



TTG TRAVEL AWARDS 2018



TRAVEL AWARDS 2018

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

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THE FAMILY OF ACHIEVERS KEEPS ON GROWING



The 29th annual TTG Travel Awards feted 83 exceptional travel and tourism stars and welcomed 20 new winners across various categories who took home the coveted signature Hermes trophy for the first time. Once again, the prestigious award ceremony and glamorous gala dinner took place at Centara Grand at CentralWorld, TTG's official venue sponsor for the event.

The joyous event featured eight new award categories, including Best Inflight Service, Best Serviced Residence Operator (Property Level) and Best Luxury Cruise Operator, and two returning titles Best Car Rental Company and Best Tour Operator.

Joining the family are 20 first-time award winners including Avis Budget Group (Best Car Rental Company), Dream Cruises (Best Cruise Operator), Macao Trade and Investment Promotion Institute (Best Convention & Exhibition Bureau), Oakwood Premier OUE Singapore (Best Serviced Residence Operator (Property Level)) and Wildlife Reserves Singapore (Best Theme Attraction). Previously dominated by industry veterans, the awards for Best Business Hotel and Best Online Travel Agency were claimed by Sofitel Singapore City Centre and Ctrip respectively.

This year's Outstanding Achievement Awards were carefully selected by TTG's editorial team in recognition of their impressive contributions to the industry. The winners are Robin Yap, chairman emeritus of The Travel Corporation (Travel Personality of the Year), Thailand (Destination of the Year), Klook (Travel Entrepreneur of the Year), Switzerland Tourism (Best Travel Marketing Effort) and EXO Travel (Most Sustainable Travel Company).

The TTG Travel Hall of Fame saw two new inductees, Royal Plaza on Scotts and Royal Caribbean International, join the ranks of 15 other honoraries who were inducted from 2002 to 2016.

Our heartiest congratulations to all our award winners of 2018!

The Captivating Belitung

Spending time in Belitung will always leave a special memory. The view of giant granite stones along the iconic beach of white sandy beaches and blue sea water sparkling in the sun. The harmony of natural and historic destination can be found on Lengkuas Island and Tanjung Kelayang, a beach with a charming landscape. Don't miss year-end vacation in Belitung that is now easier to reach, only 1 hour of direct flight from Jakarta and 1 hour 15 minutes direct flight from Singapore.



LIST OF WINNERS

The full list of winners in the 29th TTG Travel Awards

OUTSTANDING ACHIEVEMENT AWARDS

- Travel Personality Of The Year
Robin Yap
- Destination of the Year
Thailand
- Travel Entrepreneur of the Year
Klook
- Best Travel Marketing Effort
Switzerland Tourism
- Most Sustainable Travel Company
EXO Travel

TRAVEL HALL OF FAME

- **Banyan Tree Spa**
- **Hertz Asia Pacific**
- **Hong Kong International Airport**
- **Lotte Tour**
- **Qatar Airways**
- **Raffles Hotel Singapore**
- **Regal Airport Hotel**
- **Royal Caribbean International**
- **Royal Cliff Hotels Group**
- **Royal Plaza on Scotts**
- **Sabre Asia Pacific**
- **SilkAir**
- **Singapore Airlines**
- **Singapore Changi Airport**
- **Star Cruises**
- **Thai Airways International**
- **Thailand Convention & Exhibition Bureau**

TRAVEL SERVICES AWARDS

- Best Airport
Incheon International Airport
- Best GDS
Travelpport
- Best Theme Attraction
Wildlife Reserves Singapore
- Best NTO
Ministry of Tourism, Republic of Indonesia
- Best Cruise Operator
Dream Cruises
- Best Luxury Cruise Operator
Regent Seven Seas Cruises
- Best Tour Operator
The Travel Corporation
- Best Car Rental Company
Avis Budget Group

- Best Airport Lounge Operator
Plaza Premium Group
- Best Travel Insurance Company
AIG

HOTEL CHAIN AWARDS

- Best Global Hotel Chain
AccorHotels
- Best Regional Hotel Chain
Pan Pacific Hotels Group
- Best Local Hotel Chain
Harbour Plaza Hotels & Resorts
- Best Hotel Representation 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
Shangri-La Hotel, Singapore
- Best Mid-range Hotel
Ramada by Wyndham Singapore at Zhongshan Park
- Best Independent Hotel
One Farrer Hotel
- Best Boutique Hotel
The Siam
- Best City Hotel - Bangkok
Grand Hyatt Erawan Bangkok
- Best City Hotel - Hanoi/Ho Chi Minh City
Park Hyatt, Saigon
- Best City Hotel - Hong Kong
Mandarin Oriental, Hong Kong
- Best City Hotel - Jakarta
Four Seasons Hotel Jakarta
- Best City Hotel - Kuala Lumpur
Hilton Kuala Lumpur
- Best City Hotel - Macau
The St Regis Macao Cotai Central
- Best City Hotel - Manila
Conrad Manila
- Best City Hotel - Seoul
Lotte Hotel Seoul
- Best City Hotel - Singapore
Mandarin Orchard Singapore
- Best City Hotel - Taipei
W Taipei

- Best New City Hotel
New World Petaling Jaya Hotel
- Best Airport Hotel
Hong Kong SkyCity Marriott Hotel

RESORTS – INDIVIDUAL PROPERTY, SERVICED RESIDENCE AND SPA AWARDS

- Best Beach Resort
Anantara Mai Khao Phuket Villas
- Best Integrated Resort
Resorts World Sentosa
- Best Serviced Residence Operator
Frasers Hospitality
- Best Serviced Residence (Property Level)
Oakwood Premier OUE Singapore

AIRLINE AWARDS

- Best Full Service Carrier
Singapore Airlines
- Best Airline - Business Class
Cathay Pacific Airways
- Best Inflight Service
Qatar Airways
- Best Boutique Airline
Bangkok Airways
- Best Airline Connectivity
Emirates
- Best Low-Cost Carrier
AirAsia

BT-MICE AWARDS

- Best Business Hotel
Sofitel Singapore City Centre
- Best Meetings & Conventions Hotel
Centara Grand & Bangkok Convention Centre at CentralWorld
- Best BT-MICE City
Singapore
- Best Convention & Exhibition Centre
Sands Expo and Convention Centre at Marina Bay Sands
- Best Convention & Exhibition Bureau
Macao Trade and Investment Promotion Institute (IPIM)

TRAVEL AGENCY AWARDS

- Best Travel Agency - Chinese Taipei
Phoenix Tours International



- Best Travel Agency - Hong Kong
Westminster Travel
- Best Travel Agency - India
Cox & Kings
- Best Travel Agency - Indonesia
Panorama Destination
- Best Travel Agency - Japan
JTB
- Best Travel Agency - Malaysia
Mitra Tours & Travel
- Best Travel Agency - Singapore
Chan Brothers Travel
- Best Travel Agency - South Korea
ModeTour
- Best Travel Agency - Thailand
Asian Trails
- Best Travel Agency - The Philippines
Rajah Travel Corporation
- Best Travel Agency - Vietnam
Vietravel
- Best Corporate Travel Agency
Carlson Wagonlit Travel
- Best Online Travel Agency
Ctrip



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OUTSTANDING ACHIEVEMENT AWARDS

“ Great thoughts speak only to the thoughtful mind, but great actions speak to all mankind. ”

– Theodore Roosevelt

Travel Personality of the Year Robin Yap

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

This is my first TTG award throughout my 40 years in the industry and one that also marks my passing on the TTC Asia leadership to my successor after 33 years. Couldn't ask for more recognition than this! There are so many people in the industry who have given me the opportunity to grow and learn. Most importantly, I wish to credit this award to present and past colleagues at TTC Singapore office; Stanley Tollman, chairman; Brett Tollman, CEO; and Gavin Tollman, board member of TTC for the trust they have in me over the past 33 years.

What motivates you to excel in all that you do?

The trust the management has placed in me, the team on the ground who trusts my leadership, the lasting friendship of trade partners, the satisfaction of happy customers and preparing the team to run the next lap. My adrenaline soars at the thought of new business, new products, new technologies and new markets!

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

Disrupt for growth and not for disruption's sake. Be prepared to start all over again! Constantly upgrade and arm yourself with new skills to take on future challenges. Understand ROI while pursuing growth. Stay humble and embrace the idiom from the *Analects* of Confucius: "walk in three, one could be my teacher".



Robin Yap
Chairman emeritus, The Travel Corporation

Travel Entrepreneur of the Year Klook

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

This award recognises our team's entrepreneurial spirit to drive positive and disruptive change in the industry. We would like to share this award with our entire staff, located in our 16 different offices all over the world. They are the ones who believe in the vision that we have and have worked tirelessly since day one to achieve the accomplishments that we have today.

What motivates you to excel in all that you do?

Being travellers ourselves, the Klook team is motivated to provide for our users the best experiences on our platform. We believe that technological innovation is the key to make this possible.

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

Stay focused: throughout our journey, we have frequently been asked whether Klook wants to extend its business to other areas in the travel sector, such as trip planning and meta-search, but we have never lost our focus. We only do one thing: make booking in-destination activities and services as seamless as possible. This mindset allows us to fully concentrate on what we do and continuously optimise our services, which is how Klook has gone this far in terms of expanding globally. – Eric Gnock Fah, COO & co-founder



Ethan Lin
CEO & co-founder, Klook

Most Sustainable Travel Company EXO Travel

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

Receiving the award really affirms our commitment towards sustainable tourism and motivates us to do even more in the future. I would like to share the award with EXO's sustainability team and co-ordinators, our affiliations such as Travelife, PATA, NEXUS and ChildSafe and local NGOs whose causes align with ours.

What motivates you to excel in all that you do?

We have a clear vision and purpose from the very beginning, a simple goal: to deliver the most exciting, authentic and transformative travel experiences possible while exceeding expectations every step of the way.

With Asia as our home, for more than 25 years now, we have a deep connection to the region, have amassed a passionate team of travel experts, both locally and from around the globe, who live and breathe our destinations each and every way. This is definitely our motivation to excel in what we do.

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

The greater stewardship of destinations we as travel professionals have, the more alluring they are to travellers across the world. By helping to preserve the natural environment and the people living in them, we not only succeed in maintaining the region's natural attributes, we also drive more sustainable business to the region so that future generations can enjoy them. – Hamish Keith, CEO



George Ehrlich-Adam
COO, EXO Travel



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Best International First Class – World
TripAdvisor Travellers' Choice Awards (US) 2018

Best Airline Premium Class
DestinAsian 2018

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OUTSTANDING ACHIEVEMENT AWARDS

Best Travel Marketing Effort Switzerland Tourism

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

It is an award for the entire team of Switzerland Tourism. It shows that with innovative and dedicated people it is possible to positively influence travel patterns and the choice of destinations. Thanks to the support of all our tourism partners in the region and in Switzerland, we could double the number of overnights in Switzerland since we opened our regional office for South-east Asia at the end of 2012.

What motivates you to excel in all that you do?

The stars in the eyes of our guests. When I was a teenager, living in a small mountain town in Switzerland, I saw many guests arriving by train. They stepped out of the railway station, awe-inspired, looking towards the nearby cows grazing on alpine flowers. The guests gazed up to the top of the snow-covered mountains with stars of joy in their eyes. To help guests get those strong emotions by discovering my home country gives me enormous professional satisfaction.

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

Think about your guests first – what would make them happy? – understand their individual needs and then start to customise their dream vacation. If you learn to do that, you will generate loyal customers for a lifetime. Use the help of NTOs, we are here for you – a happy customer is the best marketing success of all.



Ivan Breiter
Director South-east Asia, Switzerland Tourism

Destination of the Year Thailand

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

Thailand winning the Destination of the Year award is a fabulous honour, not just for the Tourism Authority of Thailand (TAT) but for all the public and private sector stakeholders in Thailand's travel and hospitality sectors. So once again, this reflects the collective efforts of the entire industry in collaboration with the TAT's current Amazing Thailand: Open to the New Shades marketing campaign. We are humbled by this accolade and grateful to win this prestigious award.

What motivates you to excel in all that you do?

Working on behalf of Thailand's travel industry inspires us to always do our best. Thai hospitality is famous worldwide and is the reason why we are a favoured destination, so we strive to always do better to make sure Thailand maintains its position as a quality leisure destination.

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

Always remember it is a privilege to represent your country and work in Thailand's travel industry. Everyone is an ambassador, and everyone helps generate tourism-related income for the good of the country.

At the same time, be reminded to stay committed to our nationwide ongoing responsible tourism strategy. Initiate or take part in various activities that will help instil a sense of environmental consciousness as well as encourage tourists to travel responsibly by leaving only footprints and taking only good memories.

– Yuthasak Supasorn, governor, Tourism Authority of Thailand



Tanes Petsuwan
Deputy governor for marketing communications, Tourism Authority of Thailand

TRAVEL HALL OF FAME

“ The longer a man’s fame is likely to last, the later it will be in coming; for all excellent products require time for their development. ”

– Arthur Schopenhauer

Singapore Airlines



W K Lim
Regional vice president, South-east Asia,
Singapore Airlines

How has your organisation stayed ahead of the competition this year?

Our brand promise is based around the three main pillars of product leadership, service excellence and network connectivity. We have been investing heavily in all three areas.

Over the past year we unveiled many new developments, for example, a US\$850 million upgrade programme for our A380 cabin products, the introduction of the world’s first Boeing 787-10s with all-new cabin products and fully lie-flat business class seats for regional routes, and much more. This includes the planned launch of new nonstop routes such as Singapore-New York, which will be the world’s longest, as well as nonstop flights to Los Angeles and more nonstop services to San Francisco.

At the same time we have embarked on a three-year transformation programme which is well on track, with many initiatives bearing fruit in terms of revenue generation and enhancement of operational efficiency.

What factors are critical in bringing your organisation continually forward into the future?

We have always taken the view that we can never rest on our laurels, and must always be investing heavily to continue delivering the world’s best travel experience to our customers, while ensuring we are constantly adapting to structural change in our industry.

What can your trade partners and customers look forward to in doing business with you in 2019?

With the arrival of the world’s first A350-900 ULR (Ultra Long Range) variant later this year, SIA is set to launch the world’s longest commercial flights, with nonstop services between Singapore and New York.

We have also set our sights on becoming the world’s leading digital airline with many digital initiatives in place, such as the recent launch of SIA’s Digital Innovation Blueprint, as well as KrisPay, an innovative miles-based digital wallet.

Singapore Changi Airport



Oliver Kiesewetter
Vice president, airside operations,
Singapore Changi Airport

How has your organisation stayed ahead of the competition this year?

Changi Airport has continued to put passengers at the heart of everything we do since the airport opened its doors in 1981.

