

June 2019

KON-FPS1888/02/2017(025636)

TTGmice

Asia-Pacific's intelligent business events resource

South Korea's Jeju island reveals global ambitions

Macau bridges the gap with China's GBA

Selangor emerges as worthy competitor



TECH POWER

Asia-Pacific convention venues harness modern technology to create stellar event experiences. We discover cutting-edge navigation systems, advanced communication support, and sniff out what else is on the horizon



THE PERFECT Venues FOR YOUR EVENTS

THE FIRST HYBRID SOLAR POWERED CONVENTION CENTRE IN THE WORLD



SETIA SPICE CONVENTION CENTRE PENANG



THE FIRST CONVENTION CENTRE TO BE CERTIFIED GBI IN MALAYSIA



SETIA CITY CONVENTION CENTRE SETIA ALAM



Call 604 643 2525

Eco Meridian Sdn Bhd
SPICE, No. 108, Jalan Tun Dr. Awang, 11900 Penang.
T 604 643 2525 F 604 641 2250 E setiaspice@spsetia.com

Call 603 3359 5252

Setia City Convention Centre
No.1, Jalan Setia Dagang AG U13/AG, Setia Alam Seksyen U13, 40170 Shah Alam, Selangor Darul Ehsan.
T 603 3359 5252 F 603 3359 2552 E setiacityCC@spsetia.com

Stay Together. Stay Setia
livelearnworkplay

Setia

EDITORIAL**Karen Yue**

Group Editor (karen.yue@ttgasia.com)

Jennifer WelkerInterim editor, TTGmice
(jenwelker.inspire@gmail.com)**S Puvaneswary**Editor, Malaysia/Brunei
(puvanes@ttgasia.com)**Mimi Hudoyo**

Editor, Indonesia (idmfasia@cbn.net.id)

Pamela Chow

Reporter (pamela.chow@ttgasia.com)

Rachel AJ Lee, Yixin NgSub Editors
(rachel.lee@ttgasia.com, ng.yixin@ttgasia.com)**Adelaine Ng**Australia
(adelaineng.abc@gmail.com)**Marissa Carruthers**Cambodia, Myanmar,
Laos, Vietnam
(maris.carruthers@gmail.com)**Caroline Boey**China & Special Projects
(caroline.boey@ttgasia.com)**Prudence Lui**Hong Kong/Greater China
(prului@yahoo.com)**Rohit Kaul**

India (rohitkaul23@gmail.com)

Tiara MaharaniIndonesia
(tiaraul13@gmail.com)**Julian Ryall**

Japan (jryall2@hotmail.com)

Rosa OcampoThe Philippines
(rosa.ocampo@gmail.com)**Feizal Samath**Sri Lanka/Maldives
(feizalsam@gmail.com)**Paige Lee Pei Qi**Assistant Editor, Special Projects
(lee.peiqi@ttgasia.com)**Redmond Sia, Goh Meng Yong**

Creative Designers

Lina Tan

Editorial Assistant

SALES & MARKETING**Pierre Quek**Publisher and Head Integrated Solutions
(pierre.quek@ttgasia.com)**Ar-lene Lee**Senior Business Manager
(arlene.lee@ttgasia.com)**Jonathan Yap**Senior Business Manager
(jonathan.yap@ttgasia.com)**Shirley Tan**Senior Business Manager
(shirley.tan@ttgasia.com)**Chelsea Huang**Marketing Executive
(chelsea.huang@ttgasia.com)**Delia Ng**Digital Marketing Strategist
(delia.ng@ttgasia.com)**Cheryl Lim**Advertisement Administration
Manager (cheryl.lim@ttgasia.com)**Carol Cheng**Asst Manager Administration & Marketing
(Hong Kong, carol.cheng@ttgasia.com)**PUBLISHING SERVICES****Jonathan Wan**

Head, Operational Support Services

Kun Swee Qi

Publishing Services Executive

Nur Hazirah

Web Executive

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:
traveltradesales@ttgasia.com**Hong Kong**TTG Asia Media Pte Ltd, 8/F, E168,
166-168 Des Voeux Road Central,
Sheung Wan, Hong Kong
Tel: +852 2237 7288, fax: +852 2237 7227**TTG ASIA MEDIA PTE LTD****Darren Ng**

Managing Director

**Karen Yue**
Group Editor

Need for tech

Love it or fear it, technology has become a big part of our life at home and work. Even the least tech-savvy among us carry at least one mobile device and are reliant on high-speed Internet (the lack of it stretches our patience and threatens our sanity).

With technology we have also come to have higher expectations of experiences beyond our personal and work spaces. The technological investments made by convention centres today reflect this. Venues, at the very least, have basic technology in place, such as Wi-Fi networks, modern audiovisual systems and digital signage, that ensure the experience satisfies attendees' quality of life.

Savvier venues are kicking things up several notches by bringing in technology for specialised purposes, such as Digital Media Suites to facilitate sophisticated content production (ICC Sydney), and a VIP Finder solution that helps planners with a range of support services including business matching and event evaluation (Osaka International Business Center).

The need to keep innovating cannot cease, as there will always be a new venue with a fresh bag of tech tricks to win over event organisers and attendees. As discovered by our reporters during their research for our cover feature, *Tech power* (pages 12-19), some convention centres in this region are looking at further, more beneficial advancements. Particularly interesting is the Pattaya Exhibition and Convention Hall's intent to raise the oxygen levels in its meeting rooms. That would help lower stress levels and fatigue!

Meanwhile, I continue to pray for a teleportation machine to finally be invented, one that will beam me from the entrance of massive, maze-like convention centres right to the function room I'm meant to be in.



TTGmice
www.ttg mice.com

COVER STORY

12 Tech power

Asia-Pacific convention venues harness modern technology to create stellar event experiences. We discover cutting-edge navigation systems, advanced communication support, and sniff out what else is on the horizon

COUNTRY REPORTS

20 South Korea // Breaking into international waters

Traditionally reliant on domestic demand, Jeju Island's business events players are rolling out new strategies to woo incentive and teambuilding groups from around the world. By Pamela Chow

22 Macau // Macau bridges MICE gap

With the opening of the world's longest cross-sea bridge linking Macau with the Greater Bay Area, the city's business events future is on the right track. By Prudence Lui

24 Malaysia // Selangor steps into the limelight

This western coastal state has been a perennial sidekick to Kuala Lumpur for a long time. That is all about to change, writes S Puvanewary

DEPARTMENTS

- 1 To our readers
- 4 Connect
- 6 Marketplace
- 8 Talk of the trade
- 10 In focus
- 26 Case study
- 28 People



MALAYSIA INTERNATIONAL
TRADE & EXHIBITION CENTRE



Vote for Malaysia's Largest Trade & Exhibition Centre

You've experienced it! Vote MITEC for the TTG Travel Awards before 10th July 2019.
We can only get better with your support.



Scan
and vote
for us!

BT-MICE
Awards



Best Convention
& Exhibition
Centre



Malaysia
International Trade
and Exhibition Centre



#justdifferent | KL Metropolis, 7.5 km away from Kuala Lumpur City Centre

in | MITEC.MY sales@mitec.com.my

mitec.com.my

Snapshots

@ttgmice



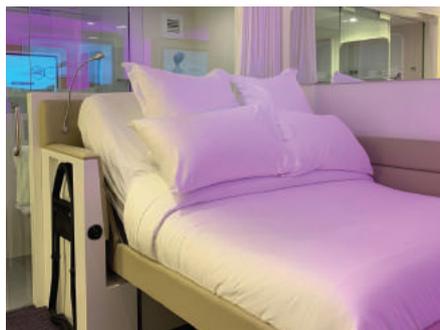
(From left) City of Swan's CEO Michael J Foley; Australian high commissioner to Singapore Bruce Gosper; City of Swan's mayor David Lucas and councillor Rod Henderson at a B2B event in Singapore to introduce Swan Valley to travel agents.
April 10



The six-month-old Restaurant JAG, headed by Michelin-star-chef Jérémy Gillon, serves French cuisine and doubles as an event space. The menu here is built around 40 herbs – handpicked by Gillon and air-flown from Savoie, France – and the best seasonal ingredients. There's also a lounge on the second storey suitable for cocktail events.
May 5



Cloud9 Piazza, an event space filled with natural light and located on the top-most floor of Jewel Changi Airport, can host between 200 to 500 pax depending on the set-up.
May 8



YotelAir has landed in the Lion City, housed within the newly-opened Jewel Changi Airport. We check into the brand's first Asian outpost, and reveal why business travellers should take notice.
May 13

PERSPECTIVES

Meetings can take on meaning and when harnessed properly, unleash power in the communities touched by the organiser, shares Ailynn Seah



INTELLIGENCE

Tokyo has come out tops as the best leisure city in a survey of 26 cities in the Asia-Pacific, according to The Economist Intelligence Unit's 2019 leisure barometer: Asia's best cities for work and recreation report.



Visit **TTGmice.com** for more exciting reads

[Facebook.com/TTGmice](https://www.facebook.com/TTGmice)

[Twitter.com/TTGmice](https://twitter.com/TTGmice)

[Instagram.com/ttg_mice](https://www.instagram.com/ttg_mice)

What's happening



June 12-14
Korea MICE Expo 2019
Incheon, South Korea



June 25-29
Bali & Beyond Travel Fair
Bali, Indonesia



June 26-27
The Meetings Show
London, UK

FUERZA BRUTA

— WAYRA —
MACAU

14.06 - 04.08

MGM COTAI AT MACAU

(853) 8802 3833 mgm.mo

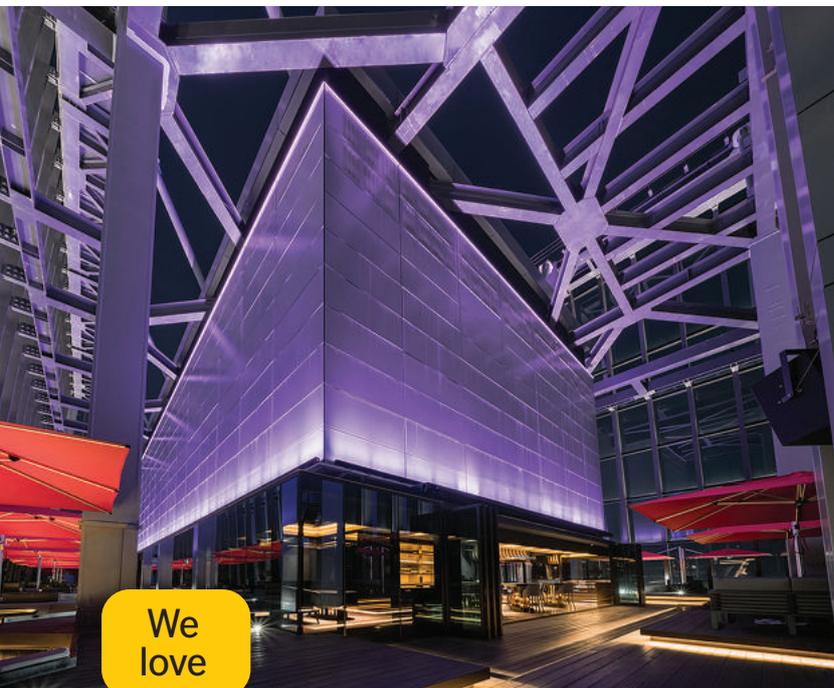


Show Rules!  Redefined

Get ticket now



Only suitable for people over 13 years old



We love

Cé La Vi goes to Taipei

Cé La Vi has opened its latest outpost in Taipei, on the 48th floor of the newly-opened Nanshan skyscraper in the Xinyi district.

