

WITH PLANET 21, ACCOR AIMS TO PROVIDE A POSITIVE HOSPITALITY EXPERIENCE

Accor has been a committed group for many years, and has perpetually worked to redefine its boundaries in delivering a positive and augmented hospitality experience. Our Planet 21 programme demonstrates the group ambitious goals towards 2020, based on four strategic priorities: involve its employees, engage its customers, innovate with its partners and support local communities, along with our two key areas of focus, sustainable foods and buildings.

We celebrate Planet 21 Day each year in April, just before World Earth Day which falls on April 22nd. It's an annual involvement for our hotels and headquarters' teams worldwide to celebrate sustainable development. The 2018 Planet 21 results bring to light once again our great CSR achievements, keeping us on track towards reaching our 2020 targets. Fundamentally, this yearly event serves as a reminder that we want to do right by our Planet simply because we believe that's the right thing to do!

Happy Planet 21 Day to all our hotels and corporate offices!



Don't talk it; walk it – it's nice to talk about improving the sustainability of your workplace or home, but it only makes a difference if you put words into action!

Fraser McKenzie, Planet 21 Champion
– Upper South East North East Asia & Maldives



From turning off the lights when leaving a room to shutting the tap while brushing your teeth, it all contributes to caring for our planet. I always have a foldable grocery bag tucked in my handbag.

Nadine Rouget, Planet 21 Champion – Thailand



Because so much is disposable, people think the world is a rubbish bin. Even in Singapore people just throw food / drink containers on the ground – maybe someone else picks it up? I worked in Singapore 25 years ago – littering was an offence with fine and possible jail.

Graeme Ham, Planet 21 Champion – Malaysia, Indonesia, Singapore



Refuse to buy anything in plastic – be creative and source it another way. For example, avoid produce wrapped in plastic – cucumbers, bananas (as nice as the little bananas are for kids), bags of apples, carrots, etc...

Nadine Koruna, Planet 21 Champion
– New Zealand



Always remember that we only borrowed this planet from our children.

Jessica Uekermann, Planet 21 Champion – Singapore



HEARTIST THANKS

Raffles Shenzhen Eric Cao



As a team leader, I want to thank **Eric Cao** for his tremendous effort and dedication to the success of the very first wedding at Raffles Shenzhen. Couples usually do not consider new hotels for their wedding as they are concerned about the service and food quality. Eric made a lot of effort to invite a couple for a site inspection. He arranged for the catering team to greet the guests at the lobby and

handed a greeting card to the lady. When the couple stepped into the Grand Ballroom, their family photos, especially those of their three-year-old son, were displayed on the 63sqm LED screen. The site inspection was conducted with professional introduction and attention to every detail. Eric even had a cup of ginger tea served to the lady as he noted that she was having a cold. Knowing that they have yet to book the wedding gown, Eric took the couple to the wedding gown boutique. The couple was so touched and impressed that they were convinced Raffles Shenzhen would be the hotel for their most important day.

Raffles Shenzhen Director of Catering & Conference Sales Sunny Qi

Novotel Hyderabad Convention Centre and Hyderabad International Convention Centre Manish Dayya



I would especially like to express my gratitude towards my General Manager, **Mr. Manish Dayya** for always extending his great support and standing behind me like a rock throughout my tenure with him. During a dispute with a second party, Manish got himself involved to understand the details and assisted in sorting out the issue by providing his boundless inputs and years of experience into play. This resulted in a win-win situation for both parties. He also suggested some new audits and checklists to be carried out on a monthly basis. Thanks to this, we now have a hassle-free reconciliation every month. Manish has continuously guided me and is the perfect advisor for life inside and outside the hotel. He is a very hardworking and humble leader who inspires his team to give only their best every day.

Novotel Hyderabad Convention Centre and Hyderabad International Convention Centre Associate Finance Director Gopi Krishna

Novotel Hyderabad Airport Ali

I would like to thank my team member, Assistant Front Office Manager **Ali**. He has made maximum effort to break the boundaries between two departments – Front Office and Housekeeping. Recently we had back-to-back group arrivals, Ali pacified the guests at the front desk and assisted the housekeeping team to clean the rooms. This gesture was a Heartist moment for our team members.

Novotel Hyderabad Airport Housekeeping Manager Anil Kumar



Mercure Hyderabad KCP Chef Vimla



Sometimes we are so busy in our routine that we overlook the efforts of those who make our work easier. With this opportunity, I would like to thank **Chef Vimla**, a woman with a committed work ethic. Travelling two hours a day to work at the age of 49, Chef Vimla solely handles the commissary department. The joyful Amma always makes sure that no delay in her work affects the smooth functioning of the entire kitchen department. With no complaints and a smiling face, her apron seems no lesser than a cape.