Even as the airport continues to expand and add new city links, it remains a hub of choice where passengers can get the best connectivity to the rest of the world. Shopping and dining options are constantly refreshed to bring excitement and choice. As for facilities, they are carefully designed to delight, just as our processes are in place to ensure smooth operations.

What three factors are critical in bringing your organisation continually forward into the future?

Investment in innovation and technology is a must-have to stay on top of the game.

Besides hardware, we develop our people and create opportunities for them to do their best.

We also continue to engage our entire airport community so that every airport staff is working towards the continued success of Changi.

What can your trade partners and customers look forward to in doing business with you in 2019?

At Changi, we are constantly on the lookout for new partners who can offer the next generation of solutions, be it to improve productivity or to bring greater convenience to our passengers.

With the airport buzzing with activity round the clock, Changi Airport provides a live environment with many data points to collect valuable data to improve what we bring passengers.

Lotte Tour



Harry Baek
CEO and president,
Lotte Tour

How has your organisation stayed ahead of the competition this year?

This year marks the 47th anniversary of Lotte Tour’s establishment. We are looking back over the past and planning for the future. We are not afraid of new challenges and overcoming difficulties.

In addition, we are building Jeju Dream Tower, the biggest integrated resort in South Korea. Jeju Dream Tower includes 1,600 rooms, all suite rooms and Grand Hyatt Jeju will operate the hotel. The Dream Tower is scheduled to open end-2019.

Facing our continuous challenges allow us to keep moving forward.

What three factors are critical in bringing your organisation continually forward into the future?

Lotte Tour’s business strategies are ethical management, sustainability management and social contribution.

The most important thing in Lotte Tour is to listen to customer’s opinions. We devote ourselves to enhancing customer value and building a customer-oriented management system. We won the Korean Standardization Association’s grand prize in the travel service sector for the third year in a row since 2016. This indicates that we engage in trust building with clients and always focus on the customer’s convenience and satisfaction.

What can your trade partners and customers look forward to in doing business with you in 2019?

The year 2019 will be the 10th anniversary of Lotte Tour’s charter cruises. Our charter cruises have had a big impact on the development of South Korea’s cruise industry. We believe our charter cruises will contribute to the development of South Korea’s, Asia’s and even the world’s cruise industry.



TRAVEL HALL OF FAME

Royal Plaza on Scotts



Patrick Fiat
General manager and chief experience officer (CEO),
Royal Plaza on Scotts

How has your organisation stayed ahead of the competition this year?

After 10 years of working on delivering great guest experiences, it's time to shake things up a little more! We listened closely to our guests in preparation of a spruce-up! We are so excited to share that we are undergoing a renovation this year to bring our guests more colourful and delightful stays. Watch out for the spots of colours in our brand new look to excite your senses and light up faces.

What three factors are critical in bringing your organisation continually forward into the future?

Our talents, who are known as Chief Experience Officers (CEOs), are our most prized capital of the organisation. They deliver service to our guests with a sense of camaraderie and whole-hearted friendliness. We work hard at keeping them happy so our guests will be happy.

Creativity plays an essential role and gives us a cutting edge. We spice things up by creating fun moments! Throwing on red and white garb in celebration of Singapore's National Day and serving up a *teh tarik* (pulled milk tea) with kaya toast for breakfast are our ways of sharing the joy! See us in October for a haunting yet friendly (think Casper!) check-in experience on Halloween.

We continue to seek inspiration from the Singaporean community we live together with! See us dress up in multi-ethnic costumes for Racial Harmony Day or share the festive spirit with Orchard Road's longest *lohei* (tossing of the *yusheng* or Chinese raw fish salad) during the Lunar New Year. It's part of our promise to bring authentic experiences to our guests.

What can your trade partners and customers look forward to in doing business with you in 2019?

We look forward to meeting our partners and guests as Asia-Pacific's Best Independent Hotel (Hall of Fame) and post-makeover. Think pops of bright hues of lush red, royal blue and butterscotch yellow and brand new Simmons Dream beds.

Thailand Convention & Exhibition Bureau



Chiruit Isarangkun Na Ayuthaya
President,
Thailand Convention & Exhibition Bureau

How has your organisation stayed ahead of the competition this year?

Thailand Convention & Exhibition Bureau (TCEB) has representatives in all key markets serving as an extended eye in spotting trends, enabling us to assess and keep pace or stay ahead of the industry.

Moreover, we have strong collaborations with overseas and domestic stakeholders and have always been in close communication with our clients, enabling us to design campaigns or products that meet the industry's needs.

What three factors are critical in bringing your organisation continually forward into the future?

We have a thorough understanding of the industry that makes us stay on top of the industry, while a strong and healthy partnership with stakeholders has strengthened our roles and enabled us to earn trust from the industry.

Our flexibility, passion and willingness to deliver the best to the industry makes us understand the market's needs and respond to both current needs and upcoming trends.

What can your trade partners and customers look forward to in doing business with you in 2019?

Guided by our new brand, Thailand: Redefine Your Business Events, TCEB will offer new ways and solutions to earn deliverables of hosting events in Thailand and to enjoy new experiences.

In 2019 we are introducing a support scheme to reward MICE agents who can bring in MI groups (1,000 – 10,000 pax) to Thailand. For those interested in holding their events in Thailand, TCEB is forming a partnership synergy with Thai suppliers to develop transport and accommodation privilege packages for overseas organisers making site inspections in Thailand.

Moreover, TCEB is focusing on attracting events in 10 S-Curve industries to help them maximise growth opportunities from Thailand's 4.0 policy. We will contact the relevant Thai government agencies to get involved and support these events. – **Nichapa Yoswee, senior vice president – business**

Sabre Travel Network Asia Pacific



Abdul Iyer
Regional director, South-east Asia
Sabre Travel Network (Thailand)

How has your organisation stayed ahead of the competition this year?

More than ever, Sabre has been taking a global leadership role in the travel industry, investing in programs that foster collaboration and enabling innovation to come to life.

This year, Sabre was recognised by the International Air Transport Association (IATA) as NDC Level 3 capable as an I.T. provider, announced numerous new partnerships and renewals across the globe, and more recently, presented the first four partners of the Beyond NDC Program, including American Airlines, American Express Global Business Travel, Carlson Wagonlit Travel and Flight Centre. These partners will help us develop, integrate and test solutions to ensure delivery of seamless, end-to-end capabilities of NDC-enabled offers and orders.

What three factors are critical in bringing your organisation continually forward into the future?

Firstly, our unique position within the travel ecosystem enables us to know what our partners need before they even know they need it.

Secondly, the depth and breadth of our technology platform means we can provide targeted solutions to all of our customers, supporting them with the expertise they need and giving them an edge against the competition.

Thirdly, our people are our biggest asset. They are the driving force behind our innovative solutions that help to power the travel industry. Without our experts, Sabre could not deliver the solutions to its customers, and help propel their business into the future.

What can your trade partners and customers look forward to in doing business with you in 2019?

Sabre continues to be a partner of choice for all members of the travel ecosystem. With long-standing success across the industry, we are committed to leading the development of next-generation retailing, distribution and fulfilment solutions that benefit airlines, travel retailers and consumers. We will leverage IATA's NDC standards to deploy new APIs and desktop solutions that allow customers to shop and book NDC content alongside traditional content in 2018, and we will also innovate beyond NDC to define the future of intelligent airline retailing. – **Todd Arthur, vice president**

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Hall of Fame 2018

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TRAVEL HALL OF FAME

Regal Airport Hotel



John Girard
Vice president of development, area general manager (Hong Kong) of Regal Hotels International and general manager, Regal Airport Hotel

How has your organisation stayed ahead of the competition this year?

One of our competitive edges is our unique location as the only hotel attached to the Hong Kong International Airport by an enclosed linkbridge and just a two-minute walk from the arrival halls. The AsiaWorld-Expo Convention Centre is also in close proximity.

This year HSBC and Bank of China set up new branches at the hotel and we welcomed the first-of-its-kind “Drop & Fly” Airport Service counter at our hotel for Mercedes-Benz Passenger Car customers.

What three factors are critical in bringing your organisation continually forward into the future?

We plan on focusing on digital sales, trying to hit a wider spectrum of social media platforms and developing new markets internationally.

In terms of business strategies, we plan on delivering new sales programs, customer-oriented products and benefit selling programs.

We will continue developing and upgrading our hotel facilities, reinforcing products and room features.

What can your trade partners and customers look forward to in doing business with you in 2019?

The Hong Kong-Zhuhai-Macau bridge is expected to open soon and put the three cities within an hour’s commute of each other. Being in close proximity to the bridge, Regal Airport Hotel is expecting to receive an influx of high value-added overnight visitors.

Royal Caribbean International



Angie Stephen
AVP, managing director, Asia-Pacific, Royal Caribbean International

Here in South-east Asia, we launched the longest-running programme on *Voyager of the Seas*.

What three factors are critical in bringing your organisation continually forward into the future?

Innovation is part of our brand DNA. We constantly introduce revolutionary ship designs and first-at-sea onboard amenities. Secondly, our hallmark Gold Anchor Service delivers a warm, friendly and personalised service to all guests. Lastly, our travel agents play a big part as our greatest ambassadors.

What can your trade partners and customers look forward to in doing business with you in 2019?

For 2019, we will excite everyone with our Double Quantum Year and our brand new ship, *Spectrum of the Seas*, in Asia. She is the first of the Quantum Ultra Class with never-before-seen features such as Sky Pad, the VR bungee trampoline experience and the two-level Ultimate Family Suite with an in-room slide, as well as a palate of new dining concepts. This will be followed by the six-month South-east Asian season of *Quantum of the Seas*.

How has your organisation stayed ahead of the competition this year?

This year for our Mediterranean and Caribbean cruises, we launched *Symphony of the Seas* with groundbreaking innovations like the Ultimate Family Suite with an indoor slide, the 10-deck high Ultimate Abyss slide, AquaTheatre, Boardwalk and Central Park.

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World’s Best Airport Hotel 2013-2014 (2 years)
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Best Airport Hotel in Asia-Pacific 2005-2014 (10 years)
Travel Hall of Fame 2015-2018 (4 years)
Awarded by TTG Asia Media Pte Ltd



World’s Best Airport Hotel and Best Airport Hotel Asia 2011-2014 (4 years)
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Best Airport Hotel Asia Pacific 2017-2018 (2 years)
Awarded by Travel Weekly Asia





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*All of the above information is correct at time of print, subject to availability and change without prior notice. Images of Spectrum of the SeasSM reflect current design and may include artistic renderings and/or images of existing Quantum Class. All ship features, experiences, and itineraries are subject to change without notice. Other terms apply.

TRAVEL HALL OF FAME

Banyan Tree Spa



Kingkarn Olarngranjani
AVP / executive director – spa & gallery,
Banyan Tree Spa

How has your organisation stayed ahead of the competition this year?

In 2018 we launched Sanctuary Wellbeing at Banyan Tree Spa Sanctuary Phuket, elevating wellbeing through focusing on simple yet impactful changes that are sustainable and relevant to today's lifestyle. Activities are designed around self-awareness and discovery rather than a top down instructional approach, such that each guest has the freedom and flexibility to discover their own path to wellbeing.

The programme enables urbanites to take ownership and choose across a customisable mix of over 50 activities in mindful practices, fitness classes, life enrichment workshops and body awareness classes. Four curated programmes are also available to provide guidance on achieving specific wellbeing goals.

What three factors are critical in bringing your organisation continually forward into the future?

First, we have our finger on the industry's pulse and respond quickly to changing consumer demands. This helps us stay relevant and be a pioneer in the industry with the treatments and techniques employed.

Second, our therapists are our important asset that we nurture through a comprehensive curriculum cultivated by our Spa Academy. Each therapist goes through 650 hours of training where they learn the skills and knowledge to deliver consistent service.

Third, partnerships and collaborations with value-aligned providers in the spa, hospitality and wellness industry are crucial to us.

What can your trade partners and customers look forward to in doing business with you in 2019?

A fresh new look through multiple touchpoints, designed to convey a more holistic reinterpretation of our founding philosophy around nature-inspired wellness therapy with 'the art of touch', and what a Sanctuary of the Senses means for the ever more discerning consumer.

We are also looking forward to the launch of new signature experiences that build on our hydrotherapy innovations of the Rainforest and Rainmist, in which we are currently in experimental mode. We believe that water is life, and we are elevating our pioneering tropical garden spa model based on this. – **Ho Ren Yung, VP, Brand HQ, Banyan Tree Hotels & Resorts**

Thai Airways International



Krittaphon Chantalitanon
Vice president, alliances and commercial strategy
department, Thai Airways International

How has your organisation stayed ahead of the competition this year?

As a legacy carrier, we place strong emphasis on developing products and services to maximise customer satisfaction when travelling with THAI. The world renowned Thai identity and hospitality is also the strength in our service, and as the ambassador of Thailand, we integrate this unique trait in both our services and products to enhance flying comfort and convenience.

What three factors are critical in bringing your organisation continually forward into the future?

Today, the competition in the airline industry is intensified and heightened, especially for the legacy airlines, due to the emergence of low-cost carriers.

For many businesses, to move forward does not always mean to become a large organisation. As for THAI we see it is necessary to streamline our business, apply effective cost-cutting measures to cut unnecessary expenses, stop flying to unprofitable routes, increase co-operation with partners and airline peers, embark on a new dimension of business such as research and development, and the most important of all, maintain the highest standard of operational safety and good governance principles.

THAI is also active in terms of projects and activities, contributing to the development of the society while helping to reduce the effects of global warming, greenhouse gases and the trade of protected wild animals and their products.

What can your trade partners and customers look forward to in doing business with you in 2019?

THAI will continue to work in close co-operation with business partners such as hotels, travel agents, financial institutions and government organisations to promote Thailand as the MICE destination of choice.

Following the current government's Thailand 4.0 mission, THAI is focusing more on innovation and technology to further promote Thailand's investment and business opportunities and also to become the hub of the AEC.

Research and development as well as environmental issues will be part of the company's operational objectives to make sure that we can meet future challenges through new business models and approaches that integrate those key elements.

Star Cruises



Michael Goh
Senior vice president – international sales,
Star Cruises

How has your organisation stayed ahead of the competition this year?

As a homegrown Asian cruise line with close to 25 years of valuable experience, we have always been proud of our deep-rooted Asian heritage; and with Genting Hong Kong's vast experience in land- and sea-based operations, Star Cruises is able to leverage on the group's key expertise in promoting its brand in the Asian market.

Together with the ongoing support of our local and regional business partners, Star Cruises continues to stay ahead, pioneering and growing the Asian cruise industry, forging new relationships and setting new benchmarks for ourselves and the industry. Star Cruises remains committed in offering best-in-class services and facilities.