Billed as the highest rooftop lounge in Taiwan, the al fresco rooftop bar and restaurant offers a panoramic view of the city and the mountainous Yangmingshan National Park.

Function spaces within the 1,400m² Cé La Vi Taipei include a Sky Deck, dining room, lounge and bar, where the centrepiece of the space is a nine-metre-long copper bar. The venue is available for private event hire at NT\$800,000 (US\$25,943), with a minimum F&B spending of NT\$400,000.

The minimum capacity for sit down-dinner is 20 pax in the restaurant area (indoor), and the maximum capacity is 35 pax in restaurant plus open-kitchen bar seats. If an event requires more seating, the outdoor space can also be used. For cocktail-style events, the minimum capacity is 100 pax (for the bar & lounge area), while the maximum capacity is 1,000 pax (for the whole venue).

Cé La Vi also boasts an in-house events planning manager to help corporate groups with varying event needs.

Taipei is the first of several openings planned for the region, with a Shanghai outpost slated to open soon.



Saddle up with Katherine Outback Experience

A country singer with his horses and dogs in Australia's Northern Territory can teach corporate delegates a few things about teambuilding and leadership.

Led by two-time Golden Guitar winner Tom Curtain, the Katherine Outback Experience is a 90-minute show that provides participants with insight into life in the Outback.

Teams can get involved or sit back to enjoy the show, which includes horse breaking and dog training demonstrations, live music, and entertaining stories from the bush. The demonstrations translate into lessons for teamwork, leadership, creating harmonious workplaces and conflict resolution.

The show can be experienced at an eight-hectare site in the town of Katherine between April and October for up to 200 guests, or brought to another location in the Northern Territory. Adapted versions can also be staged in other Australian cities and fit spaces as small as 10x4 metres.

The show's permanent location also serves as an outdoor function space ideal for cocktail parties, long table meals, banquets and cabarets during the dry months of May to September. Participants can also go bush in camping or glamping, and this experience can be organised on request for up to 100 people.



St Regis Singapore opens doors to Caroline's Mansion

Caroline's Mansion is the St Regis Singapore's newest event space, converted from tennis courts.

The function area offers over 370m² of interior space, comprising a pre-event area and foyer, as well as an eight-metre-high ballroom space which is divisible into three intimate venues. Meeting and event fixtures include five projection screens, elevated projectors and lighting equipment, all of which can be controlled via iPads.

The space, which sits adjacent to the hotel's main building and is accessible via a private entrance from the driveway, is named after Caroline Astor, the founding matriarch of St Regis, who was fond of throwing lavish events.



- ADVERTORIAL -

ONE MINUTE with IT&CM Events

IT&CM Asia
Incentive Travel & Conventions, Meetings

EXCITING 2019 HIGHLIGHTS

REGISTER NOW FOR BUYER HOSTING!



Say Hi To Everyone!

NEW

A first reveal of 2019's attendees during this interactive ice-breaker. Get to know who's who before the exhibition and be on the lookout for delegate profiles you want to meet. Open to all delegates from IT&CM Asia and CTW APAC.



Meet The Corporates

NEW

Most efficient platform for IT&CMA exhibitors to meet CTW APAC's corporate buyers. Conducted in speed-dating format with opportunities for introductions and exchanges within the hour.



Brand Showcase Presentations

NEW

Latest developments and updates by the top MICE brands revealed! Open to MICE & Association Buyers and Media.



Exhibition Walk-About

NEW

A guided tour of featured booths and pavilions in this "meet-and-greet" activity. For association buyers only.



Asian MICE Cruise Conference

ENHANCED

Produced by TTGmice's award winning editors, this is the only conference of its kind dedicated to Asian MICE Cruise. Open to all IT&CM Asia and CTW APAC delegates.



ASEAN MICE Forum

REINTRODUCED

Get the latest ASEAN developments and insights from speaker experts from all around ASEAN.



IT&CM Asia Meets CTW APAC Under One Roof

ENHANCED

IT&CMA delegates have even more opportunities to engage and network with CTW APAC Corporate Travel professionals as both events are housed in the same hall.

IT&CM Asia will be held from
24 to 26 September in Bangkok, Thailand.

www.itcma.com

In the pipeline



The Ritz-Carlton Hotel, Bangkok

After Koh Samui and Krabi, Bangkok will be the third destination in Thailand to boast a Ritz-Carlton hotel, the first in the capital.

Opening in 2023, The Ritz-Carlton Hotel, Bangkok will feature 259 guest-rooms, including 32 suites and one Ritz-Carlton Suite, occupying levels 1 to 25 of a 50-storey building.

Facilities will include four restaurants and bars and function facilities. The signature Ritz-Carlton Spa will also be present, and will boast six treatment rooms, wet lounges, whirlpools, saunas and steam rooms.

Located on Wireless Road with views of the adjacent Lumpini Park, The Ritz-Carlton Hotel, Bangkok will occupy a prime location within One Bangkok, a new landmark development expected to open in phases beginning in 2022.



Courtyard by Marriott Nagoya

Courtyard by Marriott Nagoya will open in early 2022 to become the brand's sixth property in Japan.

The hotel will be located in the largest city of the Chubu region, where many Japanese manufacturing companies' headquarters are located including Toyota Motor Corporations in Toyota City.

The 12-storey hotel will feature 360 contemporary rooms including 10 suites. Guests will be able to dine in Nagoya Kitchen, a semi-open kitchen with live cooking stations. Aside from a fitness centre, the hotel will also have a ballroom, divisible by two, and four meeting rooms.



Rosewood Ningbo

Come 2024, a Rosewood hotel will open in China's Ningbo New World Plaza integrated property, located in the city's CBD of Sanjiangkou.

Rosewood Ningbo will occupy levels 43 to 56 of a mixed-use high-rise tower, offering 185 guestrooms and 15 oversized suites with unobstructed views of the urban landscape.

Recreational facilities include an indoor pool, fitness centre, and Sense, A Rosewood Spa on the 55th floor. Other facilities include five F&B options, as well as a 1,125m² grand ballroom, and other meeting facilities totalling an additional 1,055m².



A new InterContinental rises in South Jakarta

The 311-room InterContinental Jakarta Pondok Indah has opened in the heart of South Jakarta, as part of a high-end commercial complex that includes a shopping mall, office tower and golf course.

F&B options span the all-day dining Sugar & Spice, as well as two other watering holes – The Lounge and The Aqua Lounge – plus recreational facilities such as the Fitness & Movement Studio, Inaria Spa and a swimming pool.

Events and function spaces are in abundance at the InterContinental Jakarta Pondok Indah, ranging from the Grand Ballroom that can hold up to 1,100 pax banquet-style to The Studios, Jakarta's first club-inspired meeting space that can hold 120 pax and comes complete with show kitchens. Smaller meeting rooms for up to 20 pax are also available.

Hot deal



Marriott International

Marriott has introduced its Triple Perks+ deal for meeting planners, which enables event planners to enjoy three value-added bonuses for every event booked at a Marriott property.

Bonuses include five per cent off master-billed rooms; triple points on eligible revenue; room upgrades; complimentary rooms; discounted transport arrangements; complimentary welcome cocktails; and complimentary laundry for up to 40 rooms.

Bookings and stays are open from now until June 30, 2019. Terms and conditions apply.

Major UN conference postponed as countries heighten travel warnings

By Feizal Samath

Organisers have postponed the world's largest wildlife conference – Sri Lanka's biggest ever – in the aftermath of Easter Sunday bombings which killed more than 250 people, as the country braces for tighter security and armed guards at key economic centres including hotels.

Sri Lanka was scheduled to host the 18th Conference of the Parties to the Convention on International Trade in Endangered Species of Wild Fauna and Flora (CITES) from May 23 to June 3 drawing 3,000 delegates from nearly 200 countries.

But Geneva-based CITES Secretary-General Ivonne Higuero said in statement that the event has been postponed “out of respect for the victims of the recent attacks and the recognition by the Standing Committee, the Secretariat and the United Nations Department of Safety and Security of the time needed for the government of Sri Lanka to address the current situation in the country”.

This came as several countries heightened their travel warnings. The US Embassy in Colombo said State Department has “ordered the departure of all school-age family members of US government



CITES secretariat is working to 'try and honour' the arrangement; elephants in Sri Lanka pictured

employees in kindergarten through 12th grade. The Department also authorised the voluntary departure of non-emergency US government employees and family members”.

Stating that terrorist groups continue plotting possible attacks in Sri Lanka, the advisory also urged US citizens to reconsider travel to Sri Lanka.

India and China, Sri Lanka's largest tourism source markets, as well as the UK and Canada were among other countries urging their nationals to avoid non-essen-

tial travel to the country.

Tourists arrivals are set to drop by 30 per cent and result in a loss of US\$1.5 billion in revenue this year owing to the attacks, finance minister Mangala Samaraweera told reporters. Tourism is the country's fastest growing economic sector.

Prior to the Easter Sunday atrocities, Sri Lanka's tourism industry was showing healthy growth, Forwardkeys analysis revealed. Flight bookings to Sri Lanka in 2019 (January 1 to April 20) were 3.4 per cent up on the same period in 2018. The tourism highlights were Russia, Australia and China, which showed visitor increases of 45.7 per cent, 19.0 per cent and 16.8 per cent respectively.

But a tidal wave of cancellations has hit Sri Lanka in the aftermath of the Easter Sunday terror attacks, according to ForwardKeys. In the three days immediately after the bombings, cancellations of existing bookings surged 86.2 per cent whilst new bookings fell away. Forward bookings for July and August, which had been running 2.6 per cent ahead of last year, as of April 20, fell to 0.3 per cent behind as of April 23.