Mercure Hyderabad KCP Executive Chef Dipak

Pullman Fuzhou Tahoe Kevin Xie



We would like to thank **Kevin Xie**, a cook of Pullman Fuzhou Tahoe's staff canteen. As a cook, he is diligent and always brings us joy with his sincere smile. As a colleague, we communicate with gestures and also from the eyes and heart; as a Heartist he works hard and never ceases to study. Although he has hearing and speech challenges, Kevin is good at reading people's minds and he always keeps a watchful eye on his fellow colleagues. Kevin is also a gentleman to many people. When the canteen floor is wet, Kevin voluntarily cleans the area so that the ladies will not slip in their high heels. We want to take this opportunity to thank Kevin for his earnest heart, generosity and dedication to work.

Pullman Fuzhou Tahoe

Sofitel Philippine Plaza Manila Robert Viana

I would like to thank Mr. Robert Viana, our Guest Experience Butler. Throughout the years we have been working together, he has become like a brother to me. He is a great confidante and has given helpful advice, may it be about work or personal matters. Witnessing his passion and commitment to delivering genuine service for our guests helped me gain a wealth of learning experience and inspiration to do my best at work.

Sofitel Philippine Plaza Manila Guest Experience Officer Roseville Silva



ibis Styles Bangkok Khaosan Viengtai Nutcharee

The person I want to thank is my fellow Finance team member Nutcharee or "Som". No matter how busy or hectic our job can get, I can always count on Som to be by my side with a smile. She is my travel, eating and beauty buddy... no matter is too big or too small. Even when I was trapped in the toilet cubicle with no tissue paper, Som will arrive to save the day with her support! She is my best friend and one of the many reasons I enjoy going to work.

ibis Styles Bangkok Khaosan Viengtai Accounts Receivable Officer Kornpatchara "Tai" Boonbantueng



Swissôtel Merchant Court Raquel



I would like to thank Raquel, Bar Manager of Crossroads Bar. She taught me – a complete novice the craft of mixology. Under her watchful eye and guidance, I emerged as the Cocktail Category Champion in the 30th National Cocktail Competition 2018. I was also given the opportunity to travel to Tallinn, Estonia in October last year

to compete in the World Cocktail Championships, organised by the International Bartender Association. Without her, I would not even have dreamt of becoming a mixologist, let alone winning competitions!

Swissôtel Merchant Court Mixologist Shim Suah Bella

Sofitel Angkor Phokeethra Golf & Spa Resort Kimhon & Chamrouen



I would like to thank our Housekeeping team led by Kimhon and Chamrouen who are very supportive and respond swiftly to last minute requests such as floral centerpieces, personalised Do Not Disturb signage, etc. We usually receive requests from guests that are not readily available, something which needs to be created from scratch. Kimhon understands the urgency and importance for us to act promptly. I am very fortunate to work with them!

Sofitel Angkor Phokeethra Golf & Spa Resort Director of Sales Srey Peou Nang

Raffles & Fairmont Makati Liz Arevalo

Ms. Liz Arevalo, our Reservations Manager, is always sweet, discerning, and kind. I often see her going the extra mile to ensure our projects go smoothly and that the workload is equally divided. Above all, she is honest and always has every team member's best interest at heart.

Raffles & Fairmont Makati Reservations Agent Jayme Lim



Novotel Bali Nusa Dua Ibu Ega & Sri Ayu



I am grateful for having Ibu Ega, Kids Club Attendant and Ibu Sri Ayu, Kids Club Coordinator as my superior and mentor when I first joined the team in June 2018. They made me feel welcome as a new member of the team. They invested their time and pushed me to be the best employee. They mentored me and helped turn my mistakes into valueable lessons. Ibu Sri Ayu has an amazing ability to bring out the best in all of her team. She is an amazing superior to the entire team.

Thanks to her, I am motivated to always bring the best of me.

Novotel Bali Nusa Dua Activity Attendant Ida Bagus komang Wibawa



Mövenpick Hotel Sukhumvit 15 Bangkok Narumol

Thank you Ms. Narumol and the Reservations team, words cannot express how grateful I am for your help and support. I appreciate all you have done for the sales team, to help us work successfully and efficiently. We are a great team and I feel very happy to be a part of it.