What three factors are critical in bringing your organisation continually forward into the future?

Above all, Star Cruises intimately knows what Asian consumers like and how they like it. At the core of every Star Cruises voyage, we aspire to take the Asian hospitality to another level and go beyond the norm to deliver an experience filled with the heartfelt warmth and friendliness that we Asians are renowned for.

In addition, we have been fortunate to have cultivated a strong network of business partners. Alongside our travel agents, we have had the support of the media, including *TTG Asia*, and local government bodies that have invested in improving and building cruise infrastructure throughout the region.

Also, we owe our successes to the dedicated crew and employees at Star Cruises that has led us to where we are today. We are developing the next generation of leaders and continue to enhance our talents to offer best-in-class service and innovative offerings.

What can your trade partners and customers look forward to in doing business with you in 2019?

We value our trade partners and will continue to work hand-in-hand in providing exciting and unique experiences in 2019.

We will expand source markets, further develop the MICE and fly-cruise sector with exciting itineraries and innovative onboard offerings and form strategic alliances, which will create new opportunities for our trade partners and concurrently more attractive options for our customers. – **Ang Moo Lim, president**

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TRAVEL HALL OF FAME

Hertz Asia Pacific



Nicholas Waring
Director, franchise – Asia-Pacific,
The Hertz Corporation

How has your organisation stayed ahead of the competition this year?

Hertz remained a leader in the car rental industry this year, as it has for the past 100 years.

Hertz prides itself on consistent service quality worldwide delivered by great staff; the people who ensure every Hertz customer receives a positive and caring rental experience. Our award-winning Gold Plus Rewards loyalty program offers our global customers exclusive benefits including skipping the counter and the ability to earn points and redeem for rental days.

Hertz continually offers innovative rental solutions such as Ultimate Choice in the US, allowing customers to choose the vehicle they want to drive, and Hertz Connect in Europe – a portable free mobile Wi-Fi device, to enhance service offerings and maintain a clear point of difference to competitor brands.

What three factors are critical in bringing your organisation continually forward into the future?

People: Hertz employees are committed to delivering great customer experiences through respect, care and support for our valued customers.

Fleet: our great range of vehicles means we have a vehicle to satisfy our customer's needs at over 10,000 locations globally. Customers can count on the quality and reliability of the Hertz fleet to get them where they want to go.

Technology advancements: Hertz is committed to providing customers ease and value with technological innovations and is continually improving technology to deliver a seamless customer experience by enhancing the entire customer journey from booking to returning the vehicle.

What can your trade partners and customers look forward to in doing business with you in 2019?

Hertz is committed to staying a leader in the car rental industry and will continue to invest in exceptional products and service value for customers.

In 2019, Hertz plans to offer more choices for customers, further expand its footprint in Asia, continually upgrade its fleet and offer a car-class mix that customers prefer. Hertz will continue to focus on exceeding the expectations of trade partners and customers, as well as developing our employees for success. – **Eoin MacNeill, vice president**

Royal Cliff Hotels Group



Vitanart Vathanakul
CEO,
Royal Cliff Hotels Group and PEACH

How has your organisation stayed ahead of the competition this year?

We started out this year by asking how we can be better than the last year in terms of improving guests' experience and our quality of service. In essence, our main competitor is ourselves.

Firstly, we invested extensively in recruitment and training this year. Secondly, we also invested in technology including a new messaging service, faster Wi-Fi and a new AV system. For f&b, we recruited a new executive chef. Finally, the largest portion of our investment is still going towards renovation and refurbishment this year.

What three factors are critical in bringing your organisation continually forward into the future?

At Royal Cliff, we place great importance on getting the whole organisation aligned to our culture. We remain on top of current trends using a modern style of management to enhance our legacy of heritage and tradition.

The second factor is to differentiate ourselves by aiming to be a luxury destination where people see us as a place for magical holidays and extraordinary events. The plethora of facilities that we present our guests means that they never have to leave our property.

Finally, we also work towards building a strong relationship with our guests. We prioritise solving every problem as soon as it arises and ensure our managers are chatting more with our guests.

What can your trade partners and customers look forward to in doing business with you in 2019?

Our meeting rooms have been installed with oxygen enhancer technology to ensure all delegates remain fresh and alert throughout events. We have partnered with professional corporate trainers to offer a complete teambuilding or workshop experience. Our future packages will include fortune tellers during coffee breaks, massages and much more so stay tuned.

Our renovations will be completed by this year to reveal a new façade, lobby area, bar and breakfast offerings. We will also be creating more exciting events such as a comedy festival, sports tournaments and themed parties.

In conclusion, we are working on a cardless loyalty programme. With only their usernames and passwords, guests will be able to unlock a multitude of benefits when they book direct with the hotel.

SilkAir



W K Lim
Regional vice president, South-east Asia,
Singapore Airlines

How has your organisation stayed ahead of the competition this year?

The year 2017 marked a significant milestone for SilkAir with the arrival of its first Boeing 737 MAX 8 aircraft, offering customers an enhanced onboard experience and paving the way for the airline to access new longer haul routes in the region. The MAX 8 planes come with thoughtful refinements for the customer, including enhanced seating and cabin design, refreshed inflight entertainment and inflight meals.

With the arrival of the MAX 8, SilkAir launched nonstop flights to Hiroshima, the first Japanese destination in SilkAir's network. As the only direct flight between the two cities, SilkAir is proud to be able to open up exciting opportunities for travellers between Japan and Singapore.

What three factors are critical in bringing your organisation continually forward into the future?

Firstly, SilkAir believes in a customer-focused approach. Onboard a SilkAir flight, customers can expect to be treated with warmth and care by the cabin crew and experience quality inflight offerings with an attention to detail.

Secondly, SilkAir is committed to consistently improving itself to ensure quality service and offerings amid competition and changing landscapes. Improvements in SilkAir's products and services put the airline in a position to compete effectively and meet ever-changing demands in the region.

Finally, SilkAir continues to strive for excellence in operational reliability and efficiency. SilkAir's recent delivery of the MAX 8 is testament to its commitment in maintaining a young and modern fleet, with its lower fuel consumption, reduced carbon emissions and noise footprint.

What can your trade partners and customers look forward to in doing business with you in 2019?

The region's consumers have ever-changing demands and increasingly look to fly in comfort and peace of mind, even on shorter-haul flights.

SilkAir is continuously working on its service performance in order to make our customers' journey a joy to fly. As an airline with one of the youngest fleets in the Asian region, we look forward to welcoming even more MAX 8 aircraft in 2018-2019. – **Foo Chai Woo, chief executive**



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100
YEARS

TRAVEL HALL OF FAME

Hong Kong International Airport



Steven Yiu
Deputy director, service delivery,
Airport Authority Hong Kong

How has your organisation stayed ahead of the competition this year?

Hong Kong International Airport (HKIA) continues to enhance its facilities to maintain its leading status as an international and regional aviation hub. The Three-runway System project will allow the airport to handle 30 million additional passengers annually. The expansion in Terminal 1 will also add over 40 check-in counters and two baggage reclaim carousels.

What three factors are critical in bringing your organisation continually forward into the future?

HKIA's excellence is grounded in three critical success factors: safety, efficiency and services.

Each year, we conduct more than 100 drills, exercises, trainings and seminars covering various operational disruption and emergency response scenarios. We strive to keep our airport community abreast of the latest aviation safety knowledge and technology.

HKIA has established its first mobile app and introduced smart self-service check-in kiosks.

We strive to add a human touch to what we do, and be caring, in order to deliver a superior passenger experience. Our aim is to make HKIA a destination in itself which travellers would like to arrive at earlier to enjoy special delicacies or do shopping.

What can your trade partners and customers look forward to in doing business with you in 2019?

The Hong Kong-Zhuhai-Macao Bridge (HZMB), which will open late-2018, will further strengthen HKIA's connections with the Western Pearl River Delta (PRD) and Macao.

By 2023, an Intermodal Transfer Terminal (ITT) and a bonded bridge will be built to connect the HZMB with HKIA.

The ITT will enable air passengers to/from the PRD West travelling via the HZMB to have direct access to HKIA without going through Hong Kong's immigration or customs clearance. The transit time between Hong Kong, the Western PRD and Macao will be significantly shortened.

In additional, the Express Rail Link is expected to be in operation by late-2018; passengers travelling from mainland China will be able to easily transfer to the HKIA via the Airport Express Line. – **C K Ng, executive director, airport operations, Airport Authority Hong Kong**

Qatar Airways



Marwan Koleilat
Regional senior vice president Asia-Pacific,
Qatar Airways

How has your organisation stayed ahead of the competition this year?

We maintain our edge as one of the world's best airlines by constantly innovating and expanding. Our growth remains unabated with increased frequencies to cater to increased travel demand and the launch of new gateways this year including Thessaloniki, Cardiff, and London Gatwick.

We continue to invest in new state-of-the-art aircraft and were the proud global launch customers for the A350-1000 aircraft back in February. The A350-1000 is equipped with our patented Qsuite seat, which continues to raise the bar for our business class cabin.

We look forward to bringing the Qsuite-equipped A350-1000 to Singapore and Tokyo (Haneda Airport) from 1 November 2018 and 1 January 2019 respectively. Two of Singapore's triple-daily A350-900 services will gradually transition to the A350-1000 from November 1, with the route expected to be served entirely with the A350-1000 by April 2019.

What three factors are critical in bringing your organisation continually forward into the future?

Our commitment to excellence and innovation continues to drive us forward. The patented Qsuite represents our commitment to innovation, as this revolutionary business class seat continues to set new benchmarks in the industry.

We also remain deeply committed to providing all passengers the finest service in the skies. Accolades such as the TTG Travel Awards reconfirms that our passenger-focused strategy continues to deliver the highest level of satisfaction to our loyal customers and will steer us in the right direction in the days ahead.

What can your trade partners and customers look forward to in doing business with you in 2019?

They can look forward to going to more places together with us in 2019, as we add even more gateways to our existing network including Tallinn, Estonia and Valletta, Malta among others.

We will also continue to closely engage and collaborate with the travel trade community to gain their continued support for our growth and expansion. Just as we constantly innovate to provide the best in-flight experience, we will continue to find new and innovative ways to work with our travel trade partners given the technologically-savvy age we reside in.

Raffles Hotel Singapore



Chadi Chemaly
Executive assistant manager – rooms
Raffles Hotel Singapore

How has your organisation stayed ahead of the competition this year?

Currently, Raffles Singapore is fully closed for a careful and sensitive restoration designed to ensure that we retain what is so special about Raffles – the ambience, the service, the charm and the heritage of the hotel. Raffles Singapore aims to reopen in mid-2019.

What three factors are critical in bringing your organisation continually forward into the future?

Raffles' emphasis on service excellence truly makes the hotel a global icon of luxury hospitality. Our dedicated team of colleagues, who deliver personable and top quality service to create truly memorable experiences for our guests, is an essential element. This legendary service is the reason for our guests to return; time after time, year after year, generation after generation.

A focus on conceptualising and delivering innovative culinary concepts is another factor: for more than 100 years the dining venues at Raffles Singapore have been recognised as an integral part of the vibrant and ever changing local bar and dining scene, exciting the local community as well as city guests alike. We will be introducing concepts with partner chefs to create culinary experiences that are new and distinct to Singapore.

An organisation is only as good as its people. A large number of our colleagues have been with the hotel for many years; some more than 20 years. We believe in providing constant on-the-job training, including adapting to technological changes. There are succession plans in place in all departments to ensure continuity. At the same time, we also provide opportunities for colleagues to take on leadership roles in various committees within the hotel.

What can your trade partners and customers look forward to in doing business with you in 2019?

In 2019, Raffles Singapore will welcome guests to a newly-restored hotel, following a careful and sensitive restoration that will breathe new life into our beautiful building.

With enhanced comfort and splendour for the discerning traveller, guests can immerse in our striking architecture, heritage and graceful service for that unique feeling of being somewhere very special. – **Christian Westbeld, general manager**

TWO DECADES OF EXCELLENCE

Hong Kong International Airport (HKIA) has been inducted into TTG Travel Hall of Fame since 2013 after winning the Best Airport award for 10 consecutive times. Celebrating its 20th anniversary this year, HKIA is the busiest air cargo gateway and the third busiest passenger airport in the world. With a global network covering over 220 destinations, HKIA is a leading international and regional aviation hub.



TTG TRAVEL AWARDS 2018



CONGRATULATIONS TO OUR 83 WINNERS

for being recognised as
champions of the industry

Thank you to all
TTG readers and travel trade professionals who
have cast their votes.

Your votes have been significant in naming
Asia-Pacific travel industry's most outstanding
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TRAVEL SERVICES AWARDS

“ Being on par in terms of price and quality only gets you into the game. Service wins the game. ”

– Tony Allesandra

Best Airport Incheon International Airport



Yun-Min Kim
Senior manager, Incheon International Airport Corporation

What does this award mean to you?

We are deeply honoured to win Best Airport for six consecutive years. We consider this award a great recognition of our efforts. This outcome would have been impossible if not for the 60,000 airport employees who are dedicated to the airport. We are so pleased to be sharing this honour with airport employees and all the customers of Incheon Airport.

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

Incheon Airport will apply cutting-edge ICT technologies to the overall airport and provide differentiated services as a smart airport, such as home check-in (home bag drop), intelligent guiding robot and chat-bot services and a tunnel-type security check. In addition, we are getting ready for 100 million passengers per year through the expansion of T2 and a fourth runway.

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

We would like to express our gratitude to all travel agents who have voted for us.

The tourism industry and aviation industry is so closely connected that it is inseparable. Incheon Airport is also conducting aviation marketing through close co-operation with travel agencies. As you are an important business partner, we feel greatly honoured to be voted as Best Airport, and we would like to ask for your continued interest in the new growth and development of Incheon Airport.

Best GDS Travelport



Mark Meehan
Managing director Asia-Pacific, Travelport

What does this award mean to you?

It is an honour to receive this award through the votes of our customers and industry partners. I am proud to be part of the Asia-Pacific team who has worked hard to deliver industry-leading technology to our customers. This award is about our partnership with our customers and is testament to our innovation and investment in technology, to improve search speed, APIs and empowering selling tools backed by scale and a diverse global footprint to match.

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

Travelport has always been invested in innovation and customer-centric solutions. Over the past few years, we have spent over one billion USD in technology to enable our customers to create value in every part of their customers' journey.

As the first GDS operator to achieve IATA's NDC Level 3 Aggregator certification, Travelport is dedicated to working with both airlines and agents in this new

distribution ecosystem. We have been working with airlines globally on API connections over the past few years and this is just an evolution of the distribution partnership. Travel agents can be assured that we and our airline partners are keen to collaborate on solutions to optimise NDC's benefits for all travellers.