Weak ringgit troubles MICE sector

Signs of a challenging business year are clear in Malaysia, where earlier in April, Moody's Investor Service cut its 2019 gross domestic product (GDP) growth forecast for Malaysia to 4.4 per cent, down from the 4.7 per cent projected in January.

Jai Kishan, general manager at New World Petaling Jaya Hotel opines that 2019 will be a challenging year for corporate business and association meetings. “Due to ongoing austerity measures taken by corporate businesses, we had some clients who came back to us to renegotiate for price reductions, or value additions or amendments to signed contractual obligations. Some have also scaled down their event sizes, cancelled their bookings and moved to alternative, cheaper venues,” he elaborated.

Adam Kamal, general manager, Tour East Malaysia, said many corporate companies are more prudent in their spending. He said: “We see more corporate companies organising conference and incentive programmes locally, rather than going overseas.”

To deal with the slowdown, Kamal added that they have adapted to these changes by offering more meetings, teambuilding, and incentive packages in Malaysia and South-east Asia.

Similarly for Kishan, his hotel has also refined their advertising strategy from mass advertising to targeted, focused advertising across all relevant digital platforms.

“As we are still in the process of enhancing our market share, the hotel is responding to meeting organisers by offering exclusive promotional packages, upgrades, relaxed credit terms, value additions of AV equipment, LED Screens, and set ups for repetitive businesses.” – **S Puvaneswary**

UFI, SACEOS develop security modules

UFI and the Singapore Association of Convention and Exhibition Organisers and Suppliers (SACEOS) have launched a new educational initiative on physical and cybersecurity for business events professionals in Asia.

The programme was designed with bite-sized modules where students will learn from a mix of online case studies shared by industry experts, practical tests, and after action tips.

The collaboration began with the MICE Events Security and MICE Events Cybersecurity and Data Privacy modules in Singapore in May. This programme is an add-on for UFI's current educational offers, such as the Exhibition Management Degree (EMD), the Venue Management School (VMS) and the International Summer University (ISU),

Professionals who successfully graduate from one of the three UFI educational offers and at least two modules in SACEOS' Asia-Pacific Executive Development Programme will receive a graduation certificate signed by both associations.



Jakarta's Kuningan district forms MICE alliance

By Tiara Maharani

Alcor MICE – the owner of The Kasablanka Hall – is partnering with nine neighbouring hotels and a transportation supplier to form an alliance to attract more business events to the Kuningan district in Jakarta.

Named Kuningan MICE Alliance, the alliance is banking on its Golden Triangle location advantage.

In the Kuningan district, there are 2,300 available keys across three-, four- and five-star hotels; a 14,000m² event space; and an entertainment complex, all of which Jim Tehusjarana, director of Alcor Prime (holding company of Alcor MICE) believes will appeal to associations and large conferences.

“Unlike other areas in Jakarta, business event facilities in Kuningan district are in close proximity and within walking distance (of each other). Instead of competing, (we decided to) collaborate to develop

Kuningan district (into a competitive) business event destination,” said Jim.

Jim added that the alliance plays to the complementary strengths of members. For example, Alcor MICE has no hotel rooms but owns the district's largest function venue in The Kasablanka Hall, which can accommodate up to 5,000 pax in cocktail style and 2,000 in classroom style. Hotels, meanwhile, have limited meeting spaces with capacity varying between 50 to 1,000 people.

As part of a campaign, the alliance is offering packages with special rates for planners or corporates looking to hold events in the Kuningan area. The customisable package includes venue rental, hotel rooms, F&B and transportation.

Panca Sarungu, senior advisor for business development of Alcor MICE explained: “Package prices start from 1.2 million rupiah and go up to 1.8 million rupiah (US\$128) per pax. These special



Aerial view of the Kuningan business district

rates only apply to events with a minimum of 1,500 pax.”

The Kuningan MICE Alliance will also conduct a series of roadshows directed at companies and government institutions.

Jim said: “We have a short- and long-term strategy. The domestic (corporate groups) is our main focus market, while neighbouring countries like Singapore, Malaysia and Thailand will be the next priority.”

Swan Valley keen to grow incentive travel



Wine and Art Off the Beaten Track

Keen to draw more corporate groups from Singapore, a contingent of industry stakeholders – comprising government officials, tour operators and suppliers – from Swan Valley near Perth, Western Australia descended in Singapore for a media and industry outreach event.

The B2B event in Singapore, dubbed Swan Valley Unearthed, was also timed to coincide with the release of five new tourist trails in the area: Fresh Seasonal Produce; Fine Wine; Wine and Art Off the Beaten Track; Kids in the Valley; and Bushtucker and Beyond. This is in addition to the Sweet Temptations, and Cider and Ale trails launched last year.

Simon Er, general manager business events & marketing, Global Travel, said: “These trails are new ideas for incentive groups, and are different from the usual

routine of tours to Australia. Events like this would help provide us with more ideas we can explore with our clients.”

Breana Lawrie, co-owner of d’Vine Wine Tours, said: “We have a half-day tour that’s great for business travellers, and we can create customised private charters for groups. Unfortunately we don’t see many corporate groups from Singapore yet.”

Corporate groups that d’Vine Wine Tours handles hail mainly from Australia, but her top leisure clients from Asia are Singapore, a market that Lawrie believes has “room for growth”.

Similarly for Edoardo Lissoni, business operations manager of Mondo Nougat, Singapore’s leisure tourists are already a good customer base for the nougat maker.

“We’d like to improve the corporate group segment and that’s why we created a nougat masterclass. You can come to the Mondo Nougat factory in Swan Valley to conduct the masterclass, or we can do it off-site at a client’s hotel. Class sizes vary from 10 to 30 people. Everything is provided, and prices (per pax) vary according to flavours and ingredients. Nowadays, it’s not just about selling a product. It’s about making an experience memorable, something our clients cannot find anywhere else.” – Rachel AJ Lee

In brief

Penang wins ICCA APAC Summit

Penang, Malaysia has been selected as the host city for the inaugural ICCA Asia Pacific Chapter Summit 2019, set to take place from December 5-6.

It will be held at the Setia SPICE Convention Centre in conjunction with the fourth edition of BE @ Penang, co-organised by the Penang Convention & Exhibition Bureau and Anderes Fourdy.

Ascott launches new loyalty programme

The Ascott has launched Ascott Star Rewards, where members will get to enjoy a range of privileges when they book and stay with the serviced residences specialist.

Benefits include year-long 10 per cent off Best Flexible Rates, seasonal offers of up to 50 per cent discount, property opening specials, birthday discounts of up to 40 per cent, early check-in and late check-out, as well as perks such as complimentary airport transfers, room upgrades and breakfast.

MHR unveils booking tool for SMEs

Millennium Hotels & Resorts (MHR) has launched a new corporate bookings product for small- and medium-sized enterprises (SMEs), to manage travel, make itinerary style bookings, cater to team members’ needs and earn rewards.

Benefits on offer include regular room upgrades, 15 per cent off on all dining and events, early check-in and late check-out, and access to club or executive lounge. This new programme is available across all of MHR’s hotels in Asia, Europe, Middle East and the US.



Due data diligence

Stricter rules on personal data protection are coming into place, requiring event companies to make necessary changes in operations to be compliant, writes Caroline Boey

Personal data protection has become a hot topic in Singapore's events industry with those in-the-know saying the matter has to be taken seriously, and policy guidelines and practices to safeguard the collection, retention, use and disposal of personal data have to be put in place under the law.

"It is not enough to play by ear," commented Ralph Hendrich, general manager, Koelnmesse and honorary treasurer, Singapore Association of Convention Exhibition Organisers and Suppliers.

Stricter rules on Singapore's Personal Data Protection Act (PDPA) will come into play in September 2019, and the EU's General Data Protection Regulation (GDPR), which came into effect in May 2018, will also impact the industry.

In 2016, Hendrich took on the responsibility as Koelnmesse's data protection officer (DPO), a role that every events company must create.

Hendrich explained that Koelnmesse mounted a "structured exercise", lasting around three months, to educate staff and third-party suppliers, on

following the strict protocol under PDPA.

To reassure companies still grappling to be PDPA compliant, Hendrich commented that the exercise will not cost businesses tens of thousands of dollars and "is definitely affordable". He added the DPO role "cannot simply be dumped on the human resource or administration manager".

As one of the bigger international players in the region, Koelnmesse received legal and logistics support from its German head office in this aspect.

He advised SMEs to outsource the data management and use a cloud-based solution.

"It is a business investment and part of the business model capability as data protection compliance is increasingly required in RFPs," he said.

"It is the natural process of digitalisation as businesses move into cloud-based e-invoicing, social media presence, the integration of customer relationship management and 24-hour connectivity."

Meanwhile, the managing director of a PCO, which organises regional events and is starting its personal data pro-



"(The data protection officer role) cannot simply be dumped on the human resource or administration manager."

Ralph Hendrich
General manager,
Koelnmesse

tection exercise, suggested the industry look into introducing professional insurance, like medical insurance for doctors, to protect industry members.

"We will have to be prepared to incur additional business costs if we are expected to be personal data protection compliant," the PCO director said. "I do not know yet if insurance costs will increase, and how much additional cost

the mandatory DPO role will also incur.

"There is nothing much we can do for events we have bid for, but clients need to know they have to incur more cost," she added.

Kenny Goh, founder of event technology company MICE Neurol, said personal data protection involves technical and legal issues, and he has observed a "gap between the legal world and industry practice".

"Lawyers may not be the best option, as there are no lawyers that specialise in MICE," he said.

Goh suggested events organisers and owners use "data controllers" who can prove that everything has been done to be compliant.

"What is needed is a centralised system for tracking data and the data controller is accountable for the data," Goh added. "In order to control and map the data, the data controller has to be a professional data proxy.

"And if data collection, tracking and distribution is not an event company's core competency, then it is best the role be outsourced, because a processing platform and software has to be in place and tailor-made for different events to be in compliance."

The challenge facing some companies, Goh noted, is that clients often want a one-stop solution and event players end up having to offer every kind of service.



Hangzhou promotes itself as the New-economy MICE destination for Singapore's buyers

A roadshow with the aim of promoting Hangzhou as the destination for conferences aimed at 'new economy' industries was held at Singapore Marriott Tang Plaza Hotel on March 20. The event is part of Hangzhou's latest efforts in further expanding its international presence in the meetings, incentives, conventions and exhibitions (MICE) sector.

Singapore is a major target market for Hangzhou as the Chinese city embarks on the next stage of development of its MICE sector. A report by the International Congress and Convention Association (ICCA) says, Singapore remains Asia Pacific's top international meetings and conventions city, boasting a large number of professional conference organizers and a mature MICE industry chain, in addition to access to resources welcomed by buyers and years of accumulated experience in hosting and managing MICE events, all of which are vital factors in Hangzhou's pursuit of significant enhancements to its own MICE industry. The roadshow, Hangzhou's first ever promotion of its MICE offerings in Singapore, is expected to help the Chinese city enhance its competitiveness across the sector.

