parts that we have to constantly address, thus it is difficult to pinpoint just one important business decision I have made this year.

Some of this year's highlights include the launch of our new cabin crew uniform to better align ourselves to our brand strategy and value proposition as a regional full service carrier, as well as the addition of six new Boeing 737-800 aircraft to our fleet.

We will also be receiving the first of our Boeing Max 8 aircraft soon and this year is pivotal in the planning and development of this new fleet of aircraft, which I believe will take us through the next chapter of the SilkAir story as we continue to expand our network in Asia-Pacific. – **Leslie Thng, chief executive, SilkAir**

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Instagram.com/fansofchangi



CHANGI
airport singapore

the feeling is first class

TRAVEL HALL OF FAME

Lotte Tour



Harry Baek
Vice president,
Lotte Tour

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

This year marks the 44th anniversary of Lotte Tour's establishment.

According to a customer satisfaction survey of package travel by KCA (Korean Customer Agency), Lotte Tour placed first in two factors: performance of contract and satisfaction of travel programme, and staff service. It is through satisfaction that customers believe in us and become frequent customers.

Through our ongoing efforts, Lotte Tour will continue to remain a top performer in our sector and top of mind among our customers.

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

In 2015, Lotte Tour operated its sixth charter cruise, sailing to Yokohama, Incheon, Okinawa, Amami, Kagoshima, Nagasaki, Busan and Shanghai. The seventh charter cruise in 2016 is planning to call at Fukuoka, Donghae, Vladivostok, Muroran, Aomori, Niigata, Kanazawa and Busan.

We have been increasing the awareness of the cruise industry in Korea. We believe Lotte Tour's charter cruises will contribute to the development of Asia's and even the world's cruise industry.

Our important future project is the development of an online booking system.

Hong Kong International Airport



Raymond Ng
Deputy general manager, Terminal 1,
Airport Authority Hong Kong

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

We adhere to four principles – safety, operational efficiency, customer convenience and environment. This commitment has earned us the recognition as the world's best airport more than 60 times.

We continuously enhance our services for tech-savvy travellers. We have also rolled out new initiatives to enhance the overall airport experience, including the launch of a brand new relaxation corner for passengers, free Wi-Fi access and device charging services.

We have also hosted the first Hong Kong Classics: Art, Culture and Music in the airport this year with different exhibitions and performances staged to welcome passengers from all over the world.

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

To accommodate future air traffic growth, Airport Authority Hong Kong (AA) has been working on medium and long-term development plans. During the year, the expanded west apron with 28 aircraft parking stands became fully operational. The Midfield Development, which includes a five-storey concourse with 20 parking stands, is in good progress. The development will add 10 million passengers to HKIA annual capacity upon its completion by end of 2015.

In the long-term, AA is planning to expand HKIA into a three-runway system.

Raffles Hotel Singapore



Anthony Low
Director of sales and marketing,
Raffles Hotel

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

With its 128 years of rich heritage, Raffles Singapore has been graced by royalties, dignitaries and famous personalities over the years, constantly reinforcing its position as the hotel of choice for the top brass.

In addition, Raffles stands for top quality service, where behind each memorable guest experience is a devoted team who will ensure seamless and bespoke service throughout their stay. The high levels of service and personalisation delivered by Raffles is why most of our guests still return to Raffles Hotel Singapore when they return to Singapore.

Essential to the Raffles Experience are our signature offerings, key to creating memorable guests experiences. When guests stay at Raffles, they also expect to enjoy the history and heritage of the hotel. Raffles Hotel Singapore's longest service colleague since 1972, Leslie Danker, has immense knowledge of the hotel's history and conducts exclusive hotel tours. With his many personal experiences, he often fascinates our guests with his stories.

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

The hotel is home to the original Singapore Sling – created in 1915 at the Long Bar – and celebrates its 100th anniversary this year. A brand campaign was launched through diverse media and business channels. A series of activities was planned for trade and media partners, garnering extensive brand awareness locally and internationally which in turn translated into business for the hotel.

Banyan Tree Spa



Kanreuthai Roongraung
Vice president/executive director
– global operations,
Banyan Tree Spa and Gallery

What factors have enabled your company to remain a top performer in your sector, and top of mind among your customers, all these years?

Banyan Tree Spa strives to offer the best spa experiences through our therapists, products, treatments and ambience by remaining true to our Asian roots.

Focusing on a high-touch, low-tech approach coupled with the use of natural ingredients and aromatic oils, our exotic treatments are inspired by Asian traditions that have been passed through generations.

A Sanctuary for the Senses, every Banyan Tree Spa seeks to indulge the five senses from the moment the guest steps into the spa. Our spa therapists are formally trained with the art of touch based on the stringent curriculum of the accredited Banyan Tree Spa Academies.

As Asia's leading spa operator, Banyan Tree Spa is known for its high standards of service within the spa industry. Heavy emphasis is placed on the consistency and quality of services to maintain our competitive edge as the top of mind brand among our guests.

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

This year we have launched two new brands – Cassia and Dhawa.

Cassia is a bold new proposition in the serviced apartment sector, offering stylish, cutting-edge hotel residences for holidays and business travel. It offers incredible choice for families, friends and couples.

Dhawa, a mash-up of sophisticated architecture and local design chic, caters to the next generation of travellers who seek to up their quotient while enjoying a contemporary, fun and fab holiday.

NEW YORK

HELSINKI

PARIS

ISTANBUL

MOSCOW

JOHANNESBURG

DUBAI

SYDNEY

JAKARTA

TOKYO

SINGAPORE

SHANGHAI

Hong Kong International Airport (HKIA)

has a global network covering some 180 destinations worldwide, including 47 in the Mainland. Located 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 63.3 million passenger trips and moved 4.38 million tonnes of cargo in 2014. HKIA is committed to sustainable growth and development, and aspires to be the finest in the world.

TRAVEL SERVICES AWARDS

“ Through travel I first became aware of the outside world; it was through travel that I found my own introspective way into becoming part of it. ”

– Eudora Welty, *One Writer's Beginnings*



Mark Meehan
Managing director, Asia

Best GDS Travelport

What does this award mean to you and your company?

This award is a validation of how Travelport has successfully redefined itself as a Travel Commerce Platform and created much more value for our customers with new products and constant improvement to our technologies. Take for example our Rich Content and Branding solutions, which brings the marketing content of more than 100 airlines seamlessly to our agency customers' desktops. These have enabled our Travelport-connected experts to sell more travel-related products, increase their revenues and better serve their travellers, all in a more efficient manner.

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

Our most important decisions this year was to restructure and increase the focus and resources for the Asia region. We have strengthened our Travelport team across Asia-Pacific to grow our agency business in the region and enjoyed tremendous success with both online and offline agencies.

For example, in Hong Kong we signed and converted Hutchgo.com, a leading OTA (formerly known as Hutchinson Priceline), which is seeing exceptional growth thanks to our Travel Commerce Platform and uAPI technologies. This success took place over a few short months and was attributable to the multifaceted teams combined with our leading technology to support the customer in a unique way. This new approach is helping redefine our relationships with our customers.

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

We would like to thank them for their trust and confidence in us, and for sharing our vision to innovate and expand the industry by opening new business frontiers and opportunities for them to grow. Without their continued success, Travelport could not drive the changes in the industry. We are grateful for their loyalty and votes which has enabled us to win this award for the seventh time.



Sean Treacy
Managing director, Singapore & South-east Asia
Royal Caribbean Cruises

Best Cruise Operator Royal Caribbean International

What does this award mean to you and your company?

Winning this award for the eighth consecutive time shows how much Royal Caribbean International has grown to be the cruise brand of choice in Asia in terms of market presence and unique onboard experiences such as our Royal Promenade, Dreamworks Entertainment and ice skating rink on *Mariner of the Seas*.

This is also exemplified by our milestone arrival of *Quantum of the Seas* to Asia this year. Our success will motivate us to keep delivering exceptional holidays with our revolutionary ships, innovative style of cruising, and high service standards and value that are winning over more and more cruise fans every year.

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

Our tripartite marketing collaboration with the Singapore Tourism Board and Changi Airport Group aims to grow our fly-cruise market, as we move towards our next phase of significant growth in Asia. We believe this will also contribute to Singapore's development as a major cruise hub in the region.

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

We deeply thank our partners for their continued strong support all these years in representing and promoting Royal Caribbean as the preferred cruise brand in Asia. We look forward to working more closely with them in the upcoming years, to make our brand a top vacation choice in Asia one day.



ONE HOLIDAY,
ENDLESS ADVENTURES



*Harmony of the Seas*SM



BEST CRUISE OPERATOR, ASIA
TTG Travel Awards
2008 - 2015

Thank you for making us the best cruise operator in Asia for 8 years running!

“We are orchestrating a medley of new exciting concepts with the best Royal Caribbean innovations to strike the perfect chord for adventurous vacationers. That is why we are calling our third Oasis-class ship *Harmony of the Seas*SM.”

Michael Bayley, President and CEO, Royal Caribbean International

PUT US ON YOUR NEXT HOLIDAY CHECKLIST

Thrilling new record size and adventures with *Harmony of the Seas*SM

The world's biggest ship with the world's best features just got even better!

There's the **Ultimate Abyss**, the tallest slide at sea touting a 100 foot dramatic plunge, as well as the exhilarating multilevel **Perfect Storm slides**. One of the slides also even features a champagne bowl that swirls guests around as they descend into a big splash finale.

We've also reimagined some of Royal Caribbean's most unique experiences on this ship. As the kids explore the interactive aqua park **Splashaway Bay**, take a tree-lined stroll through Central Park. Sip a post-dinner cocktail crafted by a robot in our unique **Bionic Bar**, and share every moment with not just your family onboard, but friends back home with **VOOM** - the fastest Internet at sea.



Ultimate Abyss

Action & Adventure

- Classic carnival games at the new Boardwalk Arcade
- Zip Line, nine decks in the air
- Two FlowRider surf simulators
- Ice-skating rink



Carousel



Central Park

Rest & Relaxation

- Central Park outdoor garden with galleries, restaurants and shopping
- VitalitySM Spa with thermal suite and an extensive treatment menu
- State-of-the-art fitness centre
- 10 whirlpools, including two cantilevered whirlpools overlooking the ocean

Dining Options

- Up to 20 dining options aboard
- Our chefs twist their culinary kaleidoscopes to invent an elaborate dreamscape of never-before-seen fare at Wonderland Imaginative Cuisine
- Quality, hand cut steaks at Chops Grille the signature steakhouse
- Sabor Modern Mexican restaurant for a fresh take on Mexican favorites



Wonderland

Entertainment & Shopping

- AquaTheatre shows, ice shows and other live entertainment
- Parties and parades on the Royal Promenade
- Beautiful hand-carved carousel on the Boardwalk
- Variety of branded, duty-free shopping in Central Park and the Royal Promenade

So come onboard *Harmony of the Seas*SM and discover the biggest, boldest cruise vacation ever, where the most exciting experience at sea gets even better.

For a preview of *Harmony of the Seas*SM, visit RoyalCaribbean.com/HarmonyoftheSeas.

*All images of Harmony of the SeasSM are artistic renderings based on current development concepts, which are subject to change without notice.

Adventure Bow to Stern - Continent to Continent

*Harmony of the Seas*SM will be embarking on her only Europe season offering the **7-Night Western Mediterranean Cruise** from Barcelona on 19 dates from June to October 2016, calling at Palma de Mallorca, Provence (Marseilles), Florence/Pisa (La Spezia), Rome (Civitavecchia) and Naples (Capri).