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

Thank you for your support and trust in Travelport!

Best Theme Attraction Wildlife Reserves Singapore



Serina Su
Assistant vice president, Wildlife Reserves Singapore

What does this award mean to you?

We are honoured to receive this accolade, and it is a testament to the team that the efforts they have put in have been recognised by members of the travel industry. This award will spur us on as we continue to improve guest experience at our parks.

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

In recent years, we have been experimenting with technology to improve our visitors' experience.

In 2016, we employed animatronics to bring 26 dinosaurs back to life at the Zoo-rassic Park exhibit. This was overlaid with an engaging, augmented reality app. Last year we launched the RepTopia exhibit, including interactive digital displays. This year, we added another level of sophistication to the zoo by launching Rainforest Lumina, a multimedia night walk through the rainforest. Moving forward, we will continue to seek ways of improving guest experience in our parks through innovative measures.

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

We sincerely thank members of the travel trade for their support through the years. It is only with their help that we managed to reach out to so many travellers in key markets. The travel agents have put in a lot of time and effort to understand their products – in this case our wildlife parks – and they are the strong bridge that links us to group travellers. – **Isabel Cheng, chief marketing officer**

Best NTO Ministry of Tourism, Republic of Indonesia



Ahmad Rusdi
Indonesia Ambassador to Thailand

What does this award mean to you?

It means we have “3Cs”: Credibility, Confidence and Calibration. This award is not only a recognition of our credibility and a boost to the level of our confidence, but it also serves to calibrate the effort that we have been putting in so far.

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

We will compete through innovation and strategies to improve our programs such as Visit Wonder-

ful Indonesia including hot deals, synergy with airlines and selling the destination through initiatives such as the 100 Calendar of Events around Indonesia.

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

We highly appreciate your votes. This is really an honour for Indonesia to be voted as Best NTO.

Your trust is a good motivation for us indeed. – **Arief Yahya, Minister of Tourism**



TRAVEL SERVICES AWARDS

Best Tour Operator The Travel Corporation



Nicholas Lim
Managing director, The Travel Corporation

What does this award mean to you?

This award is a huge milestone for us in Asia and one we are truly grateful for. We are truly proud of this recognition as it helps validate our commitment to the trade and the quality in how we deliver. This award will certainly inspire our team members to continue to share their passion for travel across all our brands in the Travel Corporation.

How will you continue to outshine

your competitors in the marketplace next year and beyond?

As a privately-owned, family run company we take a long term view of providing outstanding consistent service and value. With guided holidays that take travellers to all seven continents around the world, we will continue to focus on ensuring and improving our service delivery across every brand. We will also continue to emphasise the importance of sustainable travel to preserve our planet for future generations. We understand that everyone has diverse expectations and needs, and by paying attention to the small details with exemplary service, people will come back.

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

We would like to sincerely thank our travel agent partners for their support where they have entrusted the responsibility of curating the best holiday experiences for their customers with us.

Best Airport Lounge Operator Plaza Premium Group



Linda Song
Executive director, Plaza Premium Group

What does this award mean to you?

We are really honoured to receive such a prestigious award, which is a wonderful recognition of Plaza Premium Group's achievements over the past 20 years. It is indeed a true reflection and affirmation of our team's hard work in the Asia-Pacific region. Our commitment to travellers is to enhance their airport experience with Comfort, Convenience, Love and Care, and Value. This award further motivates us to deliver what we have promised

across the Plaza Premium network in the world.

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

This summer, we are introducing a new lounge concept, Plaza Premium First – an elevated, independent lounge experience designed for the elite travellers. As we continue to grow and evolve, we remain unwavering in our commitment to enhance traveller's experiences with our core values – service excellence, innovation and teamwork.

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

This achievement would not have been possible without the support from our travel agent partners. Thank you for working with us. I look forward to closer collaborations in future to create many more top-notch airport experiences for travellers worldwide. – **Song Hoi-see, founder and CEO**

BEST TOUR OPERATOR 2018

BEST TOUR OPERATOR

The Travel Corporation thanks you for your support



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Plaza Premium Lounge, Siem Reap International Airport

Thank You For Making Plaza Premium Group The Best Airport Lounge Operator

This year marks the 20th anniversary of Plaza Premium Group. On this significant occasion, we are honoured by your recognition and support. We would, at our best, continue to innovate and redefine airport hospitality in enhancing your airport experience in over 160 locations across 42 international airports.

Explore our journey and vision for the future of airport hospitality: plazapremiumgroup.com/20years



Best Airport Lounge Operator
TIG Travel Award 2018

PLAZA PREMIUM
GROUP



TRAVEL SERVICES AWARDS

Best Cruise Operator *Dream Cruises*



Thatcher Brown (left)
President, Dream Cruises
Michael Goh
Senior vice president – international sales,
Star Cruises

What does this award mean to you?

We are extremely honoured to receive this recognition and be part of the best in the Asia-Pacific travel trade. We could not have not done it without the continuous support of our guests, trade and media partners, especially TTG. I would like to share this award with all of the Dream Cruises colleagues for their tireless work and dedication in making Dream Cruises the brand it is today.

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

Launching two mega ships within 12 months had enabled us to rapidly double our capacity and expand our brand footprint in the region. Dream Cruises has established a strong and clear DNA for its brand. We are Asian at heart and international in spirit. Our goal is to continue to provide a memorable vacation that will exceed our guests' expectations by delivering unique and innovative destination experiences, exemplary service and outstanding value. We want to ensure we are creating a transformational journey at sea for each and every

passenger who sets foot on board a Dream Cruises ship.

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

We are most grateful to our dedicated travel agents and distribution partners, who have loyally supported us from day one. Many of our travel partners have worked with Genting Cruise Lines in support of our sister brand, Star Cruises, for nearly 25 years. We thank you for your votes and honouring us with this award.
– Thatcher Brown, president

Best Luxury Cruise Operator *Regent Seven Seas*



Constance Seck
Director of sales South-east Asia,
Regent Seven Seas

What does this award mean to you?

We are honoured to win this award. TTG is one of the most respected names in travel, which makes this win even more rewarding for Regent Seven Seas Cruises. This award further reinforces our reputation of offering the most luxurious fleet at sea, and we'd like to thank the TTG community for their continued support. We can't wait to introduce even more travellers in the region to our all-inclusive luxury cruising.

How will you continue to outshine

your competitors in the marketplace next year and beyond?

Regent Seven Seas Cruises' newest ship launching in February 2020, *Seven Seas Splendor*, will set a new standard for luxury by striving for the ultimate achievement – perfection – and will be the best way to travel to the world's most beautiful destinations.

We also recently completed the final phase of Regent Seven Seas Cruises' \$125 million fleet-wide refurbishment, elevating the elegance of our entire fleet to the standard

set by the all-balcony, all-suite *Seven Seas Explorer*.

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

We are grateful to the incredible travel agent community for their unwavering support. Our travel partners are critical members of our extended Regent Seven Seas Cruises family and this recognition only reinforces our dedication to deliver the highest standards of excellence in the travel industry.

Best Car Rental Company *Avis Budget Group*



Angeline Tang
Regional director – leisure travel & partnerships, Asia, Avis Budget Group

What does this award mean to you?

We are thrilled to win this award. At Avis Budget Group, we pride ourselves on our excellent customer experience, service and products. This award is testament to the all hard work we are carrying out around the world to bring the best possible mobility solutions to our customers.

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

We are continuously examining

the overall customer journey to determine how we can make it more streamlined, transparent, convenient, personalised and seamless for our customers. From mobile apps to connected cars to new offers and processes, our goal is nothing short of making car rental more closely matched with today's on-demand mobility services.

At the same time, we are building new platforms, technologies and capabilities to further revolutionise the customer experience as vehicles become more autonomous.

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

First and foremost, we would like to thank everyone who voted. This award and recognition means so much to us. Travel agents are our partners, and so we feel honoured to receive this award as voted by our peers. It is very important to us that we work together and listen to our partners, as we progress in our innovation to help deliver the most streamlined, effective and enjoyable mobility from end to end.

Best Travel Insurance Company *AIG*



Nutrudee Kusolsinchai (left)
Travel insurance manager, AIG Thailand
Arthit Amornkul
Assistant vice president, head of group consumer insurance, accident and health – personal accident

What does this award mean to you?

The team at AIG are honoured that our efforts and capabilities have been recognised by TTG readers. Winning this award is a testament to our team's dedication and commitment to our clients and partners.

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

Providing excellent customer service at every customer touchpoint is the foundation that underpins how we manage our travel insurance

business. Technological advances have significantly changed our business landscape and resulted in evolving consumer behaviour and preferences.

To maintain our position as a leading travel insurance provider in Asia, we are constantly looking for ways that better meet consumer needs, including investment in digital platforms and mutually beneficial travel partnerships, to create an even more seamless customer experience.

What would you like to say to the

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

Being voted as the Best Travel Insurance Company is possible because of the commitment and dedication of our professional network of travel agency partners, who undertake the digital transformation with us and who are integral to our success today. This award celebrates our journey together and we look forward to our continued partnership in the coming years. – Claudia Salem, CEO AIG Singapore and head of country operations, South-east Asia

avis budget group

THANK YOU

Now, for the next mile in our journey.

Let us drive ahead together.
Avis Budget Group, your partner.



2018
BEST CAR RENTAL COMPANY
AVIS BUDGET GROUP



HOTEL CHAIN AWARDS

“ Hospitality is not to change people, but to offer them space where change can take place. ”

– Henri J M Nouwen

Best Global Hotel Chain **AccorHotels**



Patrick Basset
COO, Upper South-east & North-east Asia & the Maldives,
AccorHotels

What does this award mean to you?

We are absolutely thrilled to win the award for Best Global Hotel Chain at a time when AccorHotels is undergoing a major transformation to become a leading augmented hospitality player and provide our guests with so much more than a hotel experience. AccorHotels has never been in a stronger position than it is today and we are delighted the industry has bestowed this prestigious award on us.

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

AccorHotels today is all about innovation, transformation, agility and the pursuit of excellence. We have reinvented our business model, increased our presence in luxury

and upscale accommodation, entered new travel verticals and enhanced our digital tools. We will continually strive to surpass the expectations of our guests and our partners every day by evolving our business to meet their changing demands.

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

We would like to sincerely thank all the travel agents, TTG readers and industry partners who voted for us. We are always humbled to be recognised by our peers and honoured to be amongst the other winners who have been acknowledged this year. This is a success that must be shared with every member of our hard-working team who go out of their way each day to make our guests feel welcome. – **Michael Issenberg, chairman and CEO, AccorHotels Asia-Pacific**

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?

We are thrilled to win this award once again. We have expanded our brand portfolio considerably in recent years but we remain extremely proud of our midscale roots. It is extremely gratifying to know our travel trade partners still identify us as the industry's leading midscale hotel brand. It is a great testament to the hard work of our entire team. I would also like to share this award with our owners, who create such superb properties.

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

Best Western is currently undergoing one of the most exciting periods in the company's 72-year history. Already in Asia we operate five of our brands, with two more – Vib and BW Signature Collection by Best Western – due to launch by

the end of 2018. Our future development will focus on high quality properties in key markets including Thailand and Vietnam.

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

Quite simply, thank you and keep up the good work! Best Western has always appreciated the travel trade. Our travel agency partners are the best ambassadors a company could wish to have; they understand our products, appreciate our brands and promote us effectively to their clients. We are delighted with their support.

Best Western has strong relationships with travel agencies and understands the importance of the B2B channel; we respect the work travel agencies do and will continue to support them in future.

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



David Spooner
Executive vice president for Asia-Pacific,
Preferred Hotels & Resorts

What does this award mean to you?

We are thrilled and honoured to be recognised for the sixth time. We would like to share this honour with all our associates in the 10 sales offices across Asia-Pacific, as well as all of our terrific hotel partners who have been with us all these years and share our passion for the independent hospitality experience. Thank you also to TTG for this distinguished award as well as your continual support.

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

2018 has been a milestone year for Preferred Hotels & Resorts as we celebrate our 50th anniversary with hotel members, business partners and our 300-plus associates located in 35 cities around the world. As we look ahead into 2019, Asia-Pacific will continue to be a major market

of growth for our company as we add more members to our over 700 unique properties worldwide. We will carry on championing the independent hospitality experience and showcasing #thePreferredlife as we improve engagement with our valued hotel partners and customers through I Prefer, our guest loyalty programme. In addition, we are excited to launch our cutting edge new Global Brand website and building on the Preferred Residences collection.

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

We truly value our agency partners and deeply appreciate their endorsement and support in voting for us to win this wonderful award. As we continue to evolve with the times, we look forward to continue working hand in hand with our travel partners for the next 50 years and beyond!



Perfect 12 for Best Western at TTG Awards

Best Western Hotels & Resorts has been named as Asia's
"Best Mid-Range Hotel Brand"
for an incredible 12th year in a row at the 2018 TTG Travel Awards!
The prestigious honor was chosen by the readers of TTG Asia.

Best Western would like to say a **HUGE THANK YOU**
to everyone who voted!



For more information:

Start planning your next trip to discover more about Best Western® Hotels & Resorts in Asia

Wherever Life Takes You, Best Western Is There.®

bestwesternasia.com

HOTEL CHAIN AWARDS

Best Regional Hotel Chain Pan Pacific Hotels Group



Cinn Tan
Chief sales and marketing officer,
Pan Pacific Hotels Group

What does this award mean to you?

This is a strong testament to our efforts in establishing Pan Pacific Hotels Group (PPHG) as the preferred hotel chain, trusted by guests, partners, associates and owners.

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

We will continue to listen to our customers, innovate and do better. We're in a people's business. We provide gracious and dependable hospitality that will bring out the best in people and at every occasion. Hence

apart from sound commercial strategies, continuous investment in our properties and planting new flags in London, Jakarta, Melaka, Langkawi and more, we build a team who embraces our values. Culture and mindsets are usually better caught than taught. We start from the top. We nurture and retain talents. Good "heart-ware" is what makes people love and come back to our hotels.

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

The travel trade continues to play

an important role to PPHG and our hotels. Our travel agent partners are the experts of the destinations we partner with, and offer their unique advantage to fill beds and bring experiential travel to our guests. It has been a longstanding relationship and one which we appreciate and will continue to nurture.

Times and consumers may have evolved, but travel agents remain our trusted partners and complete the whole pie of the hotel industry. Thank you for making us your preferred hotel company! – **Lothar Nessmann, CEO**

Best Local Hotel Chain Harbour Plaza Hotels & Resorts



P C Koh
Director, Harbour Plaza Hotels & Resorts

What does this award mean to you?