The roadshow, organized by Business Events Hangzhou, in partnership with eight leading MICE service providers, delivered an in-depth presentation to 28 Singapore-based MICE service buyers on why Hangzhou should be the go-to destination for 'new economy' conferences. In addition to world-renowned scenic beauty and a profound cultural heritage, Hangzhou has built for itself distinct advantages in terms of the development of the smart internet, fintech and sustainable energies alongside culturally-focused creative industries and new retail. The combination of the growing footprint in both the MICE and the new economy sectors has created a mutually beneficial virtuous circle.

Liu Ping, the MICE ambassador for Hangzhou, elaborated on the city's innovative approach by giving a presentation on some of the award-winning tourism products as well as reviewing exemplary MICE cases, the strong competences of local service providers and the favorable government policies, while AONIA group of companies founder & CEO and meetings veteran Daniel Chua teamed up with SACEOS (Singapore Association of Convention and Exhibition Organisers and

Suppliers) vice president Anthea Tan to reach out to Hangzhou-based MICE service providers during a seminar with the theme of how meeting and meeting service buyers can benefit from fast-growing MICE destinations. The eight service providers from Hangzhou expressed their interest in collaborating with Singapore-based meeting service buyers and enterprise-class buyers.

As an emerging destination for 'new economy' conferences, Hangzhou has sped up its work in connection with the city's ongoing transformation into a prime destination for international conferences while further enhancing the upgrade of all related services to ones that meet all international standards, and, in doing so, gradually transition the city from one that draws in clients based chiefly on its tourism resource advantages to one that includes its industry advantages as a strong selling point.

Hangzhou.
inspiring new
connections



TECH POWER

Asia-Pacific convention venues harness modern technology to create stellar event experiences. We discover cutting-edge navigation systems, advanced communication support, and sniff out what else is on the horizon

AUSTRALIA

Adelaide Convention Centre

TECHNOLOGY PROWESS: Adelaide Convention Centre (ACC) has indicated that with its investment of more than A\$15 million (US\$10.5 million) into technology over the past three years, it is now one of the world's most modern and technologically advanced meetings and events venues, with significant redevelopment in Audiovisual Technology.

Key upgrades have been made to the venue's audio, lighting, visual and signal distribution systems to enhance events as immersive experiences. This includes larger HD screens to a cutting-edge X80 Spyder image processor, the first-of-its-kind to be fitted to an Australian venue, and LED lighting.

An expert in-house technology planning team is also on hand to customise solutions for individual clients. This team continuously monitors industry trends and new technologies to ensure the venue remains at the forefront of the industry. The ACC has also invested heavily in its tech team over the past year, growing its staff by about 20 per cent, and employing a dedicated technology innovation & planning manager.

Spacial flexibility is another significant feature. The combination of hinged seating, operable walls and the world's largest rotating drums (two revolving auditoriums) enable the venue's main Plenary Hall to be arranged into more than 15 different configurations.

– **Adelaine Ng**

ICC Sydney

TECHNOLOGY PROWESS: As a revitalised building, ICC Sydney has prioritised



A Sibos meeting held in a room at the ICC Sydney



ACC's use of their new Christie X80 Spyder image processor to create four 27-metre wide projection walls for the Santos Tour Down Under earlier this year

investments to provide technologically enhanced meetings, supported by a dedicated on-site technology team. A Digital Media Suite provides sophisticated production opportunities from content creation, still and full motion graphics and visual displays, to video and audio recording and editing.

The centre also boasts a high density wireless network designed to support transient user patterns, allowing for the creation of event experiences that meet inspired imagination. There's also a Speaker Preparation Centre which provides optimal technical facilities for event preparation and a hub where speakers can familiarise themselves with the venue's meeting room ICT infrastructure.

Digital infrastructure comes complete with a comprehensive cybersecurity management platform, plus dedicated bandwidth options to scale from a single user connection to group packages with unlimited data use and personalised support for attendees. The high-speed connectivity supports thousands of simultaneous

users. As an example, the recent Sibos event had 7,000 concurrent Wi-Fi users – all with 100 per cent up time connectivity and the exhibition featured multiple interactive zones with live activations, which included custom audiovisual setups that catered for each individual stage.

There's also complimentary high-speed public Wi-Fi with 980 access points throughout the venue. – **Adelaine Ng**

INDONESIA

Bali Nusa Dua Convention Center

TECHNOLOGY PROWESS: The Bali Nusa Dua Convention Center BNDCC offers Wi-Fi infrastructure that can accommodate up to 10 Gbps. Throughout BNDCC 1, BNDCC 2 and the Bali Nusa Dua Hotel, 485 access point are available which can be set to WDS (Wireless Distribution System), support LAN over Wi-Fi, with LAN ports available in all function rooms with UTP Cat 6, or fibre optic that can support 100/1,000 connection.

Fiber optic is also available in all function rooms, separated from the Wi-Fi and LAN network. This network can also be integrated to the networks of other properties within the Indonesia Tourism Development Corporation (ITDC) compound. As an example, such network integration was done during the 2018 Annual Meetings of the International Monetary Fund and the World Bank Group.

Digital signage monitors are also available in all function rooms, and support text format, picture and video.

– **Mimi Hudoyo**

Jakarta Convention Center

TECHNOLOGY PROWESS: Jakarta Convention Center (JCC) is equipped with everything required for small meetings and large conventions. From small music

chambers to multiple stage music concert festivals, or a small showcase to large international tradeshows, the centre offers sophisticated stage lighting, complicated rigging structures, powerful sound systems, extra-large LED screens with multimedia, high-speed internet and real time live streaming.

For example, JCC held an event for Bank Indonesia's annual report event, which made use of a 2.5mm thick x 26m wide x 5m high LED screen and electronic accessories to project extensive graphical content, and was broadcast via live streaming to the bank's Youtube channel.

The convention centre also hosted the annual report for the Indonesia Supreme Court and used a 2.5mm thick x 40m wide x 5m high LED screen and several other smaller LED screens (123m²) which enabled live streaming to the court's Youtube channel. – **Mimi Hudoyo**

Indonesia Convention Exhibition

TECHNOLOGY PROWESS: Indonesia Convention Exhibition (ICE) in Tangerang, Banten features audiovisual facilities, fast Internet connection, CCTV security, and a sophisticated booking system.

Its LCD screens are equipped with audio features, alongside quick broadband Internet to support all types of events. CCTV cameras have also been installed throughout the building.

The venue also implemented Ungerboeck Software International's all-inclusive event management software system for venues and facilities that integrates CRM, sales, finances, and bookings. – **Mimi Hudoyo**

JAPAN

Pacifico Yokohama

TECHNOLOGY PROWESS: Pacifico Yokohama in Nishi-ku, Yokohama, is consistently named as the best business events facility in Japan.

The convention centre has placed the highest priority on delivering a cutting-edge communication environment that includes easy-access Wi-Fi and a high-speed communications network. This will be extended into the adjacent Pacifico Yokohama North wing when it opens in the spring of 2020. The latest addition to the facility will cover approximately 47,000m² and include the largest multipurpose hall in Japan, with capacity for 6,000 people. Other levels on the new six-floor facility will have 42 conference and meeting rooms.

For users, Pacifico has the most modern video and visual equipment available, as well as digital signage. The security of delegates is a high priority, with an advanced surveillance system monitoring the entire area and IC card keys in use throughout the facility. Pacifico is also proud of its green credentials and has LED lighting and a system that recycles fully 93 per cent of the industrial waste generated at the site.

ON THE HORIZON: Pacifico is planning to increase the high-speed communications capabilities within its facilities, including seamless links with Pacifico Yokohama North, but is also committed to limiting its environmental footprint through reducing material costs and efficient use of energy, including through a co-generation system that recycles and

makes effective use of waste heat.

– **Julian Ryall**

Osaka International Business Center

TECHNOLOGY PROWESS: With nearly 73,000m² of exhibition space, Osaka International Business Center (INTEX Osaka) is the third-largest facility of its kind in Japan and has been selected to host a two-day summit in late June that is the culmination of the first Group of 20 nations' meetings to be held in Japan.

The latest addition to the exhibition centre's facilities is the VIP Finder, a support solution created with the business events sector in mind that provides access control, navigation within a facility, improved accuracy of business matching and evaluation reporting throughout the duration of the event. Based on the Genavis positioning platform, VIP Finder takes its location cues from numerous positioning sensors located throughout the venue, giving it an accuracy within a couple of dozen centimetres. One of the features of the system is in-house navigation that allows individuals to find each other on a plan of the exhibition centre and meet each other.

The system also enables users to search for other visitors' locations and, using mapping technology, will guide a user to the location of another individual. It increases efficiency and reduces the time it takes to locate other people, while also providing extensive feedback to organisers in the form of heat maps that identify where visitors to an event spent the most time, bar charts that show how long visitors spent in specific areas of the event, and visual diagrams of the relationships between different areas of the event based on the movement of delegates.

ON THE HORIZON: In cooperation with the Osaka Convention and Tourism Bureau, INTEX Osaka will launch the Osaka Free Wi-Fi service for foreign visitors who are not signed up for Japanese Wi-Fi providers in August. The unlimited and free internet access service will be available at approximately 5,000 locations throughout the city, including major stations, while a "lite" version will limit access to four hours a day. – **Julian Ryall**

MALAYSIA

Malaysia International Trade and Exhibition Centre

TECHNOLOGY PROWESS: Malaysia International Trade and Exhibition Centre



Bali Nusa Dua Convention Center hosted Our Ocean Conference 2018

NO MORE BORING MEETINGS

NEW AGENDA: MEETINGS REDESIGNED

Centara wants to make your meetings more stimulating and effective. So we developed a fresh new approach. It starts with out-of-the-box thinking about venues. How about a breathtaking rooftop above the city? A pavilion in a tropical jungle? A room on stilts above a Maldivian reef? Whatever your scope and purpose, we can suggest something unique.

Then we'll give you creative ideas for team-building and networking, all personalised to your needs by an experienced meeting planner who will be your one-stop contact before, during and after your event.

Think beyond tables, projectors, pads, and coffee breaks. Find out how we can re-energise your next meeting by visiting centarahotelsresorts.com/mice.



THAILAND

MALDIVES

OMAN

QATAR

SRI LANKA

VIETNAM

Cover story

(MITEC) in Kuala Lumpur set the pace for the latest in wireless, 4G telecommunications and digital audiovisual facilities.

