



TTG TRAVEL AWARDS 2019



# TRAVEL AWARDS 2019

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

# THE PRIDE WE TAKE IN OFFERING YOU AWARD-WINNING COMFORT

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2A



TTG Travel Awards 2019

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AIRLINES**

A great way to fly

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# THIRTY YEARS OF STELLAR ACHIEVEMENTS



This year's TTG Travel Awards commemorated 86 exceptional travel and tourism players across Asia-Pacific at its joyous 30th anniversary Awards Ceremony and Gala Dinner, which was once again held in Bangkok at Centara Grand at CentralWorld, the official venue sponsor for the event.

This year saw the debut of seven new awards, with the bulk of the new titles being in the Travel Services Awards category. The prestigious Destination of the Year award, previously an Outstanding Achievement Award in the non-voting category, has been classified as open voting. Other debuting awards included Best Luxury Cruise Line, Best River Cruise Line and Best Travel Technology Provider.

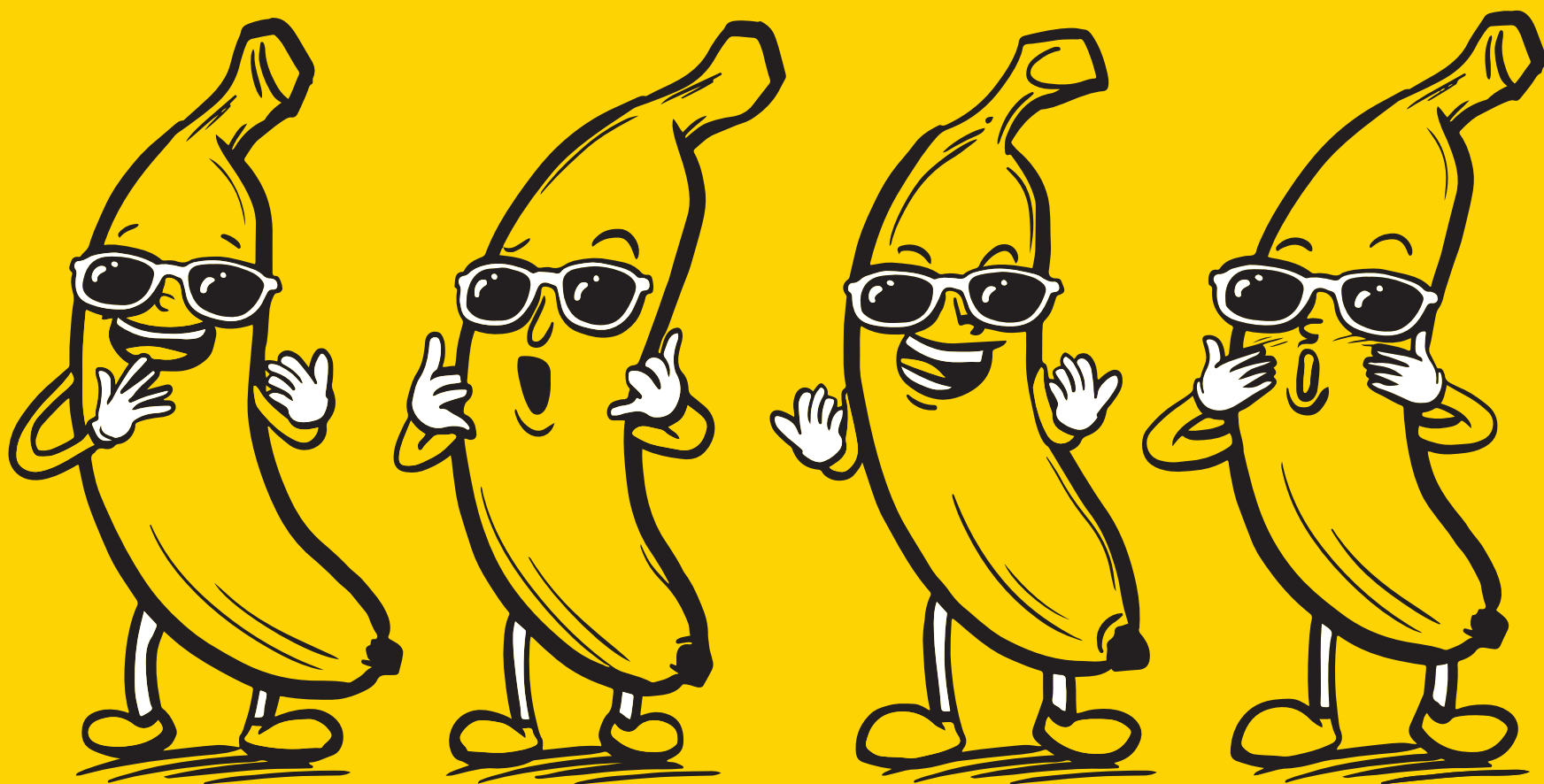
For 20 recipients, it was a gratifying moment to take home the esteemed Hermès trophy for the first time.

The most anticipated award category of the night, the Outstanding Achievement Awards, was the only non-voting category. Winners of this category were personally selected by TTG's editorial team for their remarkable contributions to the industry. This year's winners included Mario Hardy, CEO of Pacific Asia Travel Association (PATA) for Travel Personality of the Year and Discova for Most Sustainable Travel Company.

The esteemed TTG Travel Hall of Fame welcomed two new inductees, Best Western Hotels & Resorts (Best Mid-Range Hotel Brand) and Travelport (Best GDS), this year. A feat not easily achieved as inductees must fulfil the criteria of staying best in their class for at least 10 consecutive years before being inducted. The new additions brings the total number of honoraries inducted to 19.

TTG Asia Media congratulates all winners and wishes them the very best for the year ahead!

# THANKS A BUNCH.



## We went bananas when we heard.

But receiving the "Best Low-Cost Carrier" award from TTG Asia is just the beginning. New destinations, better customer experience, greater value. 2020 is going to be another exciting year as we continue to push our own boundaries and strive to exceed the expectations of our customers and partners.

*Keen to be our travel partner?  
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# LIST OF WINNERS

The full list of winners in the 30<sup>th</sup> TTG Travel Awards

## OUTSTANDING ACHIEVEMENT AWARDS

- Travel Personality Of The Year  
**Mario Hardy**
- Travel Entrepreneur of the Year  
**Jim Qian**
- Most Sustainable Travel Company  
**Discova**

## TRAVEL HALL OF FAME

- **Banyan Tree Spa**
- **Best Western Hotels & Resorts**
- **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**
- **Travelport**

## TRAVEL SERVICES AWARDS

- Best Airport Operator  
**Changi Airport Group**
- Best Airport Lounge Operator  
**Plaza Premium Group**
- Best NTO  
**Tourism Authority of Thailand**
- Best Tour Operator  
**The Travel Corporation**
- Destination of the Year  
**Bali, Indonesia**
- Best Theme Attraction Operator  
**Wildlife Reserves Singapore**
- Best Cruise Line  
**Royal Caribbean International**
- Best Luxury Cruise Line  
**Dream Cruises**
- Best River Cruise Line  
**Uniworld Boutique River Cruise Collection**

- Best Car Rental Company  
**Avis Budget Group**
- Best Travel Technology Provider  
**Zumata**

## 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  
**Dorsett Hospitality International**
- Best Budget Hotel Brand  
**ibis**

## HOTELS – INDIVIDUAL PROPERTY AWARDS

- Best Luxury Hotel  
**The Peninsula Hong Kong**
- Best Mid-Range Hotel  
**Ramada by Wyndham Singapore At Zhongshan Park**
- Best Budget Hotel  
**Holiday Inn Express Bangkok Sathorn**
- Best Independent Hotel  
**One Farrer Hotel**
- Best Boutique Hotel  
**Awarta Nusa Dua Resort & Villas**
- Best City Hotel - Bangkok  
**Grand Hyatt Erawan Bangkok**
- Best City Hotel - Hanoi/Ho Chi Minh City  
**Sofitel Legend Metropole Hanoi**
- Best City Hotel - Hong Kong  
**The Murray, Hong Kong A Niccolo Hotel**
- Best City Hotel - Jakarta  
**Mandarin Oriental, Jakarta**
- Best City Hotel - Kuala Lumpur  
**W Kuala Lumpur**
- Best City Hotel - Macao  
**The Parisian Macao**
- Best City Hotel - Manila  
**Shangri-La at the Fort, Manila**
- Best City Hotel - Seoul  
**JW Marriott Hotel Seoul**

- Best City Hotel - Singapore  
**Mandarin Orchard Singapore**
- Best City Hotel - Taipei  
**Grand Hyatt Taipei**
- Best New City Hotel  
**Rosewood Hong Kong**
- Best Airport Hotel  
**Crowne Plaza Changi Airport**

## RESORTS – INDIVIDUAL PROPERTY AND SERVICED RESIDENCES AWARDS

- Best Beach Resort  
**Four Seasons Resort, The Nam Hai, Hoi An**
- 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  
**Qatar Airways**
- Best Inflight Service  
**Cathay Pacific Airways**
- Best Boutique Airline  
**THAI Smile Airways**
- Best Airline Connectivity  
**Emirates**
- Best Low-Cost Carrier  
**Scot**

## BT-MICE AWARDS

- Best Business Hotel  
**Bangkok Marriott Marquis Queen's Park**
- 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  
**MEET Taiwan**
- Best Events Technology Provider  
**Cvent**



## TRAVEL AGENCY AWARDS

- Best Travel Agency - Chinese Taipei  
**Phoenix Tours International**
- Best Travel Agency - Hong Kong  
**Westminister Travel**
- Best Travel Agency - India  
**Thomas Cook (India)**
- Best Travel Agency - Indonesia  
**Panorama Destination Indonesia**
- Best Travel Agency - Japan  
**JTB Corp.**
- Best Travel Agency - Malaysia  
**Mitra Tours & Travel**
- Best Travel Agency - Singapore  
**Chan Brothers Travel**
- Best Travel Agency - South Korea  
**Hanjin Travel Service**
- Best Travel Agency - Thailand  
**Diethelm Travel Group**
- Best Travel Agency - The Philippines  
**Rajah Travel Corporation**
- Best Travel Agency - Vietnam  
**TST tourist**
- Best Corporate Travel Agency  
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- Best Online Travel Agency  
**Ctrip**



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# OUTSTANDING ACHIEVEMENT AWARDS

“ The people who are crazy enough to think they can change the world, are the ones who do. ”

– Steve Jobs

## Travel Personality of the Year Mario Hardy

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

I've been fortunate to do quite well in business and I have over the years gained a reputation for being the guy that gets called to help save a business in distress. However, being associated with PATA has given me an enormous sense of purpose and this award gives meaning to the hard work that my team and I have done to revitalise this great organisation. I'm fortunate to work with an exceptional team that are 200% dedicated to PATA's mission of developing tourism sustainably and responsibly and I share this award with each one of them.

### What motivates you to excel in all that you do?

Motivation comes when you find your “true purpose”, that sense of knowing that your actions are making a positive difference in people's lives.

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

To be successful in any trade, you need to believe in the mission and be passionate.



Mario Hardy  
CEO, Pacific Asia Travel Association (PATA)

## Most Sustainable Travel Company Discova

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

We are very proud to receive this award. Discova Asia (formerly Buffalo Tours) has always been passionate about sustainable tourism and responsible travel. Across all our operations and touring activities, we proactively ensure that we minimise our environmental impact and add value to the local economies and communities that we live and operate in.

This award is a testament to the efforts of our Responsible Travel Working Group and champions who work across our key pillars of sustainability – animal welfare, environmental protection, human trafficking and child protection, social enterprise and community empowerment.

### What motivates you to excel in all that you do?

The difference we can make to the lives of others not just today but for future generations. Ninety-five per cent of our people are local. They have grown up in the communities we operate in, so we feel a deep connection and commitment to them, their families and communities. As with anything worth doing, it should be done well so the effort is not in vain.

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

This is a tough trade, be passionate about travel and be clear about what it means to you. At Discova, we believe our purpose is to connect people and places with a world of possibilities. Having a strong purpose is important because success in travel does not come easily – we work in a highly dynamic and super competitive industry. My advice for success is to always put the customer first, have the courage to break away from convention and create something that is sustainable.



Suyin Lee  
Managing director, Asia, Discova



# THANK YOU FROM MARINA BAY SANDS

## Awarded Best Convention & Exhibition Centre for the 3<sup>rd</sup> Consecutive Year

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# TRAVEL HALL OF FAME

“ Don't be afraid to give up the good to go for the great. ”

– J D Rockefeller

## Best Western Hotels & Resorts



**Olivier Berrivin**

Managing director, international operations – Asia  
Best Western Hotels & Resorts

**What is the most impressive achievement for your company this year?**

Our acquisition of the WorldHotels Group in February 2019 gave Best Western Hotels & Resorts (BWH) the opportunity to enter the upscale and luxury segments, thus expanding our collection to a full range of 16 brands covering every sector of the market, from economy all the way up to luxury.

**It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?**

We pride ourselves on providing world-class service, so our team is a key component of our success. BWH's most significant investment this year is in Covey, a global leadership training programme that will allow us to instil our team with a consistent set of leadership values and competencies. Another strong element of our HR and training programme is ICARE, which focuses on empowering hotel teams to deliver service excellence.

BWIU is our global online training programme with courses for team members in all departments. Last but not least, we constantly invite our senior leaders from around the globe to our conventions and international meetings each year, a large component of which is education- and training-focused so we can also benefit from outsiders' input and improve accordingly.

**What can your trade partners and customers look forward to in doing business with you in 2020?**

We expect to have a much stronger presence in Asia-Pacific following the WorldHotels acquisition, which will translate into a larger team and a new office in Singapore.

Our regional focus remains on brand development, strengthening our position in the midscale segment, providing stronger sales and marketing support to our managed and franchised properties, forging new alliances with global partners and continuing to innovate in order to meet the expectations of today's customers.

## Singapore Changi Airport



**Lee Ching Wern**

Associate general manager,  
airport operations management,  
Changi Airport Group

**What is the most impressive achievement for your company this year?**

The launch of Jewel Changi Airport (Jewel). Changi Airport Group (CAG) set out to transform the airport from being just an air transport node to a destination in itself.

The expansion of Terminal 1 to increase handling capacity and the re-development of the open-air carpark in front of the terminal were catalysts for CAG to build a mixed-use development located centrally within the Changi Airport complex. With its iconic architecture, lush indoor gardens, one-of-a-kind attractions, and unique shopping and dining options, Jewel is a multi-dimensional lifestyle destination for Singapore residents and international travellers to enjoy.

**It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?**

CAG places great emphasis on leadership development, to strengthen the capabilities of people managers and leaders across all levels to grow their teams and deepen engagement. As we work with increasing ambiguity and at an accelerated pace of change, we continue to develop new competencies and mindsets across CAG, to build greater agility to take on the challenges of the changing operating environment.

**What can your trade partners and customers look forward to in doing business with you in 2020?**

The opening of Jewel Changi Airport in April this year presents opportunities for us to feature Jewel offerings in tour itineraries and packages. We will work closely with our trade partners and continue to explore new and innovative marketing initiatives. – **Dennis Yim, director, corporate & marketing communications, Changi Airport Group**

## Travel Hall of Fame Asia's Best Mid-Range Hotel Brand



## Best Western Enters TTG's Travel Hall of Fame

Best Western Hotels & Resorts is celebrating after it was honored with a place in TTG's Travel Hall of Fame for being Asia's Best Mid-Range Hotel Brand! This prestigious accolade is only given to the **"best of the best"** companies that have won a TTG award category for at least 10 consecutive years.

We would like to say a **HUGE THANK YOU** to the readers of TTG Asia for your enduring support!



# TRAVEL HALL OF FAME

## SilkAir



**Foo Chai Woo**  
Chief executive,  
SilkAir

### What is the most impressive achievement for your company this year?

In 2019, SilkAir continued to commit itself to delivering enjoyable and reliable travel experiences for customers. On the network front, SilkAir launched flights to Busan in May 2019, its first South Korean destination, paving the way for greater connectivity for travellers between Singapore and South Korea.