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

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

We will ride on our current success

to look for the development of new products and services to meet the needs of our customers. At the same time, we will continue to motivate our employees to ensure our service standard is at the desired level at all times.

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

We would like to express our sincere thanks and gratitude to the travel agents for having supported us, as

their votes represent a 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 Luxury Hotel Brand Shangri-La Hotels & Resorts



Josef Dolp
Executive vice president – operations,
South-east Asia, Shangri-La International
Hotels Management Ltd

What does this award mean to you?

We couldn't be more proud to be a winner for the fourth consecutive year and we have our partners – the travel operators and consultants in the region's industry, to thank for this recognition. Whether we refer to luxury as a feeling, product or experience, it is wonderful to know our distinctive Asian hospitality and most importantly our wonderful colleagues around the world have impressed upon travellers.

How will you continue to outshine

your competitors in the marketplace next year and beyond?

Because we know there is no typical hotel or Shangri-La experience for any one guest, we want to continuously focus on delivering unexpected moments of pleasure at various guest touchpoints. From using technology effectively to curated experiences – colouring and enhancing a guest's emotional connection with our brand is key. We embrace our deep service culture heritage as a foundation for our future. This foundation allows us to enhance

and innovate guest experiences and continuously strive to be relevant to changing consumer expectations.

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

A huge thank you! In today's digital world it is still a travel consultant's insights we appreciate the most. They are logistic experts, problem solvers and we want to earn their trust with every traveller that is booked to reside in our hotels. – **Oliver Bonke, president and COO**

Best Budget Hotel Brand Holiday Inn Express



Charles Vilalta
Director – InterContinental Hotels Group

What does this award mean to you?

We launched the Holiday Inn Express brand in South-east Asia in 2012 with our first property in Bangkok. In the past six years we have grown to 20 hotels across Indonesia, Thailand, the Philippines, South Korea and Singapore; we have also opened properties in India, Papua New Guinea and Australia. It is a testament to the strength of the brand to be recognised as one of the leading brands across the region.

How will you continue to outshine

your competitors in the marketplace next year and beyond?

We will continue to listen to our guests' feedback and deliver consistent guest experiences so our guests will continue to come back for repeat stays.

Now responsible for almost half of the IHG family's global footprint, Holiday Inn Express has become one of the largest and fastest growing brands in hospitality. We will continue to build on this momentum to evolve our "Simple, Smart Travel" to provide more where it matters for our Smart Travellers

through our four brand hallmarks: Comfy bedding, Free Wi-Fi, Inclusive Breakfast & Power Shower.

What would you like to say to the travel agents who voted 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 region's leading brands. There is even more to come as we continue to expand across the region and we remain committed to excellence for our guests. – **Clarence Tan, Managing director, South-east Asia and Korea**

Thank you for your support



The Best Local Hotel Chain
For the 9th
Consecutive Years



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BEST LOCAL HOTEL CHAIN
HARBOUR PLAZA HOTELS &
RESORTS

Harbour Plaza Hotel Management Limited

Member of CK Asset Group

HOTELS – INDIVIDUAL PROPERTY AWARDS

“The concept of heaven is anticipatory ... forget everything, for here in heaven you are my guest.”

– Jesse Browner

Best Luxury Hotel Shangri-La Hotel, Singapore



Bipan Kapur
General manager,
Shangri-La Hotel, Singapore

What does this award mean to you?

We are honoured to receive the award of Best Luxury Hotel and share this recognition with the entire Shangri-La Hotel, Singapore family. This accolade is a testament to our commitment to delight our guests every time by creating engaging experiences straight from our heart.

Having recently relaunched the rejuvenated Tower Wing after a substantial renovation, winning this award reinforces our commitment to innovate and evolve, so that we remain at the forefront of the industry.

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

While we continuously innovate to deliver solutions and craft experiences to stay ahead of the curve, sincere hospitality lies at the core of our service.

This starts with continuous conversations with our guests to gain in-depth understanding of their needs and motivation. With a meaningful perspective of their needs, combined with a passionate team of associates, we are able to translate that information and deliver personalised experiences beyond the expectations of our guests.

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

This outstanding achievement for the hotel reflects our partners' faith in us and their loyalty to our brand in a sector where competition is fierce and hospitality standards are ever increasing.

I would like to express my sincere gratitude and heartfelt appreciation to those who voted for us. We are honoured by this news and it drives our team to continue to prove ourselves deserving of this distinguished award.

Best Mid-Range Hotel Ramada by Wyndham Singapore At Zhongshan Park



Tony Cousens
General manager, Ramada by Wyndham
Singapore At Zhongshan Park

What does this award mean to you?

We are extremely honoured to win this award for the fourth time. This is a recognition that we are on the right track in our service provision and gives us the confidence to pursue even higher levels of service excellence.

This award is the result of a collective team effort to ensure guests are well taken care of at both the Ramada by Wyndham Singapore At Zhongshan Park and our sister property, Days Hotel by Wyndham Singapore At Zhongshan Park.

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

The hospitality industry is very dynamic and we have been keeping ourselves up to date on ever-changing trends in order to better meet the needs of our guests.

We continue to drive Wyndham's "Count on Me" service culture that defines how we interact with our guests and partners. There is no 'one size fits all' approach and it is important that our team members are focused on engaging our guests and delivering a great experience at every touchpoint each stay.

Our main asset will be our people and the Human Resources, Talent Development and Quality team is working hard on retaining, re-training and cultivating a high level of energy and team spirit in our organisation. My personal philosophy is: "When we have a happy team, the team will go all out to make our guests happy."

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

A big thank you to our travel agent community for their support and recognition, and be assured that we will continue to strive and stay motivated to deliver the best within our capacity for your customers.

Best City Hotel – Singapore Mandarin Orchard Singapore



Tan Kim Seng
Chief operating officer,
Meritus Hotels & Resorts

What does this award mean to you?

We take inspiration from being recognised by industry professionals for the hard work and effort our team dedicates on a day-to-day basis.

Not only does this award attest to the enduring power of Mandarin Orchard Singapore as an iconic hospitality brand, it also serves as a welcome validation of our continuing connection with esteemed partners and customers.

We are ever more determined to make a difference where it counts with our target audiences.

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

Being in the business of PEOPLE, we recognise it is only in really understanding the customer that we can deliver on opportunities for innovation and value optimisation that stand to differentiate us in the marketplace.

In this day and age, we have access to so much information about what today's customer looks like and what they look for. We intend to use such information to keep responding creatively to challenges and competition, whether in terms of adding value to our product and service offerings, implementing real-time marketing strategies or incorporating the latest technology to capture a wider customer base.

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

We dedicate this win to them, our trusted partners, whose friendship and support we continue to be most grateful for.



Celebrating our seventh win as
Best City Hotel - Singapore
at the Annual TTG Travel Awards



Thank you for making it possible.



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BY MERITUS

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HOTELS – INDIVIDUAL PROPERTY AWARDS

Best City Hotel
– Bangkok
Grand Hyatt Erawan
Bangkok



Frederic Kolde
Director of F&B,
Grand Hyatt Erawan Bangkok

What does this award mean to you?

Winning an award builds recognition for the hard work and effort that we have been exerting thus far. Not only does it prove our commitment to our clients, it is also a great way to encourage and show appreciation for the team and the work they do.

This prestigious award will be shared with our valued guests and our associates to recognise their tremendous achievements. We will continue to be the leading MICE hotel in Bangkok while making lasting impressions and providing excellent service to our guests.

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

An important key that differentiates our services from those of our competitors is to offer consistent service with the warmth of Thai hospitality for our guests. We always build and deliver brand-led experiences to our guests, which is the most important factor to create great experiences and memorable moments for them.

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

We truly appreciate and are grateful to our travel agencies for their continuous support. Thus, we do our best to ensure travel agencies can rely on us to deliver excellent service to guests, as the hotel helps them build trust and loyalty. These efforts demonstrate our good reputation and make our brand loved and respected by all.

We would not be this successful without the great support of travel agencies. Thank you to everyone who supported us in once again earning this award.

Best City Hotel
– Hanoi / Ho
Chi Minh City
Park Hyatt Saigon



Stephanie Anantachotkukul
Marketing communications manager,
Park Hyatt Bangkok

What does this award mean to you?

We are very glad, as this award is testimony to our ceaseless striving to improve our services. We are honoured that the investment in both hardware and software has been recognised and appreciated by travel agents and travellers.

We could not have done it without the trust from our guests and their continuous support throughout these years. I feel truly very privileged to be part of this team.

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

It is our mission to continuously improve ourselves to deliver an unexpected level of personalised services. We keep investing in our people as well as hotel facilities such as meeting rooms, restaurants etc.

At Park Hyatt Saigon we care for people so they can be their best, and that same attitude reflects the way we take care of our guests. I believe this is our unique strength and is what makes us stand out from the competition.

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

We would like to send a sincere thank you to all travel agents and partners who trusted and voted for us. We are grateful for their support and trust in letting us take care of their clients. The business partnership does not only benefit both of us but also allows us to constantly improve. We look forward to a fruitful business partnership that will create unique experiences for all clients.

– **Frederic Boulin, general manager**

Best City Hotel
– Hong Kong
Mandarin Oriental,
Hong Kong



Karn Puntuhong
Director of public relations,
Mandarin Oriental Bangkok

What does this award mean to you?

We are extremely honoured to receive this prestigious award which is a testimony to the commitment and dedication of our team.

It is especially rewarding for Mandarin Oriental, Hong Kong to be consistently ranked as one of the leading hotels in the world, and this award is particularly special because it is voted by our travel experts.

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

As the first and flagship hotel of the group, Mandarin Oriental, Hong Kong is as legendary as the city itself and has been a leader in the industry for over 50 years.

Our focus has been to live up to this reputation by delivering genuine hospitality through personal, attentive service inspired by a sense of graciousness in keeping with our oriental roots. In such a competitive landscape, we work relentlessly at improving all aspects of our product and services to help us better cater to the changing needs of our discerning guests and allow us to stay competitive against new and existing hotels.

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

Thank you for your heartfelt support over the years. Our continued success lies in the loyalty of our valued travel partners and their confidence in us, who are undoubtedly the best in the league.

– **Pierre Barthes, general manager / area vice president, operations**

Best City Hotel – Jakarta

Four Seasons Hotel Jakarta



Karuna Amarnath
Director of public relations and communications,
Four Seasons Hotel Bangkok

What does this award mean to you?

We are extremely honoured to receive this award for the first time, especially since the hotel is only in its third year of operation. Furthermore, since this award comes from agencies and travel partners it means that much more to us.

The recognition is valuable motivation for our 300-plus team members, acknowledging that they make a difference each day in the work that they do creating lasting memories for our guests. We are humbled to be a part of this iconic hospitality company and wonderful hotel, and to work with such a passionate group of hoteliers.

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

Above all, it is our people that make us unique and help us to stand out in such a fiercely competitive landscape. We will continue to hire and invest in people with true passion and pride in what they do. Generous people, who deliver intuitive service straight from the heart and who strive each day to become better masters of their craft.

As a young hotel in Jakarta's crowded landscape and the only All-Suite Urban Sanctuary in the city, we also have a unique positioning in the market; we will continue to build on all these strengths as we take the hotel to even greater levels of performance in the coming years.

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

Travel agencies develop and maintain intimate relationships with their clients, which allows us to deliver a truly personalised level of service to them when they come as our guests. In this fast paced, technologically pervasive world we all live in, creating such moments of intimate connection is extremely difficult and we would not be able to accomplish this without the support of our travel professional partners. – **Christian Poda, general manager**

Best City Hotel – Macau

The St. Regis Macao, Cotai Central



Gerd Kotlorz
Area director of sales and distribution,
Marriott International

What does this award mean to you?

We are thrilled to receive this award for the second consecutive year! It is truly an honour to be selected as Best City Hotel in Macao from a field that is growing in strength year on year.

This accolade is testament to the level of service our associates consistently deliver to ensure that all of our guests are well looked after and is also a reflection of how our team is committed to being the best in such a competitive market. It is with great pride that I share this award with our associates.

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

Differentiated and personalised service is key for us. As the only hotel in Macao to offer the signature St. Regis Butler Service for all guests, 24 hours a day, we are able to tailor each guest's stay to their specific needs, tastes and preferences. This is precisely what our guests are looking for – a very personal experience – and we will continue to deliver on that promise.

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

As our business partners, travel agencies play a key role in our success. Despite evolving trends in the customer purchase journey, agencies continue to be a very important and valuable channel for us and I do not see this changing any time soon.

I would like to take this opportunity to thank all our travel partners for their continued support and trust in us. – **Janet McNab, managing director, Sheraton Grand Macao Hotel and The St. Regis Macao**

Best City Hotel – Manila

Conrad Manila

What does this award mean to you?

Conrad Manila is very proud to be a winner in the TTG Travel Awards 2018, Asia-Pacific's most prestigious travel industry awards. We consider this great acknowledgement as our badge of honour.

This is a recognition of the entire Conrad Manila Team whose professionalism, passion and outstanding service are now the industry benchmark of excellence.

This is also for our shareholders for their continued support of Conrad Manila. This award will deepen our commitment to our global mission: "Never just stay. Stay inspired." We hope this award contributes to the Philippines' strong reputation in the international hospitality industry.

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

We are humbled by this award, but we share it with the industry players who work equally as hard as we do. We hope that this award will inspire everyone else in the industry to perform exemplarily.

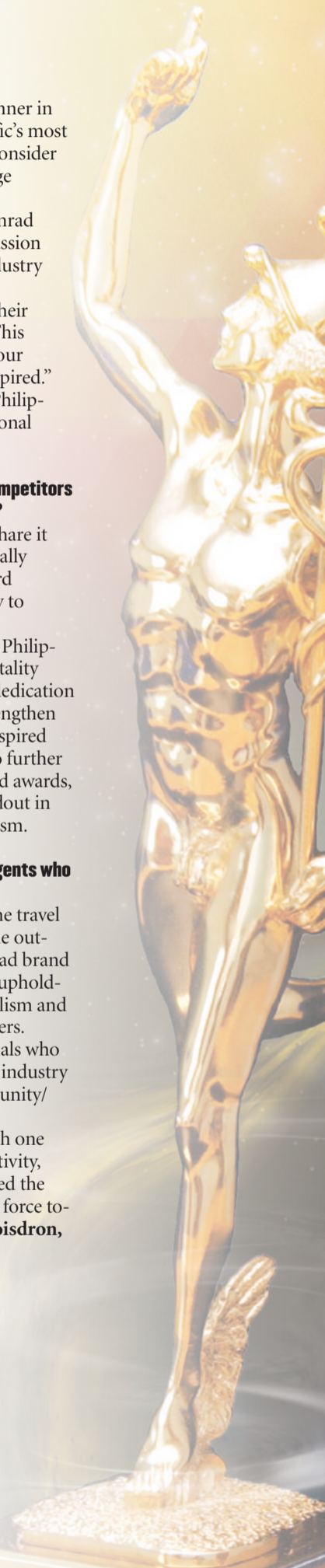
We are one in our vision to make the Philippines a leader in the international hospitality industry. As a sign of Conrad Manila's dedication to various market segments, we will strengthen our commitment to outstanding and inspired services for our guests, and lead them to further discover the best of our facilities. Beyond awards, our Conrad Team is the industry's standout in talent, personal values and professionalism.

