

August 2013

PPS 1140/09/2012(022844)

WINNER OF PATA GOLD AWARD 2011 AND 2009

TTGmice

Asia-Pacific's leading meetings, incentives, conventions and exhibitions resource

36 INCENTIVE IDEAS

ALSO IN THIS ISSUE

- Bali breaks with convention
- Dubai is ahead of the game

MACAO

Convention & Exhibition

YOUR
NEXT
DESTINATION

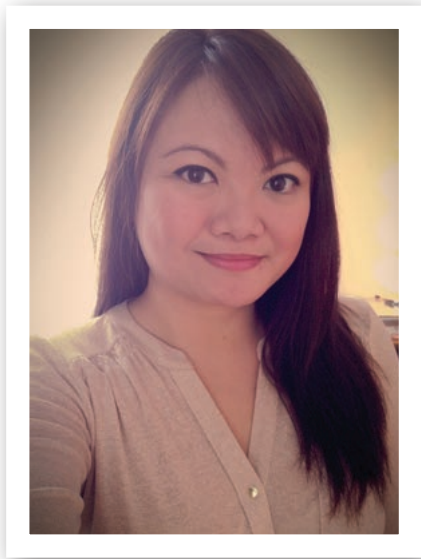


- World Center of Tourism & Leisure
- Connecting East & West
- Perfect Facilities & Warm Hospitality
- Diverse Variety of Attractions



To our readers

A moving motivation



Karen Yue
Group editor

“Creating the right incentive programme is even more important today when destinations are more accessible than ever before, enabling more people to satiate their wanderlust. Winners...will have greater expectations of their rewards.”

This month’s cover feature is one of our favourite annual projects, as we get to seek out and qualify for our pages some of the best activities and experiences a company can offer to its top-performing employees and business partners.

In our search, we often remind ourselves that the best incentive idea does not need to be the most expensive, but it must always be one that is so unique and inspiring that winners will remember the experience and talk – and perhaps brag – about it for a long time to come, and after that be motivated to achieve loftier targets in order to qualify for more of such experiences.

Creating the right incentive programme is even more important today when destinations are more accessible than ever before, enabling more people to satiate their wanderlust. Winners who have gone on some spectacular tours on their own dime will have greater expectations of their rewards.

On a MICE familiarisation trip to South Korea at the end of June this year, I discovered just the experience that would make a precious incentive activity. It moved me to tears, gave me a deeper insight into the soul of the destination, and had me so enchanted that I spoke about it to friends and family back home. And that experience was the opportunity to meet and talk to two *haenyeos*

in Beophwan village, Jeju.

Haenyeos are the famed women divers of Jeju island who sweep the ocean floor for shellfish and other seafood with a single breath in their lungs, most having joined the trade when they were 10 years old or so and stayed put till they are weak from old age. Generations of these hardy women became breadwinners and set the stage for Jeju’s matriarchal family structure. Their job is difficult and dangerous, and their stories are heart-wrenching. And precisely for these reasons, educated women today shy away from this dying trade.

Most visitors to Jeju may boast that they have made the most beautiful photographs of the majestic Jusangjeolli Cliff and stayed at the most luxurious ocean-front resort. But how many can say they have sat down with two active *haenyeos* in their 50s, listened to how they and their friends stared death in the face, and then savour a simple meal of abalone and sea cucumber caught early that day?

Besides meeting Jeju’s last mermaids, 35 other top incentive ideas from around the world are captured across pages eight to 17. Happy shopping and may these ideas help you create a seductive incentive programme that will make staff and business partners really hungry for success. ■

TTGmice
AUGUST 2013



COVER STORY

36 incentive ideas

8 There's no rest for the ambitious and companies need to come up with exciting ways to inspire their top achievers towards higher targets in the coming year. Here are 36 motivating travel ideas

COUNTRY REPORTS

18 Come out and play

Meeting and incentive attendees are loving Singapore's outdoors and event specialists are responding by drawing inspiration for activities from the city's cuisine, culture and local way of life, writes **Lee Pei Qi**

23 Breaking with convention

With a major infrastructure upgrade now underway in Bali, the time is ripe for the destination to turn its attention on the MICE market, writes **Mimi Hudoyo**

29 Ahead of the game

Dubai continues to upgrade its MICE capabilities towards an ambitious target set for 2020, writes **Shekhar Niyogi**

32 New Delhi raises its game

New convention facilities are adding a glow to the city's MICE sector, along with stepped-up marketing, training and product creativity, writes **Rohit Kaul**

DEPARTMENTS

- 1** To our readers
- 4** Talk of the trade
- 34** Case study
- 35** How to
- 36** Appointments
- 37** Hotel updates
- 38** Over coffee with...
- 40** Packages

TTGmice

www.ttgmicem.com

EDITORIAL

GROUP EDITOR Karen Yue (email: karen.yue@ttgmicem.com)
DEPUTY GROUP EDITOR Gracia Chiang (email: gracia.chiang@ttgmicem.com)
ASSISTANT EDITOR, TTG ASIA ONLINE Hannah Koh (email: hannah.koh@ttgmicem.com)
ASSISTANT EDITOR, SINGAPORE Lee Pei Qi (email: lee.peiqi@ttgmicem.com)
ASSISTANT EDITOR, THAILAND Xinyi Liang-Pholsena (email: liang.xinyi@ttgmicem.com)
COPY EDITOR Kathy Neo (email: kathy.neo@ttgmicem.com)
EDITOR, MALAYSIA/BRUNEI S Puvaneswary (email: puvanes@ttgmicem.com)
EDITOR, INDONESIA Mimi Hudoyo (email: idmfasia@cbn.net.id)

CORRESPONDENTS

Greg Lowe (Thailand, email: ttg@thegreglowe.com);
 Prudence Lui (Hong Kong/Greater China, email: prului@yahoo.com);
 Shekhar Niyogi, Rohit Kaul (India, email: shekhar.niyogi@ttgmicem.com, rohitkaul23@gmail.com); Feizal Samath (Sri Lanka, email: feizalsam@gmail.com);
 Marianne Carandang, Rosa Ocampo (The Philippines, email: marianne.carandang@ttgmicem.com, rosa.ocampo@gmail.com)

CREATIVE DESIGNERS Redmond Sia, Goh Meng Yong

EDITORIAL ASSISTANT Lina Tan

SALES & MARKETING

GROUP PUBLISHER Michael Chow (email: michael.chow@ttgmicem.com)
ASSOCIATE PUBLISHER Stephanie Lim (email: stephanie.lim@ttgmicem.com)
SENIOR BUSINESS MANAGER Marisa Chen (Hong Kong, email: marisa.chen@hk.china.com)
CORPORATE MARKETING MANAGER Cheryl Tan (email: cheryl.tan@ttgmicem.com)
MARKETING EXECUTIVE Tan Ee Heng (email: tan.ee.heng@ttgmicem.com)
ASST MANAGER ADMINISTRATION & MARKETING Carol Cheng (Hong Kong, email: carol.cheng@hk.china.com)
ADVERTISEMENT ADMINISTRATION MANAGER Cheryl Lim (email: cheryl.lim@ttgmicem.com)

PUBLISHING SERVICES

DIVISION MANAGER Tony Yeo
DESKTOP PUBLISHING EXECUTIVE Nancy Lee
SENIOR CIRCULATION EXECUTIVE Carol Wong (email: carol.wong@ttgmicem.com)

OFFICES

SINGAPORE

TTG Asia Media Pte Ltd, 1 Science Park Road, #04-07 The Capricorn, Singapore Science Park II, Singapore 117528
 Tel: +65 6395 7575, fax: +65 6536 0896, email: contact@ttgmicem.com

HONG KONG

TTG Asia Media Pte Ltd, Unit 2011, 20/F, Harbour Centre, 25 Harbour Road, Wanchai, Hong Kong
 Tel: +852 2237 7888, fax: +852 2237 7227

TTG ASIA MEDIA PTE LTD

MANAGING DIRECTOR Darren Ng
SENIOR EDITOR Raini Hamdi (email: raini.hamdi@ttgmicem.com)

ADVERTISING REPRESENTATIVES

AUSTRALIA Zorka Sipkova, Publisher's Internationale (tel: +61 2 8298 9318, fax: +61 2 9252 2022, email: Zorka.Sipkova@pubintl.com.au); **GERMANY** Wolfgang Jaeger, IMV Internationale Medien Vermarktung GmbH (tel: +49 8151 550 8959, fax: +49 8151 550 9180, email: w.jaeger@imv-media.com); **INDIA** Meena Chand/Mohit Chand, Adcom International (tel: +91 11 2576 7014, fax: +91 11 2574 2433, email: adcomint@gmail.com); **INDONESIA** Sarah G Hutabarat, Media Mandiri (tel: +62 21 835 5510, fax: +62 21 829 3563, email: sarah@mediamandiri.co.id); **ITALY** Federica Boni, TTG Italia S.p.A. (tel: +39 02 8068 9204, fax: +39 02 8068 9250, email: boni@ttgitalia.com); **JAPAN** Mayumi Kai/Michiko Kawano, Pacific Business Inc. (tel: +81 3 3661 6138, fax: +81 3 3661 6139, email: kai-pbi@gol.com/kawano-pbi@gol.com); **MALAYSIA** Gerald Saw, Raffles International Media Sdn Bhd (tel: +60 19 2296 484, fax: +60 3 7886 2372, email: gerald.saw.rafles@yahoo.com); **SOUTH KOREA** Young J Baek, Young Media Inc. (tel: +82 2 2273 4818/4819, fax: +82 2 2273 4866, email: ymedia@chol.com); **SPAIN, MADRID** Luis Andrade, Luis Andrade International Media (tel: +34 91 441 6266, fax: +34 91 441 6549, email: landrade@luisandrade.com); **SRI LANKA** Vijitha Yapa/Albadur Cader, Vijitha Yapa Associates (tel: +94 11 255 6600, fax: +94 11 259 4717, email: vyadvit@gmail.com/vijithayapa@gmail.com); **TAIWAN** Virginia Lee/Shirley Shen/Kitty Luh, Spacemark Media Services (tel: +886 2 2522 2282, fax: +886 2 2522 2281, email: smedia@ms5.hinet.com); **THAILAND** Chower Narula/Anchana Nararidh, World Media Co. Ltd (tel: +66 2 641 2693-6, fax: +66 2 641 2697, email: chower@worldmedia.co.th/anchana@worldmedia.co.th); **THE PHILIPPINES** Eduardo S. Bassig, ESB Marketing Services (tel: +63 2 448 5848, email: ed_bassig@yahoo.com/edbassig@hotmail.com); **UK & EUROPE** Sheryl Makin, TTG Media (tel: +44 20 7921 8023, fax: +44 20 7921 8034, email: Smakin@tdigital.com); **USA** Debbie Joseph Anderson, Destination Marketing Hawaii (tel: +1 808 739 2200, fax: +1 808 739 2201, email: debbieanderson@dmhawaii.com)



TTGmice, endorsed by the Asian Association of Convention and Visitors Bureaus, is published by TTG Asia Media Pte Ltd, and is mailed free-of-charge on written request to readers Asia-wide who meet a set of predetermined terms and conditions. Annual airmail subscription charges are US\$70 (Asia) and US\$90 (elsewhere). All rights reserved. No part of this publication may be reproduced in whole or in part without written permission of the publisher.

MICA (P) 176/05/2012, KDN PPS1140/09/2012(022844), ISSN 0218-849X
 Printed by KHL Printing Co Pte Ltd, 57 Loyang Drive, Singapore 508968.

TTG Publishing
Travel Trade
 TTG Travel Trade Publishing is a business group of TTG Asia Media

Talk of the Trade

TALKING NUMBERS

17 The amount in millions of US dollar that will be generated for Adelaide's economy by six international conferences secured by the Australian city's convention bureau in recent months. These events, which include the Asia Pacific Oil and Gas Conference and Exhibition, will take place between 2014 and 2017.

2 The percentage slide in business travel transactions in China from April 2012 to March 2013, as the national economy begins to slow after years of breakneck growth, according to HRG's latest Air Trends survey which draws data from its UK clientele. The same survey noted a 14.8 per cent dip in business class transactions.

INDIA

India mulls MICE policy

By Rohit Kaul

India is expected to unveil a national policy for MICE by end-September, the absence of which has crippled the country's endeavour to position itself as an international MICE destination.

India Convention Promotion Bureau (ICPB) vice chairman, Chander Mansharamani, said: "We recently had a meeting with the additional secretary of the Ministry of Commerce with regards to the finances necessary for aggressive marketing. The ministry is positive about the policy. We (aim) to announce the policy at the celebrations of ICPB's silver jubilee (and plan) to get 50 top buyers from around the world to the function so that we can interact with them and (show) what we can offer."

According to ICPB, the MICE policy will include a system to record MICE-related statistics in the country, a guidebook providing information on India's MICE facilities



Mansharamani: need nationwide support

ties and education programmes for state governments on the economic benefits of MICE.

"We need the support of the (country) if we are looking to attract international events. We will try to engage local governments and all stakeholders," said Mansharamani.

Anup Nair, managing director of Incentive Destinations, said: "(Having a) MICE policy will help the segment. However, it is important that...the government is proactive in finding solutions to various issues hampering the growth of the country's MICE market."

Meanwhile, the Ministry of Tourism has begun talks with the state government of Maharashtra for the introduction of a single-window clearance system for MICE, and is likely to seek discussions with other state governments once the system is up and running.

ASIA

SE Asia boasts strongest growth in exhibition space sold

Exhibition space sold at Asian trade fairs in 2012 has risen 2.7 per cent over 2011's figure, with South-east Asia once again demonstrating the most growth.

According to UFI's annual report Trade Fair Industry in Asia, undertaken by Business Strategies Group (BSG), some 16.3 million square metres in space were sold by exhibition organisers to their clients in the region last year, compared

to 15.9 million square metres in 2011.

Malaysia and Singapore were the fastest-growing markets, posting 8.2 and 7.6 per cent year-on-year increases respectively, followed by Indonesia (6.6 per cent), Vietnam (4.9 per cent) and the Philippines (3.9 per cent).

Despite remarkable growth in South-east Asia, China remains the behemoth in Asia's exhibitions industry. Of the to-

tal 16.3 million square metres sold, China accounted for 55 per cent of that space.

Furthermore, while venue capacity in Asia is expected to reach 6.6 million square metres over 191 venues across 15 countries by end-2013, 69 per cent of that space is located in China.

Paul Woodward, managing director of UFI, said: "Our research shows two clear trends: the continued trade

fair boom in South-east Asia and the maturing of the trade fair market in mainland China. These trends confirm that the trade fair market in Asia is one of the most exciting for organisers looking for high-growth opportunities."

UFI Asia/Pacific regional manager and BSG managing director, Mark Cochrane, expects South-east Asia to post continued strong growth throughout 2013 and 2014.

THAILAND

MICE business up for Pattaya

By Xinyi Liang-Pholsena

Thailand's robust economic outlook, coupled with strong post-flood industrial recovery and a relatively peaceful political scene, has buoyed corporate business for Pattaya's hospitality sector, according to hoteliers that *TTGmice* spoke to.

"Since the flooding in Ayutthaya and Central Thailand two years ago, there has been a big wave of change for new (investment) in the Eastern Seaboard instead," remarked Chatchawal Supachayanont, general manager of Dusit Thani Pattaya.

"The new Amata City Industrial Estate (in Rayong province) has opened new factories and companies, driving a lot of overseas business travellers to (the Eastern Seaboard) and benefiting Pattaya hotels."