SilkAir also announced it will undergo a significant product upgrade as part of a multi-year programme which will ultimately see it merged into its parent airline, Singapore Airlines (SIA). The merger will eventually encompass a full re-branding of SilkAir as SIA, with the repainting of aircraft and adoption of SIA's service delivery.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

SilkAir's people development efforts are in line with the SIA Group's banner of "Inspiring Passion in People", a key pillar of the SIA Transformation Vision.

We believe that people are our greatest asset, and in 2019, we continued to increase opportunities for personal growth and development, build capabilities necessary for a future-ready workforce, and enhance the overall employee experience for the SIA Group as a whole.

With the aim of engaging and inspiring employees, SIA held a Learning & Innovation for Everyone (LIFE) event in January 2019, showcasing innovative ideas and applications of new technology along with inspiring talks from guest speakers.

### What can your trade partners and customers look forward to in doing business with you in 2020?

SilkAir remains committed to consistently improving itself, ensuring quality services and offerings amid competition and changing landscapes. We will continue to strive for excellence and endeavour to make each customer's journey "A Joy to Fly".

## Thailand Convention & Exhibition Bureau



**Chiruit Isarangkun Na Ayuthaya**  
President,  
Thailand Convention & Exhibition Bureau

### What is the most impressive achievement for your organisation this year?

Since eight years ago, Thailand Convention & Exhibition Bureau (TCEB) has supported other provinces, apart from Bangkok, to become what we call MICE Cities. We have been able to secure the cooperation of Chiang Mai, Phuket, Pattaya and Khon Kaen in the areas of marketing, promotion and development which have enabled them to cater to MICE travellers.

Since then we have been widening the scope of destination development into Area-Based Sections, providing budget, manpower, promotion and development plans for other potential provinces such as Hat Yai, Chiang Rai and Udon Thani to upgrade their facilities, services and venue standards under the TCEB-initiated Thailand MICE Venue Standard.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

We have partnered SEAC (Southeast Asia Center), one of the leading human resources development agencies in Asia, to introduce their YourNextU programme for TCEB's manpower. The focus of the programme is the development of mindsets and skillsets which is important for staff at every level. Business management, digital marketing, data analysis and AI are core knowledge areas we are concentrating on.

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

We value our clients' needs and are aware of their shifting demands, always looking for new, innovative, refreshing, exclusive and once-in-a-lifetime experiences.

One particular area we are focusing on is sustainability. This year, 2019, will be the first year we are transforming sustainable practices, which we have been introducing to the industry for the past five years, into one criterion in providing support to MICE groups.

Our aim is to be a leader in proving that business events, a usually large consumer of resources, can generate positive economic and social impacts through their sustainable practices.

## Royal Caribbean International



**Angie Stephen**  
Managing director, Asia Pacific  
Royal Caribbean Cruises

### What is the most impressive achievement for your company this year?

This year is Royal Caribbean International's Double Quantum Year, first marked by the arrival of the new *Spectrum of the Seas* in Asia in May. This ship has not only taken over the title of Asia's largest and most revolutionary ship, she has also wowed guests with her first-at-sea attractions such as SkyPad, the VR bungee trampoline experience, AR games and the two-deck Ultimate Family Suite which comes with an indoor slide. This is coupled with the new six-month season of sister ship *Quantum of the Seas* in South-east Asia, the longest ever for a Quantum Class ship here.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

Over the past year, Royal Caribbean's efforts were focused on elevating the way we prepare our workforce for life at sea.

Approximately 80 per cent of shipboard roles over the next three years will have access to more mobile-enabled micro-learning modules, which increases job skills proficiency and improves on the speed our crew learn. A full suite of over 1,000 learning modules will be made available to all crew.

As for our shoreside employees, we have started offering them access to LinkedIn Learning for personal development.

### What can your trade partners and customers look forward to in doing business with you in 2020?

In addition to *Quantum of the Seas* in South-east Asia, 2020 offers more amplified experiences in Asia and beyond for Royal Caribbean's guests, with the revamped *Voyager of the Seas* and *Allure of the Seas*.

*Voyager of the Seas* will be back in Singapore for 13 more sailings next May and June along with her newly added thrills, the Perfect Storm waterslides duo, 'Battle for Planet Z' Laser Tag game and more. *Allure of the Seas*, one of the world's largest, will kick-start her Mediterranean summer season with new features like the Ultimate Abyss world's tallest slide and Music Hall.

# COME SEEK



## THIS IS YOUR NEXT QUANTUM LEAP ADVENTURE



..... STOP WONDERING. START WANDERING. ....

*Quantum of the Seas®*

### 4-NIGHT GEMS OF SOUTHEAST ASIA

Singapore Departures 2019 Nov 21, Dec 5, 19,  
2020 Jan 16, 20, 24, Feb 7, 11, Mar 4, 18, 27, 31, Apr 9, 13, 22, 26

Ports-of-call Kuala Lumpur (Port Klang), Penang or Phuket

*Quantum of the Seas®*

### 5-NIGHT SPICE OF SOUTHEAST ASIA

Singapore Departures 2019 Nov 16, 25, 30, Dec 9, 14, 23, 28,  
2020 Jan 28, Feb 2, Mar 8, 13, 22, Apr 4, 17

Ports-of-call Kuala Lumpur (Port Klang), Penang, Phuket



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\*All of the above information is correct at time of print, subject to availability and change without prior notice.

# TRAVEL HALL OF FAME

## Royal Plaza on Scotts



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

### What is the most impressive achievement for your company this year?

Royal Plaza on Scotts Singapore welcomed guests after the completion of a major renovation.

Guests can look out for the pops of colours and accents of local heritage around the hotel. Wall pieces of Singapore's old shophouses add a nostalgic yet contemporary graphic element to the scheme. Spot Asian and local touches added by inspiring artists and soak in the culture as their works celebrate the rich heritage of the region.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

With the overhaul of the hardware, the heartware of the brand has also been enhanced. We refreshed our brand values to "C.O.L.O.U.R.S" (Creativity, Ownership, Lovable, Opportunity, Unexpected, Real and Sincerity) that helps Chief Experience Officers (CEOs)\* build experiences that deliver the brand's new tagline "Colour Your Day".

Royal Plaza on Scotts also believes in treating CEOs as guests as the adage goes: "Happy staff makes happy guests". One of the investments the hotel has made for the CEOs include a newly-renovated dining area – Flavours. The space was named by CEOs and incorporates lifestyle touches such as warm wood tones, a brand new Italian coffee machine and powerpoints for charging mobile devices (as the CEOs get recharged too).

\*Chief Experience Officers (CEOs) refer to talents of Royal Plaza on Scotts, as every talent plays a key role. Each touch point is significant to the guests' experiences.

### What can your trade partners and customers look forward to in doing business with you in 2020?

Royal Plaza on Scotts looks forward to an even more exciting year for Singapore's tourism industry with new world-class attractions opening up and events, such as Formula E and gamescom, coming in to welcome more international visitors. The hotel will work even more closely with business partners to tap on emerging opportunities and engage guests to deliver authentic and personal experiences.

## Royal Cliff Hotels Group



**Vitanart Vathanakul**  
CEO,  
Royal Cliff Hotels Group and PEACH

### What is the most impressive achievement for your company this year?

In terms of awards, it would be winning the TripAdvisor Traveller's Choice Award for the seventh time, attaining the G-Green Gold Level award for environmental efforts and responsible tourism and continuing to receive the TTG Travel Hall of Fame after many consecutive years.

In terms of our renovation projects, we have successfully renovated the Royal Cliff Beach Hotel working alongside a top architect and designer. Through our efforts to continually strive for excellence, our MICE conversion rate is higher than last year by 20 per cent. Finally, our sports club will be hosting the most prestigious ITF senior Tennis Championship in November.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

Developing our people is always on top of our agenda. For our sales and marketing team, we have invested in hiring a coach to help improve teamwork via teambuilding exercises. We have enrolled our people in sales and marketing workshops which include going abroad. We have hired trainers to conduct classes for learning English communication skills, business etiquette, hospitality training and appropriate food and beverage service. We have worked with one of the best mixologists so our bartenders are updated on their knowledge of their craft. We have also developed a Performance Factor Index which is tied to the online/offline feedback from our guests. The system allows different departments to learn and measure how well they are looking after our guests. Finally, the senior management continually finds ways to test and evaluate the performance of each staff and provide coaching for them to improve.

### What can your trade partners and customers look forward to in doing business with you in 2020?

We have just signed a contract to partner with a leading networking equipment and software company. By the end of this year, Royal Cliff can confidently say that our wifi technology will be the fastest and most reliable in comparison to other five-star hotels. We have also upgraded other technological infrastructures to make our MICE events extraordinary.

## Lotte Tour



**Harry Baek**  
CEO & president,  
Lotte Tour

### What is the most impressive achievement for your company this year?

In April, Lotte Tour's charter cruise opened its door to coincide with the opening of Incheon Cruise Terminal. This year, which is the 10<sup>th</sup> anniversary of our charter cruise operation, we operated a total of five cruises.

Moreover, as a result of improved service quality and customer satisfaction, we won the Korea Service Grand Prix's grand prize in the travel sector for four years in a row. By developing new products and improving customer service, we will keep on striving to become a trusted travel agency.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

To improve our work performance, we hold training sessions for employees. It is not just simple training, we collect feedback from staff and apply them to the next training session.

We recently held a psychological therapy programme for employees called 'Goodbye Complaint' which they rated as being highly satisfying. We believe that employees' happiness brings about good quality of service and leads to customers' satisfaction. Thus, we are planning to invest in talent development.

### What can your trade partners and customers look forward to in doing business with you in 2020?

Lotte Tour keeps developing new regions and products to meet customers' needs. We have been operating charter cruises for 10 years now, and also have a special charter plane which flies to various regions such as Cairo, Amman, Santiago, Hokkaido, Oakland and Zhangjiajie.

Lotte Tour is strengthening its competitiveness by providing differentiated travel products and a high quality of service.

## Regal Airport Hotel



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

**What is the most impressive achievement for your company this year?**  
Consistent higher occupancy than last year.

**It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?**  
We treasure talent and the young generation. Thus we offer various training courses for our internal

team and also we partner with various institutes to develop trainee programs for overseas hospitality students to sharpen the skills. Starting from orientation, we cultivate them with our company values and commitment to deliver high quality service. We always teach them to keep the spirit to learn, the flexibility to adapt to changes and various cultures and most of all, to have fun in this industry!

**What can your trade partners and customers look forward to in doing business with you in 2020?**

The High Speed Rail link to the Mainland, the Hong Kong-Zhuhai-Macao Bridge, the Greater Bay Area development, and the visionary Belt and Road Initiative opens the door to immense new travel possibilities, particularly in the development of multi-destination itineraries. Being a hotel located in close proximity to the bridge, Regal Airport Hotel is expecting to receive an influx of high value-added overnight visitors, and added passenger convenience.

We will also add the Regala Sky-city Hotel in 2020.

## Singapore Airlines



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

**What is the most impressive achievement for your company this year?**

SIA is in the third year of our transformation programme which covers new initiatives to grow revenue, operational enhancements and improvements in our organisational structure. We have also been investing heavily in our digital transformation, with an aim to be the world's leading digital airline. We are very proud of the achievements made to date.

**It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?**

We fully agree that our staff are our most important asset. As part of our digital transformation, we have recognised the importance of getting all SIA staff on board, starting with better preparing our workforce in the digital era through training and skillset development, which includes an ambitious goal to train all of our ground staff by the end of next year in key areas of digital mindset, on data, agile and design thinking to focus on customers.

**What can your trade partners and customers look forward to in doing business with you in 2020?**

In September 2019, SIA launched its inaugural flight to Seattle. This will further strengthen the Singapore hub by providing customers faster and more convenient connectivity from key markets such as South-east Asia, South Asia and Australasia to North America.



# Awarded The World's Best Airport Hotel for the 12<sup>th</sup> consecutive year (2008-2019)



Best Airport Hotel in Asia-Pacific  
2001-2017 (17 years)  
Voted by readers of Business Traveller Asia-Pacific Magazine



World's Best Airport Hotel  
2008-2019 (12 years)  
Voted by readers of Business Traveller UK Magazine



World's Best Airport Hotel  
2013-2014 (2 years)  
Voted by readers of Business Traveller US Magazine



Best Airport Hotel in Asia-Pacific  
2005-2014 (10 years)  
Travel Hall of Fame 2015-2019 (5 years)  
Awarded by TTG Asia Media Pte Ltd



World's Best Airport Hotel and  
Best Airport Hotel Asia 2011-2014 (4 years)  
Runner-Up 2015-2016 (2 years)  
Awarded by Skytrax



Best Airport Hotel  
Asia Pacific 2017-2019 (3 years)  
Awarded by Travel Weekly Asia



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# TRAVEL HALL OF FAME

## Thai Airways International



**Kulkanda B Pokasem**  
Director,  
Royal Orchid Holidays

### What is the most impressive achievement for your company this year?

THAI recently received the Skytrax Awards for the World's Best Airline Lounge Spa and the Best Airline Staff in Asia. Furthermore, we received global ranking categories – second in the World's Best Airport Services 2019; fourth in World's Best Economy Class Airlines 2019; seventh in World's Best Business Class Airlines 2019, fourth in World's Best Cabin Crew 2019 and Best Cabin Crew in Thailand 2019. THAI is also proud to be named among Skytrax's World's Top 10 Airlines of 2019.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

As a large organisation comprising core business and business units (technical, catering, operations, ground equipment, cargo and mail commercial), THAI has developed its own in-house training programmes suitable for each function.

THAI is also working in cooperation with other external academic establishments as well as industry partners to develop training curricula for employees in terms of both technical and English language skills.

Recently, talent development training courses were introduced to identify individual abilities and to help arrange appropriate training programmes for them in preparation for their future career path towards top management.

### What can your trade partners and customers look forward to in doing business with you in 2020?

THAI's products and services will be offered through business alliances. Currently, a project is underway for THAI to collaborate with Café Amazon to expand business in Thailand and the Asian region. The mobile application also helps to increase business by selling ancillary products, such as an increase in excess baggage allowance, travel insurance, airport limousine services, car rental and hotels. Customers will also be able to purchase products online through the eCommerce platform. – **Sumeth Damrongchaitham, president, Thai Airways International**

## Star Cruises



**Michael Goh**  
President of Dream Cruises & head of international sales,  
Genting Cruise Lines

### What is the most impressive achievement for your company this year?

One of Star Cruises' key highlights in 2019 is the fact that we are celebrating our 25<sup>th</sup> Anniversary this year as one of the leading cruise pioneers in Asia.

Star Cruises continues to be at the forefront in developing new markets in the region and also stimulating growth in key contemporary markets, currently from South-east Asia to Taiwan, Hong Kong and China. We are proud that Star Cruises' commitment in offering best-in-class services and facilities has resulted in the cruise line's induction into the prestigious Travel Hall of Fame for the 12<sup>th</sup> year in 2019, in recognition of winning Best Cruise Operator in the Asia-Pacific for 10 consecutive years.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

Star Cruises is proud to be an Asian-based company with over 25 years of valuable experience in pioneering the Asian cruise industry, which is built on the rock-solid foundation of our valuable employees from diverse nationalities and backgrounds, each having a significant role in the success and milestones of Star Cruises.

As we move ahead, we will continue to train and develop the next generation of leaders for the cruise industry – both our in-house talents and also new recruits – setting a career growth path for employees to move up the ranks and acquire and apply new skill-sets across the different fields within the company and the group.

### What can your trade partners and customers look forward to in doing business with you in 2020?

We have our trade partners to thank for voting and believing in us, and most importantly for their continuous support over the years. We deeply value our trade partners and together, we will continue to innovate and provide exciting and unique cruising experiences and itineraries for the growing cruise segment. We will continue to work closely with our trade partners to provide all the necessary support to promote cruising as a choice vacation with attractive opportunities, including the Fly & Rail cruise, as well as the growing MICE sector.

## Hong Kong International Airport



**Yueng Wing T**  
General manager,  
Airport Authority Hong Kong

### What is the most impressive achievement for your company this year?

In 2018, Hong Kong International Airport (HKIA) handled 74.7 million passengers, making it the third busiest international passenger airport in the world. HKIA was the world's busiest cargo airport for the 9<sup>th</sup> consecutive year in 2018, handling 5.1 million tonnes of cargo.

The construction of SKYCITY, an integrated development, commenced in 2018. Airport Authority Hong Kong also completed the acquisition of equity interests of the AsiaWorld-Expo (AWE), a major facility on the airport island, with a view to enhancing synergies between the future developments of AWE and SKYCITY.