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

Conrad Manila is sincerely grateful to the travel agents for their vote of confidence on the outstanding attributes that define the Conrad brand and its world of luxury and style, while upholding the highest standards of professionalism and inspired service to our guests and partners.

These travel agents are the professionals who make lasting contributions to the travel industry and have positively impacted the community/country where they operate.

We look forward to working with each one of them in every endeavour, whose creativity, dedication and inspiration have advanced the travel and tourism industry as a leading force towards economic progress. – **Laurent Boisdron, general manager**



HOTELS – INDIVIDUAL PROPERTY AWARDS

Best City Hotel
– Seoul
Lotte Hotel Seoul



Jaden Park
General manager,
Lotte Hotel Seoul

What does this award mean to you?

It is such an honour to be recognised as the Best City Hotel in Seoul this year. Winning this award would not be possible without all of our associates' hard work and passion.

I would like to share this honour with all of our employees at Lotte Hotel Seoul and guests who have stayed with us. We will continue our best to be the Best City Hotel in Seoul.

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

Seoul is emerging as a battleground for pride in the competitive hotel market, as global luxury chain brands continue to advance.

In order to outshine our competitors, Lotte Hotel Seoul renovated one of its towers and re-opened it as an Executive Tower. This Tower will offer a new standard in premium luxury hotels. The most noted factor about the Executive Tower is that we have reduced the number of rooms from 373 to 278, not only to expand the floor space of the deluxe rooms (the most standard rooms) but also to enhance the facilities and provide more careful and attentive service.

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

Thank you very much for voting for us. Travel agencies are a very valuable channel for the hotel as they are situated in between us and our guests. We believe travel agencies are one of the most important partners of hotels and it is great to be recognised by them.

Best City Hotel
– Taipei
W Taipei



Soo Oftana
Director of sales and marketing,
W Bangkok

What does this award mean to you?

We are so honoured to be entrusted with this wonderful award.

W Taipei serves as the ultimate city getaway, where a veritable urban beach flirts with the senses at every touchpoint on meetings and conventions. Located in one of Asia's most cosmopolitan cities, W Taipei keeps one of the coolest destinations for MICE, and we are looking forward to introducing this fantastic idea to our event planners and guests.

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

We will continue to offer our two best-known packages: Meetings Couture and the Go Green – Sustainable Meeting Package.

Meetings Couture allows planners to customise their meeting plans which reflects W's brand of distinct 'Whatever/Whenever' services.

The Go Green – Sustainable Meeting Package lets environmentally-conscious planners design an event with features such as energy-efficient digital signage, tailor-made menus using locally sourced produce and exclusive MRT cards for delegates to explore the city with.

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

Thank you for all of your support. It is a large honour for us to receive this award.

We are strongly grateful for this recognition of the work that was done and we believe that every talent deserves to get praised through this award.

– Harvey Thompson, general manager

Best New City Hotel
New World Petaling
Jaya Hotel



Jai Kishan
General manager,
New World Petaling Jaya Hotel

What does this award mean to you?

As a newly opened hotel, it is an honour to be recognised by our peers as well as discerning travellers. Our brand culture of #Relationship Hospitality with an essence of Creating Gateways and Getaways for all our guests is our core philosophy and I am happy that we were able to create a memorable experience.

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

We shall continuously aim to achieve service excellence through our product and most importantly through our people.

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

Thank you for recognising us as the Best New City Hotel and it means the world to us!

Best Airport Hotel Hong Kong SkyCity Marriott Hotel



Yvonne Lee
Director of sales,
Hong Kong SkyCity Marriott Hotel

What does this award mean to you?

It is our greatest honour to receive this accolade of Best Airport Hotel for the second consecutive year. This is a significant recognition for us and a testament to our 332 associates' passion and contribution in their daily work.

As we head towards our 10th anniversary this coming January, this award is even more meaningful to us and is the biggest encouragement to strive for excellence with the support from our guests, partners and of course, TTG.

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

Hong Kong SkyCity Marriott Hotel enjoys a pivotal location next to a major exhibition centre and across from the Hong Kong International Airport, Chek Lap Kok. Together with the just announced neighbouring world-class development of a 25 hectares integrated commercial project and the Hong Kong–Zhuhai–Macao Bridge, we are now in the process of renovating our guestrooms and upgrading the property, while concurrently elevating our service standard by listening to our guests and converting their comments into reality where possible.

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

I would like to express my gratitude to all travel agencies who have voted for us. They have played a critically important role in our 10 years of success and business growth. In addition, they are most valuable and trusted partners serving as a bridge between us and our guests on a global scale. We are committed to driving our collaborations toward greater excellence by sharing the same goal. – **Michael Muller, general manager**

Best Boutique Hotel The Siam



Panita Woonpanit
Director of sales and marketing,
The Siam

What does this award mean to you?

This award means the world to us. We are thrilled to be awarded with the Best Boutique Hotel Award. The team is very happy too!

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

At The Siam we are always looking for new and innovative ways to enhance our guests' stay experience. We feel there is more than just hardware to a good hotel but the people behind the scenes as well. Training and renovation plans are in place to help us to reach our goals.

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

Thank you for voting for us. It is such an honour to be awarded with such a special award. I am especially proud of the team. Without them none of this would be possible. From the bottom of all our hearts, thank you!

Best Independent Hotel One Farrer Hotel



Gilbert Madhavan
General manager,
One Farrer Hotel

What does this award mean to you?

We are deeply honoured to receive TTG's Best Independent Hotel award. This award is a testimony to the hard work of the hotel team to consistently deliver a quality of service and product that not only meets but exceeds the expectations of our guests and patrons. We share this award with the management and staff of One Farrer Hotel, as this recognition is very much their achievement.

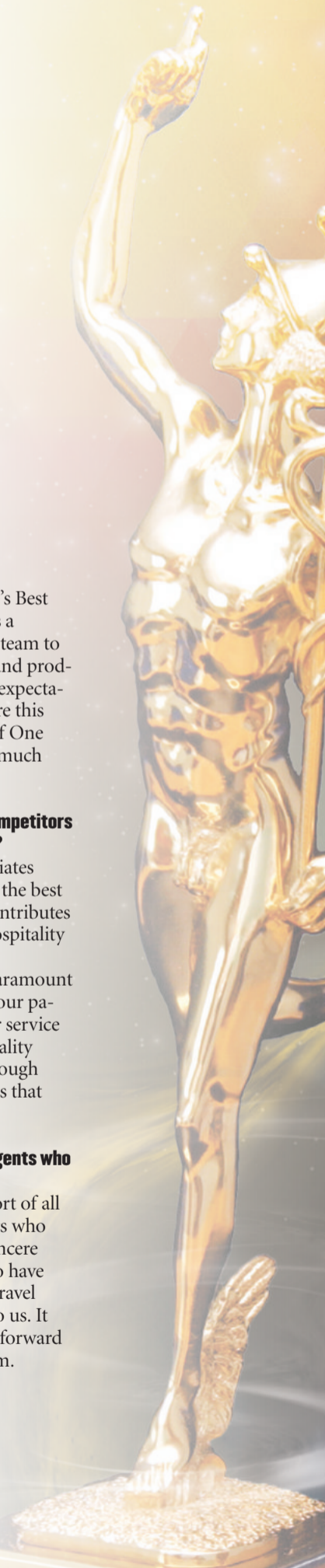
How will you continue to outshine your competitors in the marketplace next year and beyond?

The smiles and satisfaction of our associates and patrons are what drive us to deliver the best service we can, and we hope that this contributes towards elevating the standard of the hospitality industry in Singapore.

In a competitive environment, it is paramount that we engage and establish trust with our patrons and clients, constantly uphold our service standards and retain our unique personality which differentiates us from the rest through unforgettable memories and experiences that we create.

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

We are humbly proud to have the support of all travel agents and other business partners who trust us to take care of their clients. A sincere thank you to all travel professionals who have voted for us. Our partnership with the travel professionals is of utmost importance to us. It contributes to our success, and we look forward to many more successful years with them.



RESORTS – INDIVIDUAL PROPERTY AND SERVICED RESIDENCES AWARDS

“ We don’t create a fantasy world to escape reality, we create it to be able to stay. ”

– Lynda Barry



David Bedinghaus
Assistant vice president, food & beverage,
Resorts World Sentosa

Best Integrated Resort Resorts World Sentosa

What does this award mean to you?

Garnering the Best Integrated Resort accolade for the eighth consecutive year is a prestigious achievement for Resorts World Sentosa. It is also an affirmation of the talent and professionalism of our entire team and their commitment towards excellence. At Resorts World Sentosa, guests come first and we are focused on delivering the most memorable experiences and outstanding service. I would like to thank all our team members for their hard work and dedication which have distinguished us as the preferred lifestyle destination in Asia-Pacific for both leisure and business travellers.

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

Resorts World Sentosa continues to be at the forefront of Asia-Pacific’s leisure and hospitality industry, attracting visitors from around the world. Apart from our regular attractions and entertainment, guests are also treated to many specially curated gourmet and thematic lifestyle events such as RWS Street Eats, Football Fever 2018, The Great Food Festival and an exciting beer festival later this year. Appealing to all in the family, Universal Studios Singapore celebrates with signature marquee events such as TrollsTopia, Jurassic World: Explore & Roar, Halloween Horror Nights 8 and A Universal Christmas. Over at S.E.A. Aquarium, visitors learn about marine conservation through special programmes such as the newly-enhanced Ocean Dreams sleeper and other immersive educational activities by Guardians of the S.E.A.A.

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

We are heartened that the Resorts World Sentosa brand is resonating strongly with our industry partners. Our travel trade partners are among our best ambassadors and we thank them for their unwavering support in the last eight years. Besides giving us a vote of confidence and affirming us as Asia-Pacific’s destination of choice, they have also worked closely with us in showcasing our diverse offerings to their clients and driving significant business to the integrated resort. We will continue to deepen our strong relationships with the travel trade community as we stay ahead of the game in offering memorable guest experiences and excellent hospitality at this premium lifestyle integrated resort in Asia-Pacific.

– **Tan Hee Teck, CEO**



Amr Al-Soudani
Director of sales & marketing,
Anantara Mai Khao Phuket Villas

Best Beach Resort Anantara Mai Khao Phuket Villas

What does this award mean to you?

We are deeply honoured to receive the Best Beach Resort award for 2018.

This award reflects the dedicated work of the staff and leadership of Anantara Mai Khao Phuket Villas and our commitment to flawless service and providing outstanding guest experiences. We are pleased to be recognised as the standard-setter for resorts in this category and it is our goal to continue to do so.

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

We will continue to not only maintain the current level of service, but exceed it in the future. The resort is committed to implementing new ideas, adapting to new market trends and developing the skills of our team in order to ensure our guests have the best experience possible whenever they visit. This will ensure their current stay is memorable, as well as all future stays.

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

We would like to extend our gratitude to our valued partners that took the time to submit positive remarks about our property. This win is testament to the quality of our resort and our continuing connection with our partners and customers. We are most thankful to all that voted and we are mindful that this award also comes with the important responsibility to keep evolving as a positive contributor to the industry. – **Nikolaus Priesnitz, general manager**

Asia-Pacific's Best Integrated Resort

8 wins in a row since 2011

Resorts World™ Sentosa is proud to be named Asia Pacific's Best Integrated Resort for an amazing eighth year in a row! In addition to this honour, we have clinched three other accolades at the Singapore Tourism Awards 2018 including Best Dining Experience, Best Customer Service for Hotels, and Best Customer Service for Food & Beverage. It's your support that motivates us to continue to raise the bar of excellence.

Thank you.



rwsentosa.com

RESORTS – INDIVIDUAL PROPERTY AND SERVICED RESIDENCES AWARDS



Tonya Khong
Vice president Asia-Pacific, Frasers Hospitality

Best Serviced Residence Operator Frasers Hospitality

What does this award mean to you?

It feels good every time we win this award, notwithstanding that this is the sixth time. We are honoured, very honoured to have been recognised for our brands, but this award is really about the team.

As we celebrate our 20th anniversary, young by most standards, I want to say a big thank you to my team for their dedicated and unrelenting commitment to bringing our vision alive: that of creating small, and big, memorable experiences not just for our guests, but also for each other.

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

As we look ahead to the next 20 years and beyond, our focus on creating memorable experiences for our guests will not change. However, how we do this will evolve. We are excited to be launching a new generation of Capri by Fraser residences to cater to the changing lifestyle needs of millennial travellers.

At our new Capri by Fraser, China Square / Singapore opening in the first quarter of 2019, we will testbed innovative experiences that we intend to roll out worldwide. This harnessing of technology will cut across all our brands as we continue to anticipate and meet the needs of our guests.

But at the end of the day, we are about people and we need to continue to invest in our staff, train them, recognise them and meet their professional goals and aspirations too.

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

We are immensely thankful for your support and recognition all these years. Our aim is to continuously build on our foundation; providing home comforts in key locations with the assurance of sincere service and uncompromising security, for business and leisure travellers alike. – **Choe Peng Sum, CEO**



Roy Liang
General manager, Oakwood Premier OUE Singapore

Best Serviced Residence (Property Level) Oakwood Premier OUE Singapore

What does this award mean to you?

We are extremely honoured to receive this award, and would like to thank the readers of TTG for their recognition and support of Oakwood Premier OUE Singapore. Being voted as the Best Serviced Residence (Property Level) is an affirmation of the quality and positioning of our property in the region, as well as my team's hard work and dedication from Day One.

As a young property in its first full year of operations in Singapore, it is truly heartening to be acknowledged among all the established serviced residences in the industry. We have always aspired to be the best and to deliver the best, and I am glad that Oakwood Premier OUE Singapore fulfilled this promise as a team.

