



TRAVEL AWARDS 2022

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



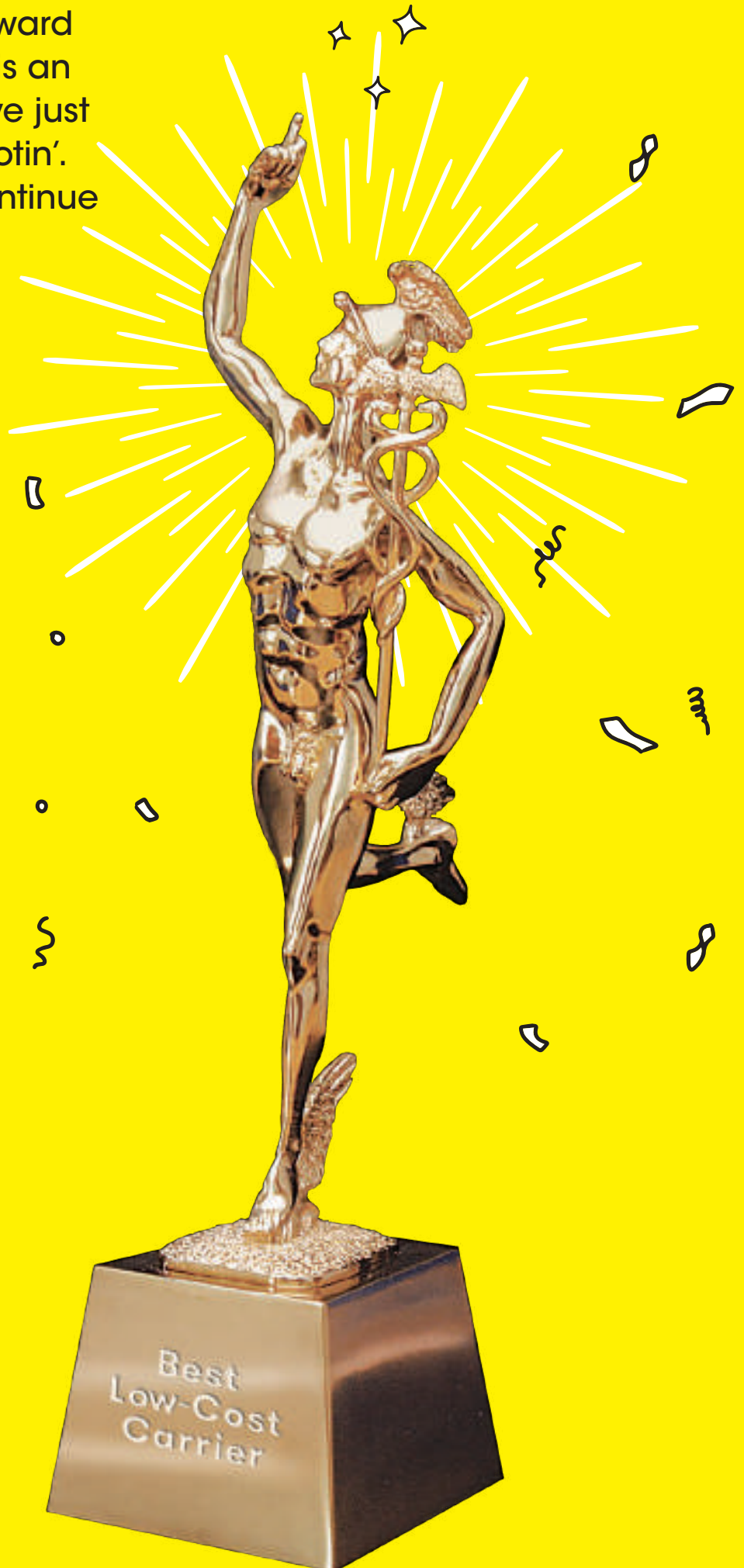
Receiving an award on our birthday? Now, that's Scootin'.

Celebrating
10
Years of
Scootin'



Bagging the '**Best Low-Cost Carrier**' award from TTG Asia the second time around is an incredible feeling. Especially when we've just celebrated our 10th Anniversary of Scootin'. 2022 is no doubt a great start as we continue to outdo ourselves and your ambitions.

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A sincere thank you to all travel professionals and business partners who have voted for us and for your continued support. We couldn't have done it without you!

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STELLAR ACHIEVEMENTS



Aly Raisman, two-time Olympian, once said: “The hard days are what make you stronger.” This powerful statement reflects the state of our travel, tourism and business events industry today, having emerged from two-plus years of severe disruption with an even greater determination to do better.

Therefore, this year’s TTG Travel Awards is especially precious. We are celebrating winners who have survived and thrived with the unflinching support of their own people and loyal partners in the industry. Forty-one of them across Asia-Pacific are exceptional.

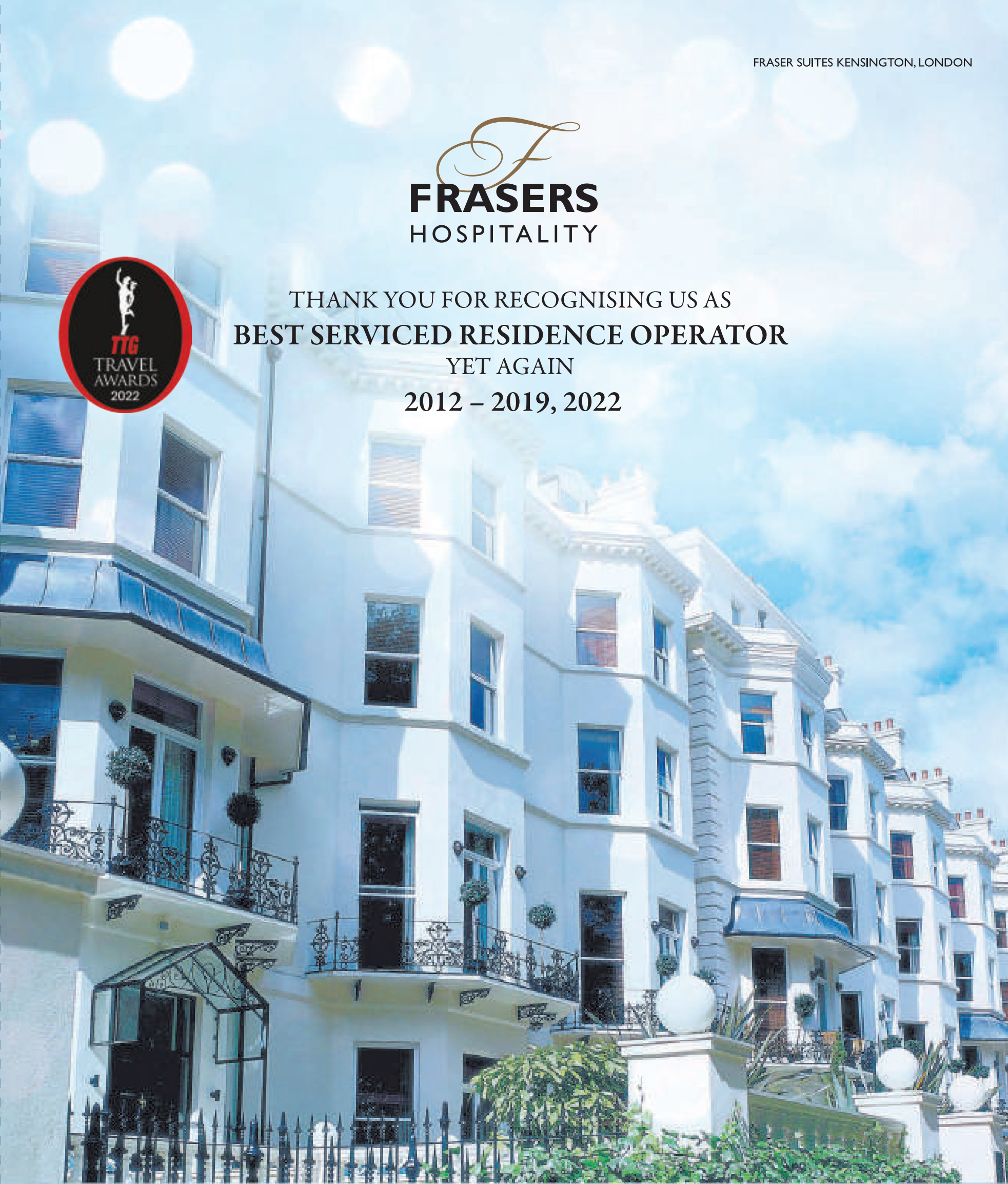
However, look all around and you will find even more winners – resilient individuals and organisations that have pressed on with the knowledge that our industry will rebound. We have witnessed some stunning changes for the better in our industry through these challenging days. Companies are improving their hiring and retention conditions to ease intensified manpower pains, making the hospitality profession more rewarding. Destinations are rebuilding tourism with an eye on sustainability and regeneration. Tourism specialists and suppliers are getting creative to answer post-lockdown travellers’ call for meaningful and immersive experiences.

There is no turning back – we are moving ahead to greatness.