These travellers usually stay for a week or two



The Point, Dusit Thani Pattaya

at Dusit Thani Pattaya, with some taking root for months, according to Chatchawal.

He added: "We have seen very strong growth in the MICE sector in 1H2013; corporate business has grown by 15 per cent while MICE business has grown 25 per cent year-to-date."

Pullman Pattaya Hotel G has also recorded a surge in MICE and corporate business driven by booming industrial development along the Eastern Seaboard. General manager Sophon Vongchachainont

said: "MICE business has increased from five to 15 per cent within the span of six months this year. The corporate sector now makes up around 10-20 per cent of our guests. We used to turn away a lot of MICE customers due to the strong leisure demand, but we have identified this segment as (our) focus from this year onward."

Sophon added that the hotel had inked more contracts with MICE clients this year.

Meanwhile, hoteliers are expecting MICE and business travel demand to stay positive for 2H2013.

Said Chatchawal: "The third quarter usually sees the least MICE business compared to the rest of the year, but we're already seeing good signs of advance bookings for October and November."

MICE WINS

Melbourne scores med events

The 8th Asia Pacific Heart Rhythm Society Scientific Session 2015 and the Congress on Systemic Lupus Erythematosus 2017 have made Melbourne their destination of choice. They will be held at the Melbourne Convention and Exhibition Centre and will generate A\$10.5 million (US\$9.6 million) for the state economy.

Royal Trophy picks Guangzhou

Guangzhou, China has won the rights to host the seventh edition of the Royal Trophy – Europe vs Asia Golf Championship at the Dragon Lake Golf Club from December 20 to 22.

SOUTH KOREA

Grand Seoul Parnas remodels

Meeting facilities at the Grand InterContinental Seoul Parnas are undergoing major refurbishment that will give the hotel a brand new ballroom from February 2014.

The new 1,500m² pillarless space will be able to accommodate 1,200 guests banquet-style. Event organisers can also utilise a 656.8m² pre-function area adjoining the ballroom.

According to Darren Morrish, general manager of both the Grand InterContinental Seoul Parnas and the InterContinental Seoul COEX, the current ballroom will be demolished to make space for a new commercial tower, which will also house a new hotel.

"The new ballroom, along with the rest of our meeting facilities which will be refurbished, and the event spaces in the InterContinental Seoul COEX, will allow us to continue catering to large corporate groups. Between the two hotels we have 1,200 guestrooms."

The hotel is also remodeling its dining establishments, fitness club and business centre. Works will complete progressively throughout 2014.

– Karen Yue

MALAYSIA

MCI, Console merge for Malaysia specialisation

Global association, communications and event management company MCI has merged with Malaysian PCO, Console Communications, to create MCI Malaysia and gain a stronger hold on the growing Malaysian MICE market.

Yap Shook Fung, director of Console, said: "It is a natural step for Console to join a global leader like MCI. We

believe it will help in bringing more international events to Malaysia."

Robin Lokerman, president – MCI Asia-Pacific, said MCI wanted to expand to Malaysia and build its corporate business in the country. "Malaysia is a growing MICE destination and many of our clients are expressing an interest in Kuala Lumpur and other

cities. With Console, we have found a very experienced team to build our business and support our clients."

Established in 2004, Console has been managing large-scale conferences in Malaysia and abroad, including Water Malaysia 2013 and the 10th Asia-Pacific Conference on Human Genetics 2012.

– S Puvaneswary

SOUTH KOREA

Seoul turns gaze on incentives

By Karen Yue

Having established a forte in hosting international conventions, Seoul now wants to build up its incentive muscle and will do so by forging close links with DMCs and event planners.

Maureen O’Crowley, vice president of the Seoul Tourism Organization (STO), said: “Seoul has done well with the conventions and exhibitions business, having maintained its fifth position on the UIA’s charts (of top international meetings cities for the third year running) and yet with a 10 per cent growth in qualified events.

“Conventions and exhibitions will continue to hold strong for Seoul, so now it is time for us to shift our focus on to incentives. The great thing about incentives is that such events materialise much faster than conventions and exhibitions, which take years to prepare and happen.”

O’Crowley said STO would “work closely with DMCs and event organisers” to attract more incentive groups.

“China is also on our radar now, and we

plan on getting more incentive business from that market, which is why we participated in IT&CM China earlier in April this year,” she added.

When asked if the convention city would have to develop new and fun products to appeal to incentive clients, O’Crowley answered that it was more important for STO and event planners to work creatively with what the city already offered.

She said: “It is very interesting how corporate groups are coming up with great activity ideas themselves. In April, we had a group from a pharmaceutical company in China and an activity the participants had to do was to take photos that captured determination, confidence and passion – the three key traits of (South) Korean businessmen that the company’s CEO liked.

“A 150-pax group from McDonald’s in Singapore created their own version of Running Man (a popular Korean TV game show) in Lotte World amusement park.”



O’Crowley: incentive events bring quicker gratification

2013 Calendar

September
15-17

PATA Travel Mart
Chengdu, China

October 1-3

IT&CMA and CTW
Bangkok, Thailand

IN BRIEF

IT&CM India deferred to 2014

The second edition of IT&CM India, originally planned for August 20-23, 2013, has been rescheduled for August next year. Due to a smaller-than-expected exhibition showcase, the organisers have deferred the tradeshow in the interests of stakeholders and participating delegates, to ensure they continue to benefit from a quality and effective business platform that is the hallmark of any IT&CM event.

MBS bags green MICE accolade

Marina Bay Sands (MBS) in Singapore has become the first MICE venue outside the US to achieve Level One Certification to the ASTM Standard pertaining to the Evaluation and Selection of Venues for Environmentally Sustainable Meetings, Events, Trade Shows, and Conferences, a new international sustainability venue standard.

Statoil signs up with HRG

HRG has been awarded the global travel contract for Statoil, one of the world’s leading energy companies specialising in oil and gas production. The award covers an initial 17 countries, predominantly in Norway and the US, but also including Singapore and those across Africa, Europe and Latin America.

Echo proposes new IR in Sydney

The owners and operators of Sydney’s The Star casino have submitted a US\$1 billion proposal to link Pyrmont, Darling Harbour and Barangaroo as part of an integrated resort (IR). Meeting and event facilities, two new hotels and 20 more restaurants and bars are part of the plan.

THE PHILIPPINES

Widus Resort expands with MICE in mind

Widus Resort and Casino in Pampanga is growing its hardware to tap new MICE opportunities from nearby commercial zones and additional traffic from increased flights from the Middle East.

The 119-key property will add 114 rooms through a second tower in October, while upgrading works on the casino will begin in 4Q2014 to give it a 500-pax ballroom and three new F&B outlets, including a steakhouse.

The hotel would also offer three more food outlets, said Alfred Reyes, general manager

of Widus Resort and Casino.

The property’s convention centre, completed in early 2013, currently offers two major halls of 455m² and 189m² respectively. It will be improved with an additional 2,000m² of space through a 75-pax plenary room and five 50-seat breakout rooms.

Widus is also in negotiations to acquire an additional 1.5 hectares of land adjacent to the property for a water park, while a third hotel tower with 300 rooms is being planned for 2017/2018.

Reyes said the outlook for

the property appeared bullish with new flights due to start. Emirates is launching a Dubai-Clark service on October 1, Qatar Airways is starting Doha-Clark flights on October 27, and Etihad Airways is rumoured to be readying an Abu Dhabi-Clark link for the near future.

“We’re also looking at MICE business from the local and Asian markets. We expect 50 per cent of our business to come from Clark Freeport Zone, which has over 500 businesses,” Reyes said.

– Marianne Carandang



GET OUT OF THE BOARDROOM

Rejuvenate minds and spirits with our unique venues and programmes that inspire, excite and motivate.

For enquiries on event spaces in Sentosa, please contact us at:

Tel : (65) 6275 0388
Email : mice@sentosa.com.sg
Web : <http://mice.sentosa.com.sg>



sentosa

www.sentosa.com

COVER STORY

36 INCENTIVE IDEAS

*By Karen Yue, Xinyi Liang-Pholsena, Lee Pei Qi,
S Puvaneswary, Mimi Hudoyo, Feizal Samath, Rohit
Kaul, Natasha Dragun and Marianne Carandang*

There's no rest for the ambitious and companies need to come up with exciting ways to inspire their top achievers towards higher targets in the coming year. Here are 36 motivating travel ideas



01

Set up an opulent camp close to Kilimanjaro

Celebrate your winners in one of the best visions presented by nature. Tortilis Camp, which spans the western half of Amboseli, a national park known for its spectacular views of the majestic Kilimanjaro and for having some of the largest elephant population (1,000 of them) in Africa. Its 16 tents are large, with king or twin beds and elegant en suite bathrooms. Along with two family houses, Tortilis Camp offers the best of low-impact, high-comfort tourism.

Tortilis Camp, which has hosted conferences before, can be hired entirely by a corporate group. Dining areas can be transformed into conference venues and recreational and networking programmes can be tailored. Delegates can enjoy game drives, guided walks, sundowners and

bush meals inside the park, as well as spa treatments after all that activity.

Capacity: Maximum 40 pax for camp buyout

Email: info@chelipeacecock.co.ke

Website: <http://tortilis.com/>

02

Around the world in 19 days

This extravagant idea will see your top achievers travel the world in 19 days in a private jet with Abercrombie & Kent founder, Geoffrey Kent. Along the way delegates will visit some of Kent's favourite places and discover new ones with the pioneering expedition leader. Cruise the Amazon, gaze at the enigmatic moai of Easter Island, spot game on the Maasai Mara and enjoy a celebratory gathering in



Tortillis Camp, overlooking Kilimanjaro mountain

Kent's adopted home of Monaco.

This is luxury travel at its finest, complete with five-star accommodation, restaurants and tours along the way. It comes with a cool price tag of around US\$79,995 per seat.

Capacity: No more than 40 pax
Website: www.abercrombiekent.com

tion process. Accommodate your winners in a colonial bungalow in the plantation and have them wake up to a traditional English breakfast served by butlers in a sprawling garden or inside a quaint British cottage. They may also enjoy a game of tennis, croquet or polo.

Capacity: At least four guests
Email: malik.fernando@dilmahtea.com
Website: www.teatrails.com

treatments. The property's prime location in the tranquil Himalayan foothills, overlooking the peaceful Ganga, set guests' adrenalin pumping through activities such as white-water rafting and a jeep safari in the Rajaji National Park. Incentive organisers can also plan a mini golf tournament and cooking classes for winners who prefer a slower pace.

Capacity: Minimum 10 pax; maximum 50
E-mail: reservations@anandaspa.com
Website: www.anandaspa.com

03 Experience a tea-flavoured colonial past of Sri Lanka

Sri Lanka's tea culture has not evolved much over the last century – tea is harvested, manufactured and drunk exactly the same way. And in Sri Lanka's central region, where it is all tea country, one can follow firsthand the entire produc-

04 Recharge in the foothills of the Himalayas

Ananda in the Himalayas, A Destination Spa does more than invite guests to relax and rejuvenate through the ancient Indian wellness regimes of ayurveda, yoga and vedanta and its collection of 80 spa

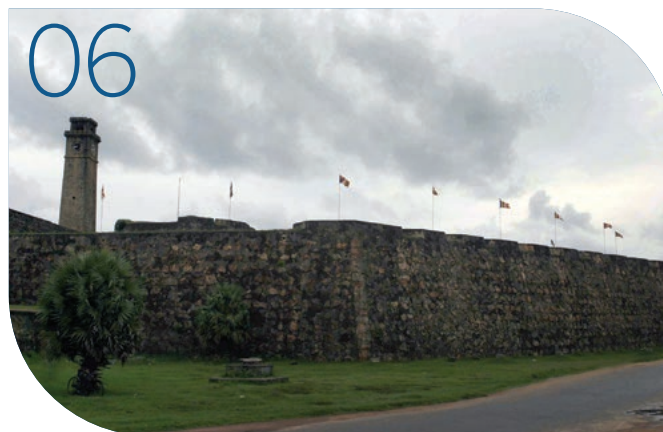
05 Mingle with the Maori

In an experience tailored for top-level executives, the programme begins with a helicopter flight from Auckland to Lake

COVER STORY

Rotoiti in central North Island of New Zealand. Upon landing, delegates will receive a full traditional Maori welcome when entering Marae village. Accompanied by the hosts, they will walk through the bushes and collect a variety of native plants used in indigenous cooking. Later, famed Maori chef, Charles Royal, will prepare lunch through a traditional *hangi*, a method of cooking using heated rocks buried in a pit oven. On Lake Rotoiti, delegates can paddle a *waka*, a traditional Maori canoe. Come late afternoon, another helicopter flight takes delegates to the exclusive Huka Lodge, where numerous heads of state have visited before. Take in the lush landscapes and enjoy a wine-tasting dinner in the evening.

Capacity: Maximum 30 pax
Email: sales@dmAsia.travel



06 Be part of a wedding celebration in 1920s Sri Lanka

Travel back to the 1920s and be part of the wedding celebrations of the daughter of Mudalier Gajaman, a fictitious character. Set in the British colonial times, this extravagant event is re-created in the historical Galle Fort in southern Sri Lanka. Aristocrats, chieftains, clans and commoners will pay homage and join in the feast. The incentive group becomes a part of the experience, playing the role of the couple and Mudalier Gajaman, dressed in different ceremonial attire of that era. The groom and groomsmen arrive on caparisoned elephants while the bride and her retinue arrive in a *thirikkale*, a refined bullock cart. A wedding ceremony, traditional folk games and entertainment acts depicting different social and cultural backgrounds of Sri Lanka complete the wedding party, making it perfect for winners who desire an out-of-this-world experience with plenty of pictures to take home.

Capacity: At least 10 pax
Email: rukmal@361edge.lk
Website: www.mice.lk



This is ideal for any group curious about the exotic cultures of Asia, or Asian groups who want to experience something different and unique in Myanmar.

Capacity: Minimum two pax; maximum 30
Email: myanmar@khiri.com



07 A spiritual meeting in Myanmar

Meet a Burmese spirit medium who will put up a performance to connect with the land of the *nats* (spirits), offering a very colourful and somewhat unusual experience for incentive groups. On arrival, participants meet the spirit medium and his team of dancers (usually with the aid of four to six people). The troupe will start dancing while the medium goes into an increasingly vigorous dance to reach a kind of “trance” – at this point, guests are invited to dance along and ask questions.

08 Step into a Russian space station

Grant your winners the rare opportunity to visit a Russian space station. Guided by a trainer, delegates will get to see the astronaut training centre and witness the process of training and space simulation, as well as have a conversation with an astronaut.

Capacity: Minimum 10 pax; maximum 100 (divided into smaller groups during the facility tour)
Email: eddy@synergyproduction.net
Website: www.synergyproduction.com



09

Take over Sydney's Taronga Zoo

With its enviable location on the verge of Sydney Harbour, Taronga Zoo wows at the best of times, offering dramatic Harbour Bridge views and access to some of the world's wildest animals. Through its *Roar & Snore* sleepover programme, your incentive winners can enjoy all that to themselves once the zoo closes and the last patron leaves. Kick off the evening with sunset cocktails and canapés as the sun sets, followed by a roast dinner and an up-close-and-personal session with the zoo's friendliest residents. Later, retire into safari tents furnished with single and double beds. Rise the next morning to a glorious sunrise and the roar of

a lion or trumpet of an elephant, and embark on a behind-the-scenes tour of the zoo before the public streams in.