A smart airport is a key development strategy for HKIA. In 2018, 44 e-security gates were installed with facial recognition technology.

On the cargo front, HKIA became the world's first airport to receive IATA's Centre of Excellence for Perishables Logistics (CEIV Fresh) certification for handling high-value, perishable goods.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

In 2018/19, Hong Kong International Aviation Academy (HKIAA) delivered over 1,200 courses to 40,000 participants. HKIAA also launched the Advanced Master in Air Transport Management Programme with Ecole Nationale de l'Aviation Civile for aviation practitioners.

The International Civil Aviation Organisation (ICAO) accredited HKIAA as a full member of its TRAINAIR PLUS Programme and an Aviation Security Training Centre. HKIAA is now working to become an ICAO Regional Training Centre of Excellence.

### What can your trade partners and customers look forward to in doing business with you in 2020?

By 2020, Terminal 1 (T1) enhancement and car-park expansion projects will be completed and the Sky Bridge, a weatherproof footbridge connecting T1 and the North Satellite Concourse, will be in operation. In parallel, the first hotel with 1,000 guest rooms and suites in SKYCITY will be opened by 2020. – **C K Ng, executive director, airport operations, Airport Authority Hong Kong**



**Hong Kong International Airport (HKIA)**, the world's busiest air cargo gateway and the third busiest international passenger airport with an air network covering over 220 destinations worldwide, has been inducted into TTG Travel Hall of Fame since 2013. HKIA is committed to sustainable development and aspires to be the finest in the world.



# TRAVEL HALL OF FAME

## Hertz Asia Pacific



**Brigette Tan**  
Senior manager – loyalty & partnership marketing, Asia, Hertz Asia Pacific

**What is the most impressive achievement for your company this year?**

As part of the company's growth plan, Hertz Asia has commenced operations in Taiwan and Vietnam and appointed General Sales Agents (GSA) in Macau, Cambodia, Laos and Myanmar. By operating globally and applying local knowledge, Hertz delivers consistent quality car rental service, which resonates with customers wherever they are in the world.

**It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?**

Hertz understands that people are an integral part of any business and have an influential leadership culture in place, which identifies and develops in-house talent. At Hertz, we always look to promote internally, rather than search outside the organisation. This is achieved in a number of ways from formal training, exposure to new projects, mentoring and coaching.

The current regional and global matrix management structure encourages knowledge sharing and collaboration across regions to help people achieve their professional and personal career goals.

Operating around the world, Hertz offers international opportunities; something that is desirable in today's job market and helps us retain and attract new talent.

**What can your trade partners and customers look forward to in doing business with you in 2020?**

Hertz is currently undergoing a technology transformation, rolling out a new cloud-based CRM program. Also, Hertz is in the process of launching a faster and more flexible mobile app and developing a unique core rental and reservation system. This system will make the car rental experience even more effective and efficient to deliver the best customer experience possible.

Hertz prides itself on combining the latest technology, premium vehicles and excellent customer service, going that extra mile to deliver the best car rental solution to meet a range of customer needs.

Through investing in technologies and strategies, Hertz is well positioned to meet future customer expectations and work with our trade partners seamlessly in the years to come. – **Eoin MacNeill, vice president, Hertz Asia Pacific**

## Sabre Asia Pacific



**Brett Thorstad**  
Vice president sales management South East Asia & APAC joint ventures, Sabre Travel Network

**What is the most impressive achievement for your company this year?**

To address the greater need for personalization, Sabre has launched Sabre Red 360. Now in the process of being fully deployed across Asia-Pacific, this new, revolutionary platform will change the way travel agents do business.

Sabre Red 360 is Sabre's smartest workflow, changing how travel agencies across the region book travel, brand and build their offer to better cater to traveller needs. With Sabre Red 360, the speed to productivity helps bring new agents into the fold faster than before, achieving two times the productivity in their first two to four months, with booking volumes matching counterparts with twice their tenure.

**It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?**

As we continue to transform Sabre into an organisation where people are enabled to do their best work, we are proud to say that 2019 has been identified as the year of people and culture by our global leaders, and we have decided to continue making this a business priority going forward. This means that Sabre has invested significant resources in collecting employee feedback and transforming ideas into tangible actions. We recently launched LinkedIn Learning for all employees. Additionally, we have also introduced a new global policy that entitles Sabre employees to 12 weeks of paid parental leave.

**What can your trade partners and customers look forward to in doing business with you in 2020?**

As the leading technology provider to the global travel industry, we are committed to investing in research and innovation. Sabre has a long history of technology leadership in retailing, distribution and fulfilment within the \$1.7 trillion travel marketplace.

Over the past two years, Sabre has focused on reinvigorating and transforming Sabre to continue to accelerate innovations to the market, recently taking an important step in that journey by opening its Innovation Lab in Boston. Sabre's global research and development arm explores novel uses of big data, machine learning, AI and other emerging technologies to shape the future of travel. – **Todd Arthur, vice president, Sabre Travel Network Asia Pacific**

## Travelport



**Mark Meehan**  
Managing director, Asia Pacific, Middle East and Africa (APACMEA), Travelport

**What is the most impressive achievement for your company this year?**

This exciting year is a true testament of Travelport's commitment to leading a new era in travel technology and distribution methods.

As a GDS evolving to become a true technology enabler, we have been continuously innovating and experimenting with new technologies such as AI, VR/AR, cloud computing and blockchain, to make travel continually better.

In the NDC arena, having been the first GDS to make a live NDC booking in October 2018, Travelport has since completed onboarding quite a few agencies, connected to five European airlines' NDC content, and processed the first live test GDS bookings of Qantas' NDC content.

**It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?**

This is a particularly rewarding year for Travelport, as we have been experiencing a transition phase with the changing ownership of the company. The transition has been very smooth and successful. We have made considerable investment in our employees, helping them explore the massive opportunities unlocked by the changes within our company. I am also deeply thankful for our teams' customer-centric spirit and hard work to deliver improved choice, superior travel content and enhanced user experiences for our customers.

**What can your trade partners and customers look forward to in doing business with you in 2020?**

With new ownership, new leadership and our ongoing commitment to become the partner of choice for customers, we are looking forward to continuing on the momentum we are already building. In 2020, we will continue to progress from the initial implementation phase into the ongoing delivery of NDC. With our NDC API Trip Services launching soon, we will deliver NDC for more customers, helping our travel partners distribute their content exactly as they wish to do so.

We will also continue to invest in the speed and quality of our search, shopping, travel management and robotics capabilities and as we have always done, look at ways to use new technologies to make the process of buying and managing travel continually better for everyone.

# Hertz®



**A great journey is one that ends with a trophy.**

Our great journey started over 100 years ago with a desire to deliver a positive and caring customer experience at every rental touch point.

Today, we are honored to be awarded TTG Asia Travel Hall of Fame *Best Car Rental Company*, once again, for delivering first class customer experiences throughout Asia and the world.

Hertz. We're here to get you there.



# TRAVEL HALL OF FAME

## Banyan Tree Spa



**Thida Bampenthamnamsuk**  
Spa manager,  
Banyan Tree Spa

### What is the most impressive achievement for your company this year?

Banyan Tree Spa Sanctuary Phuket's programme, Sanctuary Wellbeing, has received encouraging feedback from guests in the past year. Sanctuary Wellbeing, a unique wellbeing programme, was designed internally by a team of experts and practitioners and offers an extensive calendar of more than 50 activities across four curated tracks, each addressing specific wellbeing objectives while providing guests an opportunity to uplift their overall state of wellness. With the success of this initiative and consumers' increasing focus on holistic wellbeing, Banyan Tree Spa is seeking to introduce this to other properties and cater to changing consumer demands.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

To develop capabilities for the future and maintain an industry leadership position, the Spa Academy has elevated and bolstered training curriculum with specialties in physiotherapy, fitness and naturopathy amongst others, further enhancing the Spa Academy's competitive advantage. The more robust team of professionals with an all-rounded talent pool puts the Spa in a more strategic position to create new products and services to meet the demands of growing wellbeing segments.

### What can your trade partners and customers look forward to in doing business with you in 2020?

In 2020, Banyan Tree Spa looks forward to collaborating with global wellness practitioners and industry members to enhance and expand our existing wellbeing offerings. Guests can also look forward to more innovative spa therapies and wellbeing experiences as the team works towards presenting a more extensive selection of activities to address different aspects of wellbeing.

We are also looking to present a fresh new look across all Spa outlets through multiple channels. This initiative stays true to our commitment of constantly innovating and improving service deliverables. Along with the new look, the team will also be conveying a more well-rounded interpretation of Banyan Tree Spa's philosophy of nature-inspired wellness therapy and a Sanctuary of the Senses for all our guests. – **Ho Ren Yung**, vice president, Brand HQ, Banyan Tree Spa

## Qatar Airways



**Jared Lee**  
Regional vice president South-east Asia,  
Qatar Airways

### What is the most impressive achievement for your company this year?

The highlight of this year for Qatar Airways would definitely be winning Skytrax World's Best Airline 2019. We made aviation history by being the only airline in the world that has won this award five times. Qatar Airways also clinched the Skytrax World's Best Business Class, World's Best Business Class Seat and Best Airline in the Middle East as well.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

Our people are definitely our asset, and Qatar Airways has an extensive learning and development programme in place to provide continuous training for our staff in both their respective fields and in leadership development.

### What can your trade partners and customers look forward to in doing business with you in 2020?

Qatar Airways looks forward to meaningful partnership and synergy with our trade partners where we continue to bring the best aviation experience and greater connectivity to our customers with new upcoming route launches. Together with our trade partners, we hope to grow the travel segment in the APAC region in years to come. – **Marwan Koleilat**, senior vice president for APAC, Qatar Airways

## Raffles Hotel Singapore



**Jesmine Hall**  
Director of marketing communications,  
Raffles Hotel Singapore

### What is the most impressive achievement for your company this year?

In 2019, the iconic Raffles Hotel Singapore welcomes guests to a newly restored hotel, following a careful and sensitive restoration that has breathed new life into our beautiful building. With enhanced comfort and splendour for the discerning traveller, guests are invited to immerse in our striking architecture, heritage and graceful service for that unique feeling of being somewhere very special.

### It is often said that an organisation is only as strong as its people. What investments have your company made in talent development this year?

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 that will give them the chance to add variety to their work.

### What can your trade partners and customers look forward to in doing business with you in 2020?

The restored Raffles will continue to refine its hallmark experiences while introducing new distinctive ones.

Guests can look forward to modern comforts and amenities whilst retaining the signature colonial architecture and views of verdant gardens and also experience our legendary service as they enjoy newly opened bars, restaurants and boutiques whilst exploring graceful courtyards and relaxing in cosy social spaces.

Raffles Singapore is also the ideal address for elite corporate events and glittering social galas. Well-planned meetings, events and celebrations complemented by impeccable service, charming decor and exceptional catering all come together to create an unforgettable experience. With 2,500 square metres of resplendent event spaces, all celebrations at Raffles will be unparalleled. This includes event spaces which are conveniently located in close proximity on the same level – great for larger premium events with a need for breakout rooms. – **Christian Westbeld**, general manager, Raffles Hotel Singapore

# TRAVEL SERVICES AWARDS

“If you were born with the ability to change someone’s perspective or emotions, never waste that gift.”

– Shannon L Alder

## Best Tour Operator **The Travel Corporation**



**Nicholas Lim**  
Managing director, Asia,  
The Travel Corporation

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

We are truly thankful to our partners in the industry for supporting us yet again for the second year to receive this award.

This shows us that they have placed their trust and faith in our brands to deliver the best travel experiences on our guided holidays.

We truly appreciate this recognition of the work that is done to deliver outstanding service, experience and value to every customer who books a holiday with our travel agents.

We remain committed to our trade partners and will continue to look into ways of mutually growing our businesses in the near and distant future.

**How will you celebrate this win?**

We would not be category leaders if not for the hard work and outstanding delivery from each and every colleague so I want to celebrate this win with heartfelt gratitude to everyone in the TTC family and our industry partners.

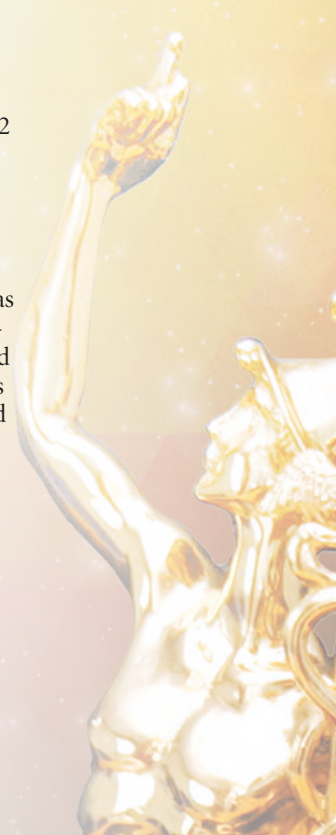
We want to show our appreciation to our valued agent partners in a way that benefits their business by providing them with tools that will help drive greater business success.

**What major developments can your business partners look forward to from your company in the near future?**

In 2020, The Travel Corporation celebrates 100 years! Over this milestone, we look to continue to lead the future of travel with constant innovation to provide meaningful and

sustainable experiences with our 42 travel brands.

Keeping the customer at the heart of what we do, continuous improvement in product, service and technology are designed to keep them coming back for more as we look forward to our next century. As an example, our enhanced multi-brand loyalty program helps ensure our customers are rewarded and our travel agent partners see repeat business.





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DRIVEN BY SERVICE  
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# THANK YOU FOR YOUR SUPPORT



**BEST TOUR OPERATOR**  
**THE TRAVEL CORPORATION**



**30<sup>TH</sup> ANNUAL  
TTG TRAVEL AWARDS  
2019**



**BEST RIVER CRUISE LINE**  
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Simply the Best





TRIPS FOR 18-35 YEAR OLDS



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BRINGING BACK THE GOLDEN ERA OF TRAVEL





BOUTIQUE RIVER CRUISE COLLECTION  
You deserve the best





More than just a holiday

# TRAVEL SERVICES AWARDS

## Best Airport Operator **Changi Airport Group**



**Lee Ching Wern**  
Associate general manager,  
airport operations management,  
Changi Airport Group

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

Over the years, Changi Airport Group (CAG) has progressively stepped up and deepened our engagements and partnerships with the travel trade in not just the major markets, but also emerging ones. We are deeply heartened by the recognition given to us. We are humbled by the win and grateful for the support.

**How will you celebrate this win?**

The award belongs to our entire air-

port community as this achievement was made possible by the strong support from our airport partners. We hope the award will continue to inspire our entire airport community to do our best every day.

**What major developments can your business partners look forward to from your company in the near future?**

With the opening of Jewel Changi Airport in April this year, CAG sees great potential and opportunities for partnerships with our travel trade partners, to feature Jewel offerings in tour itineraries and packages. CAG

will also continue to explore new and innovative marketing initiatives in collaboration with the travel trade. – **Peh Ke-Wei, vice president, passenger development, Changi Airport Group**

## Best Cruise Line **Royal Caribbean International**



**Angie Stephen**  
Managing director, Asia Pacific  
Royal Caribbean Cruises

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

We would like to thank our travel partners for their strong, unwavering confidence and support for Royal Caribbean, especially with the successful launch of *Spectrum of the Seas* in South-east Asia this May. We were proud to offer this first Quantum Ultra Class ship as our newest and best to our agents and their customers here, which has brought cruising to new heights in Asia with her first-at-sea features like the SkyPad VR bungee trampoline

and Ultimate Family Suite. We aim to continue bringing them more best-in-class cruise experiences and work even more closely with them in making our brand one of the top vacation choices in Asia.

**How will you celebrate this win?**

The recognition from the experts in the travel industry will continue to fuel our motivation to offer the best service and most innovative experiences at sea, to ensure we deliver high guest satisfaction to drive repeat and referral businesses for our travel partners.

**What major developments can your business partners look forward to from your company in the near future?**

From this year-end, what we have lined up are our double dry dock and double new seasons of *Voyager of the Seas* and *Quantum of the Seas* in the region. Hence our travel partners and guests can look forward to a fresh look and exciting new features on these ships. On top of her upcoming six-month season from Singapore from this November, *Quantum of the Seas* is planned to return for seven months from October 2020.