Guests can also experience *Harmony of the Seas*SM on **7-Night Eastern or Western Caribbean** itineraries from Fort Lauderdale, Florida on 11 dates from November 2016, calling at the exotic destinations of Labadee, Falmouth, Cozumel, Nassau, St. Thomas and St. Maarten.



Barcelona

For more information or reservations, please contact Royal Caribbean International and representatives at

- Brunei (673) 223 4874
- India (9111) 4906 1000 (New Delhi)/ (9122) 4311 2000 (Mumbai)
- Indonesia (6221) 3199 1312/38/39

- Malaysia (603) 7727 4835 / 6286 6292
- Philippines (632) 894 3957 / 892 2701 to 03
- Singapore (65) 6305 0033

- Sri Lanka (94) 114 704542
- Thailand (662) 634 2882 / 634 8080
- Vietnam (848) 39 201 201 / 6291 2277



ROYALCARIBBEAN.COM

TRAVEL SERVICES AWARDS



Sung-Taek Lim
Deputy director – airline marketing team,
Incheon International Airport

Best Airport Incheon International Airport

What does this award mean to you and your company?

We're honoured to win Best Airport for three consecutive years. This award is special to us because travel experts around the world voted for us. Incheon International Airport has made efforts to provide our passengers and business partners better services, passenger-friendly processes and high technology facilities. This award proves that our efforts worked out.

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

All decisions we make every second are important and affect the future. This year we have faced various challenges and handled them successfully. Incheon Airport has been ranked the second largest international cargo airport and eighth largest international passenger airport that has received ASQ's Best Airport World-wide award for 10 consecutive years.

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

Thank you all again. We couldn't have done it without you. Tourism is the most important factor to increase passenger demand and market volume at Incheon Airport. We fully understand how important it is and we always try to maintain successful relationships with travel agencies as they are our important business partners.



Uracha Jaktaranon
General manager – representation office,
Macau Government Tourist Office

Best NTO Macau Government Tourist Office

What does this award mean to you and your company?

This is a truly important recognition of our efforts in attaining and sustaining the perceived values of the destination by our travel trade partners. It will certainly act as a stimulant in boosting our confidence when it comes to formulating future strategies.

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

Despite the setbacks in the economy, we believe it is crucial to continue our worldwide promotional campaigns through regional and international media platforms as a commitment to supporting the travel trade partners who have been helping us in promoting tourism to Macau.

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

A heartfelt thank you for the relentless support all these years and the recognition of our effort in the areas of tourism promotion and product development for our destination. Together, we will continue to foster closer cooperation in existing and uncharted territories in years to come.



Darren Oh
Director, business development,
Gardens by the Bay

Best Theme Attraction Gardens by the Bay

What does this award mean to you and your company?

Gardens by the Bay provides a unique tropical garden experience quite unlike any other in Singapore and the world. As an attraction based on the theme of plants, we do not limit ourselves to traditional botanical conventions, but break new ground in the way the plant world is presented for public enjoyment.

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

We reach out to a new generation of urban visitors by delighting them with floristic artistry and creative programmes. We constantly inject fresh new ideas into our floral displays by incorporating new themes and introducing plants not commonly found in a garden on the equator, such as dahlias, tulips and foxgloves.

We also keep our events calendar vibrant all year round, with a myriad of programmes catering to different interests and age groups. Some of the events that have been well received include the Singapore Garden Festival, Christmas Wonderland, Mid-Autumn Festival @ Gardens by the Bay, and most recently, the SG50 festivities to commemorate Singapore's 50th anniversary.

Besides looking at ways to enhance the visitor experience, much effort has also been put into promoting the Gardens locally and internationally. Collaboration with the travel industry has played a key part in our overseas outreach. Since the Gardens opened in June 2012, travel agency sales has been the fastest growing segment for us, and we will continue to develop new partnerships with the industry.

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

International awards and accolades have also helped to plant the Gardens on the world map. This is the first time the Gardens is receiving a TTTG Travel Award. We are deeply honoured by the affirmation from the travel industry and we thank those in the travel trade who have voted for us and who believe in our product.

MORE THAN 65 CITIES - CHINA & JAPAN
190 DESTINATIONS WORLDWIDE
INCHEON AIRPORT



Fast, Easy & Convenient, Connecting 190 Cities with 90 Airlines



More than an Airport, Beyond Your Expectations

HOTEL CHAIN AWARDS

“ There is no greater joy than to have an endlessly changing horizon, for each day to have a new and different sun. ”

– Christopher McCandless

Best Global Hotel Chain **AccorHotels**



Patrick Basset
COO, AccorHotels

What does this award mean to you and your company?

AccorHotels is absolutely delighted and honoured to win this award. This is a highly coveted award from one of the most respected publications in the region and one for which the thanks must go to all our teams across Asia-Pacific who work hard every day to make our guests feel welcome.

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

The most important decision we have made this year was to recently launch our new name AccorHotels and our new tag line, Feel Welcome. This new philosophy gives us greater clarity as to who we are, and what we do as hoteliers – to make our guests, our employees, partners and owners feel welcome.

Our significant investment in technology, building new digital infrastructure and assets will enable us to more responsive in delivering an exceptional guest experience where guests feel welcome, every moment of every day.

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

AccorHotels is always looking for new ways to extend our reach, sustain a competitive edge and make it more convenient to book an AccorHotels property. We would like to thank all the travel experts who voted for us this year. Travel experts play an important role in the customer journey and we are lucky to have the support of such professionals and partners in our business.
– **Michael Parsons, vice president marketing and strategic relationships – Asia Pacific, Accor Asia Pacific**

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



P C Koh
Director, Harbour Plaza Hotels & Resorts

What does this award mean to you and your company?

This is the sixth time that we have received the Best Local Hotel Chain Award. This award recognises and reaffirms that our group of hotels is genuinely committed to, and is consistent with, the delivery of quality service to our customers and guests.

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

In this challenging year, we opened our 10th hotel in Hong Kong – Kowloon Harbourfront Hotel which is an all-suite hotel. All the suites are elegantly and tastefully furnished with a fully-equipped pantry and modern amenities. We hope this hotel will provide travellers with a new and unique experience.

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

We would like to express our sincere thanks and gratitude to the travel experts for having supported us, as their votes represented recognition of our continuous effort in providing the best services in the hospitality industry. We honour and appreciate their strong commitment towards service excellence and together we have earned the approval of our industry peers.

Best Hotel Representation Company **Preferred Hotels & Resorts**



Anthony Ross
Executive vice president, Asia-Pacific, Middle East & Africa, Preferred Hotels & Resorts

What does this award mean to you and your company?

We are thrilled to be recognised for the fourth year running and would like to share this honour with all our associates in the seven sales offices across Asia-Pacific.

Asia-Pacific is a major growth market for us – we are more committed than ever to continue engaging and collaborating with our valued partners and look forward to more opportunities to raise the profile of independent hotels in the years ahead.

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

On March 4 this year, the company (previously Preferred Hotel Group) rebranded to Preferred Hotels & Resorts, creating one master brand with five distinct hotel collections – Legend, LVX, Lifestyle, Connect and Preferred Residences.

The new brand architecture is designed to help connect discerning travellers to the singular hospitality experience that is going to meet their lifestyle preferences for each occasion.

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

We would like to express our heartfelt appreciation to all those who have voted for us.



Sixth Year Running
Best Local Hotel Chain

Thank You
For Your Continuous Support

HONG KONG

HONG KONG ISLAND

HARBOUR GRAND HONG KONG | HARBOUR PLAZA NORTH POINT

KOWLOON

HARBOUR GRAND KOWLOON | HARBOUR PLAZA METROPOLIS

HARBOUR PLAZA 8 DEGREES | KOWLOON HARBOURFRONT HOTEL | THE KOWLOON HOTEL

NEW TERRITORIES

HARBOUR PLAZA RESORT CITY | RAMBLER GARDEN HOTEL | RAMBLER OASIS HOTEL

CHINA

CHONGQING

HARBOUR PLAZA CHONGQING



HARBOUR
PLAZA
HOTELS & RESORTS



Best Local Hotel Chain

harbour-plaza.com

HOTEL CHAIN AWARDS

Best Regional Hotel Chain **Park Hotel Group**



Mohd K Rafin
COO, Park Hotel Group

What does this award mean to you and your company?

We are ecstatic about our fourth consecutive win and are grateful for the recognition and continued support of our customers and partners. This award provides us with strong encouragement to continue to deliver great products and customer service excellence.

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

This year, we have successfully moved into the resort space with our new property in Bali and also entered Australia. We have been looking for opportunities in Australia for a while and we are very happy to work with trusted partners on

our maiden foray Down Under. We continue to actively grow our pipeline of regional portfolio of luxury and upscale hotels.

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

A big thank you for your ongoing support! The feedback we received from our roadshows in China, Japan, and Indonesia has been astounding. We have shared our new initiatives and pipeline of properties and were greeted with such generous support and excitement. We are very fortunate to have such great partners. The best way to thank all our supporters is to continue to listen and find ways to do better. We look forward to many more years of success together.

Best Luxury Hotel Brand **Shangri-La Hotels & Resorts**



Steven Taylor
Chief marketing officer,
Shangri-La International Hotels Management

What does this award mean to you and your company?

We are greatly humbled and honoured to receive this award from TTG. It is a significant recognition for Shangri-La and a testament to our brand's hallmark of *Hospitality From the Heart*.

This award also recognises our more than 42,000 employees at Shangri-La. They personify our brand each and every day to graciously provide distinctive experiences and genuine care for many guests.

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

We developed a breakthrough survey app called

Your Voice. It allows us to obtain guest feedback while they are still in-house, enabling us to resolve issues or share feedback in real time. Being alert, attentive to the needs of our guests and in the moment will enable the brand to enhance guest experiences and stay current.

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

I cannot reiterate enough how appreciative we are of our travel partners for their support and vote of confidence. They are experts who can share much insight and are a vital link between any hotel and traveller in search of unique experiences.

Best Mid-Range Hotel Brand **Best Western International**



Olivier Berrivin
Managing director of international operations – Asia,
Best Western International

What does this award mean to you and your company?

It is a tremendous achievement. It gives us renewed confidence and belief that our strategies in Asia are succeeding. We now operate a portfolio of different brands across various sectors. But our roots were in the midscale sector, so it is especially pleasing to see that we are upholding our company's traditions by winning this award.

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

Decentralising Best Western International's Middle East operations from Bangkok to our expanded office in Turkey was a very important

move for our company. It enabled our Bangkok office to focus its efforts on the Asian market, and especially South-east Asia, where we are growing rapidly.

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

Of course I would like to extend my thanks to all our esteemed travel trade partners, and I am very grateful to all of those who voted for us. Best Western International embraces the travel trade and we truly respect and value travel consultants. They are our ambassadors and as such, they are vital to the future success of our business.

Best Budget Hotel Brand **Holiday Inn Express**



Bjorn de Kock
Head of shared services
Holiday Inn Express

What does this award mean to you and your company?

It is a testament to the strength of the brand to be recognised as one of the leading brands across the region. We are looking forward to the brand's continued growth in our existing markets across the region, as well as making its market debuts in Malaysia and Australia in 2016.