Karen Yue
Group Editor

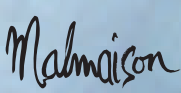


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LIST OF WINNERS

The full list of winners in the 31st TTG Travel Awards



OUTSTANDING ACHIEVEMENT AWARDS

- Destination of the Year
Philippines (TPB Philippines)
- Best Travel Marketing Effort
Tourism Australia
- Most Sustainable Travel Company
Accor

TRAVEL SERVICES AWARDS

- Best NTO
Tourism New Zealand
- Best Cruise Line
Royal Caribbean Cruises /
Royal Caribbean International
- Best Travel Technology Provider
Cendyn
- Best Theme Attraction
Gardens by the Bay

HOTEL CHAIN AWARDS

- Best Global Hotel Chain
Marriott International
- Best Mid-range Hotel Brand
Best Western International
- Best Regional Hotel Chain
Pan Pacific Hotels Group
- Best Luxury Hotel Brand
Shangri-La Hotels & Resorts
- Best Budget Hotel Brand
ibis

HOTELS - INDIVIDUAL PROPERTY AWARDS

- Best Luxury Hotel
Shangri-La Singapore
- Best Budget Hotel
Holiday Inn Express Bangkok Sathorn
- Best Independent Hotel
One Farrer Hotel
- Best Boutique Hotel
Quincy Hotel Singapore

- Best City Hotel - Singapore
Parkroyal Collection Pickering, Singapore
- Best City Hotel - Bangkok
Grand Hyatt Erawan Bangkok
- Best City Hotel - Hanoi/
Ho Chi Minh City
Park Hyatt Saigon
- Best City Hotel - Hong Kong
The Murray, Hong Kong
- Best City Hotel - Jakarta
The Ritz-Carlton Jakarta, Mega Kuningan
- Best City Hotel - Kuala Lumpur
Shangri-La Kuala Lumpur
- Best City Hotel - Macau
Grand Hyatt Macau
- Best City Hotel - Manila
Conrad Manila
- Best City Hotel - Taipei
Mandarin Oriental, Taipei
- Best City Hotel - Seoul
Lotte Hotel Seoul
- Best New City Hotel
The Clan Hotel Singapore

RESORTS - INDIVIDUAL PROPERTY AND SERVICED RESIDENCES AWARDS

- Best Integrated Resort
Resorts World at Sentosa
- Best Serviced Residence Operator
Fraser's Hospitality
- Best Beach Resort
Anantara Desaru Coast Resort & Villas
- Best Serviced Residence (Property Level)
Dao by Dorsett AMTD Singapore

AIRLINE AWARDS

- Best Full Service Carrier
Qatar Airways
- Best Low-Cost Carrier
Scoot

BT-MICE AWARDS

- Best Business Hotel
The Peninsula Bangkok
- Best Convention & Exhibition Centre
International Convention Centre Sydney
- Best BT-MICE City
Business Events Sydney
- Best Meetings & Conventions Hotel
Centara Grand & Bangkok Convention Centre at CentralWorld
- Best Convention & Exhibition Bureau
Thailand Convention & Exhibition Bureau
- Best Events Technology Provider
Cvent

TRAVEL AGENCY AWARDS

- Best Corporate Travel Agency
Corporate Travel Management (CTM), Asia
- Best Online Travel Agency
Klook



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It's not about
winning our 10th award.
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Being named Asia-Pacific's Best Integrated Resort at the TTG Travel Awards means so much to us. However, knowing that you took the time to vote for us means even more. Humbled and honoured, we'll strive to continue creating countless smiles and memorable moments for everyone.



No. 1 Amusement Park – Asia
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2014 – 2020
Top 10 Water Parks – Asia
Adventure Cove Waterpark
2015 – 2020

OUTSTANDING ACHIEVEMENT AWARDS

“ Only those who will risk going too far can possibly find
out how far one can go. ”
– T S Eliot

Destination of the Year The Philippines



Millicent Cruz-Paredes
Ambassador of the Republic of the
Philippines to the Kingdom of Thailand



Charles Aames M Bautista
Officer-in-charge
Tourism Promotions Board Philippines

What is your definition of professional excellence, and what motivates you to excel in all that you do?

More than possessing the right aptitude in any endeavour, I think having the right attitude, supported by strong values, and positive belief in whatever you do, constitutes excellence. It also means embracing a growth mindset and being able to adapt and respond accordingly to unforeseen challenges in pursuit of our mandate.

At TPB (Tourism Promotions Board), we also exercise professional excellence by pursuing the highest quality in the performance of our duties and in delivering service to our industry stakeholders. Now that our borders are open, it is a very exciting time for us to bring in new ideas that align with the Philippines’ vision of multi-dimensional tourism.

How can organisations like yours catalyse positive changes in the world of travel and tourism post-lockdown?

The health crisis has posed many challenges but it has also presented opportunities for us to reset and restart new practices. During the pandemic lockdowns, we collectively spurred greater appreciation for local and national treasures to discover the beauty of our own islands. We continued to feed the desire to travel by increasing the publicity of these places. In this regard, the TPB, as a tourism marketing and promotions agency, is uniquely positioned to steer the industry’s transformation. Our agency, as one of the stewards of the Philippines tourism industry, will remain steadfast in our commitment to market and promote the Philippines, in partnership with our stakeholders, towards becoming a dynamic powerhouse tourism destination in Asia; one that champions sustainability, diversity, and safe and fun travel. – **Charles Aames M Bautista**

Best Travel Marketing Effort Tourism Australia



Robin Mack
Executive general manager
Commercial & business events Australia
Tourism Australia

What is your definition of professional excellence, and what motivates you to excel in all that you do?

My definition of professional excellence is ensuring our target customer is at the centre of everything we do. Tourism Australia invests in robust research in order to understand our audience and their drivers. It forms the backbone of our work from our marketing strategy to our distribution activity.

I am incredibly fortunate to promote a country that I love, however it is Australia’s tourism and business events industry that motivates myself and the organisation to excel in what we do. The resilience they have shown during challenging times, their innovative business ideas, and their warm and engaging stories, really highlight why there’s really nothing like Australia.

How can organisations like yours catalyse positive changes in the world of travel and tourism post-lockdown?

Sustainability is a strategic priority at Tourism Australia. As an organisation, our overarching vision is to make Australia the most desirable and memorable destination on earth. To achieve this, we need to respect and protect the land and culture that is central to our destination appeal.

We feel Tourism Australia has an important role to play in championing and elevating the importance and the appeal of sustainable tourism through advocacy and education. Our marketing platforms help Australian tourism businesses to better communicate their sustainability success stories, and by doing so, help encourage others to follow their lead.

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PRINT & ONLINE
Anak Sarawak Award



OUTSTANDING ACHIEVEMENT AWARDS

Most Sustainable Travel Company **Accor**



John Timson
Vice president sustainability & risk
South-east Asia, Japan & South Korea
Accor

Ianic Menard
Vice president operations
Thailand, Cambodia, Laos & Myanmar
Accor

What is your definition of professional excellence, and what motivates you to excel in all that you do?

Professional excellence for me is striving to constantly evolve to meet the needs of tomorrow. The world inherently has high expectations of us as a hotel operator – our guests, communities and team members expect us to evolve our offerings, experiences, and ecosystem of brands, whilst always operating responsibly. Professional excellence is about constantly looking at what is next to ensure you remain relevant, whilst ensuring you stick to your values and operate ethically. Accor is a true leader in the hotel space, and I have been delighted to be part of this group for over 20 years. We offer an unrivalled portfolio with 18 hotel brands here in South-east Asia across all segments, from luxury to economy. We thrive to leverage the distinctiveness of each brand to deliver unique and meaningful experiences. We place people at the heart of what we do, creating new connections and emotions for our guests, nurturing real passion for service beyond limits. With the strength of our teams and the strong ecosystem of brands, we aim to shape the hospitality of tomorrow.

How can organisations like yours catalyse positive changes in the world of travel and tourism post-lockdown?

Accor was the first major hotel group to establish an environment department since 1994. We believe that we have a role to take care of our planet and the communities in which we operate, which is why we take sustainability so seriously. We also recognise that due to our size, we can influence the decisions of the wider industry and encourage other travel companies to operate more responsibly. In 2021, Accor became the first major hotel company to commit to achieving net zero carbon emissions by 2050, and reducing absolute emissions by 46 per cent by 2030. The group is currently eliminating all single-use plastics from its guest experience areas and working on initiatives to reduce food waste. – **Ianic Menard**



Introducing the Newly Revamped TTG Content Lab

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Travel Trade

Backed by the experienced editorial team of TTG Travel Trade Publishing, **TTG Content Lab** is where creative content is crafted to help your brand achieve your messaging goals. Adopting a collaborative approach, TTG Content Lab producers work with you to produce **engaging and insightful content across multimedia platforms**, from sponsored trend reports and advertorials to branded microsites and video presentations.



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Produced by TTG title editors and reporters, trend and outlook reports dissect drivers of new business opportunities and challenges, to help our readership take smarter, informed steps into the future

TOPICAL DEEP DIVES

Built to give our readership new and exciting ideas that will enhance their business proposals, Topical Deep Dives focus on hot developments and ideas in the travel and tourism as well as business travel and events space

Our Past Projects



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Examples
Here

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TRAVEL SERVICES AWARDS

“ It always seems impossible until it’s done. ”
– Nelson Mandela

Best NTO Tourism New Zealand



Gregg Wafelbakker
General manager, Asia
Tourism New Zealand

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

Thank you so much for voting Tourism New Zealand the Best NTO, we’re proud to be working with you. It’s very gratifying to receive recognition from the industry for the work we do. The Asia-Pacific region is an important focus for us, and we look forward to continuing to build our relationships and welcoming more visitors from this part of the world.