Capacity: Minimum one pax; maximum 34

Email: roarandsnore@zoo.nsw.gov.au

Website: www.taronga.org.au

10

Solve a murder mystery in the Misty Mountains

Now, who doesn't love a whodunit mind-boggler? Take your top achievers to the luxurious Cameron Highlands Resort in Malaysia for an exclusive murder mystery adventure set in the 1960s.

Murder Mystery in the Misty Mountains is based on the story of Jim Thompson, the legendary American businessman known as the Thai Silk King who mysteriously disappeared while holidaying at the Moonlight Bungalow in Cameron Highlands in March 1967. The experience begins two weeks before the event, when guests typically receive their invitations and character briefing.

The cool highland climes, misty mountains and lush foliage set the stage for the mystery, as guests arrive at the resort in limousines. Pre-dinner cocktails by the fireplace at the Highlands Bar provide a sophisticated entry into the evening; guests come dressed to the nines, sporting furs, trilbies and lace elbow gloves.

Once the formalities are over, the fun begins in the elegant Dining Room. Murders are committed and weapons are found in between courses, with a good dose of blackmailing on the side. Guests rush through the halls of the colonial-style property, looking for clues. The evening culminates in the voting and selection of Best Performer, Super Sleuth, Best Costume and Wealthiest Player.

Capacity: Single murder mystery – 20-35 pax;

double murder mystery – 40-60 pax

Email: events@ytlhotels.com.my

Website: www.cameronhighlandsresort.com

11

Work out Cirque du Soleil-style

Have your top achievers work up a hearty appetite before their award dinner with a fitness session hosted by current and ex-Cirque du Soleil performers. Classes at Shine Alternative Fitness in Las Vegas invite participants to try their own hand at antigravity yoga and pilates, aerial skills, pole dancing, extreme boxing and gyrotechnic. Performing downward-facing dog (or *adho mukha*, a yoga pose) in a silk hammock suspended from the ceiling or swinging through the air like a circus performer has a way of bringing people together. Participants will get a good laugh and workout at the same time.

Capacity: Minimum one pax; maximum 30

Email: info@shinealternativefitness.com

Website: www.shinealternativefitness.com

COVER STORY

12

Blaze a trail in Scotland

Here's a tour of Scotland's most beautiful castles with a twist. The four-day tour will see incentive winners blazing a trail down scenic Scottish roads in Ferrari and Porsche cars as they explore private castles such as Glamis Castle, Skibo Castle and Eilean Donan Castle. Not only will they enjoy exclusive access into these historical architectures, a team of Michelin-starred chefs will await at one of the castles with a banquet of world-class cuisine. One of the entertainment highlights will be a special performance by popular string quartet, Bond.

Capacity: No more than 10 pax/drivers
Email: john@johnbsutherland.com

13

Escape to a private island

Oh, what bragging rights one would get from having an entire island to oneself! Create a private party destination for your incentive winners by renting Pulau Pangkil Kecil, a luxury tropical island located close to Singapore and Indonesia. The island offers nine individual driftwood palaces, a bar, a pool, a treehouse and sea sports equipment such as kayaks and snorkelling gear. A team of 20 staff is also at your disposal, along with the necessary sound system to support your event. The island facilitates teambuilding activities too.

Capacity: Minimum two pax; maximum 10
Email: direct.enquiry@pangkil.com
Website: www.pangkil.com

14

A tale of Italian gourmet food and swanky cars

If you are planning to reward your incentive winners with a trip to Italy, pencil Parma into the itinerary. Showcase the Italian city's two key highlights – its culinary traditions and love for fast cars.

Accademia Barilla, based in Parma,

hosts a five-day gourmet tour of the city and neighbouring Modena. The tour includes classes in the Accademia Barilla kitchens where participants will learn to cook authentic Italian specialties, opportunities to sample local produce such as Prosciutto di Parma, Parmigiano Reggiano, Aceto Balsamico di Modena and Lambrusco wine, and a visit to the Ferrari and Maserati headquarters.

Capacity: Small groups only
Email: info@academiabarilla.it
Website: www.barilla.com /
www.academiabarilla.com

15

Gain access into a sacred chamber

The Temple of the Sacred Tooth Relic in Kandy, Sri Lanka is a popular attraction, but few can access the inner chamber where the tooth relic of Buddha is housed. To date, only a few locals and foreign dignitaries such as visiting heads of states or royalty have set foot within. The good news is, an exclusive visit to the inner chamber can be arranged for high-profile incentive groups.

Capacity: At least five pax
Email: lsrdharma@sltnet.lk
Website: www.lsr-srilanka.com

16

Silence is golden and refreshing

Whisk your stressed out top achievers away from the city into the serene enclave of The Banjaran Hotspring Retreat in Ipoh, Malaysia. Sign them up for the Silence Therapy, which is led by the retreat's in-house wellness practitioner and held in the Meditation Cave – a natural granite and limestone formation. The treatment focuses and detoxifies the mind through silence, appropriate breathing techniques and contemplation. Accommodation here is a treat through villas that come equipped with plunge pools and sunken Jacuzzi with piped geothermal hotspring water. Delegates can also master the art of making Labu Sayong, a traditional pottery, under the tutelage of local artisans, and



enjoy a themed dinner at Jeff's Cellar.

Capacity: Maximum 30 delegates
Email: info.kl@thebanjaran.com
Website: www.thebanjaran.com

17

Fly to dinner at a hilltop vineyard

Following an afternoon tour of Brown Brothers Milawa Vineyard in Victoria, Australia, hop onto a helicopter for a ride over the region's vineyards and arrive at the Banksdale Vineyard, set atop a hill 485m above sea level.

Chilled prosecco, canapés and a breathtaking view awaits. Hear about the art of winemaking from a Brown Brothers wine expert. As the sun sets, retreat under the vineyard's harvester shed that has been dressed up for a spectacular and private dinner party.

Brown Brothers Milawa Vineyard's Epicurean Centre restaurant, known for its award-winning cuisine, will supply the gastronomic delights for the evening. Feast on dishes made from the freshest produce from the Milawa Gourmet Region.

Email: info@brownbrothers.com.au
Website: www.visitwangaratta.com.au/pages/brown-brothers-prosecco/



18

Cycle up to Inle Lake

For visits to Inle Lake in Shan State, Myanmar, instead of coach transfers upon arrival at Heho Airport, incentive winners can hop on a mountain bike and journey to their destination. Pedal through the mostly flat and downhill terrain, passing through the stunning Pa'O tribal area with patchwork of green and yellow fields, and have a picnic lunch along the way.

The biking trip can range between two and four hours, with water and helmets provided. Traditional countryside games can be included to offer more fun along the way.

The programme is suitable for delegates who enjoy a more active itinerary and desire a new way of seeing a destination.

Capacity: Minimum two pax; maximum 30
Email: myanmar@khiri.com

19

Get high on chocolate

Pop into Bali's first organic chocolate factory, POD, which sits high in the hills, some 90 minutes from Conrad Bali. The programme begins with a tour of the hill-side farm. Hear from a POD representative about what is being done to revive Bali's chocolate trade and how the factory is working closely with disadvantaged local farmers. Delegates are guided through the chocolate-making process which begins with identifying the cacao flower. At the end of the journey, delegates will get to see how the hotel's chef makes chocolates and then try their hand at making their own. This insightful journey can be paired with a meeting.

Capacity: Minimum 10 pax; maximum 40
Email: harrytandjung@ConradBali.com
Website: www.conradbali.com

上海

Shanghai

www.meet-in-shanghai.net

Shanghai China

中国上海
Shanghai China

发现更多·体验更多
More Discovery More Experience

Shanghai Municipal Tourism Administration

COVER STORY

20

Invest in a natural, healthy reward

Perfect for overworked top achievers, a trip to The Farm at San Benito in Batangas, the Philippines, will help to set guests' mental and physical well-being back on track. Winners will get a health check and explore different ways to improve their well-being, be it through a detoxifying diet, exercise (such as yoga, plyometrics, pilates) or spa treatments. The Farm also offers Philippine-style *hilot* massage.

For more variety in the programme, incentive organisers can include a visit to Tagaytay Ridge and the historic town of Taal, where at Villa Tortuga winners can dress up in vintage Filipino costumes and take a photograph for keepsake.

Capacity: Up to 20, to be accommodated across 10 luxury villas

Email: info@thefarm.com.ph

Website: www.thefarm.com.ph

21

Take a cultural cruise down the Marang River

Incentive groups staying at Tanjong Jara Resort in Terengganu, Malaysia, a 99-key resort that is designed to reflect the elegance of 17th century Malay palaces, can enhance their destination experience with a cruise along the Marang River. The seven-kilometre cruise will give guests a chance to spot a variety of wildlife such as monkeys, river crabs and sea eagles. Disembarking at a jetty, guests will explore a Malay village where residents still practise ancient methods of food preparation and handicraft. End the day at the resort with a private buffet by the beach with entertainment provided by gamelan musicians.

Capacity: Minimum three pax; maximum eight

Email: travelcentre@ytlhotels.com.my

Website: www.tanjongjaresort.com

22

Arrive in Shan State in style

For incentive winners that are travelling

through Myanmar's Shan State, make the journey a special one by chartering an entire train for your group, decorating it with flowers and spicing it up with entertainment on board in the form of traditional dancers and masseurs. Don't forget to keep the cocktails flowing throughout the journey.

Capacity: Minimum 30 pax; maximum 200

Email: myanmar@khiri.com

23

Big adventures in the mountains of Canada

Incentive winners with a taste for adventure and luxurious living will take well to the Revelstoke Mountain Resort in Canada, which is set in the heart of the world's best heliski terrain. Winners can fly into the wilderness in a helicopter or ride the lift to the top of the tallest ski hill in North America. The impressive timber-framed building houses eight stately suites and can host elegant dinners in its 16-seat dining room, which comes with conference facilities or a casual gathering in the kitchen. Facilities include a cinema and an outdoor hot tub with views over the Columbia River and Monashee Mountains.

Capacity: No more than 16 guests

Email: sales@bighornrevelstoke.com

Website: www.bighornrevelstoke.com

24

So you think you can dance like a K-pop idol?

Your winners sure can, after taking dance lessons at the Seoul Global Culture & Tourism Center in Myeongdong where they will learn from a professional instructor how to dance like their favourite South Korean idols to the latest K-pop tunes, and recreate the sleek moves seen in music videos.

Classes can be customised to suit the profile of participants and are available every Friday from 16.00, until October.

Capacity: 20-30 pax per class

Email: seoulcenter3789@gmail.com

Website: seoultourism.kr/2013/eng/#step2_1





25

Visit a fishing community in Maung Shwe Lay

Spend a day in a local fishing village south of Ngapali Beach, the premier seaside destination in Myanmar. In this remote area hardly visited by tourists, incentive groups can have a day of meaningful activities, from teambuilding fun on the beach to assisting a host family in their lunch preparations to participating in communal activities such as painting and garbage collection with local school kids.

Capacity: Minimum two pax; maximum 60
Email: myanmar@khiri.com



28

26

High-country life in New Zealand

Kick off the trip with a private Douglas DC-3 flight to Queenstown, followed by a helicopter ride to Minaret Station. Here, winners can experience life on a high-country farm home to cows, sheep and deers, and get the chance to work with specially trained sheep dogs. Continue by helicopter to the glacier for a pre-lunch glass of champagne, after which a mountain-kitchen lunch is served at the Minaret Station, famed as New Zealand's only luxury tented lodge located in a stunning glacial valley above Lake Wanaka.

Capacity: No more than 20 pax
Email: sales@dmAsia.travel

27

Party in a gallery of famous art pieces

In Canberra, the National Gallery of Australia is home to some of the country's – and the world's – most impressive art works, housed in cutting-edge, and recently remodelled, spaces. Guests can enjoy formal and informal cocktails and dinner gatherings in a range of spaces, including the Turrell Skyspace, Gandel Hall, Members Lounge and the Sculpture Garden. The greatest lure of this idea is

that incentive winners will have access to some of the world's most exclusive artworks in the gallery – minus the crowds.

Capacity: Seated 60-350 pax; standing 100-900
Email: events@nga.gov.au
Website: nga.gov.au/venuehire

28

Reflections at Bongeunsa

Seoul may be one of the most technologically advanced cities in the world, but it has not left its rich history behind. In the the capital city's affluent Gangnam district stands Bongeunsa, a major Buddhist temple founded in 794 that draws both worshippers and tourists alike.

Allow your top achievers to experience the monastic life here through a tea ceremony, Seon (Zen) Meditation and other activities. Programmes can run for two hours or over two days. Perhaps, at the end of the experience, your top achievers may gain some new perspectives of life.

Capacity: Minimum five pax; maximum 30
Email: bongueunsa@templestay.com
Website: www.bongueunsa.org/eng/index.asp

29

Night at the Sarawak Museum

Transport your event to the glory days of the White Rajahs – the British adventurers who came to rule Sarawak. Dubbed the oldest museum in Borneo, it was built in 1891 to house and display local crafts and specimen collected by famous naturalist, Alfred Wallace.

Special arrangements can be made in advance for incentive winners to have a cocktail event within the museum, followed by a guided tour of the museum and ending with an intimate dinner set among ancient relics and ruins inside the museum's main gallery.

Capacity: Between 40 and 50 delegates
Email: info@sarawakcb.com
Website: www.sarawakcb.com

COVER STORY



sible guest appearance by an international artiste (subject to availability).

A 12-foot firecracker will be lit to symbolise the start of dinner, which is a special feast of vegetarian and non-vegetarian dishes. Beverages will flow through the night.

Every guest will get a hand-made wooden plaque as a table gift, and on these guests will write their wishes and hang them up at the gazebo for good luck.

The finale of the event will be a spectacular fireworks display. An additional surprise will be a parting gift of a personalised traditional Chinese costume for every guest.

Capacity: Minimum 100 pax; maximum 500

Email: imice@rwgenting.com

Website: www.rwgenting.com

30

Rock to the rhythms of the rainforest

The annual Rainforest World Music Festival held in Sarawak every July has earned international acclaim and recognition for blending the best of world music with a gig in the jungles of Borneo. Over two days and three nights, world-class musicians from four continents play to their hearts' content to an international audience at the Sarawak Cultural Village.

Incentive organisers can contact Sarawak Tourism Board to arrange a private concert featuring visiting musicians or to conduct a special music workshop.

A hospitality suite can also be arranged in advance through the assistance of the bureau so that top achievers can enjoy performances at the festival in comfort, with food and beverage served through the day, as well as little extras such as the chance to get up close with the musicians.

Capacity: 50-100 pax

Email: info@sarawakcb.com

Website: www.sarawakcb.com

31

Celebration at seventh heaven

The Sky Terrace at Chin Swee Temple up in Malaysia's Genting Highlands has often been used by event planners desiring a unique venue, but Resorts World Genting,



which markets the space, has come up with an elaborate event idea suitable for incentive groups.

Set 1,500m above sea level, the dinner will begin with a welcome performance by a traditional lion dance, stilt walkers and fire eaters. Guests will be served a welcome cocktail/mocktail, and be invited to explore various stalls where they can try their hand at local activities such as batik printing and henna drawing. These stalls will be kept open throughout the evening. Entertainment will come in the form of musical performances as well as a pos-

32

Say hello to the aborigines

Indulge your winners in a private and intimate tour of the aboriginal lands of Arnhemland, located in the middle of Australia's northern coast, led by a guide who is the only white man trusted by the aborigines to bring visitors to their ancestor's sacred land. He will lead guests to ancient rock art he had discovered, some dating thousands of years old.