Its technologies include an extensive LAN setup, digital voice communication via IP network, IP video-conferencing facilities, video streaming, wireless conference microphones and high-speed internet connectivity both wired and wireless. The venue's facilities include 43-inch TV tree signage, video walls at foyers of each level, pre-function 43-inch LCD screens at each hall, and an LED outdoor screen.

MITEC has enhanced its audiovisual capabilities by partnering with event services to offer a complete event staging solution, superior audiovisual production, creative styling and multimedia design, as well as innovative event technologies. The venue can also cater for a variety of AV requirements and is equipped with static rigging points in all its major venues.

ON THE HORIZON: In 2H2019, MITEC will update its website with a chatbot and offer Malay and Chinese languages.

It will also roll out the Exhibitor

Service Centre digital platform later this year, which will allow clients to complete applications, manage documents, submit orders for services including audiovisual, stand catering, resources and make payments from the comfort of their own office.

The venue will also be investing in an e-event evaluation and feedback digital platform for a seamless client experience management. – **S Puvaneswary**

Kuala Lumpur Convention Centre

TECHNOLOGY PROWESS: Kuala Lumpur Convention Centre has major Internet service providers connected to the building, enabling the centre to provide customised Internet bandwidth on demand and monitoring capability.

The centre is also equipped with 10G fibre backbone, enabling support of heavy multimedia streaming and other related IT services that an event organiser may require. It also offers a flexible speaker preparation set-up based on client requirements.

The IT backbone and network infrastructure is designed to be as flexible as possible to cater to any complex client requirements. Meanwhile, in-house technical teams will work closely with clients to assist them in using the centre's technology infrastructure for a seamless event experience.

ON THE HORIZON: The centre is looking at offering value-add services for clients, such as enhanced speaker and audience engagement tools, as well as key learnings and analysis from data collected at the venue to help clients improve their events. The centre will also be installing enhanced digital signage throughout the venue to provide a more engaging and interactive experience for visitors.

– **S Puvaneswary**

Borneo Convention Centre Kuching

TECHNOLOGY PROWESS: Designed for speed, Borneo Convention Centre Kuching's Wi-Fi provides wireless service for up to 8,000 users to stream on multiple devices simultaneously at any one time without interruption.

In addition, the high speed, high density and secure wireless connectivity service requires no login, passwords or inputting of personal data, and is ad-free. For clients who require even more speed or bandwidth, custom options are available for purchase.

The convention facility also offers a dedicated speaker support centre with secure network linking all meeting rooms. An in-house team of technicians will assist in setting up the workstation and connecting to the dedicated system for the purpose of uploading, reviewing and making last minute changes to the presentation slides, with the aim to provide seamless experiences for both the organisers and speakers. – **S Puvaneswary**

Setia SPICE Convention Centre

TECHNOLOGY PROWESS: Setia SPICE Convention Centre in Penang is Green Building Index-certified, and runs on hybrid solar power provided via solar panels on the Setia SPICE Aquatic Centre.

Setia SPICE's roof also comprises 654 LED lights where the colours can be customised by the organiser to suit the theme of an outdoor event held at the roof garden or display the corporate colours of the organisation.

Indoors, the ballroom can project live feeds out to the Grand Foyer, meeting spaces or any other venue at Setia SPICE, so that proceedings in the ballroom can be viewed live in other event areas.

The convention centre works with a number of Internet service providers to meet the bandwidth requirements of organisers. As an example, the convention centre has successfully held a meeting for 15,000 delegates, where everyone was able to connect their devices to the Internet at precisely the same time.

– **S Puvaneswary**

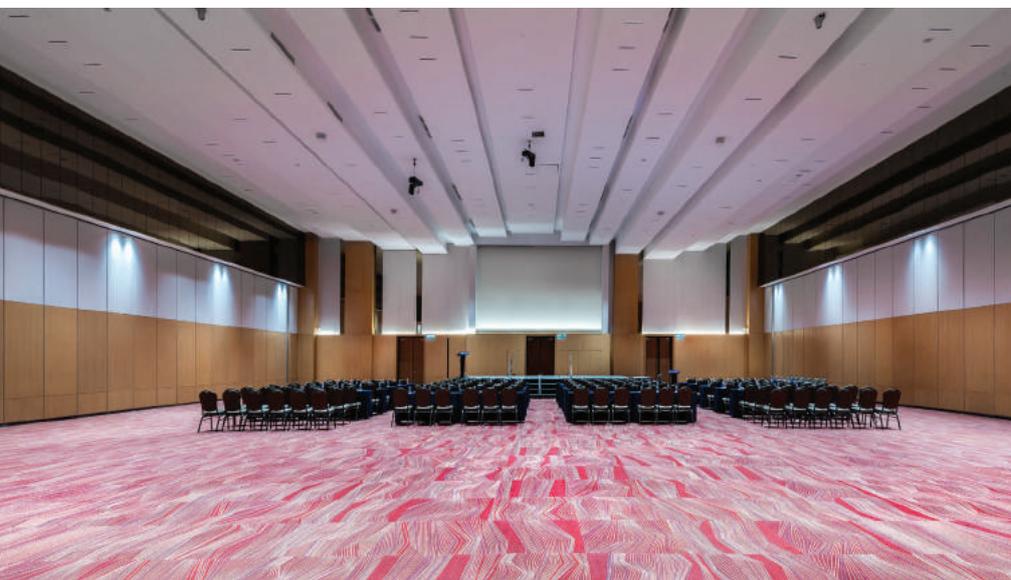
PHILIPPINES

Philippine International Convention Center

TECHNOLOGY PROWESS: An IT support team is on hand at Philippine International Convention Center (PICC) in Pasay



From above: Kuala Lumpur Convention Centre's AV Room and Production Suite; a ballroom in Penang's Setia SPICE Convention Centre



City to address the IT requirements of clients such as wired and wireless internet connectivity, virtual private network (VPN), web casting, video streaming and video conferencing anywhere within the convention centre.

Meeting rooms feature simultaneous interpretations system, from a minimum of two to a maximum of seven languages. PICC also features ramps, porchliffs and elevators for physically challenged delegates.

With respect to security, the convention centre has installed more than 200 CCTV cameras throughout, while the entrance is equipped with baggage X-ray machines and metal detectors.

The convention center is also a Wi-Fi zone. All function and meeting rooms have dedicated wired and wireless local area network control by unified tread management for Internet bandwidth speed allocation. – **Rosa Ocampo**

SMX Convention Center Manila

TECHNOLOGY PROWESS: SMX Convention Center Manila has Wi-Fi, LAN, audiovisual equipment, and telephone connectivity. Its two lobby areas offer complimentary Wi-Fi and LED television monitors for event announcements.

The five pillarless second-floor function rooms are also outfitted with colourful LED lights for a touch of drama and LED television portals at each entrance.

The escalators within the facility, as well as the lights in all rooms, are operated by motion detector sensors that allow them to turn on and off automatically depending on the actual foot usage, thereby reducing energy consumption. All restrooms also have automatic sensors for the faucets and toilet flushers to reduce water wastage.

Additionally, safety and security are assured through CCTV security cameras with face recognition technology that scans and identifies faces 24/7, alongside an automated fire alarm system. – **Rosa Ocampo**

Marriott Grand Ballroom

TECHNOLOGY PROWESS: Marriott Grand Ballroom (MGB) in Pasay City features SkyFold technology that subdivides the venue in a mere five minutes by simply pushing a button that lowers the vertical folding partitions from the ceiling.

It also has a floating ceiling of pillow lights that can be raised, lowered and changed into 360 colours for dramatic lighting effects.



ASEAN leaders commit to safeguard the rights of migrant workers during a signing held at the Philippine International Convention Center

MGB also provides six skyboxes for aerial views overlooking events; high steel platform structures that make decorating easier and more creative; a 26m-long catwalk for staging professional sound, light and technology display; and nine utility boxes that provide exhibition suppliers with data, Internet, water and drainage. – **Rosa Ocampo**

SINGAPORE

Marina Bay Sands Expo & Convention Centre

TECHNOLOGY PROWESS: The Marina Bay Sands Expo & Convention Centre is equipped with an inventory of industry-leading audio-visual technology.

Almost 100 projectors can supply from 6,200 lumens for small meetings to 26,000 lumens for larger events. In 2018, the venue upgraded its video projection equipment to new-to-market Panasonic Laser 21k lumens projectors, which produce brighter and more vivid picture quality. As part of its basic meeting package, all clients are now guaranteed higher quality image projection during their events with the new 5.5k Panasonic laser projectors.

In terms of lighting equipment, the venue is served by the VL4000 spot & wash – boasting an immense output of 35,000 lumens for spot lighting and 43,000 lumens for wash lighting – as well as JB lightings A12, which are known for their different dimming curves and camera modes to ensure flicker-free performances even during live feeds. Last year, the convention centre also added 150 new lighting fixtures that can be used for a range of indoor and outdoor events.

Smaller venue spaces are also well-

equipped to support more intimate venue requirements. This includes the recently added L Acoustic ARCS Focus and SB18m speakers, which are optimised to deliver the best sound quality for smaller spaces.

As more events incorporate social media and mobile applications, the venue has upgraded its Wi-Fi infrastructure and bandwidth to feature not only vast and high speed, but also the ability to be fractionalised and customised to suit individual event needs. The MICE spaces also feature a 1GB fiber optic backbone.

– **Pamela Chow**

Singapore Expo Convention & Exhibition Centre

TECHNOLOGY PROWESS: SingEx, the operator of Singapore EXPO Convention & Exhibition Centre, is embarking on a business transformation that includes a host of upgraded technological capabilities.

As free Wi-Fi is a basic for events, the service has now been enhanced and the user experience differentiated for each of SingEx's stakeholders, such as organisers and visitors. The improved Wi-Fi service can now also generate insights through capturing various data like visitor footfall, dwell times and traffic flow.

SingEx has also rolled out Interchange 1.0, the pilot version of a community engagement database comprising industry leads, customers, partners, providers and challenges.

ON THE HORIZON: Launching in July are the Exhibitor Service Centre, an e-commerce portal allowing clients to select event offerings such as Wi-Fi, customised F&B, and utensils; as well as technology enhancements to upcoming



LAS VEGAS SANDS EXPO SEPTEMBER 10-12, 2019

TIME TO BUST THOSE MYTHS

When you're this popular, silly assumptions surface. You should know the full truth about IMEX America:

TRADE SHOW IN OVERDRIVE

We're the country's biggest for incentive travel, meetings and events. **PLUS**, you'll engage in expert-led learning and peer-to-peer connections.

IT'S TOTALLY FREE

For the **ZERO DOLLARS** it costs to attend, expect a ton of value.

FRESH INNOVATIONS EVERY YEAR

In 2019, like our eight previous shows, benefit from new content, exhibitors and experiences.