How will you celebrate this win?

This win is a great one for the Tourism New Zealand whanau who have worked hard to maintain our relationships and support for our travel partners in the region. There’s no better way to celebrate than continuing with our commitment to them and building meaningful connections with the New Zealand tourism industry.

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

At our recent Kiwi Link Asia trade event in Singapore, New Zealand tourism businesses reconnected in person and met with key travel agents from Singapore, Malaysia, India, Japan and South Korea. We also launched our new campaign ‘If You Seek’, where curious manuhiri (visitors) are rewarded with a rich experience of our beautiful country and are met with manaakitanga (a deep expression of hospitality and reciprocity). We look forward to seeing our partners in person in April 2023 when our MICE team conducts a regional roadshow.

Best Cruise Line Royal Caribbean Cruises/ Royal Caribbean International



Thanakorn Wamcamampm
Managing director
Travel Elements



Kenneth Yeo
Regional director, sales, Asia-Pacific
Royal Caribbean International

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

We want to thank all our travel agents for their strong and unwavering partnerships that have contributed to Royal Caribbean’s long-time success in the region. Our cruises are a fantastic way to explore Asia and are great value for money with everything one needs to have a perfect holiday, all included in the cruise price.

How will you celebrate this win?

We celebrate this win with great pride. It has been a challenging two years due to the pandemic, but together with the rest of the industry, we now look forward to cruising being back in full swing and are ready to grow.

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

Royal Caribbean has long been a trailblazer of innovation and we’re always debuting countless industry “firsts” on our ships. We’re committed to building one new ship every year, for the next 10 years, and you can expect each one to be an architectural marvel and extend the limits of what is possible on a cruise.

Our upcoming cruises in 2023-2024 also include two 12-night sailings on Spectrum of the Seas, allowing guests to visit as many as seven destinations across three countries, all in one holiday. – **Kenneth Yeo**

Best Travel Technology Provider Cendyn



Sam Samsudi
Regional director, sales, APAC
Cendyn



John Seaton
Chief revenue officer
Cendyn

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

Cendyn is honoured to receive this prestigious award and would like to extend our sincere gratitude to all the travel agents who voted for us as the year’s Best Travel Technology Provider, as well as our employees and loyal customers. We look forward to building on our success and continuing to help the hospitality industry provide extraordinary guest experiences through our broad range of applications and hospitality services.

How will you celebrate this win?

This award is the result of years of hard work and innovation, and will be shared with our incredible team of Cendyn employees around the globe. Many of us have lived and breathed hospitality for most of our careers, and we respect and appreciate the work our teams accomplish every day.

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

Cendyn has been rapidly expanding over the last few years, acquiring additional hospitality-industry innovators such as digitalhotelier and merging with Pegasus to provide our customers with true end-to-end technology solutions that fully cover the entire guest journey, including revenue management and distribution. We are currently working with our new and existing teams to integrate the best of each product into one vertical platform. The best is yet to come. – **John Seaton**

Best Theme Attraction Gardens by the Bay



Ong Kian Ann
Director, business development
Gardens by the Bay

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

Gardens by the Bay is honoured to be voted as the Best Theme Attraction at the TTG Travel Awards. This would not have been possible without the steadfast support of our partners.

While the Covid-19 pandemic brought about unprecedented challenges, it's heartening to see how the travel industry rallied together to innovate and create new experiences. The Gardens has also been working very hard to keep its offerings fresh for visitors.

How will you celebrate this win?

This award comes at a very apt timing as we celebrate the Gardens' 10th anniversary this year. But we are not resting on our laurels.

We have reinstated a full calendar-year of thoughtfully curated changing floral displays in the Flower Dome, delighting visitors with blooms not commonly seen in the tropics like cherry blossoms and tulips.

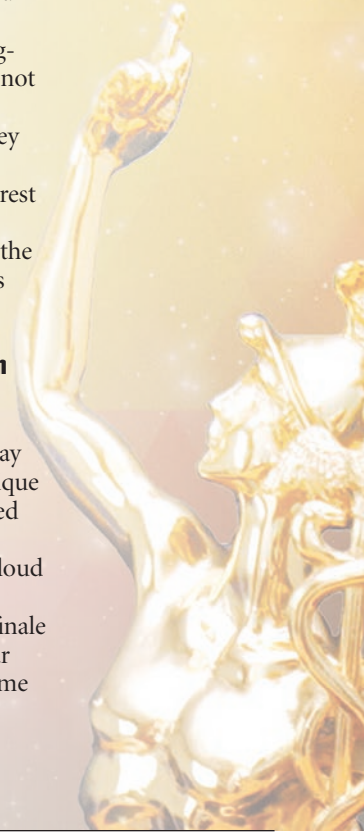
The Gardens has also opened up new spaces for visitors to enjoy. They include Kingfisher Wetlands, a mangrove wetlands located right in the heart of the city; Orchid Haven, a dedicated space within our Cloud Forest conservatory for orchid displays; Floral Fantasy, a whimsical attraction marrying flowers, artistry and technology; and Supertree Observatory, the highest point in the Gardens offering visitors a 360° view of Singapore's downtown.

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

Exciting events included 'Seeing the Invisible', an augmented reality art exhibition featuring artworks by international artists. Gardens by the Bay is the only garden in Asia, among 10 gardens worldwide, where this unique showcase took place from October. In the same month, we also launched Avatar: The Experience, an immersive event inspired by the film Avatar which melded a blockbuster experience with the verdant greenery of Cloud Forest.

On the horticultural front, we have 'Seasons of Bloom' – our grand finale floral display for the year showcasing four seasons of flowers. In the year ahead, a brand-new series of changing floral displays in our Flower Dome awaits.

As the pandemic situation stabilises, we look forward to welcoming more of our overseas friends.



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Singapore's Gardens by the Bay – Featuring over 1.5 million plants from 19,000 species

Showcasing the best of horticulture, sustainability and architectural design, Gardens by the Bay has blossomed into a must-see destination that's among the world's top 20 most checked-in places on Facebook (2015). Explore diverse plant life from around the world displayed in the spectacular Cooled Conservatories, marvel at Supertrees and enjoy the most enthralling views on the OCBC Skyway.

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www.gardensbythebay.com.sg
18 Marina Gardens Drive, Singapore 018953



HOTEL CHAIN AWARDS

“ Risk more than others think is safe.
Dream more than others think is practical. ”
– Howard Schultz

Best Global Hotel Chain Marriott International



Brad Edman
Multi property vice president
Phuket, Thailand
Marriott International

Rajeev Menon
President, Asia-Pacific (excluding China)
Marriott International

What would you like to say to the travel agents who voted you as the best in your category?
We would like to extend our sincere gratitude to the travel agents who have voted Marriott International as the Best Global Hotel Chain this year. We are thrilled to be recognised by the travel community, and the award is a testament to our work in delivering top-tier travel experiences.

How will you celebrate this win?
This award was only made possible by our associates who have consistently demonstrated service and operational excellence across our properties in Asia-Pacific. We share this honour with our associates and continue to strive to deliver an even higher level of satisfaction from our guests.

What major developments can your business partners look forward to from your company in the near future?
We are anticipating the meaningful expansion of our portfolio with the opening of our 1000th hotel in the Asia-Pacific region in early 2023, which means more experiences for every travel purpose.
We will also thoughtfully expand our luxury hotel portfolio in popular cities and emerging destinations – expecting to open 14 more luxury hotels by end 2023 across Asia-Pacific. The expansion of our luxury portfolio aims to provide more personalised experiences to luxury travellers from all over the world. – **Rajeev Menon**

Best Mid-range Hotel Brand Best Western International



Olivier Berrivin
Vice president, international operations
Asia-Pacific
BWH Hotel Group

What would you like to say to the travel agents who voted you as the best in your category?
Our relationship with TTG Asia Media and our esteemed travel trade partners goes back many years, and we are honoured to see that, despite the challenges of the last two years, this bond remains as strong as ever. I would like to thank the travel trade for their enduring support and reassure them that BWH Hotel Group / Best Western Hotels & Resorts is dedicated to maintaining our partnerships. We hold our industry colleagues in the highest regard and hope to work closely with them for many years to come.

How will you celebrate this win?
This award is the result of a team effort so we will share this win with our entire company, including the associates based at our regional offices, our hotel teams all around the region, as well as our many travel trade partners. We will make sure that they are made fully aware of this award, which is a great testament to their performance.

What major developments can your business partners look forward to from your company in the near future?
Since our recent acquisition of WorldHotels, our products now extend to every sector of the market, all the way up to the upscale and upper-upscale segments. We believe that this expanded portfolio will give us the opportunity to bring even more business to our partners in the travel industry. Our development pipeline is quite substantial in Asia-Pacific, and we will continue to drive travel demand across the region into 2023 and beyond.



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BWH Hotel Group® is a leading, global hospitality network comprised of three hotel companies, including WorldHotels™ Collection, Best Western® Hotels & Resorts and SureStay Hotel Group®.