Mövenpick Hotel Sukhumvit 15 Bangkok Sales Coordinator Cherem "James" Ratchatawilairat



New ibis unveiled in Kolkata with ibis Kolkata Rajarhat

Accor in partnership with InterGlobe Hotels proudly announced the launch of the coolest economy brand with the opening of **ibis Kolkata Rajarhat**. The latest ibis focuses on nurturing and continuous innovation, sustainability and creating an inviting experience for both guests and employees. ibis Kolkata Rajarhat features a 2,457 square feet pillarless meeting space which can further be divided to three smaller rooms with capacity for up to 250 guests, one of the largest MICE banquet spaces for an ibis. The hotel will also feature a revamped food offering at Spice It, serving home-style international comfort food and regional cuisines. As with all ibis hotels, it will serve India's longest-running breakfast, starting from 4 am until noon.



Mercure Goa Devaaya Retreat debuts in Goa

Situated on the serene Divar Island of Goa, **Mercure Goa Devaaya Retreat** offers travellers to the popular resort island a range of holistic treatments with Ayurveda, naturopathy and yoga under one roof as an alternative medical treatment. Goa is a renowned popular destination for travellers to rejuvenate their body and soul with its exotic and tranquil location for natural healing. To relax, de-stress and cleanse, the property also has a naturopathy centre that offers age-old therapies combined with modern treatments that help prevent and cure illnesses with a complete nutritional guide and exercise regime to maintain a balanced lifestyle. Holistic treatments include acupuncture, hydrotherapy, mud therapy, colon hydrotherapy, spinal spray, hip bath, arm & foot bath, sauna bath, as well as a range of therapeutic, Swedish, deep tissue and lymphatic drainage massages.



CONGRATULATIONS

SINGAPORE

Singapore Tatler – Best Restaurants 2019: Ellenborough Market Café, Swissôtel Merchant Court

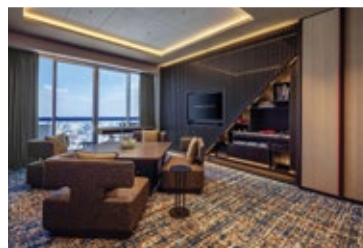


Swissôtel Hotels and Resorts debuts in Indonesia

Swissôtel Hotels and Resorts is set to make its first debut in Jakarta. Opening mid-2019, **Swissôtel Jakarta PIK Avenue** is located in a mixed-used lifestyle mall complex. Designed by EDG Design, the hotel will feature 412 spacious guest rooms, six dining outlets, an executive lounge, the Pürovel Spa & Sport facility as well as the city's largest event space of 3,044 square meters that can accommodate up to 3,000 guests in its ballroom.

Executive Lounge in Swissôtel The Stamford reopens at Level 65

Part of the hotel's third and final phase of a comprehensive multi-million dollar transformation, Swissôtel The Stamford welcomes this ultra-chic social space, which raises the bar for hotel executive lounges in Singapore and beyond for executive floor guests. Level 65 spans circularly around the entire floor, offering unparalleled views of the Singapore skyline that the hotel has come to be known for. The newly remodelled lounge provides guests with greater and smarter space to interact, work and relax. The design concept of Level 65 is functional chic – well-thought design that embraces the future of living and socialising; working and workspaces; creative meetings; dining; recreation and play; as well as fitness and vitality.



Pullman Bangkok Grande Sukhumvit launches The Backyard by Pullman

Pullman Bangkok Grande Sukhumvit recently launched The Backyard by Pullman, the hotel's new concept bar featuring a laidback, casual and fun ambience. Available every Thursday to Saturday evening, The Backyard by Pullman invite all guests to enjoy the BBQ specialities, beer filled bathtub and cool live music. It's a backyard fun at backyard prices!

DEVELOPING FUTURE LUXURY GENERAL MANAGERS

LEADING IN LUXE

Managing a hotel in the luxury segment requires more than just an understanding of the brand standards – managers need to fully understand the mind-sets, lifestyle and expectations of the luxury clientele. That is the objective of Accor's **Leading in Luxury** program, a bespoke General Manager Development Program designed to grow 10 selected midscale star General Manager's into the world of luxury.

The inaugural cohort were exposed to the world of luxury hotel operations over an intense but enriching six months to support the growth of the of the luxury hotel pipeline in Asia Pacific.

Keeping things fresh and exciting in true Academie style, the program adopted a blended learning approach involving virtual and face-to-face workshops, case studies, mentoring, operational exposure, 360-degree assessment and self-development activities.

All 10 General Managers concluded their development journey on Tuesday 18th February, a momentous occasion where they presented individual 10-minute keynotes in the presence of an executive panel, consisting of Michael Issenberg, Christine Rumble, Gary Rosen, Jean-Michel Casse, Patrick Basset, Garth Simmons, Simon McGrath, Gillian Millar and Shereen Bong. Taking place at Swissôtel The Stamford's Skai Suites in Singapore, flutes of champagne were toasted after awarding the completion certificates to each participant.