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

The most important thing I can do as a leader is to empower my own teams to make great business decisions and to foster young talent.

We put a heavy emphasis on personal development in IHG and we have systems and programmes in place to reward ambitious and enthusiastic hoteliers. Our Future Leaders pro-

gramme, which fosters young talent and helps to accelerate their careers, is growing every year.

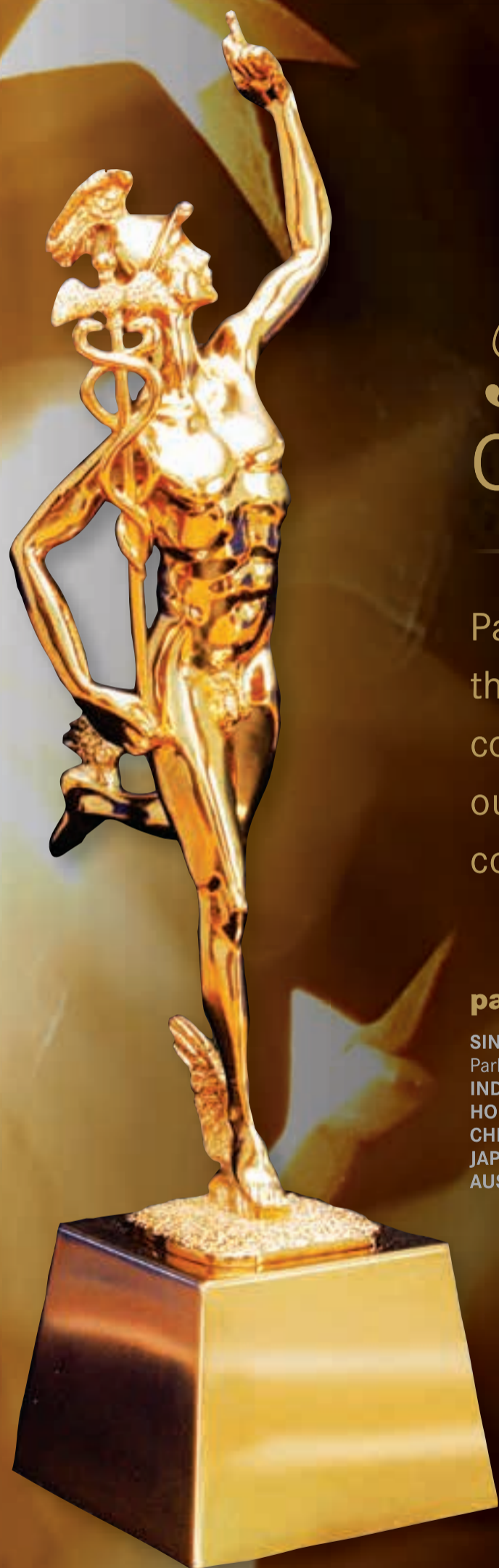
We also remain committed to hiring a high proportion of local talent in our hotels. In Thailand, all four general managers at our Holiday Inn Express hotels are local and three are female.

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

For those who voted for us: a big thank you for recognising Holiday Inn Express as one of the leading brands. There's even more to come from us as we continue to expand across the region and we remain committed to excellence for our guests while doing so. – **Leanne Harwood, vice president operations – South-east Asia, InterContinental Hotels Group**



TTG Travel Awards (2012-2015)
BEST REGIONAL HOTEL CHAIN



Four CONSECUTIVE WINS

Park Hotel Group is proud to be named the “**Best Regional Hotel Chain**” for four consecutive years. We will continue to devote our best efforts and fulfil our profound commitment to exceed expectations.

parkhotelgroup.com

SINGAPORE Grand Park Orchard | Grand Park City Hall | Park Hotel Clarke Quay
Park Hotel Alexandra | Park Hotel Farrer Park (2016)

INDONESIA Park Hotel Nusa Dua Bali (2015)

HONG KONG Park Hotel Hong Kong

CHINA Grand Park Xian | Grand Park Wuxi | Grand Park Kunming

JAPAN Grand Park Otaru

AUSTRALIA Park Hotel Adelaide (2018)

Connect with Park Hotel Group



PARK HOTEL GROUP

HOTELS – INDIVIDUAL PROPERTY AWARDS

“ When you get into a hotel room, you lock the door, and you know there is a secrecy, there is a luxury, there is fantasy. ”

– Diane von Furstenberg

Best Luxury Hotel
The Peninsula Hong Kong



Dennis Tan
Director of marketing,
The Peninsula Bangkok

What does this award mean to you and your company?

We are humbled. This award could not have been possible without the support and commitment from our devoted team. This award will definitely motivate our team to continue to deliver the best and memorable experiences to our guests.

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

In order to showcase the beauty of this city we call home, we have decided to enhance guest experiences by promoting Chinese and local festivals next year. I believe this can help promote Hong Kong as a destination and foster the understanding and connection between our guests and the local community and culture.

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

I want to express my sincere appreciation for their continuous support, which gave me and my team the motivation to provide exemplary service to our guests. We look forward to working with our travel agent partners closely to make travel and hospitality a thriving industry for many more years to come. – Rainy Chan, general manager, The Peninsula Hong Kong

Best Mid-Range Hotel
Ramada Singapore At Zhongshan Park



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

What does this award mean to you and your company?

The Ramada Singapore At Zhongshan Park opened in 2013 and in just over two years, we have won this award for the second year running. We are deeply honoured.

I would also like to dedicate this award to my colleagues in Days Hotel Singapore, our sister property. The award is theirs too, as both hotels fall under the same management and associates in both properties are often cross-deployed to support each other in times of need.

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

This year, we increased our spending on employment branding, associates' benefits and personal career development. This in return garnered us higher loyalty, low staff turnover, motivated associates and increased productivity.

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

My team and I sincerely appreciate the support from all our partners, for their votes and for choosing to work with us.

Best Budget Hotel
POP Hotel Kuta Beach Bali



Agus Setyo Purnomo
Hotel manager,
POP Hotel Kuta Beach Bali

What does this award mean to you and your company?

It is a great achievement and for sure it will be valuable for the property since it would be also a tool for marketing.

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

Together with our head office and management company, we aim to lead all POP Hotels in Bali to be more united and internally strengthen their operations.

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

I thank you for making POP Hotel Kuta Beach a winner!

I hope we can maintain our standards and continue to serve our clients in the best way possible. The most important thing we appreciate is your support for POP Hotel Kuta Beach today and in the future.

Best Boutique Hotel
Mira Moon



Frank Foster
General manager,
Mira Moon

What does this award mean to you and your company?

This award is a tribute to our excellent team. Also, I am thankful to have the support from our travel partners and readers who have trusted and continued to support us since our opening day. Without their unstinted support and recognition, we would not have won this prestigious award.

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

Our continued focus on our guests and travel partners – listening, understanding and anticipating their needs. We do our very best to deliver a consistent and genuine can-do approach in everything we do, something our guests and partners have appreciated and respected.

Our group is also the first to introduce cutting-edge technology and complimentary benefits including the handy smartphone allowing for free IDD calls to name but a few.

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

A sincere thanks and appreciation – we treasure your support.

Best City Hotel — Hong Kong The Langham, Hong Kong

What does this award mean to you and your company?

On behalf of The Langham, Hong Kong, we are truly honoured to receive this astounding achievement which signifies that our commitment in crafting the art of the stay for every guest has been acknowledged.

Our continuous efforts focus on delivering genuine service, providing the finest of amenities, offering unique experiences and building great memories for our guests.

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

One of the most important decisions this year was to conduct the second phase of our renovation, while providing the least amount of disturbance to our guests. We controlled the soft refurbishment with buffer floors and carefully monitored any inconvenience our guests would face.

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

We would like to express our sincerest appreciation to the voters for recognising our efforts and selecting us.

This exceptional accomplishment confirms our position at the top end of the city's leading luxury hotels by industry peers and our guests. — **Bob van den Oord, managing director of The Langham, Hong Kong and vice president of brands, The Langham Hospitality Group**

Best Independent Hotel Royal Plaza on Scotts



Patrick Fiat
Chief experience officer,
Royal Plaza on Scotts

What does this award mean to you and your company?

This is a year of celebrations for us. Besides rejoicing in Singapore's Golden Jubilee with our associates and guests, receiving our ninth TTG Travel Award really makes 2015 extraordinary. I would like to give special thanks to my team members and our guests, particularly those who have been with the hotel for a long time. They have played important roles to the growth and development of Royal Plaza on Scotts. We hope to celebrate many more milestones with them.


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

Royal Plaza on Scotts is putting more focus on creating emotional connections with our guests. I would like to congratulate my team members for displaying empathy and flexibility, and going the extra mile for our guests. This has been increasingly evident in the feedback we have received. Many guests have expressed the view that our service team is one of the main reasons that keep them coming back to the hotel time after time.

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

I would like to extend our heartfelt appreciation for business partners who have played a huge part in helping us make our business a success. We look forward to more exciting times ahead.

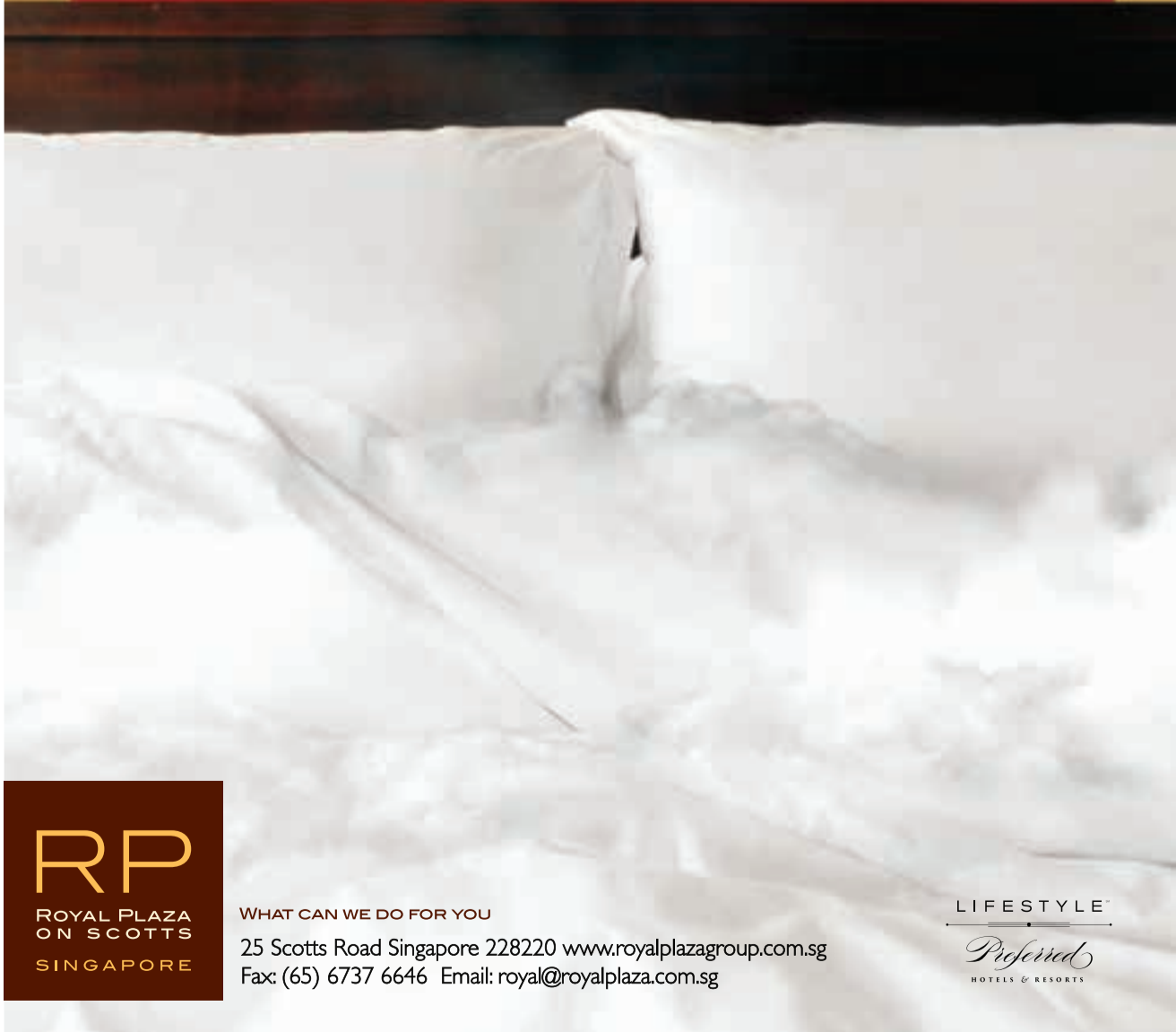
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LIFESTYLE

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HOTELS & RESORTS

HOTELS – INDIVIDUAL PROPERTY AWARDS

Best City Hotel
– Bangkok
Mandarin
Oriental,
Bangkok



Etienne de Villiers
Director of public relations,
Mandarin Oriental, Bangkok

What does this award mean to you and your company?