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HOTEL CHAIN AWARDS

Best Regional Hotel Chain Pan Pacific Hotels Group



Royston Lim
Vice president, sales
Pan Pacific Hotels Group



Cinn Tan
Chief sales & marketing officer
Pan Pacific Hotels Group

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

We would like to express our sincere gratitude to all who voted for us. Our industry has journeyed through the difficult times together, and the continued support from our valued partners has been a precious motivation for us. Pan Pacific Hotels Group will continue to strive harder and deliver our promise of sincere hospitality, and we look forward to growing stronger together with our partners.

How will you celebrate this win?

We will be celebrating with our associates and spreading the good news internally, including announcing our win at our annual company townhall. As the winner of Best Regional Hotel Chain for three consecutive years, we share this great victory with our teams who have worked hard for the achievement.

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

Along with asset enhancement initiatives, Pan Pacific Hotels Group has been expanding our network of hotels, resorts and serviced suites across Asia. Looking into 2023, we will be opening seven properties in prime locations and key gateway cities, including Dalian, Jakarta, Tokyo, and Singapore. Launching in 1H 2023, Pan Pacific Orchard is our next landmark hotel in Singapore that will feature three vertical sections with unique natural environments – beach, garden and cloud terraces. We are eager to launch this and look forward to welcome travellers to experience our new icon of Singapore. – **Cinn Tan**

Best Luxury Hotel Brand Shangri-La Hotels & Resorts



Elaine Yue
General manager
Shangri-La Bangkok



Chan Kong Leong
Regional CEO, South-east Asia & Australasia
Shangri-La Group

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

A sincere thank you to our travel agent partners for their steadfast support. Together, we have weathered what must have been the greatest crisis for our industry. Through it all, we remained focused on creating moments of joy for our guests, no matter the circumstances, as it is in our nature to care for people. The Shangri-La brand is known not only for heartfelt Asian hospitality, but also our pioneering spirit and we are pleased to see our partners recognise how the brand has evolved and innovated while remaining true to our Asian heritage.

How will you celebrate this win?

We share this honour with our teams across all Shangri-La properties, for it is only with their hard work, passion, and commitment that we can once again enjoy this accolade for the sixth straight year. Shangri-La spent the last 51 years bringing the best of Asia through heartfelt hospitality and joyful experiences for our guests. We are grateful to our hotel colleagues for keeping our guests at the heart of everything we do.

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

Looking ahead, we remain optimistic about the growing demand for luxury hospitality in our core markets and will keep a lookout for opportunities to provide more curated experiences and personalised services for our guests. Our goal is to deliver heartfelt hospitality and will also continue to build on the success of our rebranded loyalty programme. – **Chan Kong Leong**

Best Budget Hotel Brand ibis



Ianic Menard
Vice president operations
Thailand, Cambodia, Laos & Myanmar
Accor



Victoria Sertic
Vice president, marketing & communications
South-east Asia, Japan & South Korea
Accor

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

A sincere thanks to everyone who voted for our renowned economy brand, ibis – we are very proud to achieve this award for the seventh time. As the world’s leading lifestyle economy brand beloved by travellers for its trend-setting and comfortable design, ibis makes travel easy, affordable, and fun.

How will you celebrate this win?

ibis has been a trailblazer in the economy sector since 1974 and continues to shake up economy hotel standards. We are working hard to offer a vibrant social scene where anybody can come to sleep, dine and meet new people. The team will continue to do everything to keep guests smiling throughout their stay.

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

As the largest and most geographically diverse hotel group in South-east Asia, Accor currently operates over 370 hotels under 18 hotel brands across South-east Asia, Japan and South Korea, with an additional 120 hotels set to join the network within the next five years. We have recently opened a new design-led lifestyle hotel, TRIBE Phnom Penh Post Office Square, and the photogenic flagship ibis Styles in Silom, Bangkok. By the end of 2022, we are scheduled to open over 15 hotels with some highlights including Hotel Naru Seoul – MGallery in South Korea, Mövenpick Phan Thiet in Vietnam, and Pullman Singapore Orchard. – **Victoria Sertic**

HOTELS – INDIVIDUAL PROPERTY AWARDS

“ It’s very easy to be different but very difficult to be better. ”
– Jonathan Ive

Best Luxury Hotel Shangri-La Singapore



Joanne Chung
Director of marketing
Shangri-La Bangkok



John Rice
General manager
Shangri-La Singapore

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

Shangri-La Singapore is both honoured and humbled by the recognition, and it is with the deepest gratitude that on behalf of the management and our team that I say my heartfelt thank you to all the travel agents who have voted for our hotel to be the Best Luxury Hotel in Singapore. As Singapore emerges from the pandemic and with international travel returning, we’re seeing a good pick up from the business segment. We look forward to the opportunity to showcase our signature heartfelt hospitality and welcome guests to our tropical sanctuary in the heart of the city.

How will you celebrate this win?

This distinguished recognition is truly a testament to the unwavering commitment, hard work and dedication of the hotel teams in delivering unparalleled service excellence for our guests. As we celebrate the win with our colleagues and guests, it also pushes us to constantly look to creating new experiences, innovate and to seize new growth opportunities to become the best loved hospitality group bringing people together to live, work, play, eat and rest well.

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

Here at Shangri-La Singapore, we’re obsessed with delivering the best for our guests. There will be many new food and beverage initiatives which we’ve planned for next year. With 11 dining concepts offered here at Shangri-La Singapore, the focus on driving our food and beverage experiences will always be a key priority. Other plans include uplifting of our amenities, continuing to develop our family programming and strengthening of our Shangri-La Circle loyalty programme through more unique and personalised experiences for our guests. – **John Rice**

Best Budget Hotel Holiday Inn Express Bangkok Sathorn



Anuk Prutsirisombut
Front office manager
Holiday Inn Express Bangkok Sathorn



Thipthanva Kemasiri
General manager
Holiday Inn Express Bangkok Sathorn

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

On behalf of Holiday Inn Express Bangkok Sathorn, I would like to thank all travel agents and all voters for your trust in us. We will strive to continue serving you and building our relationship for the future. We are so grateful. Thank you so much, and we hope we lived up to your expectations.

How will you celebrate this win?

It is very important to acknowledge and celebrate the win with the team. We will share the appreciation with the team and thank everyone for all they did to make this happen. Treating ourselves with rewards and compliments to show how well we have done along the way can increase motivation and creativity. And we will not forget to create new goals – big and small – and enjoy the rewards every time we achieve them.

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

There are many industry trends that we need to look into. Society is becoming more environmentally conscious so we will continue to utilise eco-friendly amenities and supplies. We will also look into smart hotel technology which offers guests a high level of convenience and efficiency. A hotel stay is also beyond just a night in the room – guests will like to stay in a hotel with a unique design and one which offers value for money for hotel amenities, facilities and services. – **Thipthanva Kemasiri**

HOTELS – INDIVIDUAL PROPERTY AWARDS

Best Independent Hotel One Farrer Hotel



Elaine Kum
Director, sales & marketing
One Farrer Hotel



Gilbert Madhavan
General manager
One Farrer Hotel

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

We owe it to you, our guests, partners, trade, business associates and stakeholders for your unwavering support, especially in the years during the pandemic. Your trust in us, is an affirmation that we are on the right track in what we do. It strengthens our teams and motivates us to continue to put our best foot forward with passion and dedication. To everyone who played a part in bringing us to where we are today, our heartiest of thanks.

How will you celebrate this win?

This accolade is a momentous accreditation on many levels, so it is only befitting that we celebrate with the team – as a team – and toast to every staff member, who has been and continues to be a star and a key player at One Farrer Hotel.

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

The hotel has several exciting developments in the pipeline which we will be unveiling in the fourth quarter of 2022.
Beginning with our Saranggong Villa Series, every aspect of the architecture has been luxuriously designed to invite travellers to experience unparalleled hospitality and accommodation.
Another lifestyle innovation in the hotel’s latest portfolio of re-imagined offerings is Peppomint – designed to be an all-inclusive, fully integrated concept with a signature medley of wellness activities that includes highlights such as meditation in motion, art, concerts, urban gardening, mahjong and bridge, to cater to a distinguished and niche affluent clientele.
– **Gilbert Madhavan**

Best Boutique Hotel Quincy Hotel Singapore



Gill Ishwinder Singh
Deputy director and
senior vice president of operations
Far East Hospitality



Jim Khoo
Area general manager of Quincy Hotel
Singapore, Vibe Hotel Singapore Orchard
and Oasia Suites Kuala Lumpur
Far East Hospitality

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

All of us at Quincy Hotel Singapore by Far East Hospitality are truly grateful and humbled by the award recognition as the Best Boutique Hotel. We would like to extend our sincere appreciation to all the travel professionals and business partners for believing in our service values and voting for us. This accomplishment is a testament to the dedication and passion of our team members and will greatly motivate the team to continue striving their best to delight our guests.

How will you celebrate this win?

As we emerged from the pandemic to recovery, the team has shown tenacity and tireless contributions. We took opportunities to recognise various milestones this past year and this award is an unexpected achievement to end off 2022. What better way to celebrate with our team through good food and drinks! We’ll also be celebrating this occasion with our business partners and valued customers.