PROGRAM HIGHLIGHTS

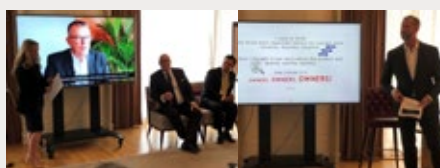
- Virtual workshops cover the topics of The Luxury Consumer and Ethnography
- Emotional Intelligence assessment and curated coaching
- 10 days in the life of a Luxury GM
- A series of case studies presented as 'bite-sized assignments'
- A 3-day face-to-face program covered all there is to know about leading in a luxury environment, including experiential sessions with subject matter experts



A day at the iconic Raffles Singapore with its General Manager Christian Westbeld followed by a curated "Create the Singapore Sling" experience.



A luxury F&B power session delivered by VP Luxe F&B Nigel Moore, Atlas Bar's cocktail expert Tom Hagen, Michelin-starred Chef Kirk Westaway and Raffles Singapore's wine expert Stephane Soret.



Kerry Healy, VP Sales, invited high profile business partners to talk about how to win MICE luxury businesses while Tom Meyer invited some of our luxury owner representatives to discuss owners' expectations in luxe.



It's all about the luxury image and personal branding: A powerful session by Gaynor Reid and a former Miss Singapore and Brand Consultant!



A wonderful close to the face-to-face program: Michael Issenberg conducted an open table Q&A session in the luxurious setting of Fairmont Singapore's penthouse suite.



Clockwise from left to right: Jan Kroeckel – GM Novotel Lombok Resort & Villas, Ben Mellor – GM Novotel Sydney Central, Zac Lumsden – GM Grand Mercure Auckland, Rohan Sable – GM Delegate & GM Novotel Chennai OMR, Tom Bloomfield – Mercure Gold Coast Resort, Ajay Sampige – Novotel & Pullman New Delhi Aero City, Dylan Cole – Novotel Sydney Manly Pacific, Eksi Ayuningtyas – Grand Mercure & Ibis Yogyakarta, Adam Hipp – GM Novotel Century Hong Kong, Jean-Francois Brun – GM Sofitel SO Bangkok

ANDREW CAMERON

**Head of Procurement,
Accor Singapore**



You have a very colourful career story. Could you tell us about your background?

If you were to talk to my mother, I was always her Mad Scientist. I have always been my happiest when I am able to apply creative problem solving to science and business, and especially when it has a positive impact on the environment.

I found that cooking and bartending were my outlets: applied science where you are able to consume, talk with new people every day, sharing enthusiasm and translating complex concepts to something far more exciting and personal. This led to setting up a company with my (now) wife Katherine who is a Civil and Environmental Engineer, and gaining work all over Australia in science communication, food & arts festivals and F&B consultation. We were incredibly lucky to meet and work with some of the most amazing F&B talent in the industry.

Meeting natural winemakers from The Adelaide Hills at one of these events was certainly a turning point. I moved to

Adelaide that year and started to make wine and spirits with them.

One day, I received a phone call from one of these winemakers while coming down from a winery, and he said he had put my name forward for a position at Burnt Ends here in Singapore. I received another phone call from an F&B industry veteran, who suggested I also consider the role. I was lucky to be in the position to help open two new venues, plus an import and distribution company, set up another consulting company, make the World's 50 Best, gain a Michelin star and host numerous events sharing the stories of the natural winemakers and how they contribute to sustainability.

If you had to suggest government policy interventions involving the hospitality/F&B industry that could make a positive impact on society in your view, what might that be?

Singapore is better than most countries in that when it makes a decision, it follows through on them. There are numerous countries globally that are banning plastic bags at supermarkets, and I feel it is something this country

would adapt to quite quickly. We know to put our trays back in the right place at the Hawker centres, but why can't we put a plastic bottle in the right bin?

I think a key issue is that there is uncertainty about the waste life cycle in Singapore - and we all know there is room for improvement in closing the loops. If the Government were to think more about assisting with creating value for the local farms by helping Hotels compost Food Waste, and if there was official communication and infrastructure to assist with single-use plastic management, I believe the impact could be dramatic overnight.

How do you personally incorporate a sustainable lifestyle? Please share some of your personal practical tips.

Have a kit for everything you need at the markets. A re-usable bag for your groceries (no more plastic), pack your own fork, spoon, straw, chopsticks, napkin. Get in the habit of having your own glass and water bottle. Think about the complete lifecycle of what you purchase and remember that every dollar you spend is supporting the company behind that product - which will eventually make it cheaper. Learn how to ferment and compost at home. Support organic when you can and reduce your meat intake. Grow plants at home. Buy a suitable portable water filter for travel if countries don't have safe tap water. Actively refuse unnecessary packaging. Enough people asking enough businesses can have a huge impact.