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

Our guests remain our top priority. We will continue to engage them in an organic way and integrate luxury and convenience at every touchpoint. Achieving the right mix of quality product, personalised service and programming is what makes the guest experience truly memorable and sets us apart from our competitors. Through innovation and streamlining of processes, we will work to ensure we remain an efficient outfit in delivering good customer service. With the support of great technology, the human touch will still remain at the forefront for creating positive hospitality experiences. Providing my team with the appropriate training and opportunities will help them advance in their skillsets and careers, resulting in higher efficiency and better quality service for our guests.

It is also important that we look towards an international scale as our property matures. We will continue to increase awareness of Oakwood Premier OUE Singapore as a top choice for luxury serviced apartments not just locally and within the region, but also as being the best-in-class across the world.

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

We would like to thank all travel agents for the vote of confidence. I believe in growing together with our stakeholders and business partners. When the industry and supply chain win, we win. With their constructive feedback and genuine support, the team at Oakwood Premier OUE Singapore will continue to showcase our very best to live up to our reputation.

AIRLINE AWARDS

“ To invent an airplane is nothing. To build one is something.
But to fly is everything. ”

– Otto Lilienthal

Best Full Service
Carrier
Singapore Airlines



W K Lim
Regional vice president South East Asia,
Singapore Airlines

What does this award mean to you?

While we do not measure our success by the number of awards that we garner, it is nice that our efforts to provide our customers the best products and services we can offer are recognised.

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

We have always taken the view that we can never rest on our laurels, and must always be investing heavily to continue delivering the world's best travel experience to our customers, while ensuring we are constantly adapting to structural change in our industry.

We are set to launch the world's longest commercial nonstop flight from Singapore to New York with the arrival of the world's first Airbus A350-900 ULR (Ultra Long Range) variant later this year. On the digital front, we have also set our sights on becoming the world's leading digital airline with many digital initiatives in place such as the recent launch of Singapore Airline's Digital Innovation Blueprint, as well as KrisPay, an innovative miles-based digital wallet.

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

It is an honour for Singapore Airlines to receive this award and we are grateful to those who have voted for us.

Our employees and stakeholders around the world strive to deliver only the best travel experience for our customers and this award is a positive affirmation of their efforts and hard work.

At the same time, we would like to reiterate our commitment to drive innovations and set service standards that will continue to redefine premium air travel.

Best Airline –
Business Class
Cathay Pacific Airways



Kendrick Ko
Country manager Thailand,
Cathay Pacific Airways

What does this award mean to you?

To receive any award is special but to be named Best Airline – Business Class for the second consecutive year is very encouraging and reflects the pride our Cathay Pacific teams take in providing our customers with the products and services they truly value.

Improving our customers' experience with us is always our inspiration and we are thankful to both them and our people for making this award possible.

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

We are committed to continually invest in order to enhance the experience our customers have when they travel with Cathay Pacific.

We continue to enhance our products both on the ground – we unveiled our newest lounge, The Deck, in Hong Kong earlier this year – and in the air. We are rolling out wi-fi across all our long-haul aircraft and a new business class dining service on our long-haul routes.

We have, or are in the process of launching, nine new destinations this year alone, including exciting new routes to Copenhagen, Dublin, Cape Town and Washington DC.

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

We greatly appreciate and value the work of our travel agency partners. Travel agencies have long been instrumental in providing personalised services and industry expertise to our customers across Asia and indeed the world. Cathay Pacific is grateful for another effective point of contact between the customer and ourselves, which complements our own distribution capabilities. – **Maggie Yeung, regional general manager South-east Asia, Cathay Pacific Airways**

Best Boutique Airline
Bangkok Airways



Varong Israsena Na Ayudhya
Vice president – sales,
Bangkok Airways

What does this award mean to you?

We hold this award in high regard and are extremely humbled to have won it.

Not only does this award validate our overall credibility within the aviation industry but it is also a reminder of the exemplary dedication of our airline staff, who made this possible, in providing the highest quality service for our passengers.

We promise to be consistent with our service standards to underline our commitment as Asia's Boutique Airline.

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

We believe by providing full service or what we like to call “boutique” service, we are able to diversify and shine on our own rather than outshine others through comparison.

We have operated with commitment to make every flight an exceptional journey, ranging from lounge access for all passengers to inflight meals curated by one of Thailand's best chefs, all with the assistance of our highly trained staff. Additionally we will explore more untried destinations and offer passengers more unique choices and experiences.

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

We would like to thank them for the effort put into voting for us. We are honoured to be granted this opportunity to gain such a highly esteemed award. Furthermore, we would like to thank them for their hard work within the aviation industry. Without these travel agents, our airline would not be able to run as smoothly or maximise the comfort of all our customers. – **Puttipong Prasarttong-Osoth, president, Bangkok Airways**



AIRLINE AWARDS

Best Inflight Service Qatar Airways



Marwan Koleilat
Regional senior vice president,
Qatar Airways Asia-Pacific

What does this award mean to you?

Qatar Airways is delighted to be recognised for offering the Best Inflight Service for travellers. It demonstrates our continued commitment to exceeding passenger expectations with our dedication to customer experience.

Our customers are our priority and we constantly look to go the extra mile to anticipate and provide the comforts and services they need to have a great flight journey.

This award will further motivate us to provide only the finest service in the sky our passengers have come to expect from Qatar Airways.

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

To maintain our status as an award-winning airline, Qatar Airways has consistently emphasised a passenger-first approach in delivering best-in-class experiences to our passengers. Not only will we continue to excel in what we do best, we constantly seek to break new innovative ground to set ourselves apart from the competition.

A good example would be our patented and widely acclaimed Qsuite which will be introduced to more cities in Asia-Pacific in the upcoming months.

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

We are thankful to our travel partners in Asia-Pacific for this recognition and their unwavering support. In line with our commitment to excellence and innovation, we will continue to explore meaningful ways to engage with our travel trade partners.

As Qatar Airways continues with our network expansion plans, partners and customers can look forward to going to more places together with us in 2019. Exciting upcoming destinations include Tallinn, Estonia and Valletta, Malta.

Best Airline Connectivity Emirates



Parujee Phadhana-Anake
E-commerce manager – Thailand, Myanmar, Cambodia,
Emirates

What does this award mean to you?

This achievement is another milestone for Emirates and I would like to share this award with all Emirates staff and partners that are part of all our success. It is a testament to the breadth of our network of global destinations and seamless connectivity to countless locations outside of where we fly.

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

Emirates, as a global connector of people and passion, currently flies to 161 destinations in 86 countries/territories and we continue to expand our fleet to serve more customers every year.

For 2018, we launched some exciting routes such as Stansted (London) and Santiago de Chile via Sao Paolo, and will soon launch a daily service to Edinburgh.

Our attention to detail on our host of inflight and on-ground services, customer loyalty programme and exclusive added-value features is what sets us apart from the rest and we strive to ensure that Emirates' products and services are delivered to a standard that keeps us at the forefront when consumers are deciding over a selection of luxury airlines.

We also take pride in our multicultural workforce, made up of more than 63,000 people from over 170 different nations, who are able to understand and respond to the various needs in our extended consumer market.

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

I would like to extend my thanks to all travel agents for trusting our airline and supporting us for many years. I would like to express my conviction that Emirates is dedicated to fulfill your needs and we strive to develop our products and services to satisfy all of your customers' demands. – **Mohammad Sarhan, manager Thailand, Myanmar and Cambodia**

Best Asian Low-Cost Carrier AirAsia



Pattra Boosarawongse
Financial chief officer,
AirAsia Group

What does this award mean to you?

It is a great honour to be named Best Asian Low-Cost Carrier for an 11th time. The continued recognition from our peers in the travel industry is a reminder and motivation for us to stay true to our mission so that everyone can fly.

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

We will continue to invest heavily in digitalisation to improve the travel experience and make it even more seamless and convenient, as well as increase cost efficiency so we can continue to offer low fares to our guests.

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

Thank you to everyone who voted for us. Your confidence as well as support is important to us, and we hope this fruitful relationship will continue in years to come. – **Santisuk Klongchaiya, CEO, AirAsia Thailand**



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BUSINESS CLASS



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Redefine your expectations with a new level of luxury in Qsuite, our award-winning Business Class as recognised by the 2018 Skytrax World Airline Awards. Enjoy the privacy of your own personal suite, or work, dine, and share your journey with colleagues in our fully adaptable quad-seating configuration. With up to 4,000 in-flight entertainment options, our world-class service, and a rapidly expanding network, discover Business Class like never before.

Qsuite now available on flights from Singapore, Hong Kong, Shanghai and Tokyo.

qatarairways.com



GOING PLACES TOGETHER

BT-MICE AWARDS

“ Great things in business are never done by one person. They're done by a team of people. ”

– Steve Jobs

Best Business Hotel Sofitel Singapore City Centre



Wouter de Graaf
General manager, Sofitel Singapore City Centre

What does this award mean to you?

This amazing award is a wonderful testament to Sofitel City Centre's commitment to providing memorable and *magnifique* experiences to all of our guests.

As a new Sofitel landmark, strategically situated in the heart of Singapore's central business district, our team envisioned creating a unique and luxurious destination in the Lion City's highly competitive hospitality landscape.

This accolade is a remarkable affirmation of our team's success in providing bespoke and tailor-made services to cater to the multi-faceted needs of both our business and leisure guests.

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

Engaged, empowered Ambassadors are the key to providing our guests with the finest experiences, and we are committed to their continuous training and development to ensure the consistent service excellence that is essential for us to maintain our competitive edge.

In today's dynamic travel, trade and tourism landscape, we also believe that we must strive to continuously evolve as a hotel and as a brand in order to remain at the top. This includes further developing key partnerships and collaborations with like-minded brands that will create opportunities for innovation as well as bigger platforms and new markets.

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

We would like to take this opportunity to extend our sincerest appreciation and gratitude for the magnificent support and the trust the travel agents have given us through this wonderful award. It is truly an honour and we will continue to provide the most luxurious experiences to all of our guests.

Best BT-MICE City Singapore



Joe Choo
Area director, Singapore Tourism Board

What does this award mean to you?

It is an honour and privilege for Singapore to be recognised by industry professionals as the Best BT-MICE City and we are delighted to be accorded this accolade.

Singapore offers a wealth of possibilities for work and play, and this is complemented by a dynamic, pro-business environment which offers excellent connectivity, security and reliable infrastructure. That said, we could not have achieved this award without the support and dedication of individuals and organisations in this industry. We would like to share this accolade with our stakeholders and partners as their collective efforts and invaluable support have contributed to Singapore's success.

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

Singapore Tourism Board (STB) collaborates with industry players, associations and government agencies to establish Singapore as a dynamic business events destination where event organisers and delegates can draw on a network of ideas, opportunities and knowledge. We continually refresh our business and leisure offerings to reflect Singapore's value proposition of offering a conducive environment in Asia to connect, learn, network and conduct business, with access to top leisure activities after work hours.

STB also works with industry partners to intensify business development and marketing efforts to make Singapore a destination of endless possibilities where innovation, growth and new opportunities meet.

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

We appreciate the recognition given to STB by our industry stakeholders as we continue to push boundaries and stay ahead of the curve in the MICE industry. We will build on this success by enhancing Singapore's offerings for business travellers and event organisers. Our partners' dedication and support towards growing Singapore's destination appeal is critical in maintaining our edge. We would like to take this opportunity to thank our existing stakeholders for their strong support, and encourage even more industry partners to collaborate with us to harness growth opportunities and drive industry transformation. – **Jeannie Lim, executive director, conventions, meetings & incentive travel, Singapore Tourism Board**



YOUR BUSINESS IS OUR PASSION

Thank you for voting Singapore
Best BT-MICE City 2018

For more information on partnership opportunities,
visit www.visitsingapore.com/mice



BT-MICE AWARDS

Best Convention & Exhibition Centre Sands Expo and Convention Centre at Marina Bay Sands



Ailyn Seah
Vice president of MIC and association sales,
Sands Expo and Convention Centre at Marina Bay Sands

What does this award mean to you?

For Sands Expo and Convention Centre to be named Best Convention & Exhibition Centre for the second consecutive year is a great validation of the work we do. It is also motivating and exciting for the team as they are being recognised and rewarded for their hard work.

It is an honour to share this prestigious recognition with our clients and we thank them for the support and trust that they have in us all these years. To be voted by our peers and clients is really an important way of benchmarking our work against some of the best in the industry.

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

The MICE industry is a 'people business' where personalisation and face-to-face engagements are important in this highly competitive industry. When clients host their events at Marina Bay Sands, they are part of a bigger ecosystem. Clients can leverage on the integrated resort's diverse offerings to meet their business objectives and customise the experiences in a setting that is both engaging and memorable.

At Marina Bay Sands, we see our clients as partners and aim to be the enablers to drive innovation and their success. – **Mike Lee, vice president of sales, Marina Bay Sands**

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



Thirayuth Chirathivat
CEO, Centara Grand & Bangkok Convention Centre at CentralWorld

What does this award mean to you?

This accolade we have received for the sixth time is a testament to our strong commitment to excellence in serving this vital market segment. The MICE sector is not only important to Centara; we think it is essential to commerce. Much of the personal networking and exchange of ideas in our world happens at meetings, conferences and exhibitions. We want to make such events more productive and enriching.

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

We have actually done a lot of thinking about this. There is more to it than selling our properties to event planners. A successful event is a combination of creative ideas, smart planning, effective use of technology and an attractive, comfortable environment.

Many destinations offer a businesslike event in a dull environment, or a beautiful environment without professional resources. We aim to provide both. Our latest programme is New Agenda: Meetings Redesigned. It shows what you can do when you combine a spectacular tropical setting with creative planners, logistical experts and technology resources. The result is an event that people talk about and remember.

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

I would credit a team effort. I mean that in two ways. First, there are many Centara people who have contributed to our success. Second, we could not do it without our customers. A successful meeting or event is the product of effective collaboration between our team and their client partners. We come up with ideas together. We work out the details and make the event happen together. We succeed together, and we learn together so we can do even better next time.

Best Convention & Exhibition Bureau Macao Trade and Investment Promotion Institute (IPIM)



Irene Va Kuan Lau
Executive director, IPIM

What does this award mean to you?

Winning this award means a lot to IPIM and Macao and we are humbled by this great honour.

Being a very young convention bureau, we have been striving to position ourselves as a one-stop shop for the MICE industry to make it easy for meeting and event planners to organise their events in Macao. The competition, particularly within the Asia-Pacific region, is tough as there are so many bureaus that have been in the game much longer than us that provide high levels of service to their clientele. We strive to emulate industry best practices and this award provides us some acknowledgement that we are on the right path.

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

We are still going through a period of growth. IPIM has been increasing the number of MICE team members which will allow us to provide higher levels of service in the future. There is still much to learn and strive for.