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

At Quincy, our guests are our utmost priority. In 2022, we have refined our service offerings by extending breakfast hours till 3pm. This change has garnered positive reviews which has strongly encouraged us to continue challenging usual hospitality offerings.
We will be differentiating our services to cater to our target audience, the non-conformist travellers. To do so, we will be seeking meaningful collaborations with like-minded partners, to curate unique Quincy experiences.
Stay tuned. – **Jim Khoo**

Best City Hotel - Singapore

Parkroyal Collection Pickering, Singapore



Phil Smith
General manager
Parkroyal Collection Pickering, Singapore

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

A heartfelt thank you to everyone who voted for us as the Best City Hotel in Singapore. Singapore is not short of excellent hotel experiences, so we are absolutely thrilled to have emerged a standout. Our teams work hard all year round and give their best to our guests, so this award affirms the value and quality of our work.

How will you celebrate this win?

We want to acknowledge our inspiring team for their incredible work in delighting our guests and supporting one another every day. We are also excited to share the win with our guests and thank them for choosing us as their accommodation of choice every time they are in town.

No question, we will certainly be celebrating with all our colleagues at an upcoming event.

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

We continue to live and breathe our purpose of sustainability, and hope to lead in setting a new industry standard for eco-travel, especially in Singapore.

Our architecture and design by WOHA has set an incredible foundation for us. Our hotel is designed to connect guests with nature, generate its own clean energy and water, and be a leader in sustainability. We are also working on new initiatives related to our purchasing decisions. For example, we have eliminated the need for single-use plastic bottles by installing 3M filtered water dispensers in every room. We are also in talks with urban farming consultants to build a larger herb garden on our premises, so our kitchen can be less reliant on imported or purchased ingredients, which comes with a carbon footprint that we are constantly seeking to reduce.



YOUR SUPPORT MEANS THE WORLD TO US.

A hotel-in-a-garden designed by WOHA Architects.
A champion for eco-friendly travel.
For the planet's future, and ours.



2022 WINNER OF
BEST CITY HOTEL
— SINGAPORE

Inspiringly yours
**PARKROYAL
COLLECTION**
PICKERING, SINGAPORE

HOTELS – INDIVIDUAL PROPERTY AWARDS

Best City Hotel - Bangkok Grand Hyatt Erawan Bangkok



Edouard Demptos
General manager
Grand Hyatt Erawan Bangkok

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

On behalf of Grand Hyatt Erawan Bangkok, I would like to thank all our business partners for their continued support, even in the midst of the challenging times we all faced in the travel and hospitality industry.

I can reassure everyone of our commitment to uphold an even higher standard of service and create exceptional guest experiences. I look forward to inviting more guests and travellers, including TTG Asia Media’s esteemed readers, to rediscover Bangkok once again.

How will you celebrate this win?

To have been named Best City Hotel - Bangkok in TTG Travel Awards once again is a great honour. I would like to dedicate this award to the team at Grand Hyatt Erawan Bangkok. We consider these wins a group effort.

The successive recognition by TTG is truly a reflection of the exemplary dedication and passion of all staff in providing the highest quality service.

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

We at Grand Hyatt Erawan Bangkok have made several changes to honour sustainability commitment and make a difference. One of our latest attempts is to become an ISO 14001-certified company to underpin our environmentally sustainable operations, demonstrating excellent environmental performance and corporate citizenship.

We are fully committed to the advancements of environmental action in the hopes of keeping destinations around the world as vibrant as they can be for our guests, colleagues, and communities.

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



Angelica Aliberti
Director of sales and marketing
Park Hyatt Saigon



Frederic Boulin
General manager
Park Hyatt Saigon

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

It is very gratifying to receive this award and I would like to express our sincerest thanks to all the travel agents for their valuable votes to Park Hyatt Saigon in the 31st Annual TTG Travel Awards 2022.

How will you celebrate this win?

I am proud that Park Hyatt Saigon has been recognised as the Best City Hotel - Hanoi/Ho Chi Minh City in this year’s TTG Travel Awards. We would proudly celebrate this fantastic achievement with our colleagues for their endless dedication to crafting authentic and tailored Park Hyatt Saigon signature experiences for our guests.

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

Park Hyatt Saigon is “The French Mansion by the Opera House”, a leading luxury hotel in Vietnam for unique and personalised experiences that go beyond expectations.

We look forward to introducing our creative product enhancements, elevating customer journey with Park Hyatt Saigon signature experiences and captivating rooms, as well as innovative, immersive and exceptional culinary experiences.

Park Hyatt Saigon will continue driving the luxury travel market with Saigon being the leading destination. – **Frederic Boulin**

Best City Hotel - Hong Kong The Murray, Hong Kong



Jeffrey Tan
Regional sales director
South-east Asia
Wharf Hotels



Adriano Vences
General manager
The Murray, Hong Kong

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

We would like to express our wholehearted thanks to all industry partners who voted us as the Best City Hotel in Hong Kong, as well as to show our appreciation for their tremendous and valuable support over the past four years. It is our great honour to receive this prestigious recognition for the second time and stand out from the competition despite the current difficult time of the pandemic.

How will you celebrate this win?

This is very encouraging news to us. We will celebrate the success and give credit to all hotel associates for doing such a great job. Without their continuous effort and spirit to serve, we would not have achieved this recognition and reputation. The award can definitely reinforce our brand in creating “New encounters, Timeless pleasures” for every guest. We will also share the joy with all our partners and guests through various channels such as social media and a press release.

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

As we step into the hotel’s 5th year, this accolade means alot to us. We will keep on striving for excellence in all aspects, by providing impeccable services, enriching our versatile food and beverage offerings and tailoring room packages to suit the needs of different travellers in the heart of the city. With easing travel restrictions and the recovery of the tourism industry, we look forward to welcoming guests from around the world at The Murray, Hong Kong. – **Adriano Vences**

Best City Hotel - Jakarta

The Ritz-Carlton Jakarta, Mega Kuningan



Nitesh Gandhi
Managing director
The Ritz-Carlton Jakarta, Mega Kuningan

What would you like to say to the travel agents who voted you as the best in your category?
On behalf of the ladies and gentlemen at The Ritz-Carlton Jakarta, Mega Kuningan, I would like to convey my heartfelt thank you to each and every one of our most loyal OTA partners, not just for voting us at this prestigious annual TTG Travel Awards but also for all their unrelenting support towards our hotel over the years, even during the most challenging times in the first difficult phases of the global pandemic.

How will you celebrate this win?
This will be communicated and celebrated during our hotel's next townhall general session meeting which is attended by all levels of employees and I shall personally thank the team for their hard work in making us The Best City Hotel in Jakarta at the TTG Travel Awards 2022.

What major developments can your business partners look forward to from your company in the near future?
The Ritz-Carlton Jakarta, Mega Kuningan has quite a few things up its sleeves in the very near future. Apart from the all-room category refurbishment project which we initiated since 2020, we have recently launched our Grand Spa Villa in conjunction with the reopening of The Ritz-Carlton Spa. Moreover, within the pipeline, we will soon reposition, rebrand and refresh our Lobo Italian Bistro at the lobby level.

Best City Hotel - Kuala Lumpur

Shangri-La Kuala Lumpur



Joanne Chung
Director of marketing
Shangri-La Bangkok

Gonzalo Duarte Silva
General manager
Shangri-La Kuala Lumpur

What would you like to say to the travel agents who voted you as the best in your category?
Thank you for giving Shangri-La Kuala Lumpur the honour of being the recipient of Best City Hotel - Kuala Lumpur at the TTG Travel Awards 2022. We are very grateful for the continued support from our industry partners for this prestigious recognition. This award is a testament to the hard work and dedication of our team and we will continue to strive for excellence. We aim to build upon this success in the months and years ahead by encouraging our colleagues to always deliver heartfelt Asian hospitality, so that we can continue to set new benchmarks and pioneer new horizons.

How will you celebrate this win?
This win belongs to our team. We will celebrate together, from colleagues at front of the house for delivering a seamless arrival experience, the service team, the culinary team and everyone behind the scenes.
Their dedication, passion and commitment to giving guests around the world a heartfelt service, showcasing our warm Shangri-La hospitality from the heart is what allows us to continue to serve our guests. – **Gonzalo Duarte Silva**

Best City Hotel - Macau

Grand Hyatt Macau



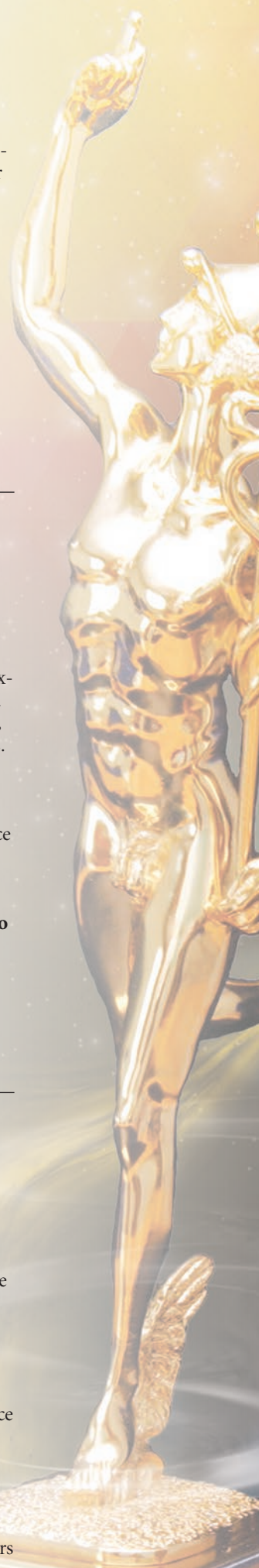
Chung Hee Kyung
Director of sales & marketing
Grand Hyatt Erawan Bangkok

Timothy Bruce
General manager
Grand Hyatt Macau

What would you like to say to the travel agents who voted you as the best in your category?
Winning the Best City Hotel means a great deal to Grand Hyatt Macau, especially on the occasion of our 13th anniversary this year. We would like to express our sincere gratitude and commitment to our travel agents. In future, we will continue our efforts in curating extraordinary experiences, personalised services and memorable journeys for our business and leisure guests.