This exclusive programme is ideal for incentive winners who want to uncover more about the history of Australia, through the eyes of an experienced guide who will bring them to places inaccessible to others.

Capacity: No more than six people

Email: enquiry@travelplanner.com.sg

33

Meet Jeju's last mermaids

One of the many gems in Jeju, South Korea is the community of *haenyeos* – women of the sea. These hardy women dive for a living from a very young age, without the use of oxygen tanks to as deep as 15m in search of shellfish, sea cucumbers and fish. Most can hold their

breath for up to two minutes, and would dive four to five hours each time.

But these gems are fast disappearing, as the job is difficult and dangerous and not attractive to young women today. There are 4,800 *haenyeos* in Jeju now. In the southern village of Beophwan in Seogwipo, there are only 100 left – 60 are active divers and the rest have retired due to old age and poor health. The oldest active *haenyo* in Beophwan is 85 years old.

A conversation with one or two *haenyeos* can be arranged for your incentive group through the Jeju Haenyeo Experience Centre in Beophwan or the Jeju Convention & Visitors Bureau. The centre also has a gallery with photos and diving equipment used by *haenyeo* of the past, but advance notice must be given should a visit be desired.

Close by the centre is a seafood restaurant operated by these divers, where an affordable seafood feast with cold *soju* can be enjoyed. For a fee, visitors to the centre can also don cotton diving attire worn in the early days and take a dip in shallower waters of the ocean.

Email: sean@jejucyb.or.kr

Tel: (82-64) 739-1232 (for the Jeju Haenyeo Experience Centre)

34

Luxury living in Yala National Park

Pack your winners off to a five-star adventure on the border of the Yala National Park in southern Sri Lanka.

Customised tents offer guests luxurious accommodation and each comes with a separate dining tent attached.

Food is prepared by cooks from customised kitchens that are equipped to ensure that beers are cold, an endless supply of ice is available at all times and all that a guest may need is kept fresh.

In the day, your winners can discover Sri Lanka's abundant wildlife on land cruisers led by guides and trackers of Kulu Safari, and indulge in a breakfast on the river.

The experience is a rare privilege and helps participants gain a greater understanding of and appreciation for nature.

Capacity: 10 pax per group

Email: andrea.h@lk.diethelmtravel.com

Website: www.diethelmtravel.com/srilanka

35

Take in an aerial view of Kuala Lumpur

Give your incentive guests an unobstructed bird's-eye view of the captivating Kuala Lumpur city skyline, as they zip across the skies in a helicopter. From up there, guests can see the contrast between the magnificent skyscrapers and the buildings of the colonial days, and perceive the vast development of the Malaysian capital. Knowledgeable pilots are on hand to double up as tour guides.

Capacity: No more than four pax

Email: enquiry@travelplanner.com.sg

36

Local feast down the Nam Ngum River

When opulent dinners of foie gras and champagne no longer charm top achievers who have seen it all, it is time to deliver a dining experience that only the locals

are privy to. Tha Ngon, some 25km from downtown Vientiane, Laos and sitting on the banks of the Nam Ngum River, a tributary of the Mekong River, marks the start of a memorable floating feast.

MICE People, which organises this dining event, describes Tha Ngon as a scenic spot that sits at the foot of an old steel bridge, bringing to mind a vision of the famous bridge over Thailand's River Kwai.

Arriving at Tha Ngon, incentive winners can select their desired dishes from kitchens on the mainland – dishes can also be pre-ordered by the planner – and then board a chartered pirogue with a thatched roof. Once food, along with local beer, tropical cocktails/mocktails and fresh fruit juices, are brought onboard, the pirogue will be taken up river and then set adrift. With the engines shut off, the group can enjoy their local feast in serene, breezy surroundings.

"Blind tasting" games and karaoke sessions can also be planned for groups that prefer a more festive dining experience.

Capacity: Small pirogues take eight-10 pax; larger ones take up to 36 pax

Email: hello@mice-people.com

Website: www.mice-people.com

32





Singapore Tourism Board

Little India showcases a lively and colourful side of modern Singapore

Come out and play

Meeting and incentive attendees are loving Singapore's outdoors and event specialists are responding by drawing inspiration for activities from the city's cuisine, culture and local way of life, writes **Lee Pei Qi**

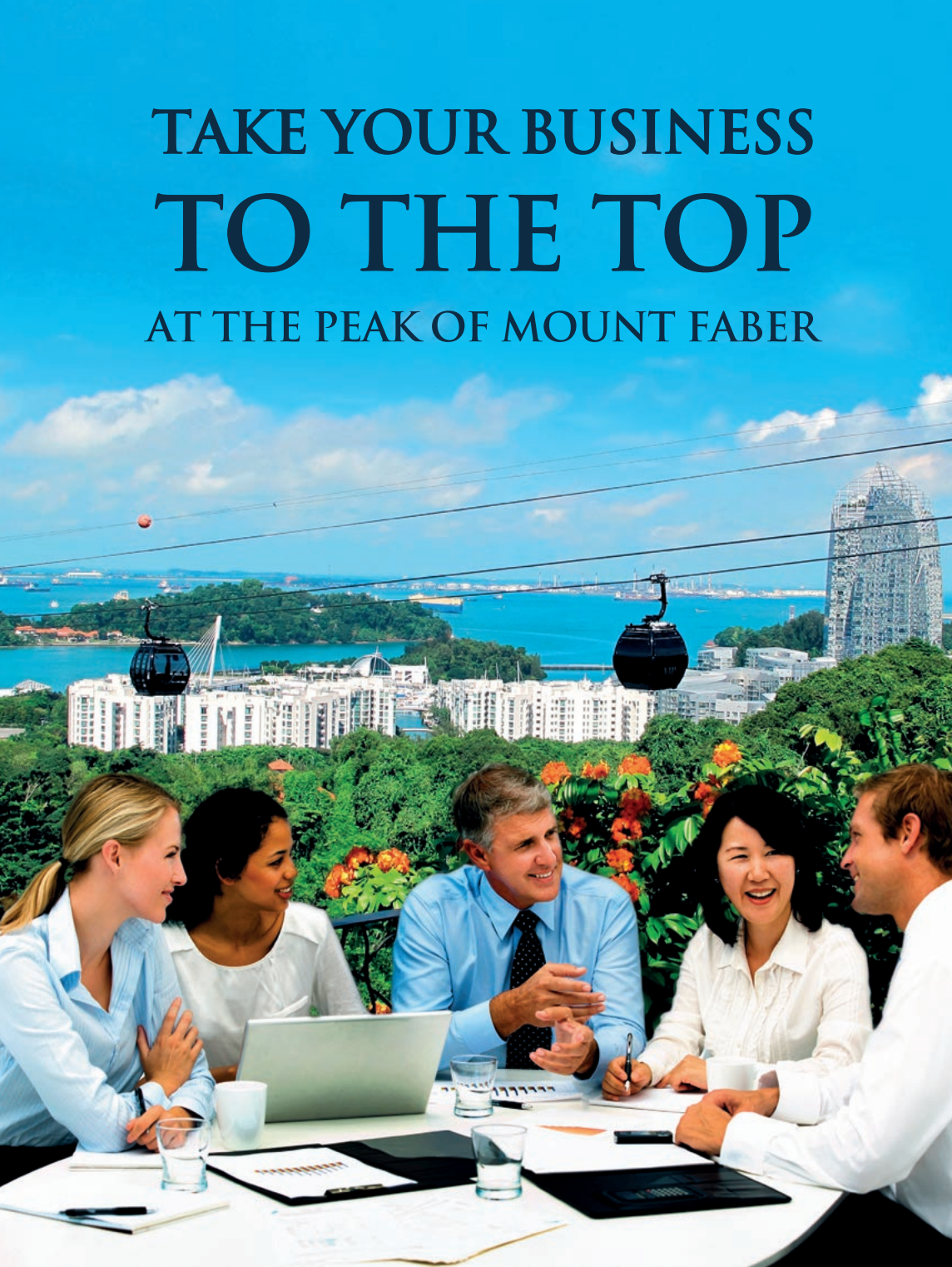
Looking at Singapore's many man-made attractions and latest tourism infrastructure developments, one would think that some of the best experiences for incentive winners would be found indoors and in air-conditioned comfort, out of the city-state's sweltering heat.

And one would be mistaken. Singapore's sultry weather and sudden showers have done little to discourage most visiting incentive groups from venturing outdoors for some fun, according to several event specialists *TTGmice* spoke to.

Terry Chia, director of Journey Promotions, noted that his incentive clients were often attracted to outdoor activities which offered a break from the daily confines of air-conditioned offices and meeting rooms.

Marrying his clients' preference for outdoor programmes with Singapore's diverse food culture, Journey Promotions has created a unique two-hour food-hopping

TAKE YOUR BUSINESS TO THE TOP AT THE PEAK OF MOUNT FABER



Take the iconic Singapore Cable Car to meetings and events



Ballroom with floor-to-ceiling windows



Exclusive meeting venues with a view



Selection of dining experiences



Convenient tour and transport arrangement

A stone's throw from the city, **The Jewel Box at Mount Faber** brings you fabulous views from the top of Mount Faber park, iconic cable car rides and 5 unique event venues and restaurants all in one place.

With a professional Events Team to attend to your needs, The Jewel Box's unique one-stop MICE solution includes banquet, meeting and conference facilities; cable car services as well as specialised guided tours on Sentosa and coach services.

For a refreshing new view to your off-site events,
call **6377 9616** or email **events@mountfaber.com.sg**

The Jewel Box | 109 Mount Faber Road, Singapore 092203 | www.mountfaber.com.sg

J
THE JEWEL BOX
Singapore's Iconic Hilltop Destination

tour which brings participants to four or five outdoor locations to sample a variety of local cuisine.

Pacific World also offers programmes that head outdoors and acquaint clients with the local culture and way of life through day tours of wet markets in Tekka Centre and Chinatown, as well as trips to Pulau Ubin, a laid-back island off the north-eastern part of Singapore, where clients can hike or cycle.

Commenting on the appeal of Pulau Ubin excursions, regional director Selina Grocott said: “(Clients) can experience a slower pace of life on the tranquil island, which is reminiscent of old Singapore.”

Janet Tan-Collis, chief executive of East West Planners whose clients are mostly from Europe and the US, has designed programmes to please her sun-loving Western groups. The most popular of these programmes is *Unlock Singapore*, which takes groups into cultural enclaves such as Chinatown, Arab Street and Little India for a peek into the local lifestyle.

Said Tan-Collis: “This programme appeals because (clients) do not just visit the attractions but also get to experience and interact with the real Singapore.”

Also ready to cater to the demand for a real Singapore experience is Food Playground, a cooking studio that has been serving up cultural market tours and cooking classes to leisure and business event travellers. Its three-hour cultural cooking classes kick off with a half-hour visit to a local wet market, where participants are introduced to local spices, tropical fruits and the local way of life, followed by a lively, hands-on cooking class that focuses on popular local dishes.

Established last September, Food Playground has recently been ranked first on TripAdvisor’s list of top Singapore attractions.

According to managing director Daniel Tan, Food Playground has hosted close to 1,200 participants, 60 per cent of which are corporate clients and MICE visitors.

Newer attractions with an outdoor element, such as Gardens by the Bay and Resorts World Sentosa’s Universal Studios Singapore (USS) and Marine Life Park, have also drawn much interest from incentive visitors.

USS appeals with its flexibility to double up as a meeting and incentive venue. Corporate groups of up to 42 pax can hold meetings in the theme park’s Far Far Away special function room which resembles a castle, and later enjoy rides that are operated exclusively for them at night.

Grocott said USS was popular with incentive clients for being an all-in-one location that provided meeting facilities, luxurious accommodation, shopping opportunities, a theme park and a museum.

She added: “Singapore’s ever-changing tourism landscape and constant opening of new and exciting developments continue to position it as a preferred incentive destination in Asia.”

However, she warned that high and rising costs in Singapore could deter clients, and suggested the need for “aggressive incentive schemes (from the tourism authorities) that will drive MICE traffic”.

However, Journey Promotions’ Chia downplayed the woe of Singapore’s hefty price tag, saying: “Singapore still stands out because it provides very good meeting facilities and a safe environment.”

Jeannie Lim, executive director, exhibitions and conferences and conventions, Singapore Tourism Board (STB), said: “Those who come here know the level of quality they are paying for with that kind of price.”

Maintaining that Singapore remains a top choice for meetings and incentives, Lim said: “People often choose Singapore because they can easily navigate around the country. Increasingly, they also see Singapore’s appeal as a place for varied, unique experiences.”

Speaking at the Tourism Industry Conference in April, STB chief executive, Lionel Yeo, stressed the need for the NTO to continue working with travel consultants to “create more itineraries that are catered to discerning travellers”, meaning less of the mass-market, single-day tours and more of those that offer “deeper immersion”.

In line with this push, the Kickstart Fund supporting experimental lifestyle concepts with tourism potential was launched, offering grants of up to 50 per cent of qualifying costs per project, capped at a maximum of S\$75,000 (US\$60,457).

Food Playground’s Tan applauded the new fund as he found that the high operating costs in Singapore often stifled creativity among inbound event specialists.

He said: “The main challenge for business owners is the willingness to forego short-term profitability to invest in product development and marketing of fun itineraries. (This fund will) encourage incubation of fun ideas (and) accelerate smaller-scale innovation that will add to the existing tourism software, thereby enhancing the vibrancy of Singapore as a MICE destination.” ■

Ideas

Film a travelogue

In this activity, teams of eight to 10 people are tasked to explore Singapore and film their own travel show. For the eight-minute clip, they will need to plan filming at specific locations such as historical sites in Chinatown.

Each team has to film themselves executing tasks such as enjoying local food and boarding an MRT train. Challenges may also include interviewing Singaporeans on the streets.

Film footage will then be edited to form a presentation, and teams will be invited to watch all films and share their views.

The activity promises an unforgettable experience for all participants who will also go home with a meaningful souvenir.

Itinerary by Asia Ability



Cook up a storm

Participants will pair up and be given the recipe of a popular local dish such as *laksa*, chicken rice or chilli crab. The game kicks off at Tekka Centre or Chinatown wet markets, where participants will first indulge in local breakfast dishes such as *kaya* toast, *roti prata* and fried *bee hoon* before proceeding to hunt down all the ingredients needed to cook the local dish they have been tasked with.

Shopping must be done in 45 minutes, and two hours are allocated for both food preparation and cooking. At the end of the competition, teams will present their dish to a panel of judges.

After the winner is announced, everyone is invited to relish the fruit of their labour.

Itinerary by Pacific World

Ramada Singapore at Zhongshan Park

Four-star, 384 rooms

Tel: (65) 6808 6888

Email: reservations@ramada-dayshotelssingapore.com

Website: www.ramadasingapore.com



also take their product launches, cocktail receptions and dinner parties to the breezy terrace by the pool on the third floor. This space can take 150 guests for standing events and no more than 100 for sit-down dinners.

Rooms

All guestrooms are of equal size at 23m², with the only difference being the view – either of the city or the park, the latter slightly pricier.

Several design elements in the hotel's interior caught my fancy. As I walked towards my room, I was intrigued by the

striking print on the carpet lining the softly lit corridor – a pattern that resembled dark brown tree branches reaching out against a beige background. Upon stepping into my room, I was charmed by the black and white painting of a row of old shophouses which hung on the wall above my bed.