We are honoured to be recognised by our travel partners, guests and discerning travellers.

The majority of The Oriental Family, as our colleagues are affectionately known, have literally dedicated their lives to our guests, joining the hotel straight out of school and working here for their entire career, over 30 or even 40 years. This achievement is testament to their pride, personal dedication and commitment to simply being the best.

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

Earlier this year, we announced a comprehensive renovation of the Authors' and Garden Wings to restore the historic heart of the property to its original splendour. The renovation started in May and will take approximately seven months to complete.

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

A heartfelt thank you and an assurance that, as we approach our 140th anniversary in 2016, we are clearly focused on further raising the bar so this legendary establishment comes to be known to the next generation of travellers, while remaining clearly focused upon preserving its unique history and iconic character. – **Amanda Hyndman, general manager, Mandarin Oriental, Bangkok**

Best City Hotel
– Hanoi /
Ho Chi Minh City
InterContinental
Hanoi Westlake



Simon Hall
Area director of sales and marketing,
IHG Thailand

What does this award mean to you and your company?

We are honoured to receive this accolade. The team at InterContinental Hanoi Westlake work very hard to deliver the guest experience that our guests and those who stay at InterContinental hotels expect. This award recognises their hard work and shows our guests appreciate their efforts. We are thrilled that our commitment to providing an exceptional guest experience is again recognised by our guests, peers and industry colleagues.

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

By far the most important decision we make each and every day is about our people. Whether it be hiring the right person or supporting our colleagues with the right tools, it is critical to our performance. Our people deliver the experience to our guests and ensure they are our sole focus.

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

First and foremost we have to say thank you! The relationship InterContinental Hanoi Westlake has with its partners is one of mutual benefit. This partnership is critical to the ongoing success of the property. We enter these partnerships with a long-term view, to develop and grow together and support each other through the challenges and triumphs we experience. – **Adam McDonald, general manager, InterContinental Hanoi Westlake**

Best City Hotel
– Jakarta
Gran Meliá
Jakarta



Ruth Abellan
General manager,
Gran Meliá Jakarta

What does this award mean to you and your company?

This award is an appreciation to everyone in the Gran Meliá Jakarta team for their hard work to serve guests and business partners from the heart.

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

One of the most important decisions we made this year was to increase our business travellers market segment mix in order to get more market share and gain new associates into our Red Glove Service culture.

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

We are thankful for all the support received from travel experts who voted for us.
We will continue to give our best to support travel experts and have mutual cooperation to win more business. After all, they are part of our great success and performance.

Best City Hotel
– Kuala Lumpur
Shangri-La
Hotel, Kuala
Lumpur



Cetin Sekercioglu
Executive vice president,
Shangri-La International Hotel
Management Ltd

What does this award mean to you and your company?

This prestigious award is an affirmation of the efforts we have made at the Shangri-La Hotel, Kuala Lumpur to achieve excellence every day. It's also a reward for our entire team at the hotel for always striving for the best and getting the recognition for it.

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

Our business is a people's business and the most important decisions and actions we take are always based on them. Hence, the most important decision for me is always to ensure my team has what it needs to work well and in turn be at ease when taking care of our guests.

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

We would like to express our deep appreciation for their votes.
Travel experts are our partners in achieving our ultimate goal which is to draw guests to stay with us. We ensure the guests have a wonderful experience during their stay and are assured they have made the right decision in coming to us. The fact that our partners voted for us gives us great confidence in what we do and motivates us to do even better in the future. – **Manfred Weber, general manager, Shangri-La Hotel Kuala Lumpur**

EVENTS

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HOTELS – INDIVIDUAL PROPERTY AWARDS

Best City Hotel
– Macau
Grand Hyatt
Macau



Gordon Fuller
Area vice president,
Hyatt Hotels & Resorts

What does this award mean to you and your company?

Winning this award means a great deal to Grand Hyatt Macau, especially on the occasion of our sixth anniversary this year.

We have won this award for the past four 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 is the one most important business decision you have made this year?

We are transforming the guest and colleague experience, to bring the purpose and brand experience to life. Our promise is to deliver *Moments of More*.

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

We are passionate about curating extraordinary experiences and memorable journeys for our business and leisure guests. Our location within the City of Dreams enhances the experience with a wide variety of world-class entertainment right at our doorstep.
– **Paul Kwok, general manager, Grand Hyatt Macau**

Best City Hotel
– Manila
Fairmont Makati



Eugene Tamesis
Director of sales and marketing,
Raffles and Fairmont Makati

What does this award mean to you and your company?

In a crowded sector in Asia and the Philippines, to be recognised is an honour. The recognition is a tribute to Fairmont Makati's wonderful team of colleagues who constantly strive to provide the best hotel guest experience. This award is dedicated to them.

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

We make quite a few business decisions which we see as important and impactful all year round. So far, we are on track with the vision of the hotel.

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

We value and appreciate your judgement and of course, your vote. Thank you very much. – **David Batchelor, managing director, Fairmont Makati**

Best City Hotel
– Seoul
The Shilla Seoul



Ken Song
Director of sales and marketing,
The Shilla Seoul

What does this award mean to you and your company?

It is our honour to be named Best City Hotel in Seoul. It is a testament to the effort of the entire team at The Shilla who dedicate themselves to delivering world-class hospitality services.

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

The Shilla Seoul has invested a lot of effort in refining and enriching our outdoor facilities, especially our new initiatives at the Urban Island. Urban Island is an oasis in the middle of the city. The outdoor facilities underwent a major renovation in 2013, and have been very popular since. The Urban Island features an outdoor and indoor pool, private cabanas, sunbeds, an outdoor relaxation zone and Jacuzzi and sauna facilities, making it a first of its kind among five-star hotels in Seoul.

This year, we introduced a new drink and bar menu, and also partnered with brands such as Estrella Damm and Vilebrequin to create unique experiences for our guests.

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

We sincerely thank you for your support and will continue to strive to provide sophisticated guests an unparalleled hospitality service with a unique Korean style. – **Huh Byunghoon, general manager and executive vice president, The Shilla Hotels & Resorts**

Best City Hotel
– Taipei
W Taipei



Cary Gray
General manager,
W Taipei

What does this award mean to you and your company?

It's such an incredible honour to receive this award for the fifth consecutive year since we opened in 2011. This amazing thing would not have happened without the teamwork from W Taipei's employees, stakeholders and our fellow W fans who have supported us for a long time.

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

As a global citizen, W Taipei has continued to implement several sustainable initiatives, including an urban beekeeping project with Syin-Lu Social Welfare Organization, a farmers' market with local organic farms and social enterprises around Taiwan. By doing so, W Taipei has not only contributed more to our caring community but also bring more CSR (Corporate Social Responsibility) efforts into the hotel's daily business.

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

We truly appreciate the travel experts who voted for W Taipei, which definitely motivates us to keep delivering the best service and product and to maintain the momentum to be the Best City Hotel in Taipei.



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HOTELS – INDIVIDUAL PROPERTY AWARDS

Best City Hotel
– Singapore
Mandarin
Orchard
Singapore



Jennifer Chin
Senior director of business development,
Mandarin Orchard Singapore

What does this award mean to you and your company?

It is testament to the staying power of our brand and our continuing connection with our partners and customers in a marketplace where competition is fierce and expectations are ever evolving. For every one of us here at Mandarin Orchard Singapore, this award comes with the reminder that we have an important responsibility to keep delivering our brand promise and evolving as a company that others aspire to be like.

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

To launch an internal campaign aimed at inculcating the right service attitude among our people so that they not only gain a deeper understanding of the role they play in bringing our brand to life, but also gain an appreciation for service experience from a customer's point of view. Our thrust is to keep taking our service delivery to new heights through innovation and value creation that are in tune with what customers need. It is key to setting ourselves apart and cultivating customer loyalty.

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

This award is as much their win as ours. We are sincerely grateful for their valuable partnership, and we shall continue to draw inspiration from their unwavering support and faith in us. – **Danny Wong, hotel manager, Mandarin Orchard Singapore**

Best City Hotel
– Tokyo
The Conrad
Tokyo



Herman Ehrlich
General manager,
Conrad Bangkok

What does this award mean to you and your company?

It certainly is such an honour and privilege for the Conrad Tokyo to receive this prestigious award, since it means that travel experts as well as individual guests appreciate and acknowledge our service to excellence. We will continue to strive for our company vision, as our founder, Conrad Hilton, said: "It has been and continues to be our responsibility to fill the earth with the light and warmth of hospitality."

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

We have invested a lot of time and energy in improving our guest service quality this year, as our guests should be the top priority at all times. Together with our executive manager – service and quality, we have been providing all our team members various and extensive training opportunities throughout the year. We are delighted to have been able to receive so many good comments from our guests and look forward to continuous growth.

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

Thank you very much for your confidence and trust in our facilities and service. We look forward to strengthening our relationship in years to come. – **Henrich Grafe, general manager, Conrad Tokyo**

Best New
City Hotel
The Westin
Singapore



Lance Ourednik
General manager,
The Westin Singapore

What does this award mean to you and your company?

This award is an illustrious accolade which reflects The Westin Singapore's unwavering pursuit of excellence in every facet of our business that we extend to both corporate and leisure travellers. It is also an affirmation of the Westin's brand promise – For A Better You, where we strive to ensure our guests leave feeling better than when they first arrived.

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

Singapore remains a key destination not only for Westin but Starwood, and it was pertinent to bring the brand back to the heart of the city's CBD after more than a decade. Occupying levels 32 to 46 of Asia Square Tower 2 commercial development in Marina Bay, The Westin Singapore is the first-ever integrated hotel located within an office building.