GLOBALLY FOCUSED

The vast majority of planners come from North America, to do business internationally as well as at home.

APPOINTMENTS ARE POWERFUL

And **ALL BUYERS** can book them. Explore fresh ideas and make real deals with your choice of 3,500 suppliers from 150 countries, right on the show floor.

*Prepare to join us and register now.
IMEX America truly does arrive early, in September!*

IMEXAMERICA.COM
#IMEX19

Cover story

F&B offerings, including point-of-sale system and a central kitchen management system.

SingEx also continues to look into bolstering its data governance and reporting, as well as establishing partnerships to leverage stronger data analytics.

– Pamela Chow

SOUTH KOREA

COEX Convention & Exhibition Center

TECHNOLOGY PROWESS: With connectivity now a must for events, Coex in Seoul offers free public Wi-Fi for visitors and event attendees. For events that require a more sophisticated high-tech touch, the venue also houses a dedicated in-house technology service provider.

Last year, Coex worked with the Korea Tourism Organization to shoot and launch a virtual reality (VR) simulation of the centre and its surroundings, enabling planners to remotely view and tour specific event spaces in Coex. The VR tour explores all four exhibition halls and 55 meeting rooms, the entire internal layout of the centre, as well as its surrounding cluster facilities, such as Coex's hotels.

Also enhanced last year were 15 meeting rooms in the Conference Room North section, which were fitted with features such as programmable digital information displays, fingerprint scanning door locks for registered event organisers and door cameras that allow clients to view if the room is occupied.

And, as part of its green initiative to promote sustainable practices, Coex has installed charging stations for electric vehicles on its rooftop parking lot. – Pamela Chow

Preparing for an event at IMPACT Muang Thong Thani



Pattaya Exhibition and Convention Hall in a banquet set-up

THAILAND

IMPACT Muang Thong Thani, Bangkok

TECHNOLOGY PROWESS: IMPACT Muang Thong Thani offers more than 140,000m² of indoor meeting space, and as such a large operation, has made sustainable efforts to reduce energy consumption by installing LED lighting technology – worth more than 44.5 million baht (US\$1.4 million) – in most of its buildings such as the main IMPACT Arena, the facility's eight exhibition halls, and numerous meeting rooms.

IMPACT has also recently upgraded its venue mobile app, which allows users to access real-time traffic conditions around the venue, availability of car parking slots, directions to the halls, promotions and an event calendar.

To increase productivity and operational efficiency, IMPACT has also rolled out a customised enterprise resource planning system that can integrate the management of its core business processes in real time. This helps IMPACT respond to the needs of clients efficiently. Previously, problems arose when IMPACT worked with separate IT software and programmes that were not integrated.

ON THE HORIZON: IMPACT is studying the feasibility of adopting solar technology, a sustainable energy source that can help it further reduce its carbon footprint. The venue will also install more LED information displays around the venue.

– Rachel AJ Lee

Pattaya Exhibition and Convention Hall

TECHNOLOGY PROWESS: Pattaya Exhibition and Convention Hall (PEACH), under the flagship of the Royal Cliff Hotels offers fast and reliable Wi-Fi which has the capability to serve more than 2,500 devices simultaneously, and support all multimedia and cloud applications. Most importantly, the Wi-Fi is secure and difficult to hack.

Secondly, the event space boasts interactive digital signage and wall displays all throughout, allowing planners and organisers to present photos, videos and important information effortlessly to event delegates. In the event of unforeseen circumstances, schedules can be quickly modified and updated easily on these screens.

Finally, PEACH has just launched its new website, chock-full with features for planners, making it easy for them to obtain information when planning events. There's also an event inspiration page, where planners can take a look at past events to get their creative juices flowing.

ON THE HORIZON: PEACH is constantly on the lookout for new technologies, and will invest in it where appropriate. Discussions with companies in the following fields – multilingual interpretation system, advanced lighting technologies, augmented reality, guest messaging apps – are currently underway. The centre is also looking at increasing more oxygen in meeting rooms to enhance productivity.

– Rachel AJ Lee



Breaking into international waters

From above: Jeju Island is an inviting destination to host international business events; a rendering of Grand Hyatt Jeju's lobby

Traditionally reliant on domestic demand, Jeju Island's business events players are rolling out new strategies to woo incentive and teambuilding groups from around the world. By **Pamela Chow**

Beloved as South Korea's resort town, Jeju Island has built its business events foundations on strong domestic demand; and while the destination receives a sizeable share of international leisure travellers, more operators on the island have recently begun to actively court foreign incentive and teambuilding groups.

This push comes after the opening of integrated resort Jeju Shinhwa World in February 2018.

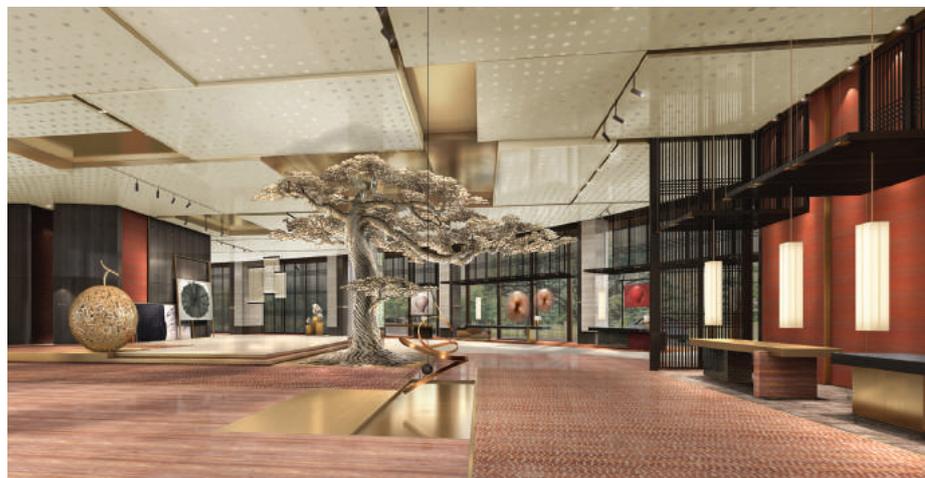
The project has brought, and will continue to bring, a host of large-scale accommodation options such as Jeju Shinhwa World Landing Resort with 615 keys; Jeju Shinhwa World Marriott Resort currently with 486 rooms (572 when fully opened this year); and 342 serviced suites at Somerset Jeju Shinhwa World. Also launched within the resort is Jeju's largest convention venue – the Landing Convention Centre.

A medley of upcoming hotel open-

ings this year and next is expected to give Jeju an additional boost. These include the 533-room Shinhwa Hotel & Resort, Jeju Shinhwa World Four Seasons Resort & Spa with 240 keys, as well as Grand Hyatt Jeju with 1,600 rooms and around 1,200m² of meeting space.

"Jeju has been one of Asia's top

incentive destinations, and Jeju Shinhwa World is a new attraction that has helped us gain more interest. In December 2019, we are looking forward to the opening of the Grand Hyatt Jeju, which will focus on attracting groups with its casino and MICE facilities," said Kim Jin-Bae, secretary general of



“Our company has been around for 29 years, but we’ve only catered to domestic groups. Now, we are beginning to expand and bring in groups from around Asia.”

Kang Hyejin
Senior staff, Moong Chee

Jeju Convention & Visitors Bureau (CVB).

Kim explained that Jeju CVB has begun its push into markets around Asia – such as China and Japan – through targeted support schemes. For example, Chinese incentive groups of more than 100 pax staying on the island for at least one night can enjoy a subsidy of 10,000 won (US\$8.80) per attendee.

The strategy differs for other Asian markets, which enjoy support not just for incentive tours, but also for hosting international conventions and meetings. Under this programme, other Asian incentive groups of more than 30 overseas participants staying at least one night are also eligible to receive a 10,000 won subsidy per attendee.

To step up outreach in Asia, Jeju CVB participated in IT&CM China in March with a standalone pavilion and a delegation of travel agencies and activity operators.

Encouraged by Jeju CVB’s efforts, operators in Jeju have also expanded their sights, and have focused on the potential of corporate groups from around Asia.

Kang Hyejin, senior staff of travel agency Moong Chee, shared: “Our company has been around for 29 years, but we’ve only catered to domestic groups. Now, we are beginning to expand and bring in groups from around Asia. We are starting with China first by attending trade shows like IT&CM China and learning Mandarin.”

As Moong Chee has seen increasing demand for activities that feature Jeju’s culture and local lifestyle – such as trekking, traditional medicine preparation and farming – it introduced the Batdam Festival in 2015 to showcase Jeju’s rich farmlands and harvests, said Kang.

Similarly, luxury yacht operator Grande Bleu Yacht Tour has changed one of its routes to feature a lesser-known natural attraction,

DEVELOPMENTS TO WATCH

1 Following the announcement of the New Southern Policy last year, South Korean President Moon Jae-in has invited the leaders of South-east Asian nations to special summits planned for South Korea next year. These include a Korea-ASEAN summit and the inaugural Korea-Mekong summit. Moon has also set up a presidential committee to detail its strategies under the policy.

2 The Korea Tourism Organization (KTO) has launched a service under its Tourist Complaint Center to aid international visitors who have received discrimination during their time in Korea. Previously focused only on inconveniences, the Tourist Complaint Center now also enables foreign visitors to seek redress for discriminatory incidents on the phone or online through the National Human Rights Committee.

3 Air New Zealand will begin a thrice-weekly service to Incheon International Airport from November 23, 2019, flying up to five times a week on this sector during the peak holiday period from December 23 to February 22, 2020. The route will be flown with a Boeing 787-9 Dreamliner aircraft with a flight time of around 12 hours northbound and just over 11 hours southbound.

TALKING NUMBERS



49,383

The number of international business events visitors to Jeju Island in 2018

2,302

The total number of rooms that will be offered by all five hotels in Jeju Shinhwa World

1,440

The size, in square metres, of the Landing Ballroom in Landing Convention Centre, making it the largest in Jeju

The island’s largest multipurpose venue – Jeju Shinhwa World Landing Convention Centre

the Jusangjeolli Cliffs, after receiving more incentive groups for its private cruises.

“We have hosted many large corporations, companies and universities from different industries, both Korean and international. About 88 per cent of our incentives business comes from Korean companies, but we would like to grow our interna-

tional market, which is why we have started exhibiting at foreign trade shows like IT&CM China,” explained Jessica Her, general manager of Grande Bleu Yacht Tour.

To reach its top international source markets, which include Malaysia and Singapore, Grande Bleu Yacht Tour plans to participate in more tradeshows in the region.