While the room could comfortably fit no more than two people, the glass panel between the bathroom and the sleeping area helped to create the illusion of a bigger space.

The bathroom provided standard amenities and the bed and pillows were comfortable enough to sustain my sleep throughout the night. However, the thin walls allowed noise to penetrate too easily, which could be disruptive for light sleepers.

F&B

Flavours is the only dining outlet in the hotel, and it operates from 06.00 to 23.00. The casual setting with wooden furnishings creates a comfortable atmosphere.

The variety of local food served at Flavours was excellent. Diners could indulge in Peranakan dishes such as *kueh pie tee* (a crispy tart filled with a spicy-sweet salad of thinly sliced turnip and prawns) and *babi pongteh* (braised pork flavoured with fer-

Fact file

Maximum pax for meetings

300 theatre-style in the Balestier ballroom

Recent events handled

- A two-day meeting for 45 pax by a commercial plantation developer in May
- A graduation ceremony for 100 guests hosted by a training organisation in June
- A one-day meeting for 20 pax by an energy solutions company in June

mented soya beans), as well as local dishes such as Hainanese chicken rice and *laksa* (spicy curry noodle soup).

A must-have item is the *durian pengat* – a creamy dessert created from the flesh of durian, Singapore's king of fruits. While the dessert left an overpowering aftertaste in my mouth, which is typical of the pungent-smelling fruit, it is worth a try for those with an adventurous palate.

For drinks, head to Heritage lounge, located right next to Flavours.

Other facilities

Ramada Singapore at Zhongshan Park has a business centre in the lobby and it provides guests with Apple computers and all-day complimentary Wi-Fi access.

For recreation, the hotel offers a fitness centre and outdoor pool. It is also conveniently connected to the new two-storey Zhongshan Mall next door.

My only grouse is the hotel's location. While it offers a quiet break from the bustling city centre, it is not within a comfortable walking distance of a train station. Public buses are limited too. Therefore I am glad that the hotel combats this inconvenience by offering a complimentary half-hourly shuttle bus service, which brings guests to the nearby Novena MRT train station in less than 10 minutes.

Ramada Singapore at Zhongshan Park rises quietly and elegantly in the Novena district, a sharp contrast from the rows of traditional shophouses that line the neighbourhood. Officially opened on May 18 this year, the new four-star hotel makes a good alternative venue for event planners who desire a break from the commonly chosen central district of Orchard Road.

Meeting facilities

The hotel's pillarless Balestier Ballroom can seat up to 300 guests in a theatre setting and be divided into three smaller function rooms. On the same floor, the Zhongshan meeting room can seat 150 guests in a theatre setting and be split into two separate rooms. All meeting venues are equipped with Wi-Fi Internet access, projectors and screens.

The Zhongshan meeting room is an especially attractive space, as it faces the lush Zhongshan Park and its large windows let in natural daylight.

The tree-lined Zhongshan Park, which overlooks the iconic Sun Yat Sen Memorial Museum, adds to the hotel's event venue options. It is capable of hosting 500-pax cocktail receptions.

Besides the park, event planners can



VERDICT

A refreshing meeting venue away from the city's hustle and bustle

Lee Pei Qi

NEED TO KNOW

**Spicy gatherings**

Take your next networking lunch or dinner to Red House Seafood's new outlet on 68 Prinsep Street for a taste of Singapore's iconic chilli crabs. Located in a two-storey conservation shophouse, the restaurant combines old-world charm with contemporary sensibilities. It can seat 300 guests altogether and offers five private rooms on the upper floor, with a capacity of 12 pax each. A minimum spend of S\$800 (US\$632) is required for each private room. Larger gatherings of 50 guests can book a combination of three rooms for a minimum spend of S\$600 per table.

A beautiful shopping experience

Overseas business event visitors who desire a spot of shopping before heading home now have a new retail playground.

PasarBella, which means 'beautiful market' in Malay and Italian, is Singapore's first indoor farmers' market, offering more than 30 unique stalls from around the world that sell fresh produce, niche food products and crafts.

Visit www.pasarbella.com for directions and operating hours.

Swim with the sharks

The new Shark Encounter offered at Resorts World Sentosa's Marine Life Park will grant incentive visitors the rights to brag about having swum with sharks.

Visitors will descend into a transparent cylindrical enclosure in the water and enjoy a 360-degree view of over 200 sharks swimming just beyond the protective clear walls.

This 30-minute experience takes place thrice daily at 11.00, 14.00 and 16.00, with a maximum of two participants at any one time.

**Parisian art comes to Fort Canning**

The famous Pinacothèque de Paris museum will open a branch at the Fort Canning Park in 2015, its first location outside Europe. Event organisers can rent this venue, which occupies 5,500m² of space, to host delegates and bring them closer to Picasso.

To catch a glimpse of the museum, head to the temporary pop-up exhibition at Fort Canning Centre which opens in September. The two-month-long showcase will feature about 20 masterpieces, including works by Botticelli, Rembrandt and Picasso on loan from private collectors around the world.





The Trade Show for the Asian Travel Market

**TRULY
INSPIRING**

23-25 October 2013

itb-asia.com

The A-B-C of ITB Asia

... in Asia

... for Buyers

... new Conferences

Supported by:



Held in:







Bali's airport expansion project has led to the development of surrounding infrastructure; pictured here is the Split Gate at Ngurah Rai International Airport

Breaking with convention

With a major infrastructure upgrade now underway in Bali, the time is ripe for the destination to turn its attention on the MICE market, writes **Mimi Hudoyo**

The Balinese trade is looking to tap the promotional opportunities gained from the upcoming APEC Summit 2013 in October and the ninth WTO Ministerial Conference in December to develop the island as a MICE destination.

Long in need of better infrastructure amid surging visitor traffic, Bali has in recent years embarked on a major infrastructure drive; new highways are being built, the airport will soon complete its expansion, new hotels have opened up while MICE venues of different sizes are now entering the market.

Indonesia minister of tourism and creative economy, Mari Elka Pangestu, said:



Aleks: more rooms for MICE growth

"Hosting a big event benefits a destination as it sees concerted efforts by various government offices to develop facilities and infrastructure."

Prestigious events like the APEC Summit – of which 21 heads of state and their entourages, 1,200 CEOs and 3,000-4,000 media members are expected to attend – are seen as a driver to improve facilities.

Ayana Resort and Spa executive assistant manager, Clive Edwards, said: "(Such) events are not just giving one

sporadic business (during the event), but what the destination will benefit is that such events will put Bali on the global map, that events of such magnitude can be handled by an island called Bali."

Optimistic that Bali's growing room inventory and meeting spaces will enable the destination to attract more MICE business, Sofitel Bali Nusa Dua general manager, Goran Aleks, shared: "During my recent sales trip to Australia, MICE organisers (there) told me they had never considered Bali as a MICE destination because there were not enough facilities; now with more five-star properties, new meeting facilities and airport expansion, they are starting to consider Bali."

He added: "I believe that when you create something new in a destination, you are opening up new opportunities."

It is hence timely for Bali to build upon the momentum of the high-profile summits and roll out more intensive efforts to market the island as a MICE destination, remarked Conrad Bali's general manager Jean-Sebastien Kling.

He said: "We need to promote and sell Bali as a convention destination as we now enjoy economic and political stability and safety. The constraints Bali might have in the past are well-controlled, and the destination can prove it can sustain a safe and secure environment."

"It is critical for the destination, more specifically the Nusa Dua area, to maximise the brand-new tools and state-of-the-art facilities to attract larger conferences that will bring 2,000-3,000 delegates to Bali," added Kling, who revealed that Conrad Bali has already received leads from South Korea and the US for events of between 400 to 500 pax in 2014-2015.

"(These markets) do not usually consider Bali, and we are looking at events with longer lead time. We believe this is the result of the momentum Bali is gaining from the (improved) infrastructure, airport and facilities. This will make Nusa Dua an ideal location if you want to organise large-scale events."

Bali Nusa Dua Convention Center recently welcomed its first incentive group from China with the hosting of an award presentation night for 2,800 Chinese delegates, according to general manager - operations Yasinta Hartawan.

Similarly, Ayana Resort and Spa has recorded a 50 per cent growth in the Chinese incentive market, a hitherto non-existent segment for the hotel, according to Edwards.

Kling said: "We can't only rely on



Multi-function space at Grand Nikko Bali

leisure and medium-sized events; we need to bring in large events which can boost occupancy and also build more awareness of the destination beyond the (traditional) markets such as South-east Asia.”

The MICE sector will help to sustain Bali as a destination and fill the burgeoning room inventory on the island, especially in view of current leisure market trends, said Jean-Charles Le Coz, general manager of Grand Nikko Bali, which was just rebranded from Nikko Bali Resort & Spa. China, Taiwan and South Korea have been showing steady growth in numbers but are very price-driven markets; the Australian market will dip due to their weakening currency while the European market has yet to recover from their economic crisis, he pointed out.

“It’s the MICE business, be it domestic or international, that will keep us going. The opportunity is big for both the small and large (events) as the majority of hotels here have meeting facilities,” said Le Coz. “For Bali, the market is as big as the Bali International Convention Centre and Bali Nusa Dua Convention Center can accommodate.”

However, to compete with neighbouring countries such as Singapore, Thailand and Hong Kong, more concerted efforts are needed in promoting Bali as a MICE destination, said Le Coz, who is also vice-chairman at Bali Hotels Association (BHA), which has been pushing for the launch of a convention bureau for Bali.

“We have received support from the Ministry of Tourism and Creative Economy to establish the bureau and they have agreed to provide the start-up capital,” he added.

BHA is currently seeking approval from the regional government as well as educating stakeholders on the importance and benefits of such a body for Bali.

Challenges aside, Le Coz expects the bureau to be established before the Indonesian presidential election in 2014. ■

Hotels vie for MICE

By Mimi Hudoyo

Bali’s potential as a MICE destination has shot up markedly with its burgeoning supply of accommodation and MICE venues, as well as better transport infrastructure.

Following a 2.8 trillion rupiah (US\$277 million) investment to raise its passenger handling capacity from seven million to 25 million a year, the new terminals at Ngurah Rai International Airport will become fully operational in September this year.

Bali Nusa Dua Convention Center (BNDCC) has doubled its convention and meeting spaces to include a multi-purpose hall, a convention hall, 15 meeting rooms and a five-star hotel with 100 rooms ahead of the upcoming APEC Summit in October and to better cater to market demand.

Said BNDCC’s general manager of operations, Yasinta Hartawan: “There is a growing demand for medium-sized meetings in Bali, and (previously) we had lost a lot of businesses because of the lack of facilities for such meetings.”

Recent reports by Horwath HTL and C9 Hotelworks estimated 12,000 rooms in Bali’s pipeline, which will raise the island’s inventory to 34,000 rooms by 2015. Of note, a majority of the 3,000 upscale and luxury rooms under development are located within Nusa Dua and the surrounding areas, including big international brands like Sofitel, Shangri-La, Kempinski, Ritz-Carlton and Centara.

Meeting spaces now feature highly among Bali’s recent debuts, such as The Mulia, Mulia Resort & Villas, which has a Grand Ballroom and 15 meeting rooms, and the 201-room Mercure Bali Nusa Dua with three meeting rooms.

Said Pascal Bellon, general manager of the 39-villa Amarterra Villas Bali located within the Bali Tourism Development Corporation (BTDC) complex: “The villas are well positioned to cater to both upmarket leisure travellers and top management travellers who come to Bali for a conference but are looking for privacy.”

Also sited within the BTDC complex is Sofitel Bali Nusa Dua Beach Resort, which is due to soft-open in September 2013 with 415 rooms (including 17 private villas), a ballroom, five meeting rooms and a multi-function room. The resort is expected to host Indonesian president Susilo Bambang Yudhoyono during the APEC Summit.

Elsewhere in Bali, the 120-key Regent Bali became the first new-build property in Sanur in 40 years, while the 118-room Le Méridien Bali Jimbaran opened in May with 645m² of events spaces, including a rooftop Celebration Pavilion Wedding Chapel and Bale Banjar Ballroom. The Stones Hotel, Legian Bali, opened late last year with 308 rooms and suites, alongside 3,000m² of event space across eight rooms varying between 10 to 2,000 pax.



“Not only is the airport capacity growing, the infrastructure development around the

airport – the Nusa Dua Bridge – will ease Bali’s traffic problem.”

Ketut Jaman

Managing director
Melali MICE Bali

Meanwhile, established properties in Bali are also sprucing up their facilities. The 16-year-old Grand Nikko Bali (formerly Nikko Bali Resort & Spa) has added 19 new luxury villas, a 11,840m² multi-purpose event space and a wedding ceremony gazebo. The multi-million revamp is part of the resort’s strategy to net more meetings and conferences, said general manager Jean-Charles Le Coz.

The 368-room Ayana Resort & Spa has expanded its ballroom capacity by 80 per cent for reception-style events to 900 pax from 500 previously, in addition to six new breakout rooms, including a 150-seat plenary meeting room. Come September, Ayana will also welcome sister hotel, the 288-room Rimba Jimbaran Bali, on the same resort grounds.

“The additional facilities are a proactive measure to enable us to cater for larger conferences,” said Clive Edwards, executive assistant manager, Ayana Resort and Spa. “In the past, primarily the wholesale and FIT markets took up all the rooms and we were left with no room for large conferences.” ■



it's not difficult
to manage perfect functions...



MPF AT THE GRAND NIKKO BALI OFFERS A 1,008 SQUARE-METER SPACE WITH UNIQUE FEATURES SUCH AS RETRACTABLE GLASS WALLS, GIVING YOU AN IDEAL FORMAL SETTING WITH THE COMFORT OF A LAID BACK RESORT FEEL. A PERFECT MARRIAGE OF BUSINESS AND LEISURE.

For more information and available meeting packages, please contact:

Grand Nikko Bali

Jalan Raya Nusa Dua Selatan, PO Box 18, Nusa Dua 80363, Bali - Indonesia

Tel: +62-361-773-377 Fax: +62-361-773-388

E-mail: sales@grandnikkobali.com URL: <http://www.grandnikkobali.com>



GRAND NIKKO
BALI



www.okura.com



www.jalhotels.com



CHECKING IN

Ayana Resort and Spa

Five-star, 368 rooms
Tel: (62-361) 702-222

Email: reservation@ayanaresort.com

Website: www.ayanaresort.com

Perched on a 35m cliff top above Jimbaran Bay, Ayana Resort and Spa is spread across 77 hectares of land, offering views of the Indian Ocean and Bali's south-western coast with a 1.3km white sandy beach. The resort is located 10km from the airport and a 15-minute drive from Nusa Dua, depending on traffic conditions.

Following a recent upgrade, the resort has expanded its meeting facilities and will soon open an additional hotel, the 288-room Rimba Jimbaran Bali, within its compound.

Meeting facilities

The Ayana Ballroom has expanded to 846m², raising its capacity for reception-style events by 80 per cent from 500 pax to 900 pax.

Apart from the existing Bratan, Batur Room and Karang Mas Boardroom, the resort has added a 22-seat VIP boardroom with private catering facilities.

Frangipangi, Jasmine and Ixora are new meeting rooms housed in individual buildings, each with maximum seating capacity of 140 pax in theatre style, while Hibiscus is a purpose-built auditorium with fixed, tiered seating for 150 pax.