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

We are proud and privileged to receive this recognition. It is a remarkable testament to The Westin Singapore and my team who constantly endeavour to deliver the highest standards. We would like to take this opportunity to express our appreciation to our guests, TTG readers and travel trade industry players for their continuous support and we will continue to provide the premium Westin experience.

Best Airport
Hotel
Crowne Plaza @
Changi Airport



Sunshine Wong
General manager,
Crowne Plaza @ Changi Airport

What does this award mean to you and your company?

This award is a recognition of my team's hard work and of the services we have promised and delivered to our guests.

Being one of the winners of the coveted TTG Travel Awards 2015 is a milestone in the journey that we have undertaken; the result of the sacrifices and good work put into the hotel from the day we opened and we have achieved this with the strong support from our parent company and IHG.

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

We have decided to focus on our business and cut out the noise – this refers to anything that doesn't add value to our business or benefit our guests.

We have invested time and effort into streamlining our processes, especially in terms of operations which has led to better guest satisfaction levels in the long run. We had to make some tough decisions. In this process, I'd like to think that we have invested in our people.

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

We would like to say a big thank you for the confidence through the years and we look forward to your continued support and more in 2016 when we will open our extension with 243 rooms.

RESORTS AND SERVICED RESIDENCE AWARDS

“ We live in a wonderful world that is full of beauty, charm and adventure. There is no end to the adventures we can have if only we seek them with our eyes open. ”

– Jawaharlal Nehru

Best Beach Resort
Amari Phuket



Pierre-Andre Pelletier
Vice president and area general manager,
South Thailand, Amari Phuket

What does this award mean to you and your company?

To receive this award so soon after the relaunch of Amari Phuket is amazing. Only through the dedication and hard work of the entire Amari Phuket team have we been able to successfully open and reposition the resort. The recognition from our peers is a true honour for all of us at Amari Phuket and for ONYX Hospitality Group.

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

We decided to offer complimentary access to the Clubhouse in the new Ocean Wing. This proved to be a winner. Within a short time of opening, we were receiving positive online reviews for the new product. This offer has undoubtedly been a key factor in driving demand.

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

Travel experts are the unsung heroes of our industry helping millions of people to discover new and exotic destinations. I have always championed the role of the travel agent as a key component in our success. To be recognised in this manner by industry professionals is a great personal honour, which I humbly accept on behalf of all the team members of Amari Phuket.

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



Paul Blake
General manager,
Maya Ubud Resort & Spa

What does this award mean to you and your company?

With the opening of our second Maya Resort on the beachfront of Sanur, the winning of this award has come at a most opportune time, as it will surely assist in supporting our efforts to position this new addition to our company. It is doubly auspicious because Maya is a home-grown brand and we are always thrilled to show we are able to stand tall and deliver the ultimate guest experience and services.

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

While we remain committed to maintaining good business cooperation with our supporting tour wholesalers and travel experts who continue to be our main source of business, we have also responded to changing market trends by cultivating stronger online business over the past year. We have also placed more focus on social media and digital marketing which is proving to be more cost-effective.

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

We are always most appreciative of the support we receive from all the travel professionals who voted for us and we owe them a tremendous vote of thanks in return.

Best Integrated Resort
Resorts World Sentosa



Lee Shi Ruh
CFO,
Genting Singapore

What does this award mean to you and your company?

Having won this award every year since opening, it is a strong testament to our unwavering commitment to deliver the best experience for our guests. We are very grateful to TTG and the industry for this significant recognition.

I wish to thank all of our guests, business partners and the Singapore Government for their continuous support and more importantly, our team members for their dedication and tireless hard work.

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

We invested close to S\$400 million (US\$285.4 million) to open our new seventh 557-room hotel – Genting Jurong Hotel. We hope to create another unique and exciting product that will bring incremental business to neighbouring merchants and accommodation convenience to companies in Jurong.

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

We thank the many travel experts who voted for us. Our achievements today would not have been possible without their earnest support for the past five years. – **Hee Teck Tan, CEO, Resorts World at Sentosa Pte Ltd**

Best Serviced Residence Operator
Frasers Hospitality



Choe Peng Sum
CEO,
Frasers Hospitality

What does this award mean to you and your company?

We are thrilled to receive this award for the third consecutive year and even more so from a very important and valuable audience that are key influencers in the travel ecosystem.

This accolade means a lot to us as it a reflection of our teams' relentless efforts – in providing the type of service and offerings that truly meet the needs of travellers – are being recognised.

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

The most important business decision for us this year has been the addition of the Malmaison and Hotel du Vin boutique lifestyle hotel brands to our portfolio. The acquisition not only doubles our offerings in Europe to about 4,000 keys, but also complements our offerings and places us in an advantageous position to cater to a wider market segment of travellers.

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

Thank you so much for voting for us and for placing such trust in our brand. We truly appreciate the continued support from our partners and look forward to fruitful and sustained working relationships with each of them.



AIRLINE AWARDS

“ For once you have tasted flight you will walk the earth with your eyes turned skywards, for there you have been and there you will long to return. ”

– Leonardo da Vinci



Joe Ng
General manager – Hong Kong, Southern China, Taiwan and offline Asia, Air Canada

Best North American Airline Air Canada

What does this award mean to you and your company?

We are thrilled to be recognised by our travel partners with this prestigious award. Air Canada is very much focused on customer engagement and ensuring that every interaction with Air Canada reflects the very best of the company spirit, and we are deeply honoured to be recognised by our valued partners in what is a very competitive marketplace.

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

One of the most important business decisions has been to continue building our international powerhouse of convenient services from Asia to and from our hubs in Toronto, Vancouver and Calgary, where customers can get to anywhere in North and South America seamlessly and easily. Our disciplined approach to growing our network is crucial to Air

Canada in the long term being a company with sustained profitability. As we continue taking delivery of more B787 Dreamliners featuring our state-of-the-art international onboard product standards including true Premium Economy cabin and services, we look forward to expanding to new destinations.

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

To our agency partners we say thank you on behalf of all 28,000 Air Canada employees worldwide. Our continued success would not be possible without the unwavering support of travel experts and we do not take them for granted. As we head into 2016, we are committed to working with our partners and look forward to working together with a common goal in transporting our mutual customers to where and when they need to go in the most comfortable way.



Mustafa Kerrar Yuksel
Director, Turkish Airlines

Best European Airline Turkish Airlines

What does this award mean to you and your company?

We are deeply honoured to receive this award from TTG in recognition of our excellent service and expanding route network. With the world's fourth largest flight network, Turkish Airlines flies to 230 international destinations in 110 countries with the best connection time to Europe. As Best European Airline, we will continue to provide high quality service and premium products to our passengers.

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

The de-linking of the Jakarta services from the Istanbul-Singapore route on May 11, 2015 has

contributed to the increase in passenger growth. We fly non-stop daily flights between Singapore and Istanbul in an Airbus 330 with new Business Class full-flat beds.

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

We are delighted to receive the award and would like to thank all the travel agencies for their valuable support. Being in the airline business, we believe in establishing strong partnerships with all travel agencies. – **Cengiz Inceosman, general manager Singapore, Turkish Airlines**



Marwan Koleilat
Senior vice president, Qatar Airways South East Asia and South West Pacific

Best Middle Eastern Airline Qatar Airways

What does this award mean to you and your company?

To retain this accolade for 10 consecutive years is a tremendous achievement – it speaks volumes about the commitment and quality of the entire Qatar Airways team who work tirelessly day in, day out to provide unforgettable inflight experiences to our passengers.

We take pride in offering our passengers best-in-class hospitality whenever they fly with us and we are delighted that our efforts have been recognised by both our trade partners and by consumers.

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

It has been a remarkable year so far for Qatar Airways. We welcomed the world's first Airbus A350 into the Qatar Airways family – taking our passengers' air travel experience to the next level with this

state-of-the-art aircraft. Now flying to Frankfurt, Singapore and Munich, the A350 has received overwhelmingly positive consumer feedback and we look forward to welcoming even more passengers as we progress further.

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

We would like to thank our dear travel partners for this recognition, and also your vote of confidence and unwavering support over the past decade.

Asia-Pacific continues to be one of our priority markets and we remain dedicated to delivering the same excellent service and product our passengers have come to expect from Qatar Airways.

vietjet Air.com



BEST ASIAN LOW-COST CARRIER

Vietjet is honored to hold this title after less than four amazing years of flying you to over 40 destinations in Vietnam and across Asia. We are the first airline in Vietnam to operate as a new-age airline with low cost and diversified services. Besides offering transport services, we use the latest e-commerce technologies to offer products and services for consumers, including options for in-flight meals, travel insurance, accommodation and more.

Vietjet currently boasts a fleet consisting of 30 A320s and A321s, operates 190 flights each day, and has carried more than 19 million passengers to date. The airline also recently received IOSA Certification from the International Air Transport Association (IATA).

We would like to thank you for your support and we vow to continue trying our best to amaze you as you travel across Asia and beyond.

Enjoy flying with the Best!



Enjoy Flying!

AIRLINE AWARDS



Navin Chellaram
General manager, South-east Asia,
Cathay Pacific Airways

Best North Asian Airline Cathay Pacific Airways

What does this award mean to you and your company?

We are delighted. This award is clear recognition of our strong commitment to expand our network in this region. We have invested heavily in our fleet and infrastructure and refreshed our product. We also would like to share our pride with all Cathay Pacific staff who strive every day to provide outstanding service to our passengers.

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

In January, Cathay Pacific announced a new brand promise, *Life Well Travelled*, which focuses on creating a better experience for passengers across all points in their journeys from the ground to the air.

To echo our brand promise by providing a *Home Away From Home*, in June we opened our new lounge for passengers travelling out of Bangkok

Suvarnabhumi Airport. The Bangkok lounge is the third lounge to adopt Cathay Pacific's new lounge design template following openings in airports in Tokyo and Manila.

We recently opened an acclaimed new First Class Lounge at The Pier in Hong Kong and more new lounges will open later this year.

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

We strongly value our travel agencies who have been very supportive of us and definitely, the success we have made would not have been possible without the great support from travel agency friends.



Ling Cen
General manager (Bangkok office),
China Southern Airlines

Best China Airline China Southern Airlines

What does this award mean to you and your company?

It is our honour that China Southern Airlines has been named Best China Airline by TTG.

As the third largest airline in the world with some 100 million passengers and Asia's largest airline with more than 600 aircraft, we still continue to preserve the concept of customers first. This award serves as an affirmation of our brand and service.

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

Increasing flights in Thailand and opening new routes to Nairobi, Rome and Christchurch, among others, have resulted in more passengers having the opportunity to know more about China Southern Airlines and choose us. Therefore, our *Guest At Home* service concept has become one of our most important goals.

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

I would like to thank all of them. They are all China Southern Airlines' excellent partners. Because of their great effort, we have won this award. I hope our cooperation will be closer from now on.



Peter Sanderson
Director – operations,
Dragonair

Best Regional Airline Dragonair

What does this award mean to you and your company?

We are delighted to have been honoured for the sixth consecutive year as we celebrate our 30th anniversary in 2015.

This award is a great and timely recognition of the determined effort of our frontline staff and all those supporting us behind the scenes over the years. It also underscores the effort Dragonair has put into positioning itself as world-class regional carrier that is committed to strengthening Hong Kong's position as a leading aviation hub.

Our thanks go to all TTG readers who voted for us, and thanks also to our team for contributing to our continued success.