An automobile exhibition at Cotai Expo, located within The Venetian Macao

Macau bridges MICE gap

With the opening of the world's longest cross-sea bridge linking Macau with the Greater Bay Area, the city's business events future is on the right track. By **Prudence Lui**

The exhibition business in Macau demonstrated stable growth in 2018, having hosted 60 exhibitions – an increase of nine events year on-year – and welcomed more than 1.8 million delegates, an increase of 10 per cent over the previous year. Of that total, 1.4 million delegates came from 25 exhibitions that each drew 20,000 or more delegates.

While these numbers are trending upward, Alan Ho, chairman of the board of directors for the Macau

Convention & Exhibition Association said Macau can do better, adding that the destination has fallen behind in terms of exhibition business because of the larger focus on conventions.

He said the city also has a number of hurdles to overcome before considerable growth in exhibitions can be expected.

“Macau's exhibition business only took off recently,” Ho said. “However, I hope several major challenges can be addressed. First, Macau lacks professional buyers. Second, Hong

Kong is already renowned as a logistics and commercial hub, and Macau cannot compete right now. Third, venue rental may not be expensive in Macau, but with booth construction and logistics costs, expenses end up higher than Hong Kong. Finally, stringent customs regulations in China make exhibiting commodities and material from the Gongbei Border (of Zhuhai) into Macau extremely slow and costly because they are taxed. This is daunting for organisers.”

Regardless, Ho projects that the exhibition sector will have “single-digit growth from 2019 to 2020”.

On a more positive note, the world's longest cross-sea bridge linking Hong Kong, Zhuhai and Macau is expected to boost B2B business within the Greater Bay Area (GBA).

The Macao Trade and Investment Promotion Institute (IPIM) said the goal is to integrate Hong Kong and Macau with nine mainland Chinese cities in the GBA. In addition, the bridge now offers 24-hour accessibility to Macau from the Hong Kong International Airport, and this is expected to have a positive long-term



impact on the growth of large-scale corporate events.

Mark Cochrane, managing director of Hong Kong-based Business Strategies Group said that it's too early to see an impact on events in Macau, but he expects improvements will be made further down the road.

"The impact on the Macau MICE industry will be longer term as the GBA integration continues. As infrastructure continues to improve, Macau will enjoy better connectivity around the region. The bridge is already starting to see growth in traffic and usage, which will help Macau in the long run.

"But if you ask about the impact of the bridge on MICE events, I haven't seen the driver of change yet. It may take five years for the integration of GBA, so I am looking at a five-year window," Cochrane said.

He pointed out that with government support, Macau has done really well in the past five years in terms of net exhibition space sold, which has increased from 140,000 m² to 220,000m².

"The Macau government and

IPIM are committed to grow not only the exhibition business, but meetings, incentives and conferences too," Cochrane noted.

Elsewhere in the city, Macau's integrated resorts are optimistic that the bridge will bring more exhibition business over the long-term.

Stephanie Tanpure, vice president of sales for Sands China, said: "We feel that with the Guangdong-Hong Kong-Macau-GBA initiatives, we may see positive business impact, but this is probably years down the road; potentially 2022 is when we will see a substantially developed (area).

"We are also very excited that the bridge supports the GBA initiatives in terms of mobility, connectivity and collaboration, as (such initiatives will) play a vital role in elevating Macau's competitiveness in the global meetings industry."

Tanpure shared that Sands China has some "exciting projects they are working on", and are confident that as these are brought to the market, positive results will follow and the international meetings business will continue to grow.

Victor Lau, assistant senior vice president, hospitality and leisure sales, of Galaxy Macau, shared that he has started to receive new business events enquires thanks to the new bridge connection.

"The opening of the Hong Kong-Zhuhai-Macau Bridge is exciting for the Macau MICE market, as overseas guests can enjoy more convenient transportation and flight options."

Cochrane added: "You've got The Venetian Macao's huge event space and Galaxy Macau is also building a new space. It's good to have strong venues like these to help grow Macau's MICE business."

"As infrastructure continues to improve, Macau will enjoy better connectivity around the region. The bridge is already starting to see growth in traffic and usage, which will help Macau in the long run."

Mark Cochrane
Managing director,
Business Strategies Group

DEVELOPMENTS TO WATCH

1 Sands China is currently transforming Sands Cotai Central into a new integrated resort known as The Londoner Macao which will feature additional function spaces, retail shops, and restaurants.

2 Galaxy Entertainment Group's phases three and four – when complete – will offer approximately 4,500 hotel rooms; more than 37,000m² of event space; a 16,000-seat multipurpose arena spanning more than 46,000m²; dining offerings; retail and more.

3 With Macau having earned UNESCO status as a Creative City of Gastronomy, the Macau Convention & Exhibition Association is in the midst of preparing a brand new Food and Beverage Expo in 2H2020 at The Venetian Macao.

TALKING NUMBERS

1.8 million

The approximate number of delegates who participated in Macau exhibitions in 2018

25

The number of incentive groups that visited Macau in 2018, down from 45 in 2017

1,427

The number of business events held in Macau in 2018, up by 46 events over 2017



Selangor steps into the limelight

This western coastal state has been a perennial sidekick to Kuala Lumpur for a long time. That is all about to change, writes **S Puvaneswary**

With the arrival of new infrastructure, combined with the Selangor state government's efforts to attract more international business events – in partnership with Tourism Selangor – over the past couple of years,

Selangor is now making a name for itself.

Abdul Rashid Asari, Selangor state government chairman of standing committees for cultural and tourism, Malay tradition and heritage, shared: “The state government of Selangor started to seriously look at business events in 2015, a year after the

national general election, when the opposition party won the mandate to run the state.”

He added that promotions of Selangor's business events offerings have continued this year, with active participation at international travel trade events such as ASEAN Tourism Forum, ITB Berlin and China International Travel Mart.

“We are also actively promoting new products and activities outside of main cities such as visits to Mitsui Outlet Park KLIA; a boat ride to Sky Mirror in Kuala Selangor; or a drive down to visit agro-tourism products in Sekinchan. We have been encouraging inbound agents to include these products in their itineraries for pre- and post-tours,” said Abdul.

The state government is also supporting inbound agents and business events organisers by providing partial sponsorship for cultural shows and gala dinners, he added.

Francis Teo, head, convention centre for Setia City Convention Centre said Selangor is ready to take the next step to further the development of the business events industry. That next step is to create a state convention bureau that would attract more foreign and local business events, and also act as a catalyst for socio-economic growth to help the country develop into a creative and knowledge society.

The recently refurbished Sunway Pyramid Convention Centre (below) and the Setia City Convention Centre (bottom) aim to attract more global events



TALKING NUMBERS

46

The number of scheduled foreign airlines currently flying to the country's main gateway, Kuala Lumpur International Airport

5,000

YOFOTO (China)'s incentive trip to Malaysia from June 11-16, 2019, is the largest overseas incentive group received to date. The programme will cover Selangor, Kuala Lumpur, Genting and Melaka, and will generate an estimated economic impact of RM68.2 million (US\$16.7 million)

40

The number of countries participating in the 3rd Selangor International Business Summit. More than 30,000 trade visitors are expected to attend from October 10-13, 2019. This is the largest trade summit in Selangor for 2019

“The state government has to act immediately so that Selangor is not behind other states that already have a bureau, or are looking at setting up one,” Teo said.

He said the expansion of Selangor’s event space from 3,102m² to 9,115m² with the opening of a new column-free hall in November 2016 gives the Centre more capacity to cater to larger-scale business events of up to 8,000 attendees.

And while Setia City Convention Centre has a strong base of domestic and national meetings, exhibitions and events, the centre hopes to attract more business events from the Asia-Pacific region in the future.

Teo also revealed that Setia City Convention Centre is promoting the venue as an alternative destination to Kuala Lumpur for national and foreign events hailing from Asia-Pacific.

Its close proximity to nature, as well as cultural and heritage attractions in Klang, Kuala Selangor and Sekinchan, makes the state perfect for event planners looking to organise off-site dinners, as well as pre- and post-tour activities.

Better infrastructure will also contribute to the growth of Selangor’s business events sector.

For instance, two new hotels will be opening later this year. Wyndham Acmar Klang is scheduled to open in 3Q2019 with 488 keys, and is a 15-minute drive from the Setia City Convention Centre, while Courtyard by Marriott Setia Alam will open adjacent to the Centre in 4Q2020 with 425 rooms.

In addition, stalwart Sunway Hotels & Resorts has also recently refurbished its meeting and function spaces at its Sunway Resort Hotel & Spa, and Sunway Pyramid Convention Centre.

Wilfred Yeo, senior group general manager at Sunway Hotels & Resorts, said: “We have ramped up our business events outreach efforts.

“We are focused on getting business events from near home markets such as Thailand, Singapore and Indonesia, while enhancing our footprint and market visibility in Greater China, Taiwan, Japan, India, Australia and the Middle East. We’re targeting not just the primary cities but also secondary destinations and Tier 3 cities.”

Yeo said the group also works closely with Sunway City business units such as Sunway Medical Centre, Sunway University, Sunway

DEVELOPMENTS TO WATCH

1 The year-long *Visit Malaysia 2020* campaign kicks off on January 1, 2020 and is expected to attract 30 million tourists and generate RM100 billion (US\$24.3 billion) in tourism revenue.

Meeting organisers should take note that in 4Q2019, Tourism Malaysia will announce a slew of new events for 2020. These events will be listed on the Tourism Malaysia website (www.tourism.gov.my). Meeting planners can use this as a guide when planning events in 2020 and beyond.

2 The Ministry of Tourism, Arts and Culture is drafting the National Tourism Policy 2020-2050 which includes accessible tourism. The new policy will dictate that accommodation providers should ensure that at least one room is equipped with facilities for the disabled.

3 Malaysia Airports recently completed its one-year expansion project of Langkawi International Airport. Its terminal facilities have been upgraded to reduce congestion and provide a better experience for users. Immigration counters have been increased to 18; boarding gates have been increased to eight; and the total gross floor area of the terminal building has been expanded to 23,000m², from 15,000m².



Southeast Asia
feel the warmth

TTG Travel Trade Publishing is proud to be the travel trade media partner of the ASEAN Tourism Competitive Committee, working together to support the ASEAN Tourism Marketing Strategy and promote ASEAN destinations for tourism and business events

Lagoon Theme Park and Sunway Pyramid Mall to encourage delegates to extend their stay with pre- and post-activities.

Arokia Das, director, Luxury Tours Malaysia, said: “Repeat visitors to Malaysia who have already been to Kuala Lumpur are looking for new destinations.

“Selangor stands out because the main gateways, KL International Airport and klia2 are there, and with its good highways and roads, it is easy to get to venues. The local and international MICE properties also provide good facilities and services, comparable to accommodation in the capital, but at better rates.”