Also new is a 90-pax prayer room, which is located near the meeting facility to offer convenience for Muslim delegates to do their prayers during breaks.

The resort also has a number of existing outdoor venues: Chandra Surya, the cliff-edge lawn above Rock Bar, can cater up to 500 guests for receptions; Langit Theatre, an open-air theatre for traditional dinner and show, can accommodate up to 200 pax while Champa Garden can host up to 3,000 pax.

For smaller events, ideal venues are Asmara, a 350-year-old Javanese Joglo pavilion with capacity of up to 70 pax, and Bale Kenkana, which offers 180-degree ocean views for up to 50 guests.

F&B

The resort has 13 F&B outlets differing not only in the cuisines served but also sizes and settings, ranging from restaurants capable of accommodating hundreds of guests to ocean-front private dining venues for two, including one located on the resort's private jetty.

Padi features a sumptuous breakfast spread, with two egg stations separating the pork- and non-pork sections. Similarly, lunch at this pan-Asian restaurant also offers a



Fact file

Maximum pax

900 pax for standing receptions or 360 pax for banquets in the Ayana Ballroom

Minimum pax

16 pax, Karang Mas Boardroom

diverse selection with excellent execution; the Thai and Indian menus were my favourite.

The burger I had for lunch at Sami Sami, the open-air Italian restaurant, and the tempura udon at Honzen were generous in size.

The four-course degustation dinner by chef Jusman So at Dava had everyone at my table oohing and aahing each time a dish was served and then all went quiet as we savoured every morsel.

Enjoying the sunset at Rock Bar, the resort's famed bar built on natural rocks 14m above the Indian Ocean, with a cocktail in hand, was a really fascinating experience.

Overall, the resort's culinary offerings were fantastic but based on the food served during the launch of the new meeting facility, the banquet kitchen needs to improve its menu to match the rest of the restaurants.

Rooms

My 48m² Resort View room boasts an elegant, modern design, while traditional touches like the intricately carved wooden partition hanging between the bedroom and living area add

a splash of local colour to the decor.

In the morning, the daybed at the balcony makes a nice spot to lounge on with a cup of coffee while enjoying the fresh air and landscaped gardens.

The room has a writing table with broadband Internet access. However, I needed to put off the aromatic burner in the bathroom as the ambience became too relaxing for me when I was working at night.

Other facilities

Thermes Marins Bali Spa is the only one of its kind in South-east Asia and the Aquatonic Seawater Therapy Pool is one of the largest in the world. The two-hour Aquatonic treatment I had really gave me a very good night's sleep afterwards and the bamboo massage I tried was the kind of hard massage I like.

The resort has five swimming pools – one of which is a salt-water pool – an 18-hole golf putting course, tennis courts, yoga classes, a fitness centre and jogging/cycling paths.

Ayana is big enough for groups to hold teambuilding programmes and Amazing Race-type events as buggies are available to transport guests between points of interest.



VERDICT

An expansive resort that allows MICE groups to work and play at the same time

Mimi Hudoyo

MEETING GALORE

NOVOTEL BALI NUSA DUA'S NEW MEETING PACKAGE
HAS EVERYTHING COVERED.



Located in the heart of the gated resort community of Nusa Dua, Novotel Bali Nusa Dua is strategically located with proximity to various important venues, Bali International Convention Center (BICC) and Bali Nusa Dua Convention Center (BNDCC).

Meet amidst the tranquil, natural surrounding of Nusa Dua. This hotel is the perfect place for Business and Incentive Meetings as well as Family Gathering. With five different Meeting Room with various capacity, the resort can welcome all kinds of groups from 8 to 220 people.

**LE CLUB ACCOR
HOTELS**

JOIN OUR GLOBAL LOYALTY PROGRAM
AT ACCORHOTELS.COM

Novotel Bali Nusa Dua Hotel & Residences
BTDC Complex, P.O. Box 116 Nusa Dua Bali 80363 Indonesia
P : 0361-848 0555, F : 0361-848 0556, E :
info@novotelnusaduabali.com

www.novotelnusaduabali.com

Novotel.com/meetings

MEETING PACKAGE

FROM
45^{*}
Net
Per
Person
USD

Half day meeting
Coffee break +
lunch + free WiFi

OPTIONAL EXTRAS
Teleconference,
30% discount for spa

*Terms & conditions apply



To visit our hotel
please scan this mobile barcode



NEED TO KNOW

Going on a Tangent at Westin

The Westin Resort Nusa Dua, Bali has rolled out a new workspace concept, Tangent at Westin, to offer business travellers a place to work efficiently and comfortably while on the road.



Featuring mediascape by Steelcase technology, the workspace offers complimentary Internet access and is equipped with computers, printers, floor-to-ceiling white boards, a Samsung TV, an Xbox 360, as well as office supplies and light refreshments. Video conferencing is also available for small groups of up to four.

More Australian links for Bali

Accessibility to Bali is improving with the resumption of Indonesia AirAsia's four weekly services between Darwin and Bali from July 1. The route is operated on Airbus A320 with a seating capacity of 180. At the same time, AirAsia Indonesia has also added an extra daily service between Bali and Perth on an A320, ramping up frequency on this segment to four flights daily.

Meanwhile, Asiana Airlines has started twice-weekly flights between Seoul and Bali since July 25 on B767-300 aircraft.

Pacto cancels out noise with radio guides

Since May, Indonesian DMC Pacto has introduced the use of Vox Tour Radio Guide for group tours. This tool will enable tour guides to communicate with clients using a wireless microphone, while visitors can listen to the explanation through an earpiece, allowing them to move around a site at leisure.

According to Pacto CEO-inbound, Umberto Cadamuro, this service was launched as the company wanted "to address the issue of acoustic pollution in places of interest".



ON THE OTHER SIDE OF BALI
THE SUNSET HAS ITS OWN SOUNDTRACK
EXPERIENCE A HOTEL LIKE NO OTHER IN LEGIAN. NOW OPEN

Jalan Raya Pantai Kuta, Banjar Legian Kelod, Legian Bali, Indonesia
T +62 361 3005888 F +62 361 3005999 www.stoneshotelbali.com



THE STONES
LEGIAN, BALI

AUTOGRAPH COLLECTION
HOTELS

Ahead of the game

Dubai continues to upgrade its MICE capabilities towards an ambitious target set for 2020, writes **Shekhar Niyogi**



Skyline of downtown Dubai

Tourism is a crucial support for Dubai's large retail industry and hospitality sector. The emirate aims to treble annual tourism income to 300 billion dirhams (US\$82 billion) by 2020, which would entail doubling the number of hotel rooms, increasing repeat visits and average length of stay from 3.8 nights to five nights, and hosting more MICE events.

At present, the efforts of Dubai's Department of Tourism and Commerce Marketing (DTCM) are aimed towards harnessing larger numbers from shorthaul markets such as Asia.

Brenda He, director China, DTCM, said: "We are looking at growing Chinese outbound along with incentive groups. Chinese interest in Dubai is increasing."

The Dubai World Trade Centre (DWTC)

– which, along with Dubai International Convention and Exhibition Centre (DICEC), is the epicentre of conventions and meetings – posted a stellar performance in 2012 with 1.85 million visitors from 186 countries and 37,000 exhibitors from 130 countries. It hosted more than 150 trade events, including 106 mega ones from industries such as healthcare, information and communication technology, construction, logistics, food and education.

In general, the emirate has played host to several notable events such as the World Energy Forum, held for the first time outside its New York-based UN headquarters; and 51st Financial Markets World Congress and ITU Telecom World, both held for the first time in the Middle East. This year, Dubai will welcome Sibos 2013,

from September 16-19; and SPE Intelligent Energy International, from October 28-30.

Ahmed Alkhaja, senior vice president-venues, DWTC, believes that a new legislation allowing associations to set up in Dubai is advantageous to the destination's MICE industry and overall economy, as it will result in the increased presence of various regional and international associations that will conduct business meetings and activities.

Energetic infrastructure developments across Dubai will serve to support the destination's MICE ambition. Several top-grade hotels opened last year to augment the destination's meetings space. They include Jumeirah Creekside Hotel, Fairmont The Palm and JW Marriott Marquis (with one 800-room tower opened and the other 800-room tower to come in 1Q2014). Ho-

tels scheduled to open this year include Sofitel Dubai The Palm Resort & Spa, Conrad Dubai and The Oberoi Dubai.

Work will also commence soon on the expansion of the Dubai Trade Centre District, a 146,000m² site adjacent to DICEC.

A crucial draw of Dubai is highlighted by Thierry Antinori, executive vice president-passenger sales worldwide, Emirates airline: "Two-thirds of the world's population live within an eight-hour flight of Dubai. Geographically and demographically, this is now the centre of the world."

Jeson Mathai, contracting manager, Al Tayyar Travel, added: "Having set an enviable benchmark in MICE performance, the challenge is to keep doing better in a globally competitive market with disproportionate growth in customer spend."

Dubai's appeal as a business events destination is accentuated by its variety of recreational activities that fit well into a pre- or post-meeting itinerary and incentive programme.

Najeh Boughzala, sales manager-MICE, Alpha Tours, said: "People don't want to come just for meetings. They want to go out in the evening, go to the beach or play golf."

Event planners can pack golf fans off to The Track Meydan Golf, a pay-and-play course in the city.

Boughzala added: "We have the sole license for Dubai's Lebanon Island (which can be used for) any sort of MICE activity. We can operate teambuilding exercises there and utilise amphibious planes and helicopters for quick transits."

Amber McIntyre, marketing manager, Balloon Adventures Emirates, noted that scenic hot-air balloon rides were becoming popular with incentive groups and conference delegates. "We offer corporate branding for the whole take-off, flight and landing experience."

Gyunay Alieva, sales manager of The Meydan, a hotel that caters to residential meeting groups with its 400-pax ballroom, said: "Our unique location on the Dubai Racing Club provides huge opportunities for MICE activities during major races such as the Dubai World Cup."

Alieva added that a local theme could be delivered for events held in sister property, Bab Al Shams Desert Resort & Spa, which offers an authentic desert ambience and ethnic Arab cuisine.

"Horse riding, dune bashing, desert camel safaris and camping are all very popular for corporate incentives," Alieva said. ■

Abu Dhabi takes its place in the MICE spotlight

By Shekhar Niyogi

Abu Dhabi catapulted into the limelight with a jump in ICCA ranking from 234th place in 2011 to the top 100 MICE destinations of the world last year, ahead of Las Vegas and Cologne. In 2012, it hosted 22 association events.

Coming in from the shadows, Abu Dhabi has made grandiose plans to be among the top 50 destinations for association meetings in the next five years.

The Abu Dhabi National Exhibition Centre (ADNEC) boasts 73,000m² of indoor exhibition space spread over 12 state-of-the-art, fully interconnected exhibition halls, an atrium and a concourse. This space is complemented by a number of outdoor event spaces and a stunning waterfront quayside.

The facility is supported by 24,419 hotel rooms as of 1Q2013, with several new hotels expected to open this year.

Air access is improving too. Abu Dhabi International Airport now offers 1,065 flights a week, up 15 per cent over 2012.

An additional support for the sector came in the form of the Abu Dhabi Convention Bureau which was launched in March this year to spearhead bids for global congresses and conferences.

In 2012, ADNEC hosted global events such as World Ophthalmology Congress and 18th World Routes Development Congress, establishing its stake as a global MICE player. In 2012, it hosted 360 events, a growth of 55 per cent from the 232 hosted in 2011, along with 17 conferences that saw more than 25,000 attendees.

In 1H2013, Abu Dhabi hosted the World Travel and Tourism Council Global Summit and The Institute of Travel and Tourism's annual conference. The International Conference on Neurology and Epidemiology will be held in November this year at Jumeirah at Etihad Towers, with 800 attendees.

Jasem Al Darmaki, deputy director general, Abu Dhabi Tourism and Culture Authority (TCA), said: "We are targeting six major business wins this year, eight next year and 10 in 2015. We will target in-market (UAE and GCC countries) opportunities that generate incremental business



ADNEC plays host to many global events

in the short term while building international relationships for the long term."

Other major events coming to Abu Dhabi are FTI Touristik (in 2013), the inaugural Middle East Luxury Travel Show (in January 2014), 20th Asia Pacific Congress of Cardiology and 16th World Congress on Tobacco or Health (both in 2015).

According to TCA, revenue from business events in the UAE capital city is expected to grow seven per cent annually, over the next eight years, to 5.1 billion dirhams (US\$1.4 billion) by 2020.

To push Abu Dhabi as a top business events destination, Abu Dhabi Convention Bureau has partnered several leading global organisations, including the Energy Cities Alliance, Future Convention Cities Initiative, ICCA, Meeting Professionals International, SITE and UFI.

Furthermore, new tourism infrastructure, such as the massive Yas Island which is home to several world-class hotels, Ferrari World Abu Dhabi and Yas Waterworld, as well as attractions such as the Formula One races, The Guggenheim Abu Dhabi museum and Louvre Abu Dhabi museum will add to the lure of this desert megapolis and consolidate its position in the MICE world.

Gillian Taylor, manager of Abu Dhabi Convention Bureau, said the MICE body would leverage the destination's many new and upcoming attractions to help event organisers secure "quick wins" of more events. ■

NEED TO KNOW



Dine in high and mighty At.mosphere

Situated at a height of 442m, At.mosphere is the world's highest restaurant from ground level. It is an exclusive fine-dining restaurant and lounge located on the 122nd floor of Burj Khalifa, the world's tallest building.

Corporate event planners may book the restaurant and the lounge separately for private events. Both spaces can accommodate up to 210 guests, and offer delectable cuisine and a breathtaking view of Dubai's downtown skyline.



View from the top

The Dubai Desert Conservation Reserve offers incentive groups three hot air balloons that can accommodate up to 24 passengers each. Corporate branding is possible. The hour-long flight is usually planned at dawn, offering a spectacular sunrise view. Flights are available from September 20 this year to May 31, 2014, taking off from the Reserve, which is a 30-minute drive from Dubai's city centre.

Plush events at the new Sofitel

The latest Sofitel to open in Dubai, the Sofitel Dubai The Palm Resort & Spa, boasts lush gardens, 361 well-appointed guestrooms, 182 serviced apartments, a selection of meeting facilities and various dining establishments. All that is set across 40 hectares of the desert.

The hotel's ballroom, which sports a Polynesian carved-wood design, can accommodate up to 700 guests.

For post-meeting rejuvenating, delegates can escape to the 2,500m² So Spa which offers Tahitian spa treatments in 28 rooms.

Enjoy the best of land and sea

Jebel Ali-based tour operator Seawings offers amphibian plane tours over Dubai. Perfect for high-end incentive groups, a typical itinerary would include breakfast at Jumeirah Beach Hotel, followed by a flight that terminates on the lawns of Dubai Creek Golf & Yacht Club, either for a session at the practice range or a leisurely cup of tea in the clubhouse. The 40-minute flight offers a panoramic view of Burj Al Arab, Burj Khalifa, The Palm Jumeirah, Dubai marina and Port Rashid.



Grand Hyatt's Arabic hospitality

The 674-room Grand Hyatt Dubai, located close to the Dubai Creek, boasts a residential-style multi-event space called Al Manzil which is dressed in elements of Arabic hospitality and architecture.

Besides Al Manzil, the hotel offers Baniyas Ballroom and Al Ameera Ballroom which can seat 1,500 and 550 banquet guests respectively. There are also 11 multi-function rooms for smaller events.