Our ultimate goal is to create a seamless platform for meeting and event planners to organise events in Macao and to help them achieve their event objectives. As long as we stay focused on this goal, listen to client feedback and work closely with our industry partners to continually improve our product and service delivery, we are confident that we can strengthen our competitive position.

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

IPIM would like to provide a BIG thank you to everyone who voted for us. This has meant so much to us and we very much appreciate their support and recognition. We look forward to future dialogue with the industry. Industry feedback is highly valued by IPIM and motivates us to set our goals higher.

A SPECIAL THANK YOU FROM CENTARA



Now, how can we help you make your next meeting great?

From all of us at Centara, thank you for voting us Best Meeting & Convention Hotel for the 4th consecutive year. **Centara Grand & Bangkok Convention Centre at CentralWorld** appreciate your recognition for their hard work.

The best way we can thank you is to help you make your next event a success. So we developed a new programme called **New Agenda—Meetings Redesigned**. It combines three factors that result in success: An environment that inspires, matched to the event. Logistical and technical resources, managed by an experienced team. And creative thinking, to separate your event from the usual and make attendees look forward to your next one.

We look forward to working with you again.



DISCOVER MORE AT centarahotelsresorts.com/mice

TRAVEL AGENCY AWARDS

“ Using a travel consultant is like buying a sweater.
Of course you could make one yourself.
But they know how to keep things from unravelling! ”

– Anonymous

Best Travel Agency – Hong Kong **Westminster Travel**



Larry Lo
CEO, Westminster Travel

What does this award mean to you?

We are proud of the award as it supports our commitment to continue improvement, and in meeting and exceeding the expectations of our customers, partners and employees.

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

In May 2018, we rebranded our specialty corporate travel services as Corporate Travel Management Limited (CTM) and one important decision CTM Asia made was the acquisition of Lotus Tours Group, effective October 2018. After the acquisition, we become the corporate travel leader in Hong Kong serving the Greater China market – this creates many superior customer benefits including optimum scale to best leverage our technology, support costs and

enhance our excellent supplier relationships to support long-term sustainable growth.

What would you say are the three most important factors a travel agency needs to be successful?

First: staff and client retention – highly competent and engaged staff deliver extra value to clients which, in turn, maximises client retention. Provide professional training to staff for their career development and job satisfaction.

Second: a comprehensive network – building relationships and staying connected with regional partners can broaden our business scope and add greater value and support to customers who travel between regions.

Third: embrace technology – technology provides clients with more choice, greater cost control, improved efficiency and enhanced safety.

Best Travel Agency – India **Cox & Kings**



Karan Anand
Head – relationships, Cox & Kings

What does this award mean to you?

Recognition by our associates in the industry indicates that the trade recognises our efforts in providing world-class service.

We are constantly innovating to bring diverse solutions to the tourism sphere.

We feel delighted to have been awarded Best Travel Agency – India as this further motivates us in contributing dynamism to the industry.

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

This year we celebrate our 260th anniversary and we are the oldest travel company in the world. We have chosen to reinforce our commitment to our customers.

What would you say are the three most important factors a travel agency needs to be successful?

First, anticipate customer expectations and deliver on the promises.

Second: employees are the agency’s biggest strength. Nurture them and reward them accordingly.

Third: work closely with peers in the industry.

Best Travel Agency – Indonesia **Panorama Destination**



Renato Domini
CEO, Panorama Destination

What does this award mean to you?

Panorama Destination is committed to being the very best in our industry. We are constantly striving to develop the products and services we offer, and always endeavour to find new spaces in which to grow.

This award represents an extremely satisfying recognition of our progress and an indication that we are moving in the right direction.

For our talented and dedicated staff, it would also serve as motivation to continue pushing the boundaries of what is possible, as it is their tireless craft and innovation that have brought us so much success in the past year.

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

This year we have taken the bold and measured step of continuing our expansion into a new and exciting destination: Malaysia. I took

this decision in order to open up a new range of possibilities and choices for our clients and partners.

What would you say are the three most important factors a travel agency needs to be successful?

Passion, creativity and conscientiousness.

Passion, because our industry involves presenting the best elements of our destinations to the world, including the unique cultural heritage and memorable moments that sets them apart; creativity, because building packages that show those locations in the best possible light requires constant innovation and new ideas in order to remain competitive and fresh; and conscientiousness, because a truly great travel agency gives back to the destination in which it operates, and helps local communities to contribute, benefit and grow by participating in sustainable tourism development.



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A heartfelt thank you to our customers, suppliers and staff;
we are grateful for your unlimited support
as the company continues to grow.



2018



2017



2016



2015



2014



2013



2010



2009



2008

TRAVEL AGENCY AWARDS

Best Travel Agency – Japan JTB



Hikaru Tani
President & CEO, JTB Thailand

What does this award mean to you?

It is a tremendous honour for us to win such a glorious award.

This award is a very important indicator and a great encouragement for our company that is moving forward to become a Number One DMC in the Asian region. We appreciate your continued support.

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

“One JTB”.

In April this year, we merged travelling companies in the JTB Group,

which had been separated by region in Japan, in order to face the market as “One JTB” again. It was to cope with changes in the business environment, such as OTA at the global level, the rise of different industries and the rapid development of digital technology.

What would you say are the three most important factors a travel agency needs to be successful?

We will respond to changes in the business environment by evolving into a truly innovative company, and we will continue to pursue

“Perfect moments, always” which is our promise to our customers. In order to do that, we have a daily action policy for each and every employee, including executives, that consists of the following three qualities:

Open: we keep our eyes and minds open to new collaborative possibilities.

Challenge: we grow from our failures and are always willing to take the next step.

Fun: we love doing what we do... and that joy is contagious!

– **Satoshi Inoue, director, president of global business unit**

Best Travel Agency – Malaysia Mitra Tours & Travel



Tunku Iskandar
Group president, Mitra Tours & Travel

What does this award mean to you?

Receiving this award for the sixth time (previously in 2004, 2006, 2007, 2015 and 2016) is a tremendous accolade for our company and dedicated team members who strive to always “give it their all” for all our corporate and leisure clients as well as suppliers and business partners.

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

We have put in place succession planning to ensure continuity at the shareholder, board of directors and management levels so that we will be able to achieve the plans we established in recent years and going forward, ensuring everyone’s commitment to those aspirations.

What would you say are the three most important factors a travel agency needs to be successful?

First: service quality, to be always

giving our best and always getting it right the first time.

Second: innovativeness that creates value for which clients will value and be willing to pay for the service.

Third: knowledgeable through being perceptive and well-informed about the needs of our clients and the products and services required by them.

Best Travel Agency – Singapore Chan Brothers Travel



Chloe Chan
Business development manager,
Chan Brothers Travel

What does this award mean to you?

Striding beyond our 53rd year this year as a beacon of inspiration in the travel industry, this distinguished award is a sterling recognition by partners and the trade for our commitment to service excellence and continued innovation.

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

We have introduced +en Travel Envoys, Singapore’s first travel entrepreneur network programme,

which lowers the barriers to entry for individuals to start their journey to become a travel business entrepreneur. They will learn how to sell travel professionally through an online platform that provides access to extensive travel resources and earn extra income from commissions on travel bookings, while having the flexibility and convenience of working at their own pace and space.

What would you say are the three most important factors a travel agency needs to be successful?

Singapore is a mature travel market and one of our constant challenges is keeping pace with the dynamism of the industry through continual product innovation. We never believe in resting on one’s laurels.

We aim to always deliver promises and exceed expectations.

Another important rule every travel agent should know is that of cultivating brand loyalty and this has always been one of the main ethos of our brand. – **Anthony Chan, managing director, Chan Brothers Group**

Best Travel Agency – South Korea ModeTour



Kim Ilsoo
Chief manager, ModeTour

What does this award mean to you?

It is a great honour to receive this award. I would like to share this award with all the executives and staff and various travel agencies in South Korea. Of course, I will try to contribute to the improvement of the tourism industry through this award.

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

The most important thing in all

tours is customer satisfaction. Our goal is to provide customer-centered management so that travellers who choose our company in a rapidly changing travel industry can be satisfied before, during, and after the trip.

What would you say are the three most important factors a travel agency needs to be successful?

There are a lot of factors, but I think it is having trust-based customer satisfaction through employee

satisfaction. The agency should be operated based on trust from our employees as well as our customers, and I believe that achieving customer satisfaction through employee satisfaction is the most important factor. – **Okmin Han, president, Modetour Network**

Best Travel Agency – Chinese Taipei Phoenix Tours International



William Chang
Chairman, Phoenix Tours International

What does this award mean to you?

As part of the service industry, we are dedicated to provide high quality products and services to our customers. Our goal is to strive for excellence and ensure that the price our customers paid is worth their while.

We are honoured to receive this award and will continue to pursue further achievements in the future.

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

This year our GSA department aims to get more airlines GSAs to provide more products for FIT. At the same time our tour department can arrange more group packages. This will ensure we can get the synergy of vertical integration.

What would you say are the three most important factors a travel agency needs to be successful?

First: it is important to listen to the clients and provide what they need.

Second: continuous innovation of products and services is also essential.

Third: companies should provide their staff with regular training and education to enhance their professional knowledge and maintain all service qualities. – **Benjamin Pien, general management**

Best Travel Agency – Thailand Asian Trails



Yves van Kerrebroeck
Managing director, Asian Trails Thailand

What does this award mean to you?

This award again affirms our move forward in going beyond the call of duty in delivering exemplary travel standards in Thailand. My aim, alongside that of my team, is follow the market trends of customer experience and lift the bar even higher.

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

Asian Trails has been through some

challenging times for the past two years, with acquisitions and seeing the company being sold twice. The turbulent times have finally passed and with the solid ownership foundation we have again, with Luzi Matzig and Laurent Kuenzle taking over the helm of Asian Trails alongside FAIRFAX Canada / Thomas Cook India, the company is back in the hands of pure travel professionals. This decision, with a clear forward thinking strategy, is the best decision we have made over the past 12 months.

What would you say are the three most important factors a travel agency needs to be successful?

I have found myself always going back to the core values of why Asian Trails Thailand was founded in 1999. We all go through times of ups and downs, but staying true to your vision, mission and core values – whatever the odds may be – has proven to be a success formula up to today.



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TRAVEL AGENCY AWARDS

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



Aileen Clemente
Chairman & president, Rajah
Travel Corporation

What does this award mean to you?

Being a recipient of the award for the tenth time since 2001, this serves as an affirmation that we are on-track in living up to our mission to be a company known for fulfilling dreams by providing travellers with innovative, positive and fun tourism and travel experiences.

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

This year, we are laying the foundation for our Tourism Knowledge Center, with a mission of capacity

building and strengthening linkages between the government, academe, private sector and future tourism and hospitality professionals. As our company's core purpose is stewardship, we believe our responsibility extends far beyond the usual travel agency operations. We are also taking on a more active role within the industry in terms of promoting sustainable tourism as a key priority.

What would you say are the three most important factors a travel agency needs to be successful?

First: it is critical to ensure the com-

pany finds, trains and retains team members that share the company's core values and passion for service.

Second: we must be dynamic and agile, evolving alongside the changes happening within the industry. Companies that are able to adapt quickly and stay ahead of the curve will have the clear advantage.

Third: be an active member of the community by participating in industry associations, community forums, CSR programs and the like. This will enable the travel agency to help shape the future of the industry and the community it belongs to.

Best Travel Agency – Vietnam **Vietravel**



Huynh Phan Phuong Hoang
Deputy general director, Vietravel

What does this award mean to you?

With our seventh win for Best Travel Agency – Vietnam, Vietravel has demonstrated that the right business strategy and commitment to sustainable development is always directed to the community.

Vietravel again affirms its leading position in the tourism industry in Vietnam, deserving to be the leading travel company in Asia, an enterprise that always focuses on the interests of customers, society as well as business activities.

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

Vietravel acknowledges that in the context of the technological revolution that is covering all of the areas around the world today, tourism cannot stand apart. The company has been orienting and gradually developing into a tourism enterprise associated with technology. In this new era, our operations have to be managed with new technologies.

What would you say are the three most important factors a travel agency needs to be successful?

To continue to be the leading travel company in Vietnam as well as in Asia after 23 years of operation and development, Vietravel has always considered and practiced three aspects of business philosophy:

- Professionalism;
- Sublime emotions in every journey; and
- Enhance the value of each trip for customers.

Best Corporate Travel Agency **Carlson Wagonlit Travel**



Michael Valkevich
VP global sales and program management,
Carlson Wagonlit Travel

What does this award mean to you?

It is truly an honour to have won this award for the seventh year in a row. It reassures us that we are on the right path, and I would like to thank our clients and industry partners for continuing to place their trust in us. It is something we do not take for granted and we remain committed to being the best partners we can, each and every day.

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

Over the past year we have been laser-focused on supporting multinationals across the region with their travel programs, and we are well-placed to do so given the years of experience we have. Our aim has been to elevate the conversation beyond just minimising transaction costs, to looking at the ROI of their travel spend and creating a better experience for their travellers – and we have been extremely pleased with the response so far.

What would you say are the three

most important factors a travel agency needs to be successful?

First: innovate to stay ahead of the curve – business travellers expect an experience that closely resembles what they encounter in their personal lives.

Second: stay true to local nuances – you cannot follow a cookie-cutter approach, always be ready to adapt.

Third: keep the customer at the center of everything you do – it's important to know your customers well. – **Bindu Bhati, managing director, Asia-Pacific**

Best Online Travel Agency **Ctrip**



Wei Yuan Min
Senior international PR manager, Ctrip

What does this award mean to you?

To be the recipient of this award further reaffirms Ctrip's position in the global travel industry.

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

Further international expansion. We relaunched our international OTA brand as Trip.com. At the same time we continue to drive more Chinese outbound tourism to more international destinations. We have worked hard with Skyscanner, our global meta-flight search brand to optimise direct booking. This past

year we have laid a good foundation for our international growth. We envision international revenue will become nearly 50 per cent of our revenue base over the next couple of years.

What would you say are the three most important factors a travel agency needs to be successful?

Innovation – continuous investment in our talent pool and technologies such as ABC (AI-Big Data-Cloud Computing) allow us to meet the changing demands of our travellers. Mobile transactions represent over 80 per cent of our transactions now.

Partnership – we not only bring in business for our partners but increasingly we are developing IT system tools and leveraging our big data to help these partners optimise their business.

Customer Service – helping our users achieve a seamless travel experience through continuous updates and refinement of our existing strong customer service capabilities (nearly half of our 37,000 employee base are in the customer service unit, serving over 300 million registered members and 180 million active monthly users globally). – **Victor Tseng, vice-president**

A NIGHT FULL OF STARS

“ The best part about pictures is that even when the people in the photo change, the memory it contains never will. ”

– Anonymous







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