## Best Luxury Cruise Line **Dream Cruises**



**Michael Goh**  
President of Dream Cruises & head of  
international sales, Genting Cruise Lines

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

On behalf of Dream Cruises, we are truly honoured and excited to celebrate our second win within two years. Dream Cruises is a young brand in the cruise industry and we owe much of our success to our travel agents who voted for us. We thank you for your continuous support and confidence in the Dream Cruises brand and together, we look forward to further developing the cruise industry in the region with our business partners.

**How will you celebrate this win?**

Besides our travel agents, we would also like to deeply thank our guests, trade and media partners for their support over the years. To achieve such success within a short span of time since we first launched is indeed a collective team effort and I would like to thank my fellow colleagues in the Dream Cruises family for their relentless commitment and hard work. This win is indeed a celebration for all those that believe in the Dream Cruises brand.

**What major developments can your**

**business partners look forward to from your company in the near future?**

Dream Cruises is charting new waters as we evolve and grow to be “Asia’s Global Cruise Line” with deployments and itineraries beyond Asia, starting with *Explorer Dream’s* upcoming homeport deployment in Australia and New Zealand later this fall. We are setting the groundwork ahead of the arrival of the first Global Class ship in 2021, driving-up demand and expanding our reach with the additional capacity and wider footprint across and beyond Asia.

## Best River Cruise Line **Uniworld Boutique River Cruise Collection**



**Henry Yu**  
Director, Asia,  
Uniworld

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

This win would not have not been possible without the valuable support of our travel agents who have been our brand champions with their customers. As a growing brand of five years here in Asia, we are thankful for those who have recognised the value of Uniworld as the leader in luxury river cruises. This win is a reflection of their trust and confidence in Uniworld’s commitment to deliver what we promise. We thank you for your vote.

**How will you celebrate this win?**

I want to extend my deepest appreciation for my Uniworld colleagues, our dedicated staff on our cruise ship and the supportive travel agent partners who have all played a huge role in helping us achieve this recognition in Singapore. We think the best way to celebrate our win with our travel agent partners here in Asia is to create exclusive offers that showcase our outstanding itineraries to their customers. One example is our Mini Group Offer, organised in partnership with Munich Airport and Lufthansa Airlines.

**What major developments can your business partners look forward to from your company in the near future?**

With four new ships in 2020, more than half of Uniworld’s floating boutique hotels will be Super Ships, featuring the signature touches and distinctive themes the company’s ships are known for. We have plans to transform our entire fleet of 17 ships into Super Ships where we will add more suites, dining venues and luxurious finishes, while maintaining our high crew-to-guest ratio to ensure our guests get the impeccable service they deserve.

## Destination of the Year Bali, Indonesia



**Rizky Handayani**  
Deputy minister of marketing,  
Ministry of Tourism, Republic of Indonesia

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

We are very honoured to win this award. We really appreciate everyone who voted Bali in this category.

Please allow me to extend our sincerest gratitude to every travel agent who is always supporting and promoting Bali to the market by saying: “*Matur suksma* (thank you)”. We are looking forward to seeing you in Bali.

### How will you celebrate this win?

We cannot keep this delightful news all to ourselves. Bali is located in Indonesia, but Bali belongs to everyone in this world. We will share this news to digital and conventional media and also through government-owned mass media. We will make this happy news viral for everyone who shares the love for Bali.

### What major developments can your business partners look forward to from your company in the near future?

As stated by the president of Indonesia, our near future plans for development will be our five new ‘super priority’ destinations: Danau Toba in North Sumatra, Likupang in North Sulawesi, Borobudur Temple in Central Java, Labuan Bajo in East Nusa Tenggara and Mandalika in West Nusa Tenggara.

Other than those regions, the government focus will be on developing the potential of MICE and special interest travel sectors. Towards this direction we believe there will be a lot of opportunities for business.

## Best Airport Lounge Operator Plaza Premium Group



**Maggie Leung**  
Senior manager, PR & corporate  
communications, Plaza Premium Group

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

It is a great honour to once again be recognised as the Best Airport Lounge Operator. The award not only encourages and motivates us to continuously provide excellent services but also to constantly be observant of travellers’ needs.

### How will you celebrate this win?

Achieving this recognition would

not have been possible without my professional global team. I am extremely proud of every team member for their dedication, hard work and passion throughout the years. There is no better way to celebrate this accomplishment than to be with my team.

### What major developments can your business partners look forward to from your company in the near future?

This year saw our airport lounge, in-terminal airport hotel and airport meet-and-greet service expanded globally – the Plaza Premium Lounge opened in Langkawi, Cebu, Dubai and Helsinki. Aerotel debuted at Beijing Daxing International Airport and London Heathrow Airport. We also launched the Allways service at Dallas Fort Worth which we will follow up with our first Plaza Premium Lounge in the US market.

Our commitment is to invest USD100 million to expand in US, China, India and Indonesia. – **Song Hoi-see, founder and CEO, Plaza Premium Group**



# YOUR JOURNEY BEGINS WITH US

Thank you for once again naming Plaza Premium Group as the Best Airport Lounge Operator. We will continue to innovate world-class airport lounge experiences in over 160 locations across 44 airports globally.



Best Airport Lounge Operator  
TTG Travel Award 2019



Experience  
Our Lounges

*We Make Travel Better*

**PLAZA PREMIUM  
GROUP**

# TRAVEL SERVICES AWARDS

## Best NTO Tourism Authority of Thailand



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

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

On behalf of the Tourism Authority of Thailand (TAT), we are deeply honoured. I would like to first thank the travel agents and all TTG readers for their confidence in us.

Secondly, thanks to the entire Thai tourism industry, including both the public and private sectors, and all the related agencies for their support and cooperation. This award belongs to them. It is both a recognition and reflection of the dynamism of the industry, and a

fitting reward for all who work hard to enhance our tourism products, services and value proposition.

### How will you celebrate this win?

Beside from sharing it with our staff, partners and friends in the Thai tourism industry, we will work even harder to maintain our brand image, preserve our competitive advantages, and ensure the socio-economic benefits of international and domestic tourism are spread right across the country.

### What major developments can your

### business partners look forward to from your company in the near future?

In 2020, TAT will celebrate its 60th anniversary. We are committed to making travel and tourism the kingdom's most economically promising, environmentally sustainable and culturally vibrant sector in the years to come. TAT has also set clear directions to move the industry towards responsible tourism. A nationwide campaign will be launched, highlighting the importance of responsible tourism and being good hosts under the theme of "Next Steps towards a Sustainable Thailand".

## Best Car Rental Company Avis Budget Group



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

### 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 the travel agents who voted for us again this year. We feel very honoured and humbled to receive this award for the second consecutive year. It is a testament to the strong relationships we forged with our travel trade and airline partners. With the launch of our Avis Budget Group Beep portal in English and five Asian languages, we hope to encourage more travel agents to join the platform and have a more

rewarding experience working with us. Beep was officially launched in Asia last year to provide a car rental one-stop shop, bringing both our Avis and Budget brands together on one platform.

### How will you celebrate this win?

Winning this award is a recognition of all the hard work we put in to bring the best possible mobility solutions to our customers and business partners. We would like to celebrate by thanking our colleagues at Avis Budget Group and industry partners.

### What major developments can your business partners look forward to from your company in the near future?

We are committed to moving the future of mobility forward and will continue to grow our leisure outbound business in Asia by encouraging more travellers to explore the region and beyond by road, helping guide them to the best routes to make the most of their self-drive holidays. We are also looking to add a few more Avis offices in the region by year-end, and have similar plans for our Budget brand which targets more value-conscious travellers.

## Best Theme Attraction Wildlife Reserves Singapore



**Jean Choi**  
Vice president,  
Wildlife Reserves Singapore

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

A big thank you! This recognition means a lot to us, and it is a celebration of the partnership, collaboration and trust between us and our valued travel agent partners. We are continuously investing to make our wildlife parks even better, and look forward to delivering truly world-leading experiences for our guests in the coming years! Thank you also to TTG, the award organisers and your readers, who have all helped to fuel this industry recognition.

### How will you celebrate this win?

Aside from our partners in the trade, the spotlight must also be shared with our colleagues on the ground who bring to life the wonderful experiences across our four parks. They are truly the heroes who inspire all our visitors to appreciate and care for wildlife.

### What major developments can your business partners look forward to from your company in the near future?

We constantly look at innovative ways to lift the guest experience across our parks – refreshing

our exhibits and weaving in new programming elements to enrich our story-telling. Our signature animatronics display which rounds off each year will take on a new spin this time. Themed around megafauna, guests can look forward to realistic displays of wildlife from historical times. Rainforest Lumina Season 2 also promises to be even more mesmerising with new injects to the night-time multimedia experience in the wild. – **Benjamin Tan, deputy CEO and chief commercial officer, Wildlife Reserves Singapore**

## Best Travel Technology Provider Zumata



**Clemence Toh**  
General manager, Zumata

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

At Zumata, we aim to 'Simplify the Complex' and your vote suggests we are succeeding in making the lives of our clients better and easier. We build our Hotel API, Travel Agent Booking Platform and OTA White Label Websites with the latest technology to generate faster results, allow our partners to be more efficient and maximise ease of use and profit. It is great to be recognised. We sincerely thank you for this honour.

### How will you celebrate this win?

Our focus is on driving value for our clients and being better each and every day. We believe that striving to be better people, team members and partners leads to better products and services. We will celebrate by continuing to work hard and improve day by day, as delivering even more value is the most appropriate way to thank our clients.

### What major developments can your business partners look forward to from your company in the near future?

We will soon be rolling out new

and improved versions of our OTA White Label Booking Website, our Travel Agent Portal and some major enhancements to our Hotel API. Leveraging our capabilities as a switch to incorporate our client's rates and inventory alongside our own directly sourced and third party hotel and vacation rental inventory, we will be harnessing the power of data to provide faster responses, highly competitive pricing, a refined user experience and a significant increase in transactions for our clients and supply partners. – **Josh Ziegler, CEO, Zumata**





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**BEST CAR RENTAL COMPANY**  
AVIS BUDGET GROUP

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# THANK YOU

AGAIN FOR ACCOMPANYING US  
THROUGH THE HIGHWAYS & BYWAYS

The journey to betterment is never a royal road.  
Your support and assurance keep us fuelled  
for the drive to greater heights.



**avis budget** group

# HOTEL CHAIN AWARDS

“ We are what we repeatedly do. Excellence then is not an act but a habit. ”

– Aristotle

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



**Virinya Maytheepattanachat**  
Director of communications,  
Shangri-La Hotel Bangkok

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

A huge thank you! We are humbled by this recognition and we strive to meet travellers' expectations and earn their trust every day. Shangri-La has a rich heritage and we have built deep expertise in Asian luxury hospitality for nearly 50 years. We have always challenged ourselves to find ways to bring our distinctive Asian luxury hospitality and unique Shangri-La experience to travellers all over the world.

### How will you celebrate this win?

This success, as with all our other achievements, is only possible through the strong passion and commitment of our service colleagues across all our Shangri-La properties. This award truly belongs to them. Winning it for the fifth consecutive year is a resounding

testament that we have never taken our service excellence for granted. We live by our service values of respect, humility, courtesy, helpfulness and sincerity. This award will be shared through our internal channels with all our colleagues. We are grateful to our hotel colleagues for delivering hospitality from the heart and for keeping our customers at the centre of everything we do.

### What major developments can your business partners look forward to from your company in the near future?

We recently introduced the WeChat Mini Programme, making us the first hotel group to offer a range of e-pay services under the WeChat ecosystem. We are also growing our successful family experience that we launched in Singapore to other hotels. – **Oliver Bonke, president & COO, Shangri-La Hotels & Resorts**

## Best Mid-Range Hotel Brand Dorsett Hospitality International



**Stewart Chen**  
Vice president, marketing and communications,  
Dorsett Hospitality International

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

As an Asia hospitality brand, we are thrilled. Since the group's establishment in January 2007, we have grown by leaps and bounds with hotels across 27 cities, and more properties are already in the development pipeline.

This award is a testament to the effort and hard work we have made in delivering our quality service, as well as to practice and spread our new brand promise of “Stay Vibrant. Stay Local.”

### How will you celebrate this win?

We will definitely share this joy and honour with all associates in different regions, as this recognition can never be achieved without our team. I am very delighted with our associates, who have fully embraced the vibrant culture of the

brand and deliver positive and professional hospitality both internally and externally with our valuable guests.

### What major developments can your business partners look forward to from your company in the near future?

Our loyalty programme known as Dorsett – Your Rewards is a major focus this year. We are looking forward to collaborate with more brands and services in order to surprise our loyalty members as well as to make their journey more enjoyable and memorable. We truly appreciate the love and support from our loyal guests and are delighted to be able to give back to them with these exciting rewards. – **Anita Chan, senior vice president – global brand marketing, Dorsett Hospitality International**

## Best Hotel Representation Company Preferred Hotels & Resorts



**Josephine Lim**  
Managing director,  
Preferred Hotels & Resorts

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

We are thrilled and honoured to be recognised for the seventh time by our valued travel partners! We greatly appreciate them for choosing our independent luxury properties to meet the needs of their clients and for believing in the independent hotel experience.

As we continue to evolve and develop our global portfolio, the team at Preferred Hotels & Resorts looks forward to working even more closely with the travel agent community across Asia-Pacific and championing our values to nurture independence and celebrate individuality.

### How will you celebrate this win?

We will be sharing this win with our more than 200 associates based in 35 offices globally and all of our terrific hotel partners who have put their faith in us over the years, sharing our passion for

independent hospitality. We are committed to listening to our industry partners, staying innovative with our use of technology and enhancing our trade-focused programmes to expand our presence in the region and beyond.

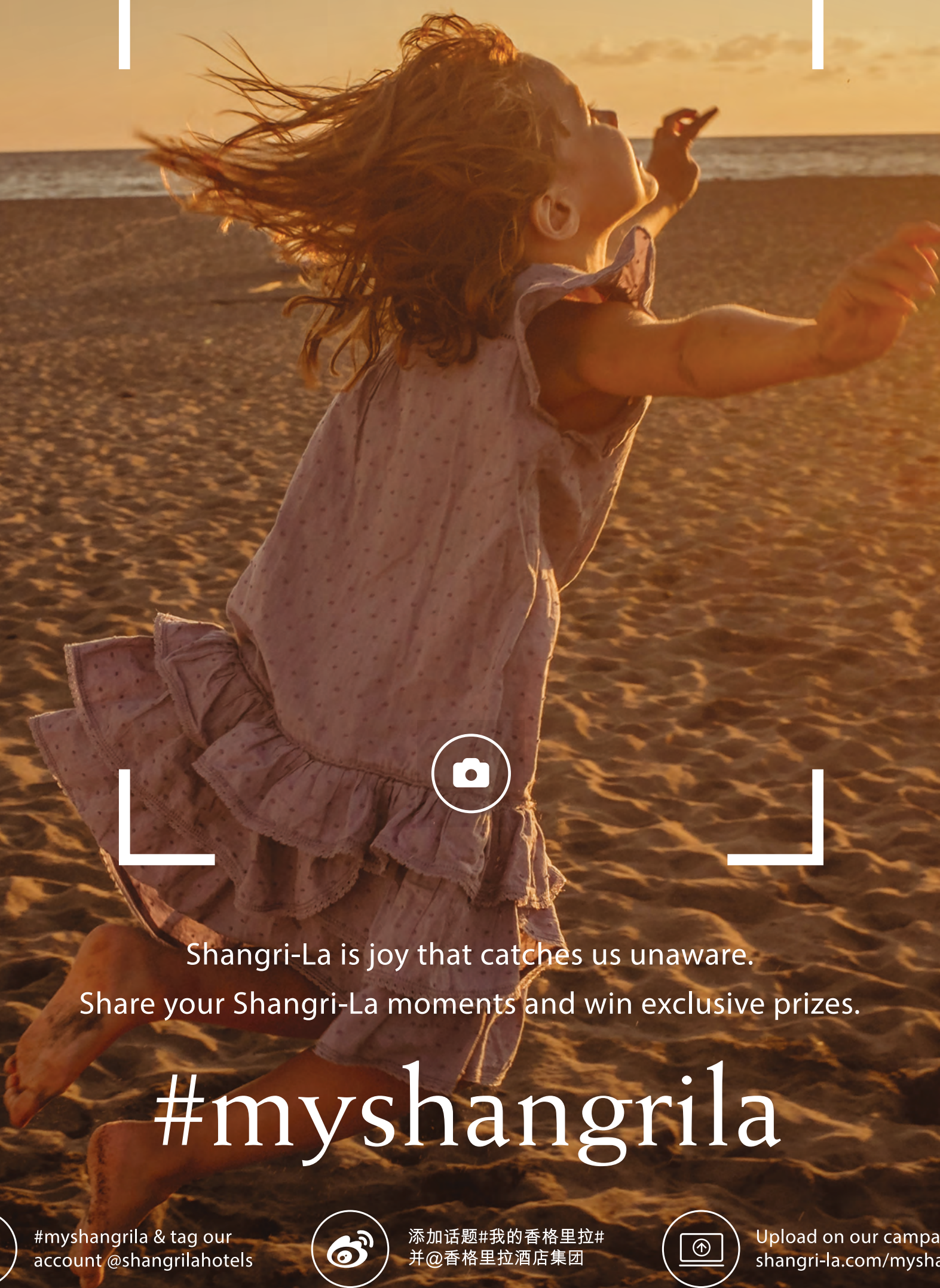
### What major developments can your business partners look forward to from your company in the near future?