The historical Red Fort in Delhi has the potential to be a stunning venue for business events

New Delhi raises its game

New convention facilities are adding a glow to the city's MICE sector, along with stepped-up marketing, training and product creativity, writes **Rohit Kaul**

With the addition of new convention facilities in New Delhi, industry players are optimistic about the capital city's future for MICE, albeit infrastructural development still remains a challenge.

Kempinski Ambience Hotel Delhi and JW Marriott Hotel New Delhi Aerocity are the latest additions to the MICE-focused hotel industry in the region.

Chander Mansharamani, vice chairman, India Convention Promotion Bureau (ICPB), said: "New Delhi has been a

preferred destination for MICE, but not for events involving more than 3,000 participants. Such big events are held in nearby places such as Noida.

"However, with new venues coming up in the capital, New Delhi will, in the near future, emerge as the convention city of India. A convention hall that can accommodate 4,000 to 5,000 people is also coming up in Pragati Maidan (a convention and exhibition centre in New Delhi)."

MICE operators also feel that large

convention facilities that have emerged in New Delhi in recent times and those that are in the pipeline will lure business from adjoining places such as Noida.

Surinder Singh Sodhi, senior vice president and head of inbound leisure travel, Thomas Cook (India), said: "We are very optimistic about the proposed convention centre at Aerocity in New Delhi. Once completed and ready, Aerocity will change the face of Delhi's current MICE industry. Hotel bed inventory in this area is also expected to cross over the 4,500 mark, with (additions by) major hotel chains such as JW Marriott, Hyatt, Ibis and Lemon Tree.

"New Delhi, by virtue of being the capital city, has an edge for hosting world-class events, conferences and meetings. Its high accessibility is a strong plus point for international MICE customers. With numerous getaways just a short drive away, one can take a quick break after the business event to unwind and immerse in a holistic Indian experience."

However, so far, the present year has been challenging for the MICE industry in New Delhi as a result of the economic slowdown in major international markets, such as the US and Europe.

Anup Nair, managing director, Incentive Destinations, said: "It has been a bad year. Most players have turned in unfavourable results as both the American and European markets are reeling under economic pressure. Pricing is going to be a challenge for hotels now, as supply has overtaken demand. However, next year looks positive with the higher number of enquiries."

Adding to the woes of MICE operators are challenges such as a stringent visa regime as well as the lack of single-window clearance for business events and world-class infrastructure.

"There are a number of permissions that one needs to seek from government agencies when organising an international conference. Infrastructure remains a major challenge. There is no venue available in New Delhi for holding a conference and exhibition simultaneously. For example, it is difficult for one to host a conference for 2,000 pax as well as an exhibition of 200 booths at the same time at The Ashok New Delhi," said ICPB's Mansharamani.

"While New Delhi offers unique potential for the inbound MICE segment, (high) airfares have often been a dampener, and the strict visa regime is one of the major areas of concern for tour operators and MICE specialists," added Sodhi.

Trade players say an aggressive marketing strategy is needed to draw a significant

number of international MICE events.

Nair said: “(India’s) marketing is weak and that is holding us back. Nobody knows enough about us, and what they know is not very positive. There are many (incentive) offerings (in New Delhi) but we have not utilised them very well. India is still not a priority for international incentive groups, but when they do come, they will enjoy the experience.”

Rajeev Kohli, vice president, Site International, rues that even though New Delhi boasts many historical monuments, they remain out of reach for MICE.

“If a dinner can be organised at the Great Wall of China and at the world-fa-



“If a dinner can be organised at the Great Wall of China and at the world-famous pyramids of Egypt, then why not at the Red Fort?”

Rajeev Kohli

Vice president travel,
Site International

mous pyramids of Egypt, then why not at the Red Fort? A meeting with a historical monument in New Delhi as a backdrop could be a great experience,” he said.

In spite of the challenges, efforts are being made to promote New Delhi for international business events. MICE specialists with a focus on the incentive market are trying to promote unique experiences.

“Clients today are demanding more creative ideas. We have the potential to create magical ‘wow’ moments, so we are creating themes which are different from what can be experienced back home, such as an Indian village or a Mughal-era setup. We are also using flowers very effectively for decorations. This is not a very popular practice elsewhere as flowers are expensive,” said Nair.

Meanwhile, ICPB is planning to organise roadshows in international source markets. The process to appoint a public relations agency to support this move has begun and the roadshows are likely to take place in the near future. Training programmes for travel specialists in New Delhi are also on the cards. ■

NEED TO KNOW



A feast for the senses

Smoke House Deli at Hauz Khas, New Delhi is not only a chic destination for European eats, it also offers a visual feast with symbolic caricatures on the walls that depict how the 25-year-old Hauz Khas Village has evolved from ruins to a hub for modern-day travellers. The caricatures come with a barcode, and by scanning them through smartphones, guests can get to know about the stories behind these images.

Call (91) 783-865-9992 for more information or reservations.

Rest and relax in the city

Small incentive groups to Delhi that are seeking unique stays may want to head to The Lodhi, which has 40 rooms and suites, all with private plunge pools and offering spectacular views of Delhi’s green landscape. It has several dining venues, a spa, and a health and recreation centre.

An enriching ambience

Strategically located in East Delhi, Kempinski Ambience Hotel Delhi offers 480 guestrooms and suites housed within two towers, and banquet facilities that are spread over 6,440m² of space.

The new luxury hotel is said to be home to India’s largest pillarless ballroom that can accommodate up to 6,000 guests.

The property also offers four specialty restaurants, a bar and extensive recreational facilities such as a spa equipped with *hammam*, sauna and ice fountain, a nail and foot massage lounge, two fitness rooms and two outdoor swimming pools.



Touch down and meet in a jiffy

Located near Indira Gandhi International Airport, the 523-room JW Marriott Hotel New Delhi Aerocity has one of the largest meeting and conference facilities in the region, offering 2,302m² in meeting space. The 1,210m² Grand Crystal Ballroom and meeting rooms span two levels and are fitted with state-of-the-art event technology. Event planners are also supported by a 41.8m² pre-function area, as well as a professional event-planning team. Other facilities include seven F&B outlets, a swimming pool and Quan Spa.

Discover the wonders of New Delhi your way

Old World Experiences, a division of Old World Hospitality, offers itineraries that showcase the best of what New Delhi has to offer, be it popular products of the capital city or attractions off the beaten track. Itineraries can be customised based on the interests of participants, such as culture, history, food, entertainment and shopping. Old World Experiences also offers programmes that include music recitals, dance performances, art exhibitions, theatre and cinema. Contact experiences@oldworldhospitality.com for more information.

Case study

Exotic Sports Car Drive

Experienced creator of unique driving tours for groups, Big Stick Adventures makes 18 incentive winners feel like kings of the Great Ocean Road, writes **Karen Yue**

What will it take to keep 18 top-achieving males happy on an incentive trip and ensure that the adventure remains etched in their minds for a long time to come? The answer, as discovered by an insurance company in New Zealand, is a roaring road trip down Victoria's scenic Great Ocean Road – made in some of the world's finest luxury cars, no less.

Brett Hollis, the owner of teambuilding and incentive specialist, Big Stick Adventures, told *TTGmice*: “The end client heard of (our sports car drive) programme and asked his incentive agent to book and liaise with us. This client has done many incentives and desired a short trip that offered maximum ‘wow’ as a reward for his guests.”

Coming up with impactful programmes is in the blood of Big Stick Adventures, which boasts an array of interesting activities, such as rally car drives under the guidance of former and current racers, and hunter-gatherer-themed Food Safari challenges.

Hollis said the client wanted a safe and smooth drive that would not be hampered by traffic. The programme must also cover 425km over two days, and yet not cause driver fatigue.

To meet these requirements, Big Stick Adventures designed a route that did not have a single traffic light for 420km, providing a smooth, non-stop drive over two days. Quiet and stunning backroads were used, and the Great Ocean Road was only used at certain times of the day to avoid general public and tour bus traffic.

“Our timings (made) guests feel that they were the only people on this incredible road,” he said.

All cars were also provided with two-way radios for communication, a book with information on all the vehicles and route, as well as driver guides in rear and tailing cars.

The group of 18 winners arrived in Melbourne on May 10 and dived right into the adventure. They were introduced to each of the nine luxury cars used in the programme, involving big brands such as Ferrari, Lamborghini, Aston Martin, Audi,



Event

Exotic Sports Car Drive – Great Ocean Road

Client

An insurance firm in New Zealand

Organiser

Big Stick Adventures

No. of pax

18

Destination

Victoria, Australia

Date

May 10 and 11, 2013

Objective

To reward top achievers

Challenges

A safe, smooth and uninterrupted drive must be achieved, while keeping driver fatigue at bay

Activity must satisfy client's request to cover 425km over two days

Porsche, Lotus and BMW. They were also shown how to work the machines.

Hollis said: “Big Stick Adventures staff provided the introduction to the cars, a session that is always well received by (participants). This is especially so as they may be nervous about driving such a valu-

able and high-powered vehicle. We want everyone to have fun and enjoy the time they have with each car. Therefore, the car introduction is critical.”

Taking their seats behind the wheels, the group covered 180km between Melbourne and Lorne on the first day. There, they spent the night at Mantra Lorne, a beachfront resort. The next day, the group journeyed back to Melbourne, where they spent the night at Crown Metropol. Stops were made along the way at iconic locations such as Bells Beach, coastal hamlets, waterfalls and ancient rainforests for participants to swap cars, enjoy the sights, take photos and network.

Lunch events were also a highlight of the programme. One was held at Truffle-duck at Balmoral and another at The Hill Winery by Peter Rowland Catering – both venues described as being in “stunning regional locations”. The menu was customised at both venues to meet the client's budget of A\$40 (US\$36.60) per person.

Hollis said: “Whether you are a motor enthusiast or not, driving a Ferrari along the Great Ocean Road is a once-in-a-lifetime experience that impresses everyone. Conde Nast Traveller voted this the best coastal drive on the planet, so when you add stops at stunning locations as well as visits to wineries, food producers and more, it provides a world-class incentive that is hard to match.” ■



Manage your business travel spend wisely

CWT Meetings & Events' **Steven Smith** shows how the *Strategic Meetings Management* programme can help planners optimise their savings

Globally, companies spend US\$650 billion on meetings and events each year, and M&E spend is typically equivalent to 35-60 per cent of companies' business travel spend. Yet, this is one of the least managed areas of spend, and therefore *Strategic Meetings Management* (SMM) presents a great opportunity to drive savings. There are, however, a number of challenges that companies face in developing SMM programmes – few preferred suppliers exist, purchasing is fragmented, and tracking spend is virtually impossible.

✓ **Analyse and understand M&E spend and organisation.** SMM is a disciplined approach to managing enterprise-wide meeting and event activities, processes, suppliers and data in order to achieve measurable business objectives. To develop an effective strategy that meets your company's specific needs, it is first important to gather as much data as possible on your current M&E activities, to map out current processes and also build a centralised team of specialists with clearly defined roles and responsibilities.

✓ **Design M&E strategy and policy** for a smooth planning experience that yields the greatest savings. Organise M&E professionally and build a strategy at

global, regional and local levels. M&E policy provides guidelines to effectively manage M&E budget and ensure consistency across events.

✓ **Implementation and change management.** Change management is critical to ensuring that meeting planners know and support the M&E strategy. Details about the M&E strategy and policy should be communicated to all involved including those within the corporation, and, where appropriate, to the organisation's suppliers. Each segment should be treated differently, with messages customised to address their needs and interests.

✓ **Optimise processes and technology** to secure consistency and service levels. Attendee management can be more efficient and convenient when manual processes are replaced by technology. Many companies are beginning to use tools such as web meeting requests, web registration and other technology solutions that streamline processes and save time for both attendees and planners.

✓ **Implement supplier strategies and negotiations** to generate savings. Limit the number of preferred suppliers, and transient travel and M&E volume

should be consolidated wherever possible for best leverage with suppliers. Consolidation of outsourced/centralised suppliers is an effective way to improve leverage and increase savings.

✓ **Measure performance and compliance** to measure success and take corrective action. Ensure the data needed to track and evaluate M&E spend is gathered. Use a single, centralised booking and payment mechanism for all spend categories, for more complete and accurate data. ■



Steven Smith is senior director, CWT Meetings & Events, Asia-Pacific. CWT Meetings & Events is a global leader in events and meetings management. With an international reach of

1,600 event specialists extending across 75 countries worldwide, it delivers over 35,000 events each year for its customers. Leveraging CWT's global expertise and network, CWT Meetings & Events creates a customised, holistic approach that delivers excellent results to clients. For more information, please visit our website at www.carlsonwagonlit.com.

Appointments



Daniel Fueglistner



Nancy Kwan



Richard Baker



James Kent



Sumanth Das



Stefano A Ruzza



Mark Simmons



Komson Sevatasai



Andrew Humphries



Kenny Teo

CHINA

Daniel Fueglistner now leads **Swissôtel Kunshan**. He joins from Swissôtel Sydney where he was general manager since 2011.

HONG KONG

Nancy Kwan has joined **Harbour Plaza Hotels & Resorts** as group director of sales and marketing.

Richard Baker will assume the role of executive vice president, operations director – Asia at **Mandarin Oriental Hotel Group**, following the retirement of Andrew Hirst, operations director – Asia.

INDONESIA

Pan Pacific Nirwana Bali Resort has a new general manager in **Ivan Casadevall**, who was last part of the corporate management team of Anantara Hotels, Resorts and Spas, after four years of running Anantara Seminyak,

Bali as general manager.

YTL Hotels' **Spa Village Resort Tembok, Bali** has appointed **Martin Büchele** its new executive chef. Specialising in healthy cuisine, Büchele has worked with luxury properties such as Relais & Châteaux's Hotel Jagdhof in Austria and The Ritz-Carlton, Kuala Lumpur.

The Westin Resort Nusa Dua, Bali has appointed **Rajender Kumar Maitola** Indian chef. He joins from Sujana Luxury Hotel, Delhi where he was junior sous chef.

JAPAN

James Kent has moved from the Kyoto Convention Bureau to Japan MICE-specialist DMC, **The J Team**, taking on the position of sales and marketing manager.

Dusit International has appointed **Keita**

Sekine regional director of sales and marketing – Japan and **Shuichi Ueda** director of sales – Japan. Sekine brings with him 15 years of experience in sales and operations, while Ueda was assistant director of sales at Dusit Thani Manila.

SINGAPORE

Andrew Yee has been promoted to general manager of **Pan Pacific Serviced Suites Orchard, Singapore**. Yee was part of the property's pre-opening team and has been with Pan Pacific Hotels Group for over a decade.

David Donald has taken up the role of general manager at **Parkroyal on Beach Road** following his last tenure in the same role at Parkroyal Parramatta.

Sumanth Das has been made culinary director at **Pan Pacific Singapore**, where he will be

involved in the strategic planning and implementation of innovative culinary concepts. He was last executive chef at the Four Seasons Jakarta.

THAILAND

Conrad Koh Samui has appointed **Stefano A Ruzza** general manager. He joins from Hilton Namhae Golf & Spa Resort in South Korea where he was general manager.

Mark Simmons is now vice president sales and marketing, Asia-Pacific at **Outrigger Enterprises Group**, based in Phuket. He brings with him 23 years of hospitality experience in Asia-Pacific and was last vice president sales and marketing for SilverNeedle Hospitality, based in Singapore.

Regent Phuket Cape Panwa has appointed **Komson Sevatasai** director of sales and mar-

keting. He has almost 30 years of hospitality experience in senior management, sales and marketing positions, and joins from Banyan Tree Samui where he was director of sales and marketing.