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

We have continued making major investments in our inflight products this year. Passengers are already experiencing the difference with our new First Class, Business Class and Economy Class cabins together

with a brand-new, on-demand inflight entertainment system, StudioKA.

In addition to the product upgrade, Dragonair has also been expanding its network. We added Haneda as a destination in March and are getting ready to launch a new twice-weekly service to Hiroshima in August, further strengthening our overall network in Asia.

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

We would like to express our sincere thanks to all travel experts who voted for Dragonair. This award shows their clear recognition for the quality products and services provided by Dragonair. Travel experts have given invaluable support to Dragonair over the past 30 years, in Hong Kong and across our network in Asia. They are valuable partners and also provide valuable feedback that will help to make our passengers' travel experience a more rewarding one.

– **Algernon Yau, CEO, Dragonair**



Nguyen Thi Thuy Binh
Vice president,
VietJet

Best Asian Low-Cost Carrier VietJet

What does this award mean to you and your company?

This award is a form of recognition for VietJet's operation and services over the past years. It is also a motivation for us to be confident in expanding the airline's flight network and offering our guests better and more convenient services in the future.

As a member of VietJet's family, I am very proud of the airline's award. It is also a new challenge for us as the airline keeps moving forward and expanding regionally and worldwide.

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

In 2015 alone, we took delivery of one aircraft every month on average and have constantly expanded our flight network within Vietnam and to new international destinations such as South Korea, Myanmar and China.

We officially launched our SkyBoss service in April 2015 to accommodate customised needs and privacy for our valued customers. This service emphasises that VietJet has not only focused on low-cost policies for guests' better pricing value, but also customised services to better meet the needs of our VIP guests.

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

We would like to say thanks to all travel experts for voting for us. We would like also to thank all of our partners for supporting and cooperating with us to offer flying opportunities to millions of people regionally and internationally.

I am looking forward to closely cooperating with travel experts to continuously contribute to the development of the aviation industry as well as tourism industry in the region.



Krittaphon Chantalitanon
Vice president, aviation services support
department, Thai Airways International

Best South-East Asian Airline Thai Airways International

What does this award mean to you and your company?

Thai Airways International has had to operate under circumstances outside its control this year, and face heavy competition in all areas, so receiving this award is a great encouragement for our management and staff. It lets us know that our hard work in delivering products and services beyond expectation is indeed being appreciated by our customers.

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

While some of our routes were suspended or had frequencies reduced, we also have increased frequencies and added specific aircraft types on certain routes according to customer demand. We've revamped our inflight product offerings which have been well received by customers.

All this is part of the transformation of Thai Airways International to become a first choice carrier again.

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

Thank you for the vote of confidence and we hope you will continue to support Thai Airways International always. We believe travel experts are a vital part of the travel experience for many travellers and travel planners, who appreciate the personal attention and advice that only experienced travel professionals can provide. Working together brings mutual benefits and supports the travel and tourism industry that is so vital for our country.

Best Pacific Airline Qantas

What does this award mean to you and your company?

We are really proud to have been named Best Pacific Airline. Thank you to those who voted for us, and for your ongoing support of Qantas.

This recognition is a sign we are making the right changes as part of our transformation programme to deliver the experiences our customers value most, on the ground and in the air.

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

The ongoing commitment by our teams to the Qantas Group's three-year transformation program, which has been all about getting our foundations right.

Our strategy has seen us become smarter with our costs, faster with our decisions and more productive with our assets. The transformation programme has been accompanied by ongoing investment in aircraft, lounges, training and technology, which has resulted in record high customer satisfaction levels.

It's been an exciting year for our Asia market in particular, as we continue the roll-out of our refurbished international A330 aircraft on key Asian routes.

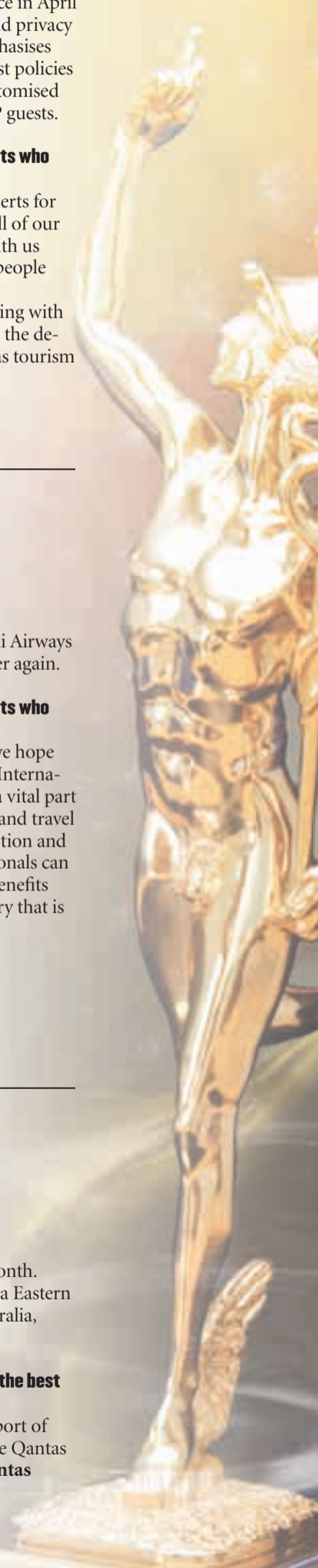
A new dining experience in economy, also launched on our Asian routes, offers customers more choice, larger meals and faster service, and has seen

customer satisfaction in the Economy Class increase month on month.

We also recently received approval for a joint venture with China Eastern which will allow us to boost connectivity between China and Australia, deliver expanded services and increase frequent flyer benefits.

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

We thank our valued travel agency partners for their ongoing support of Qantas. Our travel consultants play a vital role in the sharing of the Qantas story with our customers. – **Ben Tan, regional manager Asia, Qantas**



BT-MICE AWARDS

“ Investment in travel is an investment in yourself. ”

– Matthew Karsten

Best Airline
– Business Class
Etihad Airways



Dimitrios Karagioules
General manager,
Thailand

What does this award mean to you and your company?

This award is testament to the tremendous support Etihad Airways receives from our travel trade partners in Asia and proof that we are delivering a remarkable Business Class product that our partners are proud to sell. We aim to deliver a best-in-class guest experience and this award is a vote of confidence in this strategy.

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

Etihad Airways' most important innovation in the past year has been the introduction of our new state-of-the-art Airbus A380 and Boeing 787-9 Dreamliner aircraft to the fleet. These new aircraft, which feature our revolutionary next-generation cabins – The Residence, First Apartment, First Suite, Business Studio and Economy Smart Seat – have brought new levels of luxury and service to the sky and have helped us reimagine the flying experience.

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

Etihad Airways is deeply honoured to be voted the Best Airline in the Business Class category by the travel industry in the Asia-Pacific region. We truly appreciate the unwavering support we receive from our partners and would like to thank each and every person who voted for Etihad Airways. – **Stephen Mahoney, senior manager corporate communications, Australia and Asia Pacific**

Best Business Hotel
Grand Hyatt Erawan
Bangkok



Gordon Fuller
Area vice president and general manager,
Grand Hyatt Erawan Bangkok

What does this award mean to you and your company?

Grand Hyatt Erawan Bangkok is honoured to be recognised as Best Business Hotel for the fifth consecutive year. This recognition is tremendous for all stakeholders and more so given the recent situation in Bangkok. As the business horizon continues to improve, we look forward to sharing what this recognition means with our valued guests.

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

The most important decision was committing to renovate our Erawan and Diplomat Suites. We set high standards and put much thought into every detail. We will take luxury to the next level and are sure we will fascinate each guest who enjoys time here.

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

We would like to thank you for supporting and voting for us. We appreciate the recognition and will continue to do what we do best, including delivering excellence to customers through service passion and care. And we will work harder to accomplish our target and always innovate.

Best Convention & Exhibition Centre
Suntec Singapore
Convention & Exhibition Centre



Arun Madhok
CEO,
Suntec Singapore

What does this award mean to you and your company?

It is an honour to receive this prestigious award. Being recognised by peers in our industry is extraordinary and a recognition of our commitment to delivering a seamless, customised experience for our guests and the premium offerings of our venue. We are celebrating our 20th anniversary this year and there is no better way to mark this milestone than by winning this award. We will continue to build on our success and keep Suntec at the forefront of the industry, maintaining our position as the *Preferred Place to Meet*.

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

After a year-long modernisation programme, Suntec Singapore opened in June 2013. Over the last two years, we have developed new products and services for our customers and I have worked to build an amazing team dedicated to service excellence. The business is now running very well, so this year, my most important decision has been to reduce my meddling by 50 per cent and to empower my managers to lead and guide their teams for continued success. This in turn allows me to spread the word about our centre, and identify and evaluate new opportunities for our continued growth.

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

Thank you for voting for us. It's a privilege for my team and I to receive this award and we are grateful for your unwavering support over the years.



Best Convention &
Exhibition Centre

Suntec Singapore Wins
Best Convention & Exhibition Centre
at the 26th Annual TTG Travel Awards

The Suntec Singapore team of MICE professionals delivers
a seamless customised experience for
Exhibitions, Conferences, Corporate Dinners and Special Events in Singapore



Exhibition Venue
of the Year



World's Leading
Meetings &
Conference Centre



Asia's Leading
Meetings &
Conference Centre



Best Corporate
MICE Venue



UFI 2015 Award for
Innovative Catering Concepts

BT-MICE AWARDS

Best BT-MICE City Singapore



Sherleen Seah
Area director Thailand & Myanmar, International Group,
Singapore Tourism Board

What does this award mean to you and your company?

We are delighted and humbled to be voted as the Best BT-MICE City for the fourth year. To both business travellers and event organisers, Singapore stands out as a city that offers a multitude of experiences and a thriving environment. But we could not have done it without the support of our industry partners. Hence, this award is testament to our collective efforts to deliver meaningful experiences to our business visitors. It also motivates us to continue the work in establishing Singapore as a leading BT-MICE destination globally.

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

One key decision was definitely the joint development of a five-year MICE industry roadmap – aimed at further entrenching Singapore’s leadership position in the region – with stakeholders here.

Strategic partnerships with local and global players have also been established as we move closer towards realising our vision as an industry thought leader, setting benchmarks – like on environmental sustainability for instance – for the region.

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

We would like to thank everyone in the BT-MICE community for their support and faith, without which we would not have succeeded. The Singapore Tourism Board will definitely continue its efforts in partnering industry stakeholders to build Singapore as not only a key thought leader in the region, but also a destination that offers an experience like no other.
– **Chew Tiong Heng, executive director, business tourism development, Singapore Tourism Board**

Best Meetings & Conventions Hotel Centara Grand & Bangkok Convention Centre at CentralWorld



Thirayuth Chirathivat
CEO,
Centara Hotels & Resorts

What does this award mean to you and your company?

On behalf of Centara Hotels & Resorts and Centara Grand & Bangkok Convention Centre at CentralWorld, we are proud to receive such a recognition that reinforces all the hard work that our teams dedicate to Centara and our guests.

We strive to be the best in our field to provide our guests and clients with unique experiences and exceptional services. It makes us especially proud to win an award in the very crowded category of MICE, where every hotel wants to excel and win a share of the extremely lucrative market.

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

The hospitality industry is always changing and we want to continue to be competitive through an adaptive and innovative approach that utilises technology and strategic planning to differentiate ourselves from other brands. Being a part of a large organisation that strives to take care of our most important asset – our employees – encourages me to continue to work hard to help Centara and our teams achieve their goals.