We will carry on championing the independent hospitality experience and showcasing #ThePreferredLife. In addition to introducing innovative enhancements to our I Prefer Hotel Rewards loyalty programme, we are building our consulting arm for partners who require expertise and tailored solutions for product development, marketing communications and travel trade representation. The advantage of independence is the ability to think creatively and to adopt new ideas to stay ahead of emerging trends.



SHANGRI-LA

HOTELS and RESORTS



Shangri-La is joy that catches us unaware.  
Share your Shangri-La moments and win exclusive prizes.

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#myshangrila & tag our  
account @shangrilahotels



添加话题#我的香格里拉#  
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Upload on our campaign site  
[shangri-la.com/myshangrila](http://shangri-la.com/myshangrila)

# HOTEL CHAIN AWARDS

## Best Regional Hotel Chain Pan Pacific Hotels Group



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

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

We sincerely thank all the travel agents, industry partners and TTG readers who made us Best Regional Hotel Chain for the second consecutive year! Your support and recognition has fuelled our passion to keep doing better, and this award is recognition of the teamwork from our associates, who by giving their best, bring out the best in others. Times have evolved and consumer needs have changed, but travel agents remain our trusted partners.

### How will you celebrate this win?

Definitely with our Pan Pacific and PARKROYAL teams, whose collective dedication to our sincere brand of hospitality has won us the support of partners and guests!

### What major developments can your business partners look forward to from your company in the near future?

Pan Pacific Hotels Group is on a steady growth path, with more than 10 properties in the pipeline in the next two years. Our first Europe flagship, Pan Pacific London, will debut in 2020 while our second sus-

tainable hotel, Pan Pacific Orchard, will open in 2021. We have made further headway in China with the launch of our PARKROYAL brand, with PARKROYAL Dalian scheduled to open end of next year. With its rebranding to PARKROYAL on Marina Bay, exciting plans are underway to reposition the current Marina Mandarin into a completely refreshed product with curated landscapes and greenery. We will welcome a transformed PARKROYAL on Kitchener Road and PARKROYAL on Beach Road next year too!

## Best Local Hotel Chain Harbour Plaza Hotels & Resorts



**P C Koh**  
Director, Harbour Plaza Hotels & Resorts

### 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 recognition of our continuous effort in providing the best services in the hospitality industry. We value and appreciate their strong commitment towards service excellence and together we have earned the approval of our industry peers.

### How will you celebrate this win?

We would like to share this honour with our hotel colleagues who are dedicated to providing excellent service to our guests, the travel experts who have been working faithfully alongside us and our hotel guests who stay with us and recognise our efforts.

### What major developments can your business partners look forward to from your company in the near future?

As one of the largest hotel groups in Hong Kong, we are always looking for

suitable opportunities for expansion and development.

Harbour Grand Kowloon opened the new tower wing in August, adding 360 new rooms. The hotel will also start renovating all guest rooms in the main building in September.

Hotel Alexandra, a new design-focused hotel blending convenience, comfort and style, is set to open in early 2020. With the new addition to our portfolio, the total number of rooms in Hong Kong is close to 10,000.

## Best Global Hotel Chain AccorHotels



**Patrick Basset**  
COO, Upper Southeast & Northeast Asia & the Maldives, AccorHotels

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

We are thrilled to be recognised by our travel agent friends who voted for us.

Travel agencies are key partners in our success and we are humbled that they would once again name Accor the Best Hotel Group. We never take for granted the support of the industry.

### How will you celebrate this win?

This award is celebrated by our 115,000 employees around Asia-

Pacific and shared by all of our team members who go above and beyond every day to deliver a warm welcome and the best service to our guests.

The best way we can celebrate is to continue to deliver the best service to our guests.

### What major developments can your business partners look forward to from your company in the near future?

One of the most exciting developments for us this year will be the launch of our new loyalty lifestyle programme ALL – Accor Live

Limitless – which will bring our augmented hospitality strategy to life by delivering the broadest range of services in the industry into one platform to enhance and enrich the lives of our guests.

ALL will encompass accommodation, travel, dining, wellness, entertainment, sport and more to put our hotels at the centre of our guests' lives on a more regular basis. We also continue to expand our footprint in the luxury and lifestyle sectors. – **Michael Issenberg, chairman & CEO, Accor Asia Pacific**

## Best Budget Hotel Brand ibis



**Ianic Menard**  
Vice president sales, marketing & distribution, Upper Southeast & Northeast Asia & the Maldives, Accor

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

We are very honoured that the travel agent community has voted ibis as the best economy hotel brand and would like to extend our sincere thanks to them for their vote of confidence in us.

We have invested heavily in transforming the ibis brand over the past few years and are proud to say it now has extraordinary awareness in many markets globally thanks to providing our guests with a fun, fresh and vibrant experience at the best price possible.

### How will you celebrate this win?

Our ambition is to be the most vibrant economy brand, so our celebrations will be shared with our guests and our teams. We will continue to deliver a caring and carefree economy brand for our guests and amongst our teams we will be proud to share this special recognition. Every day it is the teams at the hotel level who deliver great service to our guests and this is who we dedicate this award to.

### What major developments can your business partners look forward to from your company in the near future?

Our latest evolution of the ibis brand is all about celebrating the passion for music. We want to be a vibrant musical lighthouse, a place for our guests to listen as much as to stay. We have been embracing music gigs, festivals and dedicated offers for music fans and musicians globally and recently celebrated major music events on a global level including in India and Singapore. Our partners can also look forward to us revolutionising our food offerings to offer more locally inspired, casual and sustainable dishes. – **Michael Issenberg, chairman & CEO Accor Asia Pacific**

# HOTELS – INDIVIDUAL PROPERTY AWARDS

“ Today’s accomplishments were yesterday’s impossibilities. ”

– Robert H Schuller

Best Luxury Hotel  
The Peninsula Hong Kong



**Joseph Sampermans**  
General manager,  
The Peninsula Bangkok

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

“Thank you” is never enough to express our heartfelt gratitude to the travel agents who voted and supported us over all these years. We will not rest on our laurels and will continue to strive for excellence in every aspect, especially in bringing guest experiences to life in any occasion we are trusted to curate.

**How will you celebrate this win?**

This win belongs to each and every staff of The Peninsula Hong Kong. While we are grateful for the selfless dedication and unwavering commitment of our current staff, we also pay tribute to our former associates who had also contributed immensely to the Grande Dame. Nothing could have been achieved without their hard work and devotion. We'll celebrate together the way they like and prefer.

**What major developments can your business partners look forward to from your company in the near future?**

Hong Kong always remains “the Pearl of The Orient” while The Peninsula being the pride of the city will never change. – **Cecilia Lui, regional director of communications, Greater China, The Peninsula Hotels**

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



**Tony Cousins**  
General manager,  
Ramada by Wyndham Singapore At Zhongshan Park

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

Our heartfelt thanks to the industry partners for voting for us for the fifth time.

It is an incredible honour, particularly given the extraordinary strength of the field, clinching the title against such strong competition is just amazing. We feel humble, but at the same time incredibly proud of the recognition.

**How will you celebrate this win?**

We pay tribute to the enormous contributions made by the Ramada's team as well as the team at our sister property, Days Hotel by Wyndham Singapore. Without their teamwork, none of this would have been possible. In addition, we would like to take this chance to amplify and share our joy with our clients, guests, associates, media, partners and friends.

**What major developments can your business partners look forward to from your company in the near future?**

We have been actively championing our green initiatives and will continue placing our environment at the core of everything that we deliver. Business partners can look forward to us making a measureable impact on the environment.

Best Budget Hotel  
Holiday Inn Express Bangkok Sathorn



**Umaporn Vongpipun** (left)  
General manager, Holiday Inn Express Bangkok Sathorn  
**Rungruang Wirojcheewan**  
Head of Hotel Group 2,  
Asset World Corporation

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

Thank you all who had voted for us as the Best Budget Hotel. We are honoured to have this remarkable vote. Your continued support means a lot to all aspects of our hospitality as we take great pride in everything that we offer.

**How will you celebrate this win?**

The fact that we continue to be The Best Budget Hotel is a great recognition for us and huge commitment to the future.

We will continue to celebrate this win by taking care of our guests to make them feel confident, comfortable and savvy during their stay with us.

**What major developments can your business partners look forward to from your company in the near future?**

As a Holiday Inn Express brand, we will continue to strive to create a perfect and seamless stay for our guests under the concept of “A Smart Stay Begins Here”. – **Umaporn Vongpipun, general manager, Holiday Inn Express Bangkok Sathorn**

Best Independent Hotel  
One Farrer Hotel



**Gilbert Madhavan** (left)  
General manager,  
One Farrer Hotel  
**Elaine Kum**  
Director of sales & marketing,  
One Farrer Hotel

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

Our sincere thanks for their support and for this distinguished award. This recognition is particularly appreciated in light of today's challenging and competitive environment. To receive the award for the second consecutive year is most gratifying for the hotel team who has worked diligently and with great passion throughout the year.

**How will you celebrate this win?**

With a toast to excellent team spirit and teamwork! Every team member has worked with dedication and is committed to the success of the hotel. It is because of their efforts and hard work during the year that One Farrer has earned this accolade.

**What major developments can your business partners look forward to from your company in the near future?**

We are excited that after our current upgrading we will be able to add more rooms and will have a total of 249 rooms in November 2019. With a full inventory it will give us opportunities to launch other creative lifestyle and aspirational experiences for all our hotel residents and ensure that they have a memorable stay. – **Gilbert Madhavan, general manager, One Farrer Hotel**



# HOTELS – INDIVIDUAL PROPERTY AWARDS

Best Boutique Hotel  
Awarta Nusa Dua  
Resort & Villas



**Naomi Siawarta**  
Director & owner,  
Awarta Nusa Dua Resort & Villas

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

I am certainly very thankful for the award and humbled by this honour. To which I extend my gratitude towards the travel agents and partners who have supported each other until we are in this place today.

**How will you celebrate this win?**

It is a pleasure that we are able to share this award amongst distinguished hoteliers. Together we are shaping and transforming the standard of service and quality of hotels and resorts around the world to the next luxury level. And that is what we continue to do; to keep serving from our heart and give pleasant surprises for our guests and for everyone else. We want all travelers from anywhere around the world to come to Awarta in Bali, and always return to what they can call their home.

**What major developments can your business partners look forward to from your company in the near future?**

We will be expanding our resort with another location in Ubud, Bali. For this new resort, we intend to provide a wide range and variety for guests to experience the depth of the culture and nature of Bali.

With our current resort, we look forward to supporting our partners with more value-added benefits.

Best City Hotel  
– Bangkok  
Grand Hyatt Erawan  
Bangkok



**Edouard Demptos**  
General manager,  
Grand Hyatt Erawan Bangkok

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

I am sincerely honoured to accept this award on behalf of the Grand Hyatt Erawan Bangkok family.

For the last few years we have been devoting our resources to keep up as best hotel in Bangkok so that our valued travel agent partners and our guests would feel care, empathy and understanding. Apparently, our dedication and commitments were not in vain.

I will take this award humbly as a reminder and celebrate this amazing success when I am back at my hotel.

**How will you celebrate this win?**

We will proudly celebrate this award with our colleagues and our owners and we will share this tremendous recognition through our social media platforms.

**What major developments can your business partners look forward to from your company in the near future?**

Wellbeing! We want our business partners such as our colleagues to embark on a new journey with us. We will continue to enforce wellbeing through meaningful touchpoints so that our most important stakeholders feel their best at Grand Hyatt Erawan Bangkok.

Best City Hotel  
– Singapore  
Mandarin Orchard  
Singapore



**Tan Kim Seng**  
Chief operating officer,  
Meritus Hotels & Resorts

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

We could not be more grateful for their generous support. We are propelled by their faith in us, and are committed to working even harder in adding value to the continuing partnership.

**How will you celebrate this win?**

The success of any business starts from within – we believe in promoting a positive culture and continuing to recognise staff who go above and beyond in making a difference.

The strong customer relationships we have built over the years have also allowed us to discern expectations and gather feedback on where we can do even better. We heard them, and we feel that one of the best ways to thank and pay tribute to our guests is by rolling out a series of product and service upgrades designed to significantly elevate the customer experience.

**What major developments can your business partners look forward to from your company in the near future?**

Our guests are really at the heart of what we do, and we want to keep pushing boundaries to bring our service to the next level.

Among the innovations to look forward to at Mandarin Orchard Singapore in the coming months are the deployment of smart robots that deliver housekeeping amenities and luggage straight to the guest rooms; self-check-in kiosks at the lobby to give guests the flexibility to beat the queues during peak hours; as well as smart guest rooms that offer convenient functionalities from a single control panel – all as part of our ongoing efforts to keep evolving with today's increasingly technology-enabled travel landscape.



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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## HOTELS – INDIVIDUAL PROPERTY AWARDS

Best City Hotel –  
Hanoi/Ho Chi Minh City  
Sofitel Legend  
Metropole Hanoi



**William Haandrikman**  
General manager, Sofitel Legend Metropole Hanoi and area general manager, AccorHotels North Vietnam

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

Firstly, on behalf of the Sofitel Legend Metropole Hanoi Ambassadors, I would like to sincerely thank the travel agents who voted for us as the Best City Hotel in Hanoi/Ho Chi Minh City.

I am proud of the work we have done at the Metropole and that this work has been well recognised not only by our guests, but also our business partners. It encourages us to continue our efforts in providing personalised services, bespoke guest experiences and to maintain the unique atmosphere and rich history of our iconic hotel.

**How will you celebrate this win?**

This award is a recognition of the Metropole Ambassadors' supreme efforts in providing exceptional services to both our guests and partners. We will raise a toast to all our 'Heartists' during the next Ambassador general meeting.

In addition, we will also host a strategising session with our Ambassadors to further improve our partnerships, guest experiences and services – ensuring we retain our position as the top luxury property in Vietnam.

**What major developments can your business partners look forward to from your company in the near future?**

We understand the importance of staying relevant in the fast growing hospitality market and the need to bring about new experiences for our guests as well as our business partners.

Le Club Bar, our historical dining venue, is set to introduce an exciting new menu which draws inspiration from dishes served in traditional French brasseries.

In addition, we have renovated and changed the concept of angelina bar, lounge and restaurant which offers a new dimension to the Hanoi entertainment scene.

Best City Hotel – Jakarta  
Mandarin Oriental,  
Jakarta



**Supansa Bourke**  
Director of sales & partnership marketing, Mandarin Oriental, Jakarta

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

Firstly, I would like to say thank you to all our travel partners for their support and trust over the years and to assure them that we will remain passionately committed to meeting their needs and the needs of their customers.

**How will you celebrate this win?**

This prestigious award is testimony to the commitment and dedication of all the colleagues at Mandarin Oriental, Jakarta and to this end we will celebrate as a family.

The award is also enormously motivational for every team member and will encourage all of us to continue to drive our levels of innovation and service to ensure we remain the best.