UAE

Viceroy Hotel Group has appointed **Andrew Humphries** as regional vice president and general manager of **Yas Viceroy Abu Dhabi**. Humphries joins from Four Seasons Resort Nevis, West Indies where he was general manager.

VIETNAM

Parkroyal Saigon has appointed **Kenny Teo** general manager. He was most recently general manager at Parkroyal Serviced Suites Kuala Lumpur and has over 25 years of experience in hotel and serviced suites operations in London, Brunei, Singapore and Malaysia.

Hotel updates



Best Western Mahboula, Kuwait



Sheraton Towers Singapore

Best Western Mahboula, Kuwait

Best Western International has launched its first hotel in Kuwait, an 18-storey property that comes equipped with two floors of conference and banqueting space.

The Best Western Mahboula in Kuwait City offers 96 rooms and suites with views of the Arabian Gulf, a collection of ballrooms and meeting rooms, a business centre, as well as several dining establishments, a swimming pool and gym.

www.bestwestern.com

Jing An Shangri-La Hotel, West Shanghai, China

The new Jing An Shangri-La Hotel, West Shanghai occupies the Jing An Kerry Centre, with 508 guestrooms located on the top 29 floors of the 60-storey tower. It is armed with a 4,465m² Event Centre which is housed in a five-storey podium block with a direct passage to the hotel tower on the third floor. Its 1,740m² pillarless Jing An Grand Ballroom is said to be the largest in West Shanghai, and comes with a roof garden and a 1,039m² pre-function area.

www.shangri-la.com/shanghai/jinganshangrila

Sheraton Towers Singapore

Following a S\$20 million (US\$15.6 million) refurbishment, Sheraton Towers Singapore has unveiled its redesigned Deluxe & Towers Pool Rooms, Cabanas and Suites, now furnished with Italian luxury brands, 40-inch LED televisions and energy-saving LED lights. The hotel has also rejuvenated its outdoor pool, installing anti-slip tiles, an ionisation system to purify pool water and energy-efficient LED lights. The hotel's collection of meeting venues was last updated with the launch of three daylight venues in July 2008.

www.sheratonsingapore.com

InterContinental Osaka, Japan

The InterContinental Osaka has debuted on the 20th floor of Grand Front Osaka, a mixed-use development. Each of InterContinental Osaka's 215 guestrooms average more than 50m² in size, while InterContinental Residences located in the same building offers 57 serviced and fully-furnished residential suites. The hotel boasts four meeting and event spaces, a 24-hour fitness centre including a spa and indoor pool, and a number of F&B outlets.

www.ihg.com

Hyatt Regency Gurgaon, India

Hyatt Hotels has opened its maiden Hyatt property Gurgaon. Still in its initial opening stage, the Hyatt Regency Gurgaon currently offers 231 rooms and will boast 451 rooms and 37 suites when it is fully operational in September.

The hotel is equipped with more than 3,716m² of meeting and event space, including a pillarless 3,000-pax Regency Ballroom, eight meeting rooms, a boardroom and a dedicated pre-function area for each venue.

gurgaon.regency.hyatt.com

Swiss-Belhotel Lao Cai, Vietnam

Situated close to the Chinese border and tourist destination Sapa, Swiss-Belhotel Lao Cai is aiming to become the MICE destination of choice in Lao Cai.

The hotel offers 186 guestrooms and facilities including a fitness centre, business centre, lobby lounge, bar and top-of-the-line restaurants. It also has an entire floor dedicated to MICE, with conference rooms, breakout spaces and a large ballroom all on one floor.

www.swiss-belhotel.com

DoubleTree by Hilton Chongqing-Wanzhou



Shangri-La's Rasa Sentosa Resort & Spa, Singapore

The popular seaside property has added a standalone event venue by the beach to its portfolio of function spaces. Occupying the site of the former Barnacles Restaurant, which has been moved to level three, the new event centre can accommodate 200 guests indoors and outdoors.

www.shangri-la.com/singapore/rasasentosaresort/

DoubleTree by Hilton Chongqing-Wanzhou, China

DoubleTree by Hilton Chongqing-Wanzhou has opened, offering the largest meeting facilities in Wanzhou at 1,700m² of space. This includes the 1,100m² grand ballroom and adjoining foyer, which together can accommodate over 700 pax, as well as five meeting rooms with a combined space of 600m² for up to 300 guests.

The 253-key hotel also comes with an in-house banquet and conference service team, an indoor pool, fitness centre and teahouse.

doubletree3.hilton.com

Over coffee with...

“ I call it a defining and refining moment. ”



Janet Tan-Collis

For the first time in its history, SACEOS is headed by a person from outside the exhibitions sector and a boutique player at that. **Raini Hamdi** talks to Tan-Collis about it

You've been active in SACEOS* for the past 10 years and is now its president. What's it like for a DMC and luxury travel specialist (Tan-Collis is managing director of East West Planners) to be active in an exhibitions-dominated association?

I've learnt a lot from each of the leadership, from Dilys Yong (group president, HQ Link) to Rosalind Ng (immediate past president and IIR Exhibitions managing director Asia).

For them, no doubt, they look at big bucks, because exhibitions are big business. I saw how SACEOS had a strong business sense – when the Exco talked, it always looked at business first, and that was exciting for me.

** SACEOS was founded in 1979 as the Singapore Association of Convention and Exhibition Organisers and Suppliers but appears to have all but dropped the acronym, referring to itself as SACEOS – Meetings, Incentives, Conventions, Exhibitions Singapore*

What points did you feel were missing, if any?

I felt the balance was not there. No doubt the exhibitions industry is a big game, but I believe meetings, incentives, events all require the same amount of attention and engagement.

SACEOS can be the overall vehicle representing the MICE private sector in Singapore. To bring the real dollar value (of MICE) to Singapore, there needs to be a closer partnership between the public sector and the private sector. The STB (Singapore Tourism Board) is astute enough to be the PR and marketing vehicle while SACEOS should (take care of the) sales, bringing the business into Singapore. We then go out as a team.

But isn't the membership mainly exhibitions-related?

Yes, we have around 123 members and many are PCOs, PEOs and suppliers to exhibitions. Part of my mission is to enlarge the membership to include the whole MICE industry – the likely people are the hoteliers, attraction owners, venue operators, etc, but also photographers, landscapers, etc – to make people

understand how large the MICE industry is and to make people understand that SACEOS is not just about and for the exhibitions sector.

But how do you do that when the name itself refers to conventions and exhibitions?

That's why the branding has got to be changed but right now we don't have the financial wherewithals. And we should not try to do too many things. I'm trying to get the house in order first, so to speak – get the right talent to drive SACEOS, work out what is needed by the membership and destination, put the strategies in place to serve our members, and by doing that we will have more members coming in.

You can't do much in two years (the presidency term) but I hope I can help put in the structure and focus, then from there hopefully we'll see an exponential growth in membership.

If I am a member from exhibitions, wouldn't I feel a dilution if SACEOS were to engage the whole MICE sector?

No, as I have the support of Rosalind to remain involved in the Exco. I also have more exhibition organisers in my committee than when the president was from the exhibitions industry. What's more, half of them are young. This is our next generation of leaders – Ong Wee Min (honorary secretary) from Marina Bay Sands, Daniel Chua (vice president meetings & incentives, from Aonia), Susan Tan (committee member) from Singapore Exhibition Services and people like Nancy Tan (vice president conference, from Ace:Daytons Direct) who are young at heart.

I hope to play a part in grooming and passing on the baton to them, to lead the way, but also look towards them to lead. I'm excited to see these young people take on leadership roles. I don't expect them to do things the way we have done them, but on the other hand, unless they can tap on to what's been done, they would not have the foundation or history to move on with the future.

How do you feel about making history with SACEOS as its first president ever from outside the exhibitions industry?

I'm excited. I call it a defining and refining moment – refining in a sense the exhibitions business itself needs refinement and it's an opportunity to help refine it. If we cannot compete on prices because it is cheaper for exhibitions to be held in Vietnam than Singapore, then we need to compete on content, so perhaps we need to create more of our own content with the Singapore branding, in the likes of the water week or airshow.

A recent STB survey also shows that despite the phenomenal investment in the exhibitions sector, the profitability of PCOs is dwindling. So this is a good time to see how we can change the game.

A good part of the solution is getting talent to join the industry, so that there is an injection of new ideas. The problem is the talent is not looking to this industry and this is where SACEOS can also play a role to change it.

“A recent STB survey also shows that despite the phenomenal investment in the exhibitions sector, the profitability of PCOs is dwindling. So this is a good time to see how we can change the game.”

How?

We've kept saying this industry is long hours, does not pay well, etc. It's not true. Doctors, surgeons, lawyers, etc, all work long hours – which profession does not? We should be saying instead, do you have the DNA to do this? Are you someone who has the kind of personality to succeed in this kind of business? Yes, our industry requires one to put in long hours, but it is far more exciting.

Getting the fresh graduates in is important, but then we also need the right kind and level of training so that the young minds can see where the business is, how they can make the money, where they can make a difference, and how they can add value in this age of technology.

Last question, how do you do all this – manage East West, lead SACEOS, take care of elite travellers, and still raise beautiful kids?

(Laughs) They are wonderful kids and are part of my motivation. ■

Your Link to the Asia-Pacific MICE Industry, Anytime, Anywhere.

TTGmice

Asia-Pacific's leading meetings, incentives, conventions & exhibitions resource.

Our trusted resources on the hottest Asia-Pacific MICE developments keep industry professionals across diverse sectors throughout the region well connected at all times.

Whether you need an instant source of the latest industry news or a way to reach out to industry decision-makers, our integrated online and print resources will have you covered.

■ **TTGmice Print**

Our magazine is delivered monthly to 13,500 travel trade mailboxes across the Asia Pacific.

■ **TTGmice DIGITAL**

This all-new e-version of the magazine allows reading in online, mobile, and desktop formats.

■ **TTGmice e-Weekly**

This email bulletin containing bite-sized updates of the latest Asia-Pacific MICE news is delivered weekly to industry professionals' in-boxes.

■ **ttgmice.com**

TTGmice's online news portal offers on-demand access to industry resources and an online directory of MICE product and service suppliers, 24/7.

■ **TTGmice Planner / planner.ttgmice.com**

This annual directory of Asia-Pacific MICE product and service suppliers is released every October.

Media Kits Available Online

For any advertising enquiries, please contact: traveltradesales@ttgasia.com | +65 6395 7575



ttgmice.com/subscribe



TTGmice is a product by:

TTG Travel Trade Publishing is a Business Group of TTG Asia Media
TTG Publishing Travel Trade
One Travel Trade Connection. Infinite Possibilities.

Packages



TAIWAN

Okura Prestige Taipei, located in the Nan-jing and Zhongshan commercial district of Taipei and equipped with a ballroom, several function rooms and a private dining room, is offering a meeting package priced from NT\$2,400 (US\$79.70) per person, excluding a 10 per cent service charge.

The package includes use of a meeting room, stationery, bottled water, a podium, two wireless microphones, one LCD projector with screen, a flip chart or whiteboard, as well as a Chinese lunch and two coffee breaks with sweet treats. A minimum guarantee of 20 to 100 persons is required. The offer is valid until December 2013.

Visit www.okura.com/overseas/asia_pacific/okura_taipei_mice/

JAPAN

Hotel Nikko Tokyo has made available a meeting package priced from 12,000 yen (US\$119.20) per person.

The package includes use of a meeting room for eight hours, two wired microphones, a whiteboard and a screen. To keep event attendees' energy levels up for the day, lunch, coffee, tea, orange juice, mint and pastries are served. The hotel will also provide staff on standby throughout the event.

The offer is valid until December 2013.

Visit www.hnt.co.jp/en/

THAILAND

InterContinental Samui Baan Taling Ngam Resort

in Thailand has launched a promotion targeting corporate and private events with bookings of at least 10 rooms per night.

Available until December 22 this year, event planners can enjoy a host of benefits that include a complimentary third room night with daily breakfast at Amber Restaurant, 20 per cent discount on meeting packages, F&B and any treatments at Baan Thai Spa.

Terms and conditions apply.

Visit samui.intercontinental.com



THAILAND

The St. Regis Bangkok is offering sustainable meeting options at an additional cost of 300 baht (US\$9.70) per delegate per day, excluding tax and surcharges.

Options include *Paperless Meeting Planning* through the use of digital sales tools such as proprietary e-brochures, e-proposals, e-menus and the StarGroups booking system; *Sustainable Meeting Services* through the use of recycled and recyclable materials, linenless tables and eco-friendly non-paper tools such as LED signage; *Sustainable Food & Beverage Practices* by serving locally sourced food items; *Impact Assessment Tools* which generates a report on the meeting's impact on the environment for clients; and *Socially Conscious Activities* for delegates who desire an even greater contribution to the environment through carbon offset programmes.

Email events.bangkok@stregis.com

WORLDWIDE

Langham Hospitality Group has activated its *Double the Extra Mile* campaign for the third year in a row.

Event planners can enjoy double *take the lead* points or earn up to 130,000 miles from any of the 10 selected frequent flyer/travel reward programme partners.

To qualify for the perks, events must be booked between July 1 and September 30 and held between July 1 and December 31 this year. Qualified events must also generate a revenue of at least US\$6,500.

Double the Extra Mile is available at all Langham Hospitality Group properties worldwide except Eaton Smart New Delhi Airport Transit Hotel.

Visit meeting.langhamhotels.com

BEYOND THE EXTRAORDINARY

From skydiving to golf, sailing to wine sampling, New Zealand offers it all – and delivers each amazing experience alongside a stunning landscape.

With world-class conference facilities, effortless logistics, and award winning accommodation – all delivered with signature Kiwi-style hospitality – New Zealand is the ideal destination for your next incentive program.

Find out how New Zealand can take your travel beyond the conventional at www.businesssevents.newzealand.com



It's All Within Reach



Marina Bay Sands® – Asia's leading destination for business, leisure and entertainment – brings you an experience unlike any other, all under one roof, all within reach.

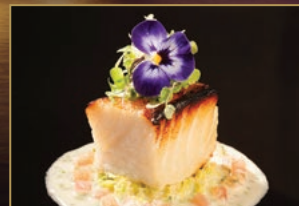
For innovative team building ideas, let our event planners help you chart out a day of activities that elevate morale, improve communication and strengthen teamwork.

- Embark on a day of exciting team-building activities, immerse in the culture and spirit of Singapore and celebrate with epic themed gala events
- Enjoy award-winning shows at MasterCard® Theatres
- Indulge in the Dine Around Programme, featuring the best of our celebrity chef restaurants
- Choose from 2,500 room and suites and take in the spectacular views on Sands SkyPark®
- Enjoy more rewards and options with Sands Rewards Meetings, the exclusive loyalty programme for meeting planners

UPGRADE AND BE REWARDED!

Book a **Meet & Stay package** with us by **30 August 2013** to enjoy exclusive rates from just **USD294**** per person. With four packages and upgrades to choose from, enhance your experience with extensive options and flexibility!

To find out more about our Incentive or Meet & Stay packages, contact our Sales Team at SEASales@MarinaBaySands.com, or call +65 6688 8815.



Sands®
REWARDS
... MEETINGS ...

10 Bayfront Avenue, Singapore 018956 | +65 6688 8815

MARINA BAY Sands®
SINGAPORE

EVERY MOMENT REWARDED