How will you celebrate this win?
We would like to share this recognition with our colleagues and show our appreciation for their dedication and excellence at Grand Hyatt Macau. This award is also a motivation for us – increase our morale and confidence as we continue to move forward to deliver excellence.

What major developments can your business partners look forward to from your company in the near future?
Grand Hyatt Macau provides a seamless and sustainable solution for customers to meet with hybrid meetings, which we work with local vendors to implement the most updated technology in the meeting room for in-person and virtual attendees. This allows the flexibility for clients to extend the reach of their events and people with limited budgets or time to attend live events. – **Timothy Bruce**



HOTELS – INDIVIDUAL PROPERTY AWARDS

Best City Hotel - Manila Conrad Manila



Michael Albana
Commercial director
Conrad Manila

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

We are thankful for the kind support of both our esteemed guests and travel industry partners. Conrad Manila remains committed to providing well-curated experiences and infinite connections seamlessly presented in a world of style.

How will you celebrate this win?

We will share it with our owners, industry partners, guests, and most of all our team members who have continuously shown great resolve, passion and dedication.

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

We are excited to share that Conrad Manila continues to focus on providing our guests with personalised experiences, key digital innovations, and building on our Meet With Purpose campaign which actively encourages our clients/guests to take part in promoting sustainable tourism through different green initiatives.

Best City Hotel - Taipei Mandarin Oriental, Taipei



Karan Berry
General manager
Mandarin Oriental, Taipei

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

On behalf of the entire Mandarin Oriental, Taipei team, I would like to express our sincere appreciation for this special recognition. We are deeply grateful and thrilled to receive this award and for being voted as the Best City Hotel in Taipei. In line with Mandarin Oriental Hotel Group's service philosophy, we are committed to delivering an unparalleled level of service and high-quality products with our legendary service quality to ensure we continue to establish ourselves as the leading hospitality brand in Taiwan.

How will you celebrate this win?

It has been a difficult time for those in the hospitality industry for the past two years and I would like to acknowledge the efforts of all our hardworking and dedicated colleagues.

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

With the gradual easing of precautionary travel regulations by local government, Mandarin Oriental, Taipei will resume full operation of its rooms and F&B outlets to welcome international travellers and guests in the near future. We will also create various exclusive room packages and unique leisure experiential activities by collaborating with high-end brands to provide one-of-a-kind M.O. experiences.

Best New City Hotel The Clan Hotel Singapore



Gill Ishwinder Singh
Deputy director and
senior vice president of operations
Far East Hospitality

Chai Khye Yeien
Area general manager
The Clan Hotel, Oasia Hotel Downtown,
Oasia Hotel Novena & Amoy Hotel
Far East Hospitality

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

We would like to extend our heartfelt gratitude to all travel professionals and business partners for recognising us as The Best New City Hotel. This award would not have been possible without their continued support, and we will ensure that our team continues to uphold the highest standards of hospitality.

How will you celebrate this win?

This award is a testament to the commitment and dedication of the entire team, and we feel humbled and encouraged to be recognised by the industry for our efforts. This win makes us want to strive harder to continue exceeding guests' expectations on all fronts – from continuously providing culturally-immersive hospitality to unique yet authentic experiences that will reveal lesser-known stories of Singapore's local culture and history.

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

Over the past year, The Clan Hotel Singapore has successfully carved a niche for itself in the local hospitality scene by introducing a slew of unique experiences within and around the hotel, inspired by stories about the local culture and communities. These experiences, offered in collaboration with various partners, allow guests to form a unique connection with Singapore when they stay with us – through food, culture, art and more. Moving forward, we will strive to continue offering more engaging and meaningful ways for guests to learn about the city-state's rich heritage and history. –
Chai Khye Yeien

RESORTS – INDIVIDUAL PROPERTY AND SERVICED RESIDENCES AWARDS

“If you can dream it, you can do it.”
– Walt Disney

Best Integrated Resort Resorts World at Sentosa



Loh Su Kim
Senior vice president of sustainability
Resorts World Sentosa

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

We would like to thank all the travel agents who have been part of our amazing journey through the last decade and for our 10th Best Integrated Resort Award by TTG Asia Media. We have been through good times together, and some tough times too such as in the last two years of the pandemic. But we have always worked together to support and look out for each other and we will continue to do so in the years ahead.

How will you celebrate this win?

This award is down to dedication and team work – not just within RWS team members, but also with the support of the industry. We will therefore celebrate this with the team and our partners who have made this possible.

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

We have embarked on exciting plans to expand our offerings at RWS which will provide new and exciting visitor experiences. Our expansion plan, RWS 2.0 will add a mix of all-new exciting attractions, as well as entertainment and lifestyle offerings to the destination resort. Universal Studios Singapore will feature a highly-immersive themed zone, Minion Land; while S.E.A. Aquarium will be tripled in size and rebranded as the Singapore Oceanarium. These are exciting times ahead for the tourism and hospitality industries and we look forward to welcoming back more international travellers.

At the same time, fun does not have to come at the expense of the earth. We aim to be a global leader in sustainable tourism and we are very proud to have been certified as the first destination in the world which meets both the Global Sustainable Tourism Council's Destination Criteria and Industry Criteria for Hotels. With the rise of sustainable tourism globally, our ongoing efforts to make our integrated resort more sustainable will appeal to a new wave of sustainable tourists.



RESORTS – INDIVIDUAL PROPERTY AND SERVICED RESIDENCES AWARDS

Best Serviced Residence Operator Frasers Hospitality



Jastina Balen
Vice president, head of branding and communications
Frasers Hospitality

Tonya Khong
Senior vice president, APAC
Frasers Hospitality

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

Thank you all for consistently voting for us save for the pandemic years of 2020/2021.

We are humbled by the acknowledgement from the industry of travel agents, an industry that was just as heavily impacted by the pandemic, an industry which has had to survive and pivot during challenging times. So kudos to you all too.

The euphoria of this win – eight times in a row – is overwhelming to say the least. Winning is always, but all the more so this time because it validates our team’s efforts to remain positive and relevant to evolving consumer needs.

How will you celebrate this win?

I have no words to describe just how proud I am of the team. We needed this, the teams wanted this, so as we do for the last seven wins – we have a full team here, from the corporate office as well as ground teams, to receive the award and share in the revelry.

This is a highly revered award for us and we will celebrate it big time. Not only will our COO Mark Chan be sharing this win with all our teams, individual properties will also celebrate the win internally, led by our general managers.

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

The post-Covid hospitality scene has certainly morphed, as we are all fully aware of. Frasers Hospitality will continue on its transformational trajectory, which we happened to embark on just before the pandemic in 2019, embedding tech to ease resource crunch in some regions and offering contactless options for all our brands. We will introduce our newer brands like Capri by Fraser and Modena by Fraser to more cities, and at the same time, innovate on service and product offerings with sustainable considerations guiding our decisions. – **Tonya Khong**

Best Beach Resort Anantara Desaru Coast Resort & Villas



Carol Chin
PR and marketing communications manager
Anantara Desaru Coast Resort & Villas

Christian Gerart
General manager
Anantara Desaru Coast Resort & Villas

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

Without your support – travel agents and guests, winning this award would not be possible. We are so honoured to be receiving this award especially when the Resort just opened in December 2019 and then the lockdown happened in March 2020. This is proof that the team at Anantara Desaru is providing guests with exemplary service that is synonymous with the Anantara brand.

How will you celebrate this win?

We will do a celebration during the monthly townhall which is a staff gathering. We are also thinking of a gift to mark this joyous occasion.

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

In line with Anantara’s sustainable guidelines, we will be able to produce our own bottled water when our water bottling plant is operational. We are also adding more diverse and exclusive experiences for our guests such as nature and culture-themed ones. Our business partners will benefit from our residences coming on line – the three- and four-bedroom residences make a great location for multi-generational families to stay. The beach-front access and landscaped lawn make a great location for weddings and hen parties. – **Christian Gerart**

Best Serviced Residence (Property Level) Dao by Dorsett AMTD Singapore



Roy Liang
General manager
Dao by Dorsett AMTD Singapore

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

This is the first time that the property has won an award following the recent rebrand as Dao by Dorsett AMTD Singapore. We are thrilled to be voted the Best Serviced Residence (Property Level) at the 31st Annual TTG Travel Awards 2022. We are truly thankful to be the accommodation of choice by many and this award serves as an immense motivation for the team as we strive to be the best in class, to go above and beyond to deliver seamless guest experience at Dao, tailored from arrival.