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

The travel and tourism industry is filled with opportunities to positively impact someone’s life. It is also an industry that is all about people. You must be passionate about working with people and take pride in the work you are doing. It is not an easy industry in which to work, but it is an industry that is interesting and exciting, provides new experiences every day and allows for growth and development, personally and professionally, through daily encounters with guests from around the world.

Best Convention & Exhibition Bureau Thailand Convention & Exhibition Bureau



Nopparat Maythaveekulchai
President,
Thailand Convention and Exhibition Bureau

What does this award mean to you and your company?

By winning this prestigious award, our role and performance to drive the vibrancy and prosperity of Thailand’s business events industry has been internationally recognised. It is my honour to share this achievement with all of our stakeholders and alliances from public and private sectors.

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

The strategic direction to promote Thailand’s MICE industry is in response to the government policy of reinforcing international confidence in Thailand, and especially boosting the vibrancy of the country’s MICE industry.

For 2016, Thailand Convention and Exhibition Bureau (TCEB) has developed the Thailand *CONNECT... Our Heart Your World* brand communications campaign to capture the essence of Thailand’s unique position as a preferred global business events destination, highlighting how the country’s service-oriented culture translates into tangible opportunities for business travellers, with all elements working in perfect synergy.

Thailand’s *CONNECT... Our Heart Your World* builds on the strong legacy of the three fundamental pillars of Thailand’s MICE industry – destinations, businesses and people – by showcasing the best of all three elements.

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

We want to say thank you to the travel experts and TCEB is your partner in all aspects of your business trip to Thailand. We’re dedicated not only to facilitating world-class business events, but to making business travellers aware of the Kingdom’s remarkable array of destinations, activities and attractions. TCEB can serve as a one-stop service for all discerning travellers.

A Special Thank You From Centara



#CentaraSucess

Centara Hotels & Resorts would like to thank everyone who took part and voted for Centara Grand & Bangkok Convention Centre at CentralWorld for the "Best Meeting & Conventions Hotel" in the TTG Travel Awards 2015. We would not have achieved this recognition without your support, which we have seen year after year as we have now received this award four times.

Your support is key to our success, we couldn't do it without you!

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TRAVEL AGENCY AWARDS

“ These are the advantages of travel, that one meets so many men whom one would otherwise never meet, and that one feeds as it were upon the complexity of mankind. ”

– Hilaire Belloc, *First and Last*

Best Travel Agency – Hong Kong Westminster Travel



Larry Lo
Managing director, Westminster Travel

What does this award mean to you and your company?

We attribute the company’s success to a number of initiatives, but mainly to the relationship and support of our people and trade partners. We appreciate their confidence in Westminster and their mutual trust and respect over these years.

What motivates you in such a competitive environment today?

The key drivers based on strong client wins across the group with continued high levels of client retention, underpinned by encouraging results in the area of customer satisfaction, staff engagement and the delivery of innovative travel technology.

How will you continue to outshine your competitors in the marketplace next year and beyond?

Westminster will continue our investment in

technology and business tools to strengthen our competitive advantage and keep improving our internal processes and the competency of our people to provide an innovative service platform in support of our clients’ needs.

Best Travel Agency – India Creative Travel



Sandeep Kapur
COO, Creative Travel

What does this award mean to you and your company?

We are sincerely grateful and I am pleased to accept this award!

With the travel industry becoming increasingly crowded, everyone is looking for that edge on their competitors which will make them stand out from the crowd. Being a winner at the TTG Travel Awards could become the thing which makes someone choose you over your competitor.

What motivates you in such a competitive environment today?

It is the competition in itself that keeps us motivated, being able to compete with others and have the chance to outperform them.

A piece of advice I’ve always remembered and try to live out every day is: Look at each day

as a new opportunity to be your very best. Set high goals, be honest, never say no, and work with people who share your passion for doing their best.

How will you continue to outshine your competitors in the marketplace next year and beyond?

At Creative, we have always valued our partners above all. What we offer is our reputation for integrity, creativity, attention to detail and ability to customise every project to perfection. Our core team gives us the ability to place our own people on every project rather than using outside staff, and I am confident it will make us excel year after year. We call it the “Creative Magic”!

Best Travel Agency – Indochina Diethelm Travel Group



Liza Fitzell
Group managing director, Diethelm Travel

What does this award mean to you and your company?

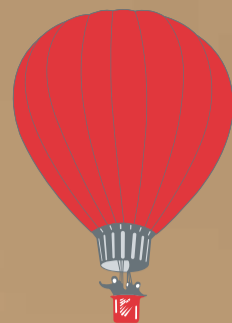
Winning this award for the second consecutive year means a lot to all of us within the Diethelm Travel family. It’s a great recognition for our teams who are constantly creating the best possible *Journeys of a Lifetime* itineraries for our valued guests.

What motivates you in such a competitive environment today?

A lot of agencies claim to be of the same operational quality and creativity level as Diethelm Travel but it seems that again the trade is recognising our collective efforts for being one of the best which makes us all feel proud and encourages us to continue with our direction.

How will you continue to outshine your competitors in the marketplace next year and beyond?

Due to some recent changes in management, structural investments in the latest cutting-edge ICT solutions and revamping of our entire product portfolio, we are confident that together with our dedicated workforce we can continue to make a difference and at the same time bring value to our customers’ bottom line. – **Hans van den Born, managing director, Diethelm Travel (Thailand) Ltd**



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the "Best Travel Agency - Hong Kong" in 2015
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TRAVEL AGENCY AWARDS

Best Travel Agency – Indonesia **Panorama Destination**



Adhi Tirtawisata
Founder, Panorama Group

What does this award mean to you and your company?

Winning the award means a lot to us, to our staff and to our partners. It is proof of our commitment to hard work.

What motivates you in such a competitive environment today?

The competition keeps us awake and therefore motivates us to stay ahead and be competitive.

How will you continue to outshine your competitors in the marketplace next year and beyond?

We'll stay different, dynamic, attend to client needs and yet stay flexible.

Best Travel Agency – Japan **H.I.S. Co., Ltd**



Atsushi Suzuki
General manager, outbound division,
H.I.S. Co., Ltd

What does this award mean to you and your company?

We are very honoured to win this award and affirmed in our determination to become a corporate group that deserves the trust and support of travellers worldwide.

What motivates you in such a competitive environment today?

We continuously anticipate the needs of our customers all over the world and endeavour to provide good services at a good price, and quickly.

How will you continue to outshine your competitors in the marketplace next year and beyond?

This new age requires the development of a brand-new business model with imagination and rapidly evolving IT technology.

We must improve our services that fulfil the functional needs of our customers, and provide safe and reliable travel experiences that are also exciting and satisfying.

We do not only function as a travel agency, we

create novel services in the H.I.S. group, including hotel and airline bookings, business travel and original package tours. – **Hideo Sawada, chairman, H. I. S. Co., Ltd**

Best Travel Agency – Malaysia **Mitra Tours & Travel**



Tunku Iskandar
Group president, Mitra Tours & Travel

What does this award mean to you and your company?

Everyone in the team is tremendously excited about the award because they know that each of them has contributed in one way or another to achieving this awesome recognition. The award also gives us much encouragement to ensure that we find even more and better ways to interact with suppliers and partners who voted for us.

What motivates you in such a competitive environment today?

As a travel company that has survived in the marketplace the past 45 years, we believe we have been able to innovate as well as create new opportunities and channels that enables us to compete with new startups, OTAs and traditional competitors alike.

Undoubtedly, there are many new challenges that we encounter, but keeping in step with developments in IT and business strategies have allowed us to be more aware of opportunities and take advantage of them.

How will you continue to outshine your competitors in the marketplace next year and beyond?

Having won the award three times previously, we are even more motivated now to continue to do better. People + Technology + Professionalism will need to be our three keystones of business development and retention. We must always strive to do better, because only then can we be regarded as deserving of any kind of recognition.

Best Travel Agency – Chinese Taipei Phoenix Tours International



Terry Chang
Vice chairman, Phoenix Tours International

What does this award mean to you and your company?

Our 10th award is meaningful. It is the recognition of our effort in striving to pursue service excellence.

Also, it is an encouragement for our team to continue serving with dedication and commitment.

What motivates you in such a competitive environment today?

Being the first travel agency to be stock-listed in Taiwan, we would like to set the standard for the best service and quality in the travel industry. Also, we are motivated by the satisfaction of our valuable customers; we are obligated to offer better service to them in return.

How will you continue to outshine your competitors in the marketplace next year and beyond?

We will continue in our move to meet changing customer demands and emerging trends. We will not rest on past glories but will set higher targets and enlarge our market share through product differentiation. – **Jimmy Chang, chairman, Phoenix Tours International**



Phoenix Tours

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TRAVEL AGENCY AWARDS

Best Travel Agency – Singapore **Chan Brothers Travel**



Chan Khar Heng
Senior director, Chan Brothers Travel

What does this award mean to you and your company?

Journeying towards our 50th year this year as a beacon of inspiration in the travel industry, this distinguished award is a sterling recognition of Chan Brothers Travel's commitment to service excellence and continued innovation by our partners and the trade.

What motivates you in such a competitive environment today?

We never believe in resting on one's laurels. While we celebrate our 50th milestone of the Chan Brothers Travel heritage brand this year together with the nation, we are also fervently planning ahead and laying the groundwork to be a world-class travel icon that delivers magical experiences.

Two things drive me: a strong belief that we can do things right and effect positive change.

How will you continue to outshine your competitors in the marketplace next year and beyond?

We will stay focused, relentlessly channelling all energy and resources to grow, renew and reinvent the core business in the areas of product quality, product innovation, value pricing, service differentiation, marketing creativity, salesmanship and technology among others.

This year, we believe we have transformed the company to a customer-centric organisation, providing better service for customers. We want to continue that and improve on that.
– **Anthony Chan, managing director, Chan Brothers Travel**

Best Travel Agency – Thailand **Asian Trails**



Laurent Kuenzle
CEO, Asian Trails Group

What does this award mean to you and your company?

Winning this award is a testimony for Asian Trails that it continues to deliver exceptional services throughout the Kingdom of Thailand.

This award solidifies our aim to not only be recognised by our customers as the top travel agency in Thailand, but moreover by the industry itself. I dedicate this award to our entire Thailand team that continues to work passionately to ensure that Asian Trails remains one of the top players in the Thai travel industry as seen by its peers, suppliers and colleagues.

What motivates you in such a competitive environment today?

Part of Asian Trails' future strategy to maintain its leading edge is through innovation and technology. Our motivation derives from this philosophy where we are recognised for what we are doing and what we are planning to do – *Blazing New Paths in Travel*.

How will you continue to outshine your competitors in the marketplace next year and beyond?

Innovation and technological advances are the two main driving forces for us; our strategy for the years to come will revolve around these two main subjects.

With solid service levels in place throughout our network, where we continue to treat our customers as a priority, my vision is not only to improve on these standards, but also increase ease, accessibility and product variation.

Best Online Travel Agency **Asiatravel.com**



Fred Seow
Senior vice president of marketing and B2B, Asiatravel.com

What does this award mean to you and your company?

Winning this award for the third consecutive year is truly an honour and we are dedicating this achievement to staff members across our offices in Asia and Middle East and to all our business partners too.