**What major developments can your business partners look forward to from your company in the near future?**

Our mission is to completely delight and satisfy our guests and we are committed to continual improvement to ensure we make a difference every day and be the best. To support this, the hotel will continue to invest in the support and development of all our colleagues and the infrastructure of the product. – **Andrew Abram, general manager, Mandarin Oriental Jakarta**

Best City Hotel – Hong Kong  
The Murray, Hong Kong  
A Niccolo Hotel



**Karen Choi**  
Senior sales manager, The Murray, Hong Kong A Niccolo Hotel

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

To be honoured as Best City Hotel – Hong Kong by the readers of TTG is a great encouragement to all our staff. This recognition marks our unwavering pursuit of excellence and reflects our service commitment: delivering new styles, tastes and cultures through our unique signature experiences.

We would like to extend our sincere gratitude to everyone who voted for us in TTG Travel Awards 2019. We look forward to welcoming you to The Murray, Hong Kong in the near future.

**How will you celebrate this win?**

I would like to take this opportunity to thank every colleague of the hotel for their dedication and excellence. We invite international travellers and locals to celebrate our Niccolo mantra, 'New Encounters. Timeless Pleasures', at every touch point with us at The Murray.

**What major developments can your business partners look forward to from your company in the near future?**

The Murray is in a unique location, offering captains of industry and leaders in style a contemporary chic sanctuary in the heart of Hong Kong. We look forward to reconnecting with the city's vibrant business and leisure marketplace, ensuring The Murray is a world-class hotel that the people of Hong Kong can celebrate, and becoming one of the legendary hotels of the world. – **Adriano Vences, general manager, The Murray, Hong Kong, a Niccolo Hotel**



## Best City Hotel – Kuala Lumpur W Kuala Lumpur



**Christian Metzner**  
General manager,  
W Hotel Kuala Lumpur

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

On behalf of the team, thank you or *terima kasih* for your unwavering support towards W Kuala Lumpur!

### How will you celebrate this win?

This news came at the right time, we have just turned one in August and we did a huge celebration with the team announcing this news!

### What major developments can your business partners look forward to from your company in the near future?

W Kuala Lumpur is known for its social event spaces and we are launching a 360 approach to value add instead of just being a venue provider.

We are working with local partners to provide entertainment and activities for delegates based on our passion points: Fuel, Fashion, Design and Music.

We partnered with a next-door lifestyle gym called Babel Fit to provide aqua exercises for delegates. We are rolling out a Living Room Live campaign which can entertain guests during breaks with special concert performances, fashion shows by our fashion designers and art workshops within the property to keep them entertained.

## Best City Hotel – Macao The Parisian Macao



**Lily Cheng**  
Director of public relations,  
The Parisian Macao / Sands China

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

We work very closely with our travel agents and other industry partners with whom we enjoy clear lines of communication and a strong mutual understanding.

We are blessed to have the support of outstanding travel industry leaders, who have always shown faith in our decision-making and work hard to make dreams come true for our mutual customers.

We would like to express our sincere gratitude and commitment that these strong relationships will continue into the future.

### How will you celebrate this win?

We are thrilled to have won this prestigious award and I am looking forward to celebrating with all of our hardworking and dedicated team members at The Parisian Macao. They will be delighted that their effort and commitment has been recognised in this way.

### What major developments can your business partners look forward to from your company in the near future?

Since its opening three years ago, The Parisian Macao continues to go from strength to strength, and along with its iconic half-scale Eiffel Tower has become one of Macao's most recognised and visited landmarks.

Our recently opened Champagne Suites have been a great success and the third edition of Sands Macao Fashion Week, to be held again in October, has become a fixture on the fashion calendar.

As a part of the integrated resort Sands Resorts Macao, we are also very excited about our upcoming project, The Londoner Macao, the British-themed reimagining of the existing Sands Cotai Central integrated resort which will open progressively over 2020 and 2021. – **Stephanie Tanpure, vice president of sales, Sands China**

## Best City Hotel – Manila Shangri-La at the Fort, Manila



**Matthias Emperhoff**  
Director of convention sales,  
Shangri-La at the Fort, Manila

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

We, at Shangri-La at the Fort, Manila, would like to express our gratitude towards those who have recognised our efforts. We highly value our partners. As a property we always try to be as professional as possible towards our stakeholders because we do not only have a commitment to uphold Shangri-La's standards in hospitality, but we also want to be a means to promote our city as an ideal destination for travellers.

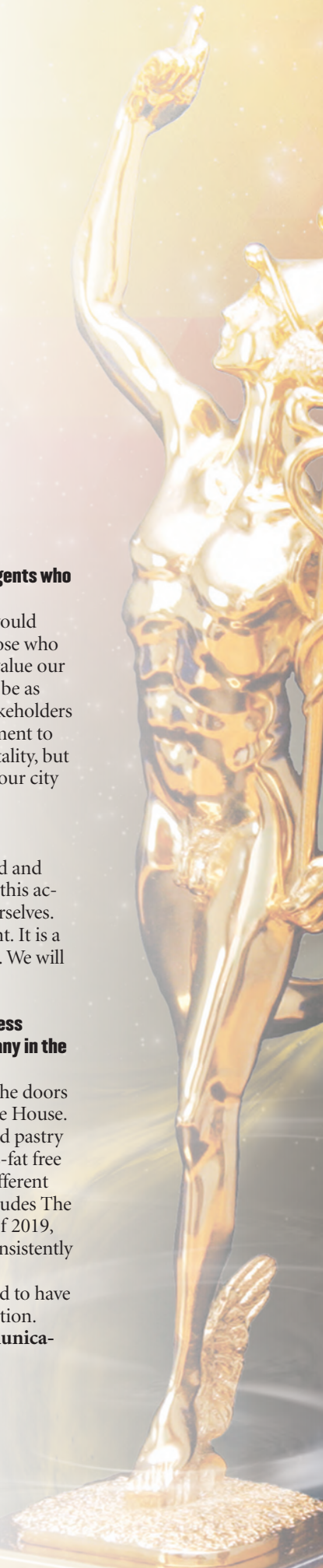
### How will you celebrate this win?

We are very proud of winning this award and there is no other way for us to celebrate this accomplishment but to strive to outdo ourselves. This is not a sign for us to be complacent. It is a validation that we are on the right track. We will always push ourselves to be better.

### What major developments can your business partners look forward to from your company in the near future?

Shangri-La at the Fort, Manila opened the doors to its newest f&b concept called the Bake House. Designed to be a neighborhood cake and pastry shop, it features an all-natural and trans-fat free menu. This rounds up a total of nine different f&b concepts in the property which includes The Back Room, one of Asia's 50 Best Bars of 2019, and Ministry of Crab, a brand that is consistently part of Asia's 50 Best Restaurants.

On top of all of this, we are also proud to have recently received a LEED Gold Certification. – **Annika Sta Maria, director of communications, Shangri-La at the Fort, Manila**



## HOTELS – INDIVIDUAL PROPERTY AWARDS

Best City Hotel  
– Taipei  
Grand Hyatt Taipei



**Edouard Demptos**  
General manager,  
Grand Hyatt Erawan Bangkok

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

We are absolutely honoured and thrilled to be recognised by this prestigious award, as it acknowledges all the hard work by our colleagues, every hour of the day. A big thank you to TTG and everyone who voted for us. This is a tremendous encouragement to continue providing memorable service experiences to all of our guests.

**How will you celebrate this win?**

At Hyatt, we care for people so they can be their best. We will celebrate the achievement with everyone as this award recognises the work of numerous passionate individuals working together to design memorable moments for our guests.

**What major developments can your business partners look forward to from your company in the near future?**

We will continue to support and work with both internal and external partners across the globe to deliver the highest quality of service and to ensure the continuous growth and success of Taiwan tourism. – **Jan-Hendrik Meidinger, general manager, Grand Hyatt Taipei**

Best New City Hotel  
Rosewood  
Hong Kong



**Thomas Harlander**  
Managing director,  
Rosewood Bangkok

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

It is an honour to receive this prestigious award and we would like to express our sincere gratitude to all our valued travel agents who have been supporting Rosewood Hong Kong since its opening in March 2019.

This accolade would not have been possible without the support of all travel agents and the entire hotel team, who work tirelessly to create memorable experiences for our guests. This endorsement instils pride and motivates the team to continue to strive for perfection.

**How will you celebrate this win?**

By having a drink in the intimate bar of Rosewood Hong Kong's exclusive Manor Club perched on the 40th floor, overlooking the best panoramic view of Hong Kong's Victoria Harbour.

**What major developments can your business partners look forward to from your company in the near future?**

There are some incredibly exciting and innovative developments opening their doors in autumn 2019/2020 – expect the unveiling of several new dining destinations, Asaya - Rosewood's holistic wellness concept and Rosewood Hong Kong's 18 signature suites including the Harbour House. – **Marc Brugger, managing director, Rosewood Hong Kong**

Best Airport Hotel  
Crowne Plaza  
Changi Airport



**Steven Su**  
Director of sales & marketing,  
Crowne Plaza Changi Airport

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

It fills us with deep gratitude to know that the tireless efforts of our team have once again been acknowledged by the prestigious TTG Travel Awards. It is truly an honour to be crowned the Best Airport Hotel with continuous support from travel and industry partners and we thank you for your vote of confidence.

We will continue to elevate our service standards and deliver an experience that is ever more flexible, connected and memorable, making business travel more fulfilling. And that is what Crowne Plaza does – because “we’re all business, mostly.”

**How will you celebrate this win?**

The Best Airport Hotel award is a true celebration of service excellence from our dedicated team, who has done exceptionally well in delivering our brand promise and exceeding expectations with True Hospitality, time after time. In addition to celebrating our team's success, we are delighted to share this achievement with our owning company, OUE Hospitality REIT Management, our management company, InterContinental Hotels Group, and most of all, the travel professionals and industry partners who have voted for us. – **Bruno Cristol, general manager, Crowne Plaza Changi Airport**

# RESORTS – INDIVIDUAL PROPERTY AND SERVICED RESIDENCES AWARDS

“A mind that is stretched by a new experience can never go back to its old dimensions.”

– Oliver Wendell Holmes



**Bryan Ruch**  
Resort manager, Four Seasons Resort,  
The Nam Hai, Hoi An

## Best Beach Resort Four Seasons Resort, The Nam Hai, Hoi An

### 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 deepest gratitude for their recognition and support. Being in Vietnam for over 15 years, I know how special this nation is, and together with our travel partners, I know we can continue to shine a light on this beautiful and enchanting country.

### How will you celebrate this win?

We are overjoyed to receive such a highly sought-after accolade. As this award is truly a testament to the commitment and service of our dedicated and extraordinary colleagues, we plan on celebrating with the entire team.

### What major developments can your business partners look forward to from your company in the near future?

With environmental concerns over plastic consumables at an all-time high, the resort will be part of the solution by launching Project Aqua, an on-site water-bottling facility that will cut an estimated 5.8 tons of plastic waste annually. As a five-star resort, we feel it is our responsibility as a hospitality leader to be seriously committed to driving industry change for a better future. – **Debbie Chee, director of marketing, Four Seasons Resort, The Nam Hai, Hoi An**



**Tonya Khong**  
Senior vice president, head of regional  
operations, Frasers Hospitality

## Best Serviced Residence Operator Frasers Hospitality

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

We are humbled and extremely thankful for the recognition of travel professionals and consumers throughout the years. For seven years running, this prestigious award reaffirms the strong reputation we have built, which would not have been possible without the unwavering support of our customers, employees and business partners. As we continue to uphold our commitment of anticipating and exceeding guests' needs, thank you, for trusting in us.

### How will you celebrate this win?

We are looking forward to celebrating with the teams on ground. Some of them will be with us as we receive this award and for those who are unable to make it, we will make sure the award is about them and hence, the celebration must be with them, at the corporate office and properties. Our ethos as an organisation has never changed – take care of your staff and they will naturally treat your customers right. Well done once again to the team!

### What major developments can your business partners look forward to from your company in the near future?

It has been an eventful year for us at Frasers Hospitality as we opened five properties – Fraser Suites Hamburg, Fraser Residence Orchard, Singapore, Capri by Fraser, China Square/Singapore, Fraser Place Puteri Harbour and Modena by Fraser Buriram Bangkok. In the year ahead, we look forward to more openings globally including Fraser Suites Akasaka, Tokyo. Partners should feel reassured that even as we enlist technology to support operational functions, we will keep focused on delivering value through continuous innovation in order to stay relevant. – **Koh Teck Chuan, CEO, Frasers Hospitality**



## RESORTS – INDIVIDUAL PROPERTY AND SERVICED RESIDENCES AWARDS



**C K Tan**  
Senior vice president, attractions,  
Resorts World Sentosa

### Best Integrated Resort Resorts World Sentosa

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

We are very honoured to win this award for the ninth successive year. This represents a strong validation by the travel trade community of our approach in delivering exceptional experiences and second-to-none hospitality where guests are at the centre of everything we do. Our gratitude and appreciation go to our valued partners in the travel and leisure sector where their earnest support has been pivotal in showcasing our diverse offerings to travellers around the world and driving significant business to Resorts World Sentosa (RWS) over the years. Such a vote of confidence can only motivate us to do even better and we will continue to deepen our strong relationships with the travel trade community as we forge towards cementing RWS as the lifestyle destination of choice in Asia-Pacific.

**How will you celebrate this win?**

This achievement goes to the RWS family for their innovative ideas and hard work. It has always been our aspiration for RWS to contribute to Singapore's tourism appeal and be a destination every Singaporean can be proud of. I am confident our dedicated team members will continue to give their best in setting ourselves apart from the regional competition so that there is always something new, exciting and memorable for all our business and leisure travellers each time they visit RWS.

**What major developments can your business partners look forward to from your company in the near future?**

We are very excited to embark on our S\$4.5 billion history-making expansion and transformation plans for RWS where we will be elevated to become a centrepiece of the new Greater Southern Waterfront. Beginning with the complete revamp of the existing theatre into a first-of-its-kind Adventure Dining Playhouse featuring an audience-interactive pirates show, we are on track with the development plans to progressively unveil new and enhanced visitor experiences at Universal Studios Singapore as well as a rebranded Singapore Oceanarium. This massive transformation will also include the construction of an iconic Waterfront Lifestyle Complex helmed by two new destination hotels and state-of-the-art MICE facilities. – **Tan Hee Teck, CEO, Resorts World Sentosa**



**Roy Liang**  
Regional general manager, Malaysia, Singapore &  
Vietnam; and general manager, Oakwood Premier  
OUE Singapore

### Best Serviced Residence (Property Level) Oakwood Premier OUE Singapore

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

The award is an affirmation of the consistent performance and commitment of Oakwood Premier OUE Singapore as we strive to be the best in class for luxury serviced apartments in the Asia-Pacific region. We are always grateful for the support rendered by our travel agents. Although Oakwood is a trusted global serviced apartment brand, we are still a young property in Singapore that is trying to strengthen our foothold and their votes are testament to our efforts paying off and will spur us to continuously raise our bars for serviced apartments to create exciting and memorable stay experiences.

**How will you celebrate this win?**

With some champagne, of course! Our success and achievements are due to constant support from our old and new industry partners, clients, guests and associates who work tirelessly to deliver the experience of luxury living. That said, we look forward to strengthening our ties with various stakeholders and raising the bar of serviced apartment stays continuously.

**What major developments can your business partners look forward to from your company in the near future?**

The property has been taking a proactive stance to enhance the full suite of luxury serviced living through guest-centric activities, personalised services and experiential packages. With the acquisition of a hotel license this year, we aim to attract and grow the short stay market segment through experiential room packages such as the Oops, I've Ginned! Staycation and Weekend Stay packages and will be rolling out new services that are unique to luxury hotels but uncommon in serviced apartments. Additionally, we continue to establish meaningful relationships with our long stay guests by personalised residents' events that help them to integrate into our local culture and expand their social network.

# RESORTS WORLD SENTOSA

Thank you for helping us win

years in a row.

We at Resorts World Sentosa are as grateful as we are proud, to be named Asia Pacific's Best Integrated Resort for an amazing nine years in a row. We couldn't have done it without you.