Arokia noted that just five years ago, it was difficult to promote Selangor to event organisers and travel

partners abroad because of the “lack of awareness of the destination”.

During that time, Malaysia’s capital city, Kuala Lumpur, was promoted as it was better suited to handle large business events. However, the situation has changed.

“Now, we not only actively promote Selangor for business events, we also encourage delegates to extend their stay with their families by providing value-for-money pre- and post-tour options,” said Arokia, adding that for the South-east Asian market, shopping-based events coupled with a sprinkling of nature activities are popular.

“The state government has to act immediately so that Selangor is not behind other states that already have a bureau, or are looking at setting up one.”

Francis Teo
Head, convention centre,
Setia City Convention Centre





Green becomes the new gold

Despite the various challenges, Marina Bay Sands manages to successfully pull off their largest environmentally-friendly event for Schneider Electric. By **Pamela Chow**

Event brief

With sustainability at the core of its business, Schneider Electric commissioned Marina Bay Sands (MBS) in Singapore to whip up an “Earth-friendly” Schneider Electric Global Innovation Summit last September.

This was the event’s first time in Singapore, after having visited countries like France, Mexico and India as part of Schneider Electric’s Innovation Summit World Tour.

The event welcomed more than 3,200 leading entrepreneurs, executives and industry leaders.

Challenges

Not only was MBS tasked with giving Schneider Electric’s delegates a memorable impression of Singapore, the venue had to carefully weigh its options for sustainability.

“The Schneider Electric Innovation Summit Singapore was the largest green event that MBS has ever hosted. We had to execute many ‘firsts’ for this event, including putting together the most sustainable menu we’ve ever done,” shared Roger Simons, associate director of sustainability, MBS.

He continued: “It was both challenging and exciting working with our chefs to conceptualise new dishes using ingredients that were locally-sourced, certified organic, sustainable, or responsibly produced. It required us to balance sustainability and creativity to elevate the delegate experience.”

Moreover, Schneider Electric had also requested that the event be completely free of single-use materials, such as plastic or paper cutlery and stationery. This posed a considera-

ble challenge to the MBS team given the scale of the event, explained Simons.

Solution

Going beyond its usual Harvest Menu for green meetings, MBS engaged in a six-month long collaborative process with Schneider Electric to conceptualise a fully sustainable menu featuring ingredients that were organic, Fair Trade or Rainforest Alliance-Certified, responsibly produced or locally-sourced.

Highlights included Rainforest Alliance-Certified coffee; sustainable rice certified by The Sustainable Rice Platform convened by UN Environment and the International Rice Research Institute; responsibly sourced seafood ingredients; as well as organic products such

as meat, wine, butter, eggs and vegetables.

More than 10,400 Earth-friendly meals were served over the two-day event, which included an Innovation Summit Dinner for 1,000 delegates on the first day.

To meet Schneider Electric’s request to eliminate single-use materials, MBS put in place initiatives such as the recycling of lanyards and omitting disposable items across the event floor.

The team went one step further by facilitating the donation of Schneider Electric’s leftover event furniture to the Association for Persons with Special Needs. A total of 320 furniture items such as shelves, sofas and tables were donated, and used to furnish the association’s new Centre for Adults.

Key takeaways

The willingness to go the extra mile for shared goals – sustainability and corporate responsibility – was the key for this successful collaboration between MBS and Schneider Electric, shared Simons.

“It was great working with a client that was fully supportive of the sustainable measures we proposed, and also eager to take their commitment to another level (while) challenging each other to push the green envelope,” he explained.

The event now serves as a benchmark for MBS’ commitment to sustainability.

Simons added: “The success we saw from our work with Schneider Electric also paved the way for future green events, as it allowed us to witness MBS’ capabilities in raising the bar for sustainable meetings.”

Event

Schneider Electric Global Innovation Summit

Organiser

Schneider Electric

Venue

Marina Bay Sands

Date

September 20-21, 2018

Number of participants

More than 3,200

24 – 26 September 2019

Bangkok Convention Centre
at CentralWorld
Bangkok, Thailand

IT&CM Asia
Incentive Travel & Conventions, Meetings

CTW
Asia-Pacific
Corporate Travel World

Face-To-Face MICE and Corporate Travel Expertise At Its Best

IT&CMA and CTW Asia-Pacific is The Only Doublebill Event in MICE and Corporate Travel for the Asia-Pacific, offering an unparalleled platform to do **Business, Learn, and Network** with industry players from the region and beyond.



Exhibitors | MICE
Buyers | MICE | Association Professionals
& Executives
Media | MICE & Associations

www.itcma.com



Fresh New Event Highlights

Including Interactive Ice Breaker, Brand Showcase Presentations, Exhibition Walk-Abouts, Meet-The-Corporates and more...



Largest Collection of Asia-Pacific MICE and Corporate Travel Suppliers

Joined by regional and global buyers from MICE, Association and Corporate Travel segments



Fresh Curated Programme With Dedicated Tracks For Different Buyer Segments

Plus full hosting benefits including flight and accommodation



Exhibitors & Sponsors
Corporate Travel Managers
Conference Delegates
Media | Corporate Travel

www.corporatetravelworld.com/apac

Organised By



Host Country and Strategic Partner



Supported By



Official Airline



Official Venue



Catch up

Brad Dabbs

Showtime Event Group's general manager reveals why he relishes what he does, even as odd requests and challenges crop up

What makes you different in the catering business events industry?

I have been with Showtime since day one and built the business on the foundation that the client is always number one. This to me shouldn't be any different to what anyone else does. But the constant feedback is that our competitors don't seem to be the same – which absolutely baffles me! I'm old school hospitality through and through, and have implemented that throughout all our staff training programs.

Was it easy getting into the industry?

Breaking into the industry can be hard for some peo-

ple as I think they have the wrong idea about what event planning entails. A lot of interns that come through don't realise how much hard work goes on behind the scenes. They think events are fun and are about arranging flowers and menus.

But for me, coming from a hotel background as an F&B manger, I had a clear understanding how hard this industry can be. I've always known that this is where I want to be.

Has the event catering industry changed much in recent years? Are those trends unique to Australia?

So much! It always seems

that everyone's budgets are getting smaller and their dreams are getting bigger.

This is definitely not unique to Australia, as in the current economic climate, a lot of companies have to be careful how much they spend on entertaining staff and clients. For me it is another chance to provide a great service.

What's been your biggest challenge so far and how did you overcome it?

(I've had) heaps of challenges. The biggest thing at the moment is to ensure that we stay true to our passion and our methods as we grow into new venues and introduce lots of new team members to the Showtime family. Great problem to have, but one that we take really seriously.

Have you ever had an outrageous request from a client?

We are always asked for the weird, wild and wacky. Just (recently) we had a koala bear, crocodile,

pythons and wallabies at an event. As we work with Melbourne's best industry partners, there hasn't been too many we haven't been able to accommodate.

Some unfortunately, we had to get creative, like when someone wanted a live horse at their event in The State Library. As the library is also a museum and contains Ned Kelly

armour along with other priceless artefacts, we settled



for two guys dressed in a horse costume!

What projects do you have coming up that excite you the most?

My original baby Showtime Events Centre is getting a serious facelift! We're working with Heritage Victoria and our landlord to double our size which currently sits 250 guests with an additional floor on the rooftop. We are desperately in need of the space and as a creative project it is amazing to break new ground! Watch this space.

How do you see event catering changing in coming years?

Catering in particular is definitely changing. A decade ago you would have one per cent of the room order a vegetarian meal. Nowadays you have 40 to 50 per cent of the room with a diet that is not just an allergy, but a lifestyle choice. To combat this we need to ensure that our catering options are extensive. – **Adelaine Ng**

Appointments



Karen Morris

Chatuporn Srisoi

Chatuporn Srisoi has joined Banyan Tree Phuket as director of events. She possesses a decade's worth of experience in sales and reservations, and has extensive knowledge of the Phuket market.

Gerd Kotlorz

Gerd Kotlorz has joined Phuket Marriott Resort and Spa, Nai Yang Beach as general manager,



Rachael Harman

taking over from David Ippersiel who has been there since 2016.

Karen Morris

Six Senses Hotels Resorts Spas has appointed Karen Morris as regional director of sales and marketing for Australia and New Zealand. Morris has been with Six Senses for three years, and her new role will see her refocusing her efforts on full-time global sales.



Saraswati Subadia

Rachael Harman

Le Méridien Singapore, Sentosa has appointed Rachael Harman as general manager. The hospitality veteran was last general manager at Le Méridien Kota Kinabalu in Malaysia.

Saraswati Subadia

The Westin Resort Nusa Dua, Bali has promoted Saraswati Subadia to director of sales & marketing. For the past



Senthil Gopinath

year, she was the resort's assistant director of sales & marketing.

Senthil Gopinath

ICCA's board of directors has appointed Senthil Gopinath as its new CEO, based in the organisation's head office in Amsterdam. His responsibilities include developing and executing annual business plans, ensuring operational sustainability and



Yoshihiro Ise

careful financial controls, and building ICCA's global membership and presence.

Yoshihiro Ise

Fujita Kanko has promoted senior managing executive officer Yoshihiro Ise to president, succeeding Akira Segawa. During his 36-year tenure, Ise held a broad range of positions at both corporate offices and hotels.

TTG TRAVEL AWARDS 2019



Cast Your Vote Now!

You Determine Who Clinches The Top Honour In The Industry

TTG Travel Awards, Asia-Pacific travel trade's most celebrated event, is back for its 30th year to honor the industry's crème de la crème. Tell us which company has made exemplary achievements and contributions that have raised the bar of excellence and taken the industry to greater heights.

Vote now and help your favorite travel suppliers and agencies bring home the title of being the best in the travel industry.

awards.ttgasia.com

Closing Date: 10 July 2019

An event by:



Organised by:



Supported by:



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

TTG BTmice 企业旅游报 CHINA

TTG ASIA LUXURY The future of premium travel & holiday meetings

HYATT name, design and related marks are trademarks of Hyatt Hotels Corporation. ©2019 Hyatt Hotels Corporation. All rights reserved.

GO

GRAND
GATHERING.

GRAND

GRAND HYATT MACAU

Grand Hyatt Macau is an ideal venue for your next event, be it an elegant lunch, a sensational themed evening, a grand party or an opulent ball. The pillar-free Grand Ballroom, unique Salão do Teatro with interactive open kitchen, and eight multifunctional Salons set the scene for memorable functions. Excellence is assured with experienced service, premium facilities and latest technology. Plan now and discover the excitement of #LivingGrand.

GRAND | HYATT

To book, please call +853 8868 1759 or e-mail
MACGH-Sales.and.Events@hyatt.com