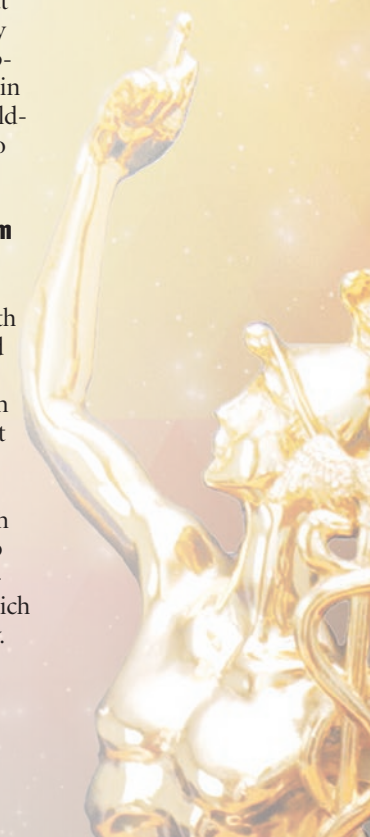
How will you celebrate this win?

With everyone in the Dorsett Hospitality International! Dao by Dorsett AMTD Singapore is a new aparthotel concept celebrating the creativity and diversity of Singapore. Representing an exciting new hospitality approach for a new era of travel, the property is the group's first location in Asia. This win is only possible with the support of our various stakeholders. This win helps us build momentum, as we lead the way in travel, to greater achievements in the years to come.

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

Dao by Dorsett is inspired by the Chinese word '道' and the belief that every person, and every traveller, should be able to create their own path towards harmony. The concept to 'live your way, anywhere' is displayed through the brand's attributes: harmonious, custom-fit and social.

Upon arrival, guests are greeted by Dao's harmonious approach with the custom-built plant library, where guests are invited to adopt a plant during their stay. Dao believes in a custom-fit, where they can book a wellness suite, opt for pet-friendly amenities in-room or a playtime set-up for younger guests. Dao is social – we create a community which celebrates local brands and emerging talent, offering guests a chance to make genuine connections with the city. This begins with an introduction to the local art scene through a collaboration with Wasuka Art which is curating a botanical art programme to complement the plant library.



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TAILORED TO YOU



THANK YOU FOR OUR FIRST WIN.

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AT THE 31ST ANNUAL TTG TRAVEL AWARDS 2022.

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BY DORSETT
AMTD SINGAPORE

AIRLINE AWARDS

“ Everything you can imagine is real. ”
– Pablo Picasso

Best Full Service Carrier Qatar Airways



Jared Lee
Vice president, sales
South-east Asia, Southwest Pacific &
Indian Subcontinent
Qatar Airways

Marwan Koleilat
Senior vice president
Eastern Regions
Qatar Airways

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

Qatar Airways is delighted to be awarded in this year’s TTG Travel Awards. We are humbled and honoured that our industry colleagues have recognised us as the Best Full Service Carrier for travellers. Receiving an award of this magnitude from the people who play such an important front-line role with travellers means a lot to us, and we greatly appreciate their ongoing support and confidence in us.

How will you celebrate this win?

Our wins are celebrated by what we do best on the ground and in the air. The past two years has taught Qatar Airways to remain resilient as we played a critical role in global repatriation, helping to connect passengers and businesses even at the peak of the pandemic.

With this win, we are only further motivated to provide the best service for all our passengers – from check-in to the arrival at their destination. Qatar Airways will remain committed to providing an unrivalled, five-star experience to all passengers.

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

2022 is an exciting and very busy year for Qatar Airways. In addition to celebrating 25 years of excellence this year, we are also excited about the upcoming FIFA World Cup. This highly anticipated global football event gives us the chance to reach travellers from all around the world, connecting them through our home hub, Hamad International Airport, which has been voted by Skytrax as the ‘World’s Best Airport’. – **Marwan Koleilat**

Best Low-Cost Carrier Scoot



Agatha Yap (Left)
Director, marketing & new revenue
Scoot

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

We would like to thank our travel agents and partners for their strong support over the years, and for voting Scoot as the Best Low-Cost Carrier in Asia. Scoot remains committed to providing customers with quality service, unique travel experiences and great value.

Our network currently consists of 71 destinations across 15 countries and territories. We will continue to work closely with our trade partners across all of our markets to explore growth and new opportunities.

How will you celebrate this win?

The team will celebrate this win with much joy! 2022 has been a year of celebrations for Scoot. Apart from this award, we also celebrate our 10th anniversary this year. Additionally, our partnership with The Pokémon Company marks another milestone for Scoot as the first ASEAN airline to launch an exclusive Pokémon-themed livery and inflight experience on our Boeing 787 Dreamliner.

Stay tuned for more exciting announcements as the team continues to work hard to provide the best travel experiences and value to our customers and partners.

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

Scoot will continue to expand our network. Recent route launches include non-stop flights between Singapore and Tokyo, Osaka, Seoul, Jeju, and Lombok. We are also committed to resuming flights to more destinations, in line with the local health and safety regulations across the various regions we have presence in.

We are also looking at more airline partnerships to provide our customers with access to a wide range of destinations across the world. Our current interline partners include Singapore Airlines, Virgin Australia, Aegean Airlines and Olympic Air, and Lufthansa Group.

Last but not least, we will continue to leverage SIA Group synergies to offer more value to our customers and trade partners. One example would be the integration of our customer loyalty ecosystem. Now, KrisFlyer members can not only accrue KrisFlyer miles when travelling on Scoot flights and redeem their KrisFlyer miles when purchasing Scoot flights, they can also enjoy greater access to enhanced benefits and more rewarding travel journeys. Similarly, corporate members can also accumulate HighFlyer points on eligible flight sectors operated by Scoot.

BT-MICE AWARDS

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

Best Business Hotel The Peninsula Bangkok



Khemwanta Tangon
Director of brand marketing
The Peninsula Bangkok

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

It is an absolute honour to receive on behalf of The Peninsula Bangkok as the Best Business Hotel. We would like to thank all our travel agent partners for taking their time to vote and recognise our effort in delivering excellent services for them and their guests. We will continue with our commitment to provide superlative experiences and exquisite memories for our guests.

How will you celebrate this win?

This award recognition will be shared with our staff whom we are proud to have as our team members. The foundation of our success is built on their effort, passion and commitment.

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

While creating exquisite memories for our guests is still what drives our business every day at The Peninsula Bangkok, we strive to ensure our influence is also positive on the environment, as well as on society. We share this vision with our guests – they appreciate that while we are devoted to their comfort, providing quality and sustainability must also be done with respect for our world. Sustainability and luxury share similar values. We like to think elements like refined craftsmanship and exceptional service are sustainable because they are timeless, thoughtful and purposeful.

Best Convention & Exhibition Centre International Convention Centre Sydney



Geoff Donaghy
Chief Executive Officer
International Convention Centre Sydney

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

The ICC Sydney team is proud to have been voted a winner in the TTG Travel Awards. Our gratitude goes out to our network of travel agents for the support and recognition. This award reaffirms our positioning as being ‘more than a venue’ for our clients, stakeholders and community.

How will you celebrate this win?

We’re looking forward to sharing the news with our valued clients, stakeholders, community and with our team of professionals who deliver extraordinary events every day.

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

Through our world-class delivery of services, ICC Sydney is proud to welcome increasing numbers of international delegates to our diverse, dynamic city and unparalleled location. ICC Sydney’s new services including Connect Hub, our one-stop destination for speaker preparation and digital event solutions; Connect Outdoors, our styled, open air networking service; and expanded, industry leading Legacy Programme, enrich the client and delegate experience. International events have returned earlier than anticipated and we are on track to return to deliver A\$1 billion annually in delegate spending within our local community. We build on innovation and our technological infrastructure to enhance visitors’ experience and have recently invested A\$1.53 million in new audio visual equipment that elevates our in-person event capabilities.

Best BT-MICE City Business Events Sydney



Sinead Yeo
Director, global corporates & incentives
Business Events Sydney

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

Thank you! It means so much to us to have this vote of confidence from our industry and partners. Sydney has changed so much over the past two years – there are so many new precincts, attractions, events, restaurants and hotels to discover, and the city is bursting with new energy. We can’t wait to see you in Sydney!

How will you celebrate this win?

As a team, we’ll celebrate this accolade and continue our work to build on this year’s achievements and success in-market for BESydney. We want Sydney to be the pre-eminent business event destination in the world.

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

We are looking to ramp up engagement efforts with our markets as borders continue to reopen and restrictions continue to ease across the board. We also have an exciting new campaign specifically for the Asian market that was launched in late September.



BT-MICE AWARDS

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



Thirayuth Chirathivat
Chief executive officer
Centara Hotels & Resorts

What would you like to say to the travel agents who voted you as the best in your category?
I would like to say thank you for every single vote and for the continued trust in our hotel and our commitment to providing quality experiences. We are always looking to bring new innovations, technologies and ideas – from leveraging digital tools for greater security to improving dining options to suit every guest’s needs – in order to present the best MICE hotel in Bangkok.