No. 1 Amusement Park – Asia  
Universal Studios Singapore®  
2014 – 2019

Top 10 Water Parks – Asia  
Adventure Cove Waterpark  
2015 – 2019



# AIRLINE AWARDS

“ If you were born without wings, do nothing to prevent them from growing. ”

– Coco Chanel

Best Full Service Carrier  
Singapore Airlines



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

**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 thankful to those who voted for us. Our employees and stakeholders around the world strive to deliver the best travel experience for our customers and this award is a validation of their efforts and hard work.

**How will you celebrate this win?**

We are proud of this award and would like to thank our customers and industry partners for their continued support, as well as our staff from all around the world who go the extra mile every day to deliver the best travel experience to our customers.

**What major developments can your business partners look forward to from your company in the near future?**

As part of the SIA Group’s significant investment programme, we aim to make Singapore Airlines the world’s leading digital airline, with many initiatives to benefit our customers and industry partners. We also continue to enhance the three main pillars of our brand promise: covering service excellence, product leadership and network connectivity, with investments in all of these areas.

Best Airline – Business Class  
Qatar Airways



**Jared Lee**  
Regional vice president South East Asia,  
Qatar Airways

**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 heartfelt gratitude to all the travel agents who have supported Qatar Airways and believe in us. I look forward to more meaningful partnerships in years to come.

**How will you celebrate this win?**

The award is testimony that Qatar Airways’ constant effort for aviation excellence is recognised. This gives us the encouragement and drive to strive harder to push the boundaries and deliver the best flight experience for all our customers.

**What major developments can your business partners look forward to from your company in the near future?**

Qatar Airways will continue to innovate and expand our network to provide even greater connectivity with the launch of new destinations and there will be a progressive roll-out of the enhanced economy class in the region next year.

– **Marwan Koleilat, senior vice president for APAC, Qatar Airways**

Best Inflight Service  
Cathay Pacific Airways



**Ed Higgs**  
Regional general manager Southeast Asia,  
Cathay Pacific Airways

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

We are incredibly thankful to our travel agents for their endless support and appreciation for what we do. Our goal will always be to continue bringing a modern, forward-thinking approach to the service we provide to all of our customers, and our new brand direction, Move Beyond, represents our ambition to always exceed our customers’ expectations. By solving problems with positivity and determination, we aim to inspire and build the confidence and trust that all our agents have in our service.

We look forward to working together with our travel agent partners and moving beyond with them as we strive to cement our position as one of the world’s greatest service brands.

**How will you celebrate this win?**

We will continue to build on the successes we’ve achieved and keep our sights firmly set on delivering a world-leading level of service at every stage of the passenger experience, treating each journey as our customers’ most important and setting them up to make the most of everything that lies ahead.

**What major developments can your business partners look forward to from your company in the near future?**

Between now and 2024 we will be taking delivery of more modern and efficient Airbus A350-1000s, while also welcoming the arrival of our 32 Airbus A321neo and 21 Boeing 777-9 aircraft. Our First and Business Class passengers can look forward to a range of new soft products coming later this year, while our Economy Class cabins will be getting a refreshed dining experience in the last quarter of 2019.

## Best Boutique Airline THAI Smile Airways



**Charita Leelayudth**  
CEO, THAI Smile Airways

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

As a representative of THAI Smile Airways, we are honoured to receive the award and would like to thank all travel agents who believe in our operations which always take into account the highest satisfaction of the passengers.

My team and I promise we will reach the goal of being the leading full-service airline in the region by continuing to build sustainable relationships with customers through superior delivery of affordable air travel experiences and efficient cost. We will continue to maintain high standards of excellent service, focusing on quality, safety, convenience and a smooth flight throughout the journey.

### How will you celebrate this win?

This award not only makes me proud of myself, but it also emphasises and reflects the values of the work of everyone in the THAI Smile organisation. We work as a team. Everyone has important, equal, consistent, relevant and related roles. Everyone is a part of making THAI Smile's goals progressive and effective. This award is like a reminder and inspiration for us to never stop developing, to further the success in various fields and to make progress continuously.

### What major developments can your business partners look forward to from your company in the near future?

THAI Smile plans to operate in accordance with the master plan of THAI Airways International. We seamlessly collaborate with THAI Airways International on all aspects, for instance, flight transfers and promotions.

We aim to make full use of our aviation potential for optimal efficiency while targeting high potential markets like China and India, as well as supporting tourism promotion policy.

THAI Smile will keep improving, adding new routes to exotic cities and becoming a Connecting Partner of Star Alliance in the near future. We will also help upgrade the quality of products and services to international standards while representing the strength of the brand so that it will be widely accepted.

## Best Airline Connectivity Emirates



**Mohammad Sarhan**  
Manager Thailand, Myanmar & Cambodia, Emirates

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

On behalf of Emirates, we are very delighted and honoured. We would like to express our sincerest gratitude to TTG's readers, including travel agents, whose faith in us and the product we offer has helped us to achieve this recognition. We would also like to thank our loyal customers who continue to choose Emirates for the products and services that we offer, designed to meet their needs.

The award represents a powerful endorsement from the travel industry which recognises our commitment to provide our customers with a constant, unparalleled level of service. At the same time, industry partners play a pivotal role in our success and Emirates will continue to work closely with the travel trade to deliver superior services and innovative products, both in the air and on the ground – reinforcing our brand promise to 'Fly Better' with Emirates.

### How will you celebrate this win?

This achievement is another milestone for Emirates and we would like to share this award with all Emirates staff and partners that are part of all our success.

The recognition reaffirms that what we are doing to ensure seamless connectivity is working and is appreciated by our customers worldwide, so we will continue in our pursuit of expanding our network further and carving relationships with partners that enhances our connectivity for customers to enjoy.

### What major developments can your business partners look forward to from your company in the near future?

Our plan is to stay focused on the things that matter – delivering the best possible services to our customers by investing in our people, our products and continued innovation. We want to continue connecting Thai travellers to Dubai and the rest of the world and bring the world to Thailand. We aim to grow the Emirates brand as well as position ourselves as the go-to airline for both locals and foreigners.

## Best Asian Low-Cost Carrier Scoot



**Lee Lik Hsin**  
CEO, Scoot

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

We thank our travel agent partners for their strong support. Scoot is passionate about making travel attainable for all, and our partners all over the world have enabled us to do so, resulting in us carrying over 10 million customers in the last financial year.

We will continue to grow sales channels in many of our markets including Australia, China, India, Germany, Indonesia, Japan, Malaysia, the Philippines, Singapore, Thailand and Vietnam. Online travel agents can also look forward to more direct system links and content.

As an airline, we will continue to innovate and work towards enabling more people to embrace the full potential of travelling and seeking new experiences.

### How will you celebrate this win?

The team will celebrate this win with joy, as they work tirelessly to meet expectations of customers and partners every day.

### What major developments can your business partners look forward to from your company in the near future?

Scoot's network currently consists of 67 destinations in 17 countries and territories and from October 2019 to 2020, we will be introducing nine new destinations, including Coimbatore and Visakhapatnam in India, Kota Kinabalu in Malaysia and Balikpapan, Lombok, Makassar, Manado, Semarang and Yogyakarta in Indonesia.

Back in July, we also announced the introduction of 16 brand-new Airbus A321neo aircraft into our fleet. The single-aisle aircraft will be fitted with 236 seats, 50 more than that of the Airbus A320neo. The first aircraft, named *Wings of Change*, will be delivered in the last quarter of 2020 and will be used on routes within six hours. We are excited about the growth possibilities the Airbus A321neos will inject into our network, and I'm sure our partners are equally keen to see it join our fleet.



# BT-MICE AWARDS

“ I never dreamed about success,  
I worked for it. ”

– Estée Lauder

## Best BT-MICE City Singapore



**Joe Choo**  
Area director (Thailand), Singapore Tourism Board

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

We appreciate the recognition and encouragement from our industry stakeholders as we strive to keep Singapore’s MICE industry ahead of the curve. With this win, we would like to thank our stakeholders for their unwavering commitment and support, without which we cannot maintain our competitive edge. We would also like to encourage more industry partners to collaborate with us to seize growth opportunities and jointly build up our MICE industry capabilities, and enhance Singapore’s offerings for business travellers and event organisers.

**How will you celebrate this win?**

We will be sharing and celebrating this accolade with our stakeholders and partners as their collective efforts, commitment and invaluable support have been pivotal to Singapore’s success.

**What major developments can your business partners look forward to from your company in the near future?**

We recently announced expansion plans for Marina Bay Sands and Resorts World Sentosa. Both will build more MICE facilities to cater to growing demand. Changi Airport recently opened Jewel, a world-class lifestyle destination. Other pipeline leisure developments include plans to transform Orchard Road into a lifestyle destination, developing new lifestyle attractions at our Greater Southern Waterfront, as well as calling for Expression of Interest for an integrated tourism development at Jurong Lake District. – **Edward Koh, executive director, conventions, meetings & incentive travel, Singapore Tourism Board**

## Best Business Hotel Bangkok Marriott Marquis Queen’s Park



**Naruemon Putchakarn**  
Cluster assistant director of MICE sales,  
Bangkok Marriott Marquis Queen’s Park

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

Thank you! We truly appreciate your support and hard work, and we are deeply honoured by your trust in our property. Being the first Marriott Marquis hotel in the Asia-Pacific region, we have always prided ourselves on creating exceptional MICE and business experiences that go beyond the usual standards of hospitality. It is brilliant to see that our hard work is paying off and being recognised by our esteemed partners in the travel trade. This award inspires us to continue exceeding expectations.

**How will you celebrate this win?**

We will share this award with all our associates, without whom we could not have achieved this success. This award is a verification of their hard work, skill and dedication, and I hope it encourages our entire team to continue their brilliant service and reach even greater heights in future. I also want to share this award with our travel trade partners and guests, and assure them of our commitment towards providing them with the best possible service.

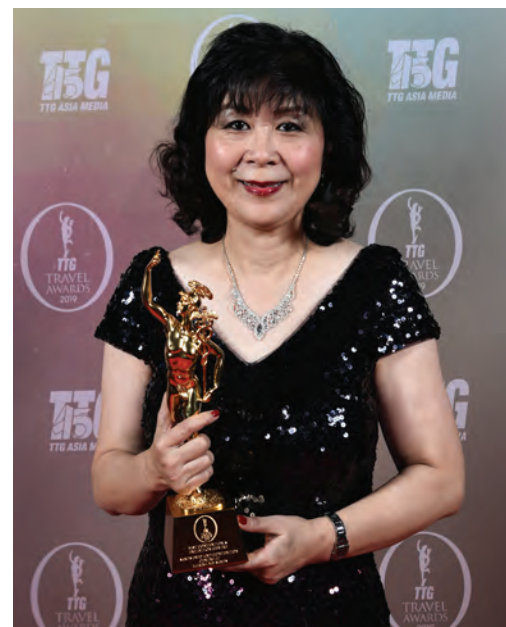
**What major developments can your business partners look forward to from your company in the near future?**

In line with our company’s vision, “360 doing good in all directions”, you can expect to see more CSR-inspired meeting packages, including green options.

Last but not least, we will endeavour to be flexible, creative and innovative, which will enable us to craft unforgettable events and occasions.

– **Simon Bell, general manager, Bangkok Marriott Marquis Queen’s Park**

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



**Ailynn Seah**  
Vice president of sales – MIC and Association,  
Marina Bay Sands

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

We would like to thank everyone who voted Sands Expo and Convention Centre as the Best Convention & Exhibition Centre for this year’s TTG Travel Awards.

This win shows how strongly the industry has endorsed Marina Bay Sands as a leading MICE venue in Asia-Pacific. It also demonstrates the confidence our customers have in us to execute exceptional experiences. Ultimately, this win encourages our team members to continue doing their best to create unforgettable memories for our customers.

**What major developments can your business partners look forward to from your company in the near future?**

At Marina Bay Sands, we present an excellent venue to help our business partners deliver exceptional events.

Our LEED Platinum certified MICE venue demonstrates our expertise in running highly sustainable events. We also ensure that our facilities are kept in tip-top condition. Recent renovations at Sands Grand Ballroom – its first since opening – will see the venue sport a fresher look when it re-opens after 6 September. Clients will therefore be able to offer a more refreshed event experience.

Marina Bay Sands’ newly opened concepts MARQUEE, AVENUE and KOMA, which marry the worlds of entertainment and dining, offer unique locations for business partners to host their events.





# YOUR BUSINESS IS OUR PASSION

Thank you for voting Singapore



To find out how you can plan a successful event,  
go to [VisitSingapore.com/mice](http://VisitSingapore.com/mice)



## BT-MICE AWARDS

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



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

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

It is an honour to have their support and, on behalf of the entire team at Centara, I want to say a sincere thank you for the support they have given us. It is very gratifying to know that Centara is serving their needs and meeting their expectations. With their support, we will continue to make enhancements to offer industry professionals the products and services that fit their unique and diverse needs.

**How will you celebrate this win?**

This is an award that many people have contributed to, so I will make sure the celebration includes all of the staff who give their best effort every day to be true partners with travel agents all over the world.

**What major developments can your business partners look forward to from your company in the near future?**

We continue to roll out our New Agenda: Meetings Redesigned program to more Centara properties that serve the MICE industry. We are delighted with the results so far, and the feedback from MICE professionals and corporate clients has been excellent. Following the extension of Bangkok's BTS network, guests can now attend MICE events at Centara Grand at CentralPlaza Ladprao Bangkok by skytrain thanks to a new walkway connecting the hotel and convention centre to the new Ladprao SkyTrain station. The newly extended skytrain line offers direct connections from downtown Bangkok and is just six stops from the Airport Rail Link, making this hotel the most perfectly accessible location for both the airport transfers and the bright city lights.

Best Convention & Exhibition Bureau  
MEET TAIWAN



**Jason Hsu**  
Director of economic division, Taipei Economic and Cultural Office in Thailand, MEET TAIWAN

**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 all of the travel agents who have supported us. We look forward to working with each one of them more often in the future, for every endeavour. Let's MEET in TAIWAN!

**How will you celebrate this win?**

We will celebrate this win with all of our people as their collective efforts and invaluable support have contributed to our success. Winning this award means a lot to Taiwan; it shows MEET TAIWAN is recognised by industry professionals. We are humbled by this great honour. We will keep doing our best to make Taiwan a destination of endless possibilities where innovation, growth and new opportunities meet.

**What major developments can your business partners look forward to from your company in the near future?**

Each year, the Bureau of Foreign Trade (BOFT) of Taiwan's Ministry of Economic Affairs plans a series of activities such as organising overseas promotion contingents and participating in meetings and incentive travel exhibitions abroad. All activities feature presentations promoting Taiwan's MICE infrastructure. We will increase and strengthen collaborations with industry players and also intend to bolster our connections with other Asia-Pacific countries, not as a competitor but as a partner. This award reflects the dedicated work of the BOFT and MEET TAIWAN, and it is our goal to continue to do so.

Best Events  
Technology Provider  
Cvent



**Will Kataria**  
Director of sales, Cvent Singapore

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

We are so proud to be named the Best Event Technology Provider. Business events add US\$1.5 trillion to the global GDP and as many travel agents know, Asia is the fastest-growing region for these events. To be recognised for our world-class technology by those who deeply understand the complexity and global impact of the travel industry is truly an honour.

Cvent's online sourcing platforms attract hundreds of thousands of event planners and our software solutions are trusted by hoteliers around the world to drive their MICE and corporate transient revenue. It is because of support from travel agents like those who voted for us, that we are able to continue to help hotels and destinations grow and own their business.

**How will you celebrate this win?**

A win for us at Cvent is a testament to the incredible results our customers and partners are delivering around the world and to the incredible work that our people bring to the workplace every day. We dedicate this award to them.