This award is especially meaningful when we know everyone had put in extra effort and persisted in the belief of the brand amid a very dynamic and complex environment throughout the year. We hope this award will spur everyone to greater heights and more successes.

What motivates you in such a competitive environment today?

It does take a lot more in today's environment as the intensity of competition grows each day. Having clarity is important. Commitment to objectives is fundamental. Teamwork is critical. Support from stakeholders is essential. But I believe having the passion is the ultimate motiva-

tion and this can only come from oneself. If we hold this right mindset, then all else can fall into place.

How will you continue to outshine your competitors in the marketplace next year and beyond?

I always think competition is the mother of creation. It sets the challenge for one to do better. We consistently seek better approaches to the same situation and different ways to resolve the same issue. We are a very close-knit organisation and this has kept Asiatravel together for 21 years. We are now ready to enter into new markets and partnerships to grow our market share.

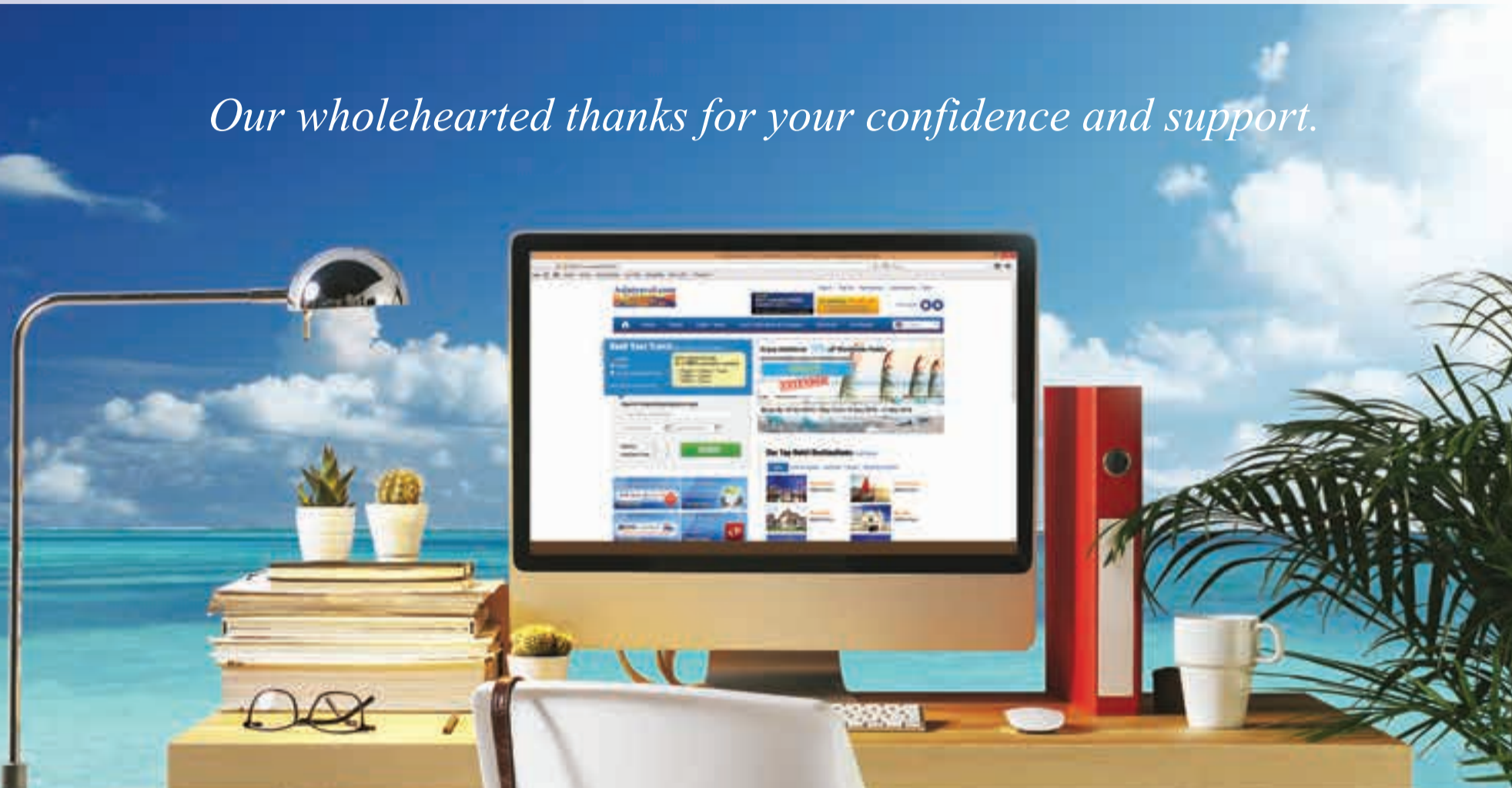
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TRAVEL AGENCY AWARDS

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



Ryan Santos
Meetings and events senior consultant,
Rajah Travel

What does this award mean to you and your company?

Having received this award for the eight time, this award is a testimony to our core values of service excellence, which each member of our team strives to achieve in every interaction. It confirms the enduring vitality of the company as it has evolved throughout its 43 years of existence. Finally, it is a tribute to our travel industry partners and clients who have grown with us and helped us grow through the years.

What motivates you in such a competitive environment today?

It is quite simply the passion for doing the work we love which motivates us on a day-to-day basis. The travel industry is a community of friends and families. Through our culture of stewardship today, we work to ensure that there is sustainable growth in both our company and the industry. We all work hard everyday to ensure the

livelihood of this community for the generations to come.

How will you continue to outshine your competitors in the marketplace next year and beyond?

We recognise the market is constantly evolving. There will always be new competitors and threats coming into play. By being attuned to the different trends and technologies, we are able to implement improvements to adapt to the changing marketplace. Our commitment to progressive change will keep us ahead of the game. – **Aileen Clemente, chairman and president, Rajah Travel Corporation**

Best Travel Agency – Vietnam **Buffalo Tours**



Matt Masson
Managing director,
Buffalo Tours

What does this award mean to you and your company?

This recognition from our customers and colleagues is very satisfying. For more than 21 years, we have worked hard to build leading proprietary systems, first class sales and operations and innovative products. With operations in 11 countries throughout Asia, we will strive to win awards for our other destinations next year.

What motivates you in such a competitive environment today?

New opportunities, emerging markets, emerging destinations and gaps in the market – these are areas that motivate and inspire us. There are always opportunities to improve product, service and delivery. Buffalo Tours is focused on developing our own operations and products wherever possible to give the best product at the right price.

The B2B online space is another area of particular interest – we are developing ways to better serve our trade partners. Improving our responsible tourism practices and being at the forefront of regional initiatives is another motivation of Buffalo Tours. It is an area where there is a lot of room for improvement in Asia.

How will you continue to outshine your competitors in the marketplace next year and beyond?

By expanding into new destinations, improving our operations and service delivery, developing specialists teams to grow MICE, corporate and educational travel segments, and becoming a leader in responsible and sustainable tourism.

Best Corporate Travel Agency **Carlson Wagonlit Travel**



Alvan Aiau
Vice president global sales and program management,
Asia, Carlson Wagonlit Travel

What does this award mean to you and your company?

Winning Best Corporate Travel Agency for the fourth consecutive year is a fantastic achievement, and something we're really proud of. In our fast-changing industry, we pride ourselves in offering the highest standards of service to clients every day. We're thrilled that the hard work and dedication of our teams has been recognised. A huge thank you for your vote of confidence!

What motivates you in such a competitive environment today?

This has been a great year for us in Asia-Pacific as we further strengthened our business in the region. This award has motivated us. Everyone at CWT really appreciates your support and we are thrilled to work with you to continue to develop exciting new products and services to meet the evolving requirements of travellers and take travel management to new heights in Asia-Pacific.

How will you continue to outshine your competitors in the marketplace next year and beyond?

The opening of our centre of excellence in Manila has been key to supporting our growing client base and making sure we continue to provide clients with innovative, comprehensive travel solutions to meet their needs. – **Kelly Kuhn, president, CWT Asia Pacific**

TTG TRAVEL AWARDS 2015



CONGRATULATIONS TO OUR 83 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.

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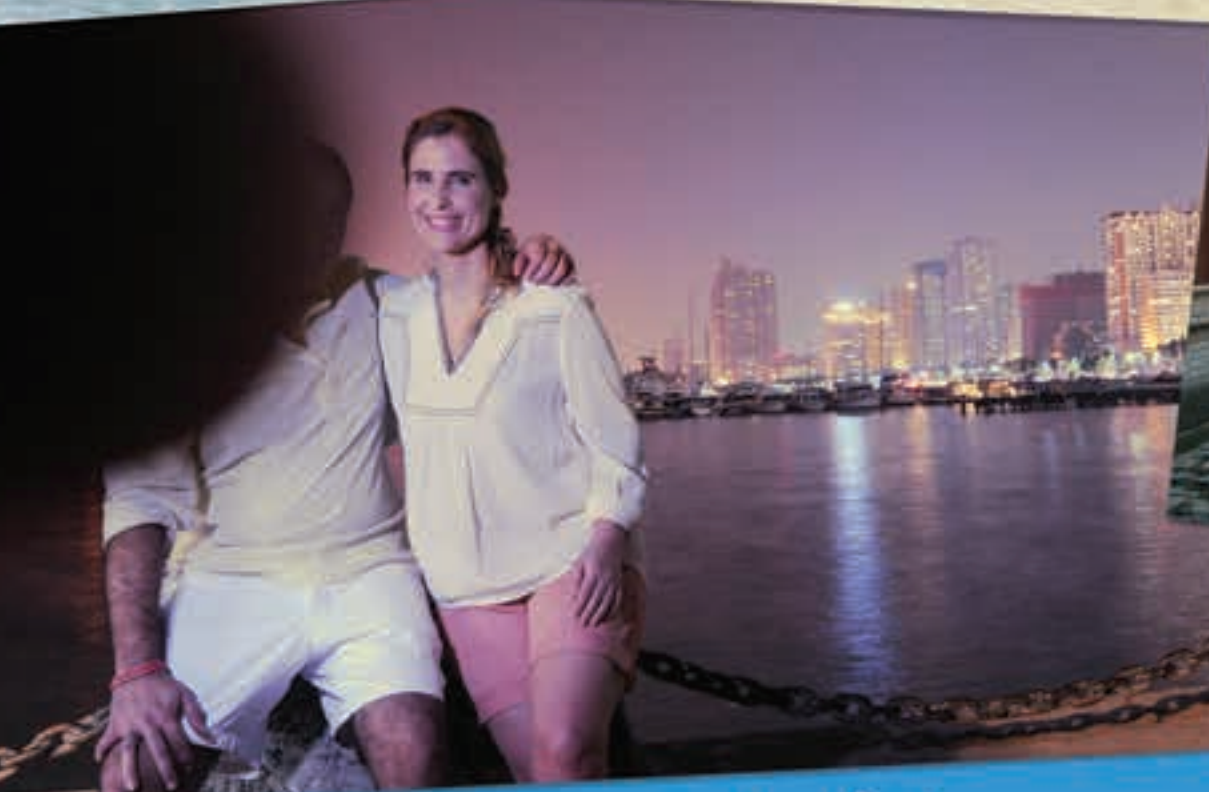


MAGICAL MOMENTS

“ Dwell on the beauty of life. Watch the stars, and see yourself running with them. ”

– Marcus Aurelius, *Meditations*





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