How will you celebrate this win?
Of course, we must celebrate our staff at Centara Grand at CentralWorld. Everyone involved is truly appreciated and deserving of recognition. This is our 7th year winning this award, and we are proud to maintain the highest level of standards in offering best-in-class MICE services to our guests. Like other industries, MICE has been affected by the pandemic, but we are adapting to change and bouncing back stronger than ever, and this award is a true celebration of our efforts.

What major developments can your business partners look forward to from your company in the near future?
Our company is always expanding, not only in Thailand but also overseas, and we are looking forward to bringing our expertise in MICE to each new destination. We recently opened Centara Korat, an all-in-one hotel that is well-positioned to host business events and meetings with space for up to 700 guests across its expansive meeting rooms, ballrooms and event halls. Another highly-anticipated project is our new Centara Grand Osaka, which is set to open in Japan in July of next year. This hotel will feature a grand ballroom, co-working spaces, a rooftop sky event suite, and facilities for every kind of function or event. We are looking forward to opening even more high-standard MICE hotels like this in the near future.

Best Convention & Exhibition Bureau Thailand Convention & Exhibition Bureau



Supanich Thiansing
Director, meetings and incentives
department
Thailand Convention & Exhibition Bureau



Chiruit Isarangkun Na Ayuthaya
President
Thailand Convention & Exhibition Bureau

What would you like to say to the travel agents who voted you as the best in your category?
At TCEB, we are all touched and wish to express our utmost appreciation to the readers of TTG Asia, TTG China, TTG India, TTGmice, TTG-BT-mice China, TTGassociations and TTG Asia Luxury for their recognition of our hard work, as well as their support that made us the Best Convention & Exhibition Bureau this year. Moreover, the award presentation ceremony on September 22 was undoubtedly the best way to celebrate the 20th anniversary of TCEB. Thank you very much.

How will you celebrate this win?
I believe receiving this prestigious award on TCEB’s birthday is a great celebration in itself. While we are proud to win our friends’ trust, we realise the surrounding volatility and the effects on business and people, so we will keep on working with partners and deliver the best of Thailand’s MICE.

What major developments can your business partners look forward to from your company in the near future?
TCEB has been promoting readiness of our workforce and innovation to support events and we believe that if we are to move forward into the future, we have to keep abreast of the upcoming trends. As we are gearing up, you can look forward to our improvement on collaboration with stakeholders in promoting sustainability and developing innovation and technology that will sharpen the competitiveness of Thai MICE industry.
– Chiruit Isarangkun Na Ayuthaya

Best Events Technology Provider Cvent



Harsha Hariharan
Regional sales manager
Cvent



Will Kataria
Senior director of sales
Cvent

What would you like to say to the travel agents who voted you as the best in your category?
First and foremost, we’d like to say thank you. The best kind of recognition is that which comes directly from our customers and those who use our technology to streamline processes, work more efficiently, and drive their business forward. We’re honoured and humbled to accept this award.

How will you celebrate this win?
We’re so thrilled to be recognised by the prestigious TTG Travel Awards and we will be celebrating this win with not only our thousands of employees around the world, but also our partners and customers who are critical to our success. We’re also looking forward to sharing the news with our tens of thousands of followers on social media!

What major developments can your business partners look forward to from your company in the near future?
In today’s more dynamic environment, our business partners can expect Cvent to expand our research and development efforts to ensure we deliver a unified event marketing and management platform that seamlessly supports in-person, virtual, and hybrid events. We are also working closely with other industry leaders and technology providers through the development and expansion of our vendor and app marketplaces, enabling a more unified ecosystem and empowering our users to tap into the power of a more integrated technology stack. Our ultimate goal is to deliver the right technology to help propel the industry forward. – Will Kataria

THE PLACE TO CONNECT



Centara Grand & Bangkok Convention Centre at CentralWorld



FROM INTIMATE BUSINESS MEETINGS TO INTERNATIONAL CONVENTIONS

Centara Grand & Bangkok Convention Centre at CentralWorld is ideally located in the heart of Bangkok's shopping and business district. With 505 rooms and suites, our hotel offers something for everyone with nine restaurants and bars including Red Sky, Cru Champagne Bar, and Cocoa XO, a trio of alfresco rooftop experiences with spectacular city views, as well as an outdoor swimming pool, a health and well-being venue with a fitness centre, floodlit tennis courts, and the award-winning SPA Cenvaree.

Named Best Meetings & Conventions Hotel at TTG Travel Awards 2022, Centara Grand & Bangkok Convention Centre at CentralWorld delivers the ultimate in meeting and conference facilities. Easily accessed by road and the BTS Skytrain, the main centre is perfect for conferences, concerts, exhibitions and events of any kind with space for up to 7,000 guests, while our World Ballroom can hold up to 1,000 guests. Inspiring your team is a breeze with our smaller, more intimate event spaces, including four natural daylight rooms along with a kitchen and outdoor cocktail and reception terrace. Your designated Centara one-stop meeting planner will also personally curate your meeting, ensuring everything runs smoothly before, during and after your event.

With all restrictions lifted, travelling to Thailand is now easier than ever. Motivate your team at one of our stunning venues with an uplifting event and experience they will never forget.

Learn how you can inspire your team by visiting centarahotelsresorts.com/cgcw/mice

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TRAVEL AGENCY AWARDS

“ Invest in your dreams. Grind now. Shine later. ”
– Anonymous

Best Corporate Travel Agency Corporate Travel Management (CTM) Asia



Larry Lo
Chief executive officer, Asia
CTM Asia

What does this award mean to you?

CTM Asia is honoured to be awarded the Best Corporate Travel Agency by TTG Asia Media. This award is a well-received acknowledgement and reward for the entire CTM Asia team representing their hard work and dedication to the business and supporting our customers with exceptional service and delivering tailored solutions in what has been one of the most challenging times for our industry. To receive this award under such unprecedented and challenging market conditions is an outstanding achievement.

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

The expansion of CTM in the Asian market. The strategic acquisition of Safe2Travel strengthened our position as one of the top 5 TMCs in Singapore and the opening of CTM Japan in Tokyo was a complementary extension to our existing footprint in Hong Kong, Singapore, China and Taiwan to meet increasing customer demand for the same CTM service and technology experience they have been accustomed to in Asia and international markets.

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

Our customer value proposition is central to CTM’s success and is even more valuable to customers in the post-Covid travel environment. The three customer-centric outcomes are:

1. In-house travel experts with local market expertise – understanding our customers’ unique travel needs and delivering relevant solutions that meet those needs.
2. By owning and building proprietary travel technology in-region and for regional needs and nuances, we are able to deploy new and enhanced travel tools that deliver value.
3. Maximising the ROI for customers, through CTM’s global buying power, access to extensive content, and through intuitive technologies which improve buying behaviour.

Best Online Travel Agency Klook



Michelle Ho
General manager
Thailand, Philippines & Vietnam
Klook

What does this award mean to you?

We are extremely proud to have won the Best Online Travel Agency award this year. Being recognised by our travel industry peers and professionals is truly humbling. The award is also a testament to our people and their efforts; without them, we would not have been able to emerge stronger and more resilient from the pandemic.

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

We have made quick pivots since the pandemic to capitalise on new opportunities, particularly domestic tourism. This also gave us the opportunity to go hyper-local and experiment with new products and services. Our efforts on that front meant that we developed and grew the variety of experiences that locals would want, and in turn deepened the variety of experiences that international tourists can enjoy. This twin-engine strategy on both domestic and international tourism has paid off and we’ve seen strong recovery in all of our key markets.

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

The pandemic has taught us that flexibility and adaptability are crucial in today’s environment – there is always an opportunity and you cannot afford to sit idle. Equally important is finding new ways to engage with your customers and build brand loyalty. It is important to stay ahead of evolving customer behaviours, especially those of the next generation of travellers. Finally, it’s necessary to develop strong partnerships with other industry players and organisations. These partnerships will help capture demand and reinvigorate tourism in the long run.



Corporate Travel Management Asia takes home **Best Corporate Travel Agency** at TTG Travel Awards 2022

CTM Asia is honoured to accept the TTG Travel Awards in different categories for 11 times since 2008.
Your great support is crucial for us. We will keep working closely with our stakeholders
to deliver the best services to our supporters in Asia.

**Return on
investment**

**Customer-
centric
technology**

**Personalised
services**



travelctm.asia



TTG TRAVEL AWARDS 2022



CONGRATULATIONS TO OUR 41 WINNERS

for being recognised as
champions of the industry

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

Your votes have been significant in naming
Asia-Pacific travel industry's most outstanding
organisations and individuals.

Learn more about our 2022 award winners:

awards.ttgasia.com

- List of 2022 Award Winners
- Ceremony and Gala Dinner Photo Gallery

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A TIME TO CELEBRATE

“ Celebrations infuse life with passion and purpose.
They summon the human spirit. ”

– Terrence E Deal





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GHA DISCOVERY



Thank you for awarding us Best Full-Service Carrier

We are delighted to be voted Best Full-Service Carrier in the TTG Travel Awards. Having just been named Skytrax Airline of the Year, for a record seventh time, 2022 has been a stellar year – a year in which we are celebrating our 25th anniversary.

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GOING PLACES TOGETHER