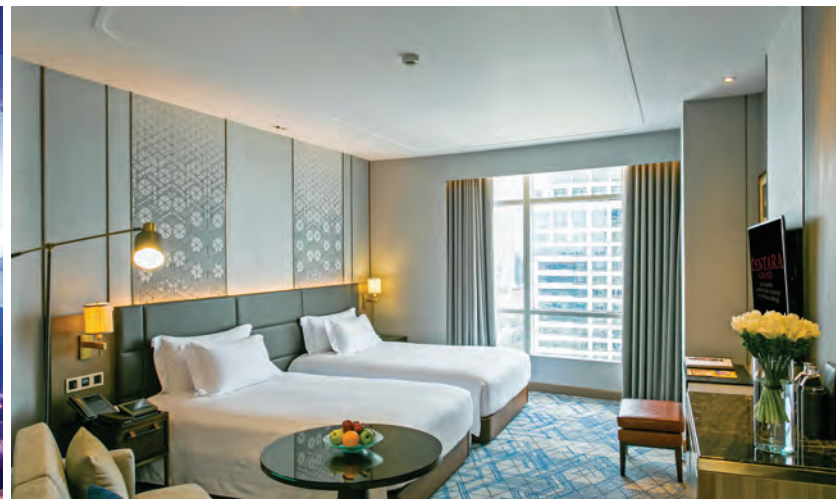
This win is especially meaningful as we celebrate 20 years in business this year.

**What major developments can your business partners look forward to from your company in the near future?**

We recently acquired Social Tables, which delivers unique diagramming, seating and venue sales solutions that help event organisers and venues create exceptional events. Another recent addition to the Cvent platform is Kapow, which offers unique event experiences that drive engagement and increase sales.

These acquisitions, new office openings, expanding global customer base and industry awards such as this one, highlight our continued momentum and have further cemented our position as a global market leader in meetings, events and hospitality technology.

# OUR PASSION MAKES YOUR EVENT POSSIBLE



Centara Grand & Bangkok Convention Center at CentralWorld cemented its status as the Thai capital's leading venue for business and leisure events, picking up the titles of "Best Meetings & Convention Hotel" and "Best Convention Center Southeast Asia" at the TTG Travel Awards and M&C Stella Awards, respectively.

This iconic hotel also adopts a sustainable approach when it comes to hosting events. So far, its sustainability programme has earned the hotel:

- EarthCheck Gold level certifications
- Green Leaf certifications / 4 leaves
- ISO 20121 (Event Sustainability Management System)
- ISO 22000 (Food Safety Management System)
- ASEAN MICE Venue Standard (AMVS)
- Thailand MICE Venue Standard (TMVS)
- Green Hotel - Silver Class

**CENTARA  
GRAND**

& BANGKOK  
CONVENTION CENTRE  
AT CENTRALWORLD

**CENTARA GRAND & BANGKOK CONVENTION CENTRE AT CENTRALWORLD**

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CentaraGrandatCentralWorld CentaraGrand\_CentralWorld

# TRAVEL AGENCY AWARDS

“ We travel not to escape life, but for life not to escape us. ”

– Anonymous

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



**Larry Lo**  
CEO, Asia, Westminster Travel

### What does this award mean to you?

Thanks to TTG for awarding Best Travel Agency Hong Kong to Westminster Travel for the 10th time in 12 years. It demonstrates our ongoing commitment to excellence and continuous improvement. It also represents our long-standing partnerships with customers, suppliers and employees which are founded on trust, respect and understanding.

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

In April 2019, we moved to new office premises together with our specialty corporate travel services known as Corporate Travel Management Limited (CTM) and our new CTM family member, Lotus Tours Group. The integrated office relocation creates optimum sharing of resources, the best leverage on cost control and best sup-

ports our commitment to providing continuous improvement for clients' satisfaction.

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

- Adapt to changes – the world is changing every day and so does the travel industry. IATA NewGen ISS as well as Airlines' NDC are all new solutions to travel agents and we must keep an open mind in readiness for changes.
- Innovation – a preeminent travel agency must be innovative and provide effective travel solutions to clients with the aid of advanced technology.
- People – employees are an invaluable asset of a travel agency. Even if you have the most advanced technology, it must be supplemented with professional staff to serve the clients and provide their best travel experiences.

## Best Travel Agency – India **Thomas Cook (India)**



**Madhavan Menon**  
Chairman & managing director, Thomas Cook (India)

### What does this award mean to you?

The TTG Travel Awards has set a benchmark for the industry, serving as one of the most coveted and prestigious awards in the Asia-Pacific region's travel industry. We are honoured to be recognised as we continue on our journey of delivering enriching travel experiences coupled with exceptional service.

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

We remain focused on continued investments in technology and analytics to deliver top-notch customer experiences. Today, the Thomas Cook India Group operates across 29 countries and five continents, straddling across travel services, financial services, destination management services and portfolio investments. Our recent acquisitions include Digiphoto Entertainment Imaging (DEI), a global market leader provid-

ing digital imaging solutions to the attractions industry, and a strategic investment in Ithaka, a travel planning app for millennial travellers. We are additionally focused on driving economies of scale and efficiencies from our shared services and backend integration with a view to grow stakeholder value.

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

- Customer centricity – focus on consistency and customer delight.
- Technology and innovation – tailored to enhance experiences while offering a seamless customer experience.
- Focus on experiences – as travel grows beyond traditional sightseeing, especially among millennials, there is a need to engineer varied degrees of customisation and deliver on a diverse portfolio of offerings.

## Best Travel Agency – Indonesia **Panorama Destination Indonesia**



**Renato Domini**  
President & CEO, Panorama Destination Indonesia

### What does this award mean to you?

The TTG Travel Awards is one of most notable awards in the travel and tourism industry, and we are delighted to have won several of them in consecutive years.

This award is a mark of our achievement in the industry and part of our brand presence in the market.

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

Our important milestone this year is opening our Vietnam office. It is part of our mid-term corporate plan to open up several offices in ASEAN as part of our mission to be a DMC

regional player. Secondly, we have made digital improvements at the back end to support business processes and speed up growth.

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

Relevant – digital – experiential. – **A B Sadewa**, vice president brand and communication, Panorama Destination Indonesia



# Westminster Travel

is proud to be voted the Best Travel Agency Hong Kong  
for the 10<sup>th</sup> time in the TTG Travel Awards

A heartfelt thank you to everyone who has voted for us in the past years - we could not have achieved this notable accolade without your support.

We look forward to creating more memorable travel experiences with you.

## Service

To deliver personalised and flexible service solutions

## Technology

To develop industry leading technologies which enhance the customer experience

## ROI

To demonstrate a return on investment measured through achieved savings



# TRAVEL AGENCY AWARDS

## Best Travel Agency – Japan **JTB Corp.**



**Hikaru Tani**  
President & CEO, JTB Thailand

**What does this award mean to you?**

We are deeply pleased and honoured to receive this prestigious award, and we would like to express our sincere appreciation. As a leading company of the travel industry, we promise that we will continue to do our best to contribute to the Asian region. Thank you for your continued support.

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

With the acquisition of European

company Kuoni GTS, we have further spread our Global DMC network around the world. In addition, our group headquarters has established a division of the Global DMC to strengthen its organic collaboration across borders.

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

- Diversity – our corporate culture embraces diversity, respects diverse values and welcomes innovations.
- Global conscience – we care about

the environment and humanity's rich variety of cultures and traditions. As an upstanding corporate citizen, we support sustainable community development and environmental conservation efforts.

- Leading technology and a human touch – our solutions are a combination of industry-leading technology and the warmth of a human touch, which is essential to exceed the expectations of our customers.

– **Jun Takeda, managing executive officer, president of global business unit, JTB Corp.**

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



**Fazil Khan Abdul Kadir**  
Group managing director, Mitra Malaysia

**What does this award mean to you?**

This award is a real testament to the service that we provide, not only to our clients, but just as importantly to our business partners and suppliers. We are honoured to receive this award for the seventh time.

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

This year we have put in a lot of time and energy into our online booking tool, which will comple-

ment our corporate, account management and leisure departments.

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

- Best quality service – to get it right the first time as well as meeting our customers' requirements on time, the first time, and every time.
- Compliance with PCI DSS (Payment Card Industry Data Security Standard) and Business Continuity Plan – having a proactive plan in

place to avoid and mitigate risks associated with a disruption of operations is nowadays an essential part of the business.

- Keeping up with current technology – the combination of OBT together with active and positive social media creates unparalleled accessibility.

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



**Allen Leng**  
Director, Chan Brothers Travel

**What does this award mean to you?**

Propelling towards our 54th year this year as a beacon of inspiration in the travel industry, it is with great humility and honour that we receive this award as 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?**

The one most important decision that we have made this year is to not rest on our laurels; to continuously pursue a higher level of achievement, reinvent our operations and

expand our travel ecosystem to reach out to more diverse market segments through business innovations in the areas of product quality, product innovation, value pricing, service differentiation, marketing creativity, salesmanship technology and corporate growth.

Our efforts are translated through the development of +en Travel Envoys, Singapore's first Travel Entrepreneur Network Programme that is supported by Singapore Tourism Board's Business Improvement Fund; Chan Brothers Prestige, our luxury travel arm and a Virtuoso member with strategic partnerships with luxury suppliers; and Travel

Trade Marketplace, a regional and online wholesale business platform.

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

- Work hard!
  - Continuous innovation by creating new demand and discovering new, uncontested market spaces.
  - A focus on the customer and adapting a business model to respond effectively to rapidly changing customer needs, yet managing the bottom-line of all businesses: sustainability and profitability.
- **Anthony Chan, group managing director, Chan Brothers Holdings**

## Best Travel Agency – South Korea **Hanjin Travel Service**



**Ahn Kyo Wook**  
Vice president, Hanjin Travel Service

**What does this award mean to you?**

It is a honour for me to get this, the most authoritative award in Asia. Hanjin Travel Service is 58 years old, one of the most reliable travel agencies and with the longest history in South Korea. We regard customer satisfaction as the most important thing and have tried to be one of the most reliable travel agents for 58 years. I am moved to get this award due to our efforts and I appreciate this valuable award from all of you and TTTG.

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

The most important business decision we have made for this year is to operate a chartered flight business. We have operated chartered flights potential destinations such as Oslo, Marseille, Tbilisi and Riga.

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

There are countless travel agents in

this world. New travel agent companies are open and closed every day. I think the most important factors are passionate employees, a trendy system and exclusive contents which no one can copy.

## Best Travel Agency – Chinese Taipei Phoenix Tours International



**Chang Wei Yau**  
Chairman, Phoenix Tours International

### What does this award mean to you?

As the first public listed travel agency in Taiwan, we always pursue being the best in the travel industry. Gaining this award means that we are going in the right direction and will continue to try our best to be better.

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

This year, we extended our investment in a new hotel located on a leisure island in the south of Taiwan called Liuqiu. It is scheduled to open within the next two years and will be the largest hotel ever on the island.

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

- It is important to provide good quality products to meet our clients' expectations.
- Innovation on products and services is a crucial factor in this fast-changing world.
- We need to build true connections with our customers through our services despite all the digitalised processes. – Benjamin Pien, general manager, Phoenix Tours

## Best Travel Agency – Vietnam TST tourist



**Lai Minh Duy (Paul)**  
CEO, managing director, TST tourist

### What does this award mean to you?

This award is an opportunity for us to realise our development goals and integration with the Asia-Pacific tourism industry.

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

TST tourist will celebrate its 25<sup>th</sup> anniversary in 2020 and this is the time we will restructure our new

operations with the expansion into Asia.

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

- Professionalism – we are constantly striving to provide the best services to customers.
- Responsibility – we are constantly striving to deliver customer benefits.
- Suitably qualified and experienced persons who are able to rapidly respond to the requirements of the tourism industry.



# Phoenix Tours

Since 1957  
(Security Code : 5706)

The first listed travel agency in Stock Market of Taiwan.



*The perfect combination of*

- ★ Corporate Governance
- ★ Company Commitment
- ★ Social Responsibility



The 14th time receiving the honor of the Best travel agency



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## TRAVEL AGENCY AWARDS

### Best Travel Agency – Thailand Diethelm Travel Group



**Stephan Roemer**  
CEO, Diethelm Travel Group

**What does this award mean to you?**

We are honoured to receive this award as it is a testament to our continued dedication and work of ensuring our agents and guests receive only the best service and quality.

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

We have made an even stronger commitment to supporting sustainability in all areas of our business, from implementing additional responsible tourism practices to helping protect our environment

and resources. For instance, we have eliminated the use of disposable plastic water bottles on all Diethelm Travel overnight tours. Instead, we provide guests with reusable stainless steel bottles that they can refill throughout their journey. With this move, we will eliminate around 800,000 plastic water bottles from entering landfills each year!

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

- With destination teams, on-the-ground guides, agents and guests, people are at the core of all we do.

Travel is about experiencing magical places, but we believe the people and personal connections are what really make a place come to life.

- We should not be middlemen, but trusted advisors, guaranteeing destination-specific knowledge, support and quality. We organise experiences travellers did not even know were available, customising their journey with a degree of complexity that is not possible when organising travel on one's own.
- Technology allows us to offer agents dynamic information, resources and tools to further aid their business.

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



**Stefanie Anne Alapag**  
Assistant general manager, corporate travel, Rajah Travel Corporation

**What does this award mean to you?**

This award serves as an affirmation that we are fulfilling our corporate purpose of stewardship. We value the trust and confidence given by our clients and this award not only affirms that, but it also empowers us to give the best service we can to our clients.

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

This year, we have strengthened our Tourism Knowledge Center which advocates capacity building and the

free flow of information between the government, the private sector, the academe, policy makers and other tourism stakeholders. This has further strengthened our ties with the industry and would-be players in the industry.

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

- Being dynamic is essential for the success of every travel agency. The tourism sector is a fast-paced and constantly changing industry and we must be quick to adapt.

- Apart from being a corporate business, Rajah Travel is a family business as well. We should treat each other as family members and not just merely co-workers. This will create a harmonious workplace for all, and will help the company reach its goals and purpose.

- We must also remember to give back to the community we belong to. We should engage in CSR programs and be active members of the community. – **Aileen C Clemente, chairman & president, Rajah Travel Corporation**

### Best Corporate Travel Agency CWT



**Sim Kian Peng**  
General Manager, Southeast Asia and Hong Kong, CWT

**What does this award mean to you?**

We are delighted and honoured to have won this award for the eighth year running! It reassures us that we are on the right path. 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?**

This year we redefined our business proposition as being a B2B4E (business to business for employees) travel management platform.

This crystallises our focus on bringing the best products and services to business travellers, who we recognise as valued employees and important contributors to our clients' business goals.

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

- Keep innovating – be agile, open

to experimenting and embrace new technology.

- Stay true to local nuances – tailor and localise solutions based on the unique requirements of each market, especially in a region as diverse as Asia-Pacific.

- Be customer-centric – know your customers well, design solutions that address their needs and create clear value for them, and ensure you have channels to collect feedback and measure success. – **Bindu Bhatia, managing director, Asia Pacific, CWT**

### Best Online Travel Agency Ctrip



**Leah Wang**  
Head of international affairs, Ctrip Group

**What does this award mean to you?**

It is a great honour to be recognised by TTG. The award is a testament to Ctrip's unremitting efforts to strive for innovation and to provide better products and travel experiences. The award also provides a strong platform for us to continue our commitment to our customers not only in China but around the world.

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

As our chairman, James Liang,

mapped out earlier this year, the future vision for Ctrip is to become the largest, strongest and best company in the global travel market.

We will continue to ensure a comfortable travel experience for our customers, placing customer satisfaction as our top priority.

We plan to continue expanding our global presence through our international brand, Trip.com. This ensures the fantastic assets we have built are not just available to Chinese customers, but also those outside China.

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

Ctrip has always seen customer satisfaction as our top priority. Hence, the three most important factors for our success are our focus on innovative and ample product offerings, technology and services. These key elements help us deliver a quality of service that consistently exceeds the expectations of our customers, which allows us to enjoy very high levels of customer loyalty.



TTG TRAVEL AWARDS 2019



# CONGRATULATIONS TO OUR 86 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  
organisations and individuals.

Learn more about our 2019 award winners:

**awards.ttgasia.com**

- List of 2019 Award Winners
- Ceremony and Gala Dinner Photo Gallery

**www.ttgtravelhof.com**

- View the stories of our 19 TTG Travel Hall of Fame Honoraries

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# A TIME TO CELEBRATE

“ We are the champions, my friends  
And we'll keep on fighting 'till the end... ”

– Freddie Mercury





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25HOURS \ HYDE \ MÖVENPICK \ GRAND MERCURE \ PEPPERS \ THE SEBEL \ MANTRA \ NOVOTEL \ MERCURE \ ADAGIO  
MAMA SHELTER \ TRIBE \ BREAKFREE \ IBIS \ IBIS STYLES \ IBIS BUDGET \ JO&JOE \ HOTELF1