Who/what is your green warrior inspiration?

The first seed was planted by my grandfather when he taught me about the fragility of the planet, showed me how to care for edible plants and encouraged my love of nature. My parents further fostered this, and it is safe to say that David Attenborough is an inspiration for many. My wife constantly inspires me and keeps raising the bar.

The 'what' is understanding that resources are finite, all life should be valued & that 90% of the world's problems could be solved if people could understand them and know how they can help.

JAN KROECKEL

General Manager, Novotel Lombok Resort & Villas

Jan Kroeckel started his career with Accor 10 years ago in 2009 with a management traineeship at Sofitel Bangkok Sukhumvit. Eight years and three different countries later, he commenced his first General Manager posting in early 2017 at Novotel Lombok in Indonesia.

Jan is also a graduate of the IHMP class 2013 and recently completed the inaugural Leading in Luxe development programme – a specifically designed program to prepare high-performing mid-scale General Managers for a move into the luxury hotel segment.

About growing his career with Accor, Jan has the following to say, “Since my graduation 10 years ago I have always been working for Accor and not once did I think to look for a job outside the company. I feel that Accor really invests in its people. The opportunities you get to grow your career from corporate training courses to tailor-made development programmes, to move into new job challenges across Asia and to move across brands is something that really helped my career grow. Plus with all the acquisitions that Accor has done in recent years – and I am sure there are more to come - it is just such an exciting time to work for such an evolving company”.

For the last two years, Jan managed the beachfront property in Lombok, one of the key priority areas for developing tourism in Indonesia, identified by Indonesia’s President Jokowi as one of the “10 New Balis”.

“I thoroughly enjoyed my last two years in Lombok. The Novotel is a beautifully designed resort showcasing a blend of traditional Lombok architecture and famous Indonesian hospitality with all the modern amenities discerning travelers could want. Its beachfront location and being the only larger hotel in the area since 22 years has been a very unique experience for me. Most of all I enjoy working alongside the beautiful people of Lombok and to getting to know my guests at the resort,” said Jan.



However, things have not been without challenges in Lombok especially, after some devastating earthquakes hit the island hard in August 2018. Fortunately, the hotel was not damaged during the earthquakes and all staff and guests were safe. Nevertheless, there were more than 20 families, mostly from staff at Novotel Lombok, but also from Accor in Bali, who suffered various degrees of damage to their houses. In conjunction with the whole of Accor in Indonesia, Jan and his team quickly organised fundraising to support the families in need. “I was overwhelmed by all the support we received during those difficult times. All of Accor Indonesia raised almost USD 24,000 and this money has been used to buy materials and to allow the families to start rebuilding their lives. To see this kind of widespread solidarity made me extremely proud to be part of the Accor family,” said Jan.

In his free time, Jan enjoys spending time with his family especially chasing after his 5-year-old son.



Swissôtel Grand Shanghai

International Women's Day 2019

International Women's Day celebrated on March 8 every year is a focal point in the movement for women's rights. The UN theme for International Women's Day 2019 was: Think equal, build smart, innovate for change. The focus of the theme is on innovative ways in which to advance gender equality and empowerment of women, particularly in the areas of social protection systems, access to public services and sustainable infrastructure.



Swissôtel Merchant Court



Novotel Century Hong Kong



Novotel Bangkok Bangna



Sofitel Philippine Plaza Manila



Sofitel Zhengzhou



Sofitel Xining



Accor Singapore



ibis Styles Singapore on MacPherson IV



Pullman Hanoi



Accor Indonesia



Sofitel Angkor Phokeethra Golf & Spa Resort



Swissôtel Bangkok Ratchada



Novotel-ibis Chennai OMR

Fairmont Yangcheng Lake celebrates with lonely elders

The General Manager of **Fairmont Yangcheng Lake**, Alan Ang visited Kunshan charity house with the hotel team. The volunteers brought dumplings to the lonely elderly people. They also chatted with them and performed songs for them.



Charity run with Novotel Citygate Hong Kong

Novotel Citygate Hong Kong recently joined a 5km charity run – Staff Run for Lantau to support the fund-raising of the Accor “Give A Tree Campaign”. The hotel team members were glad to have the opportunity to join the meaningful event together with colleagues from their sister hotels to support the Planet 21 programme.



Novotel Ambassador Daegu donates to local charity shops

Novotel Ambassador Daegu visited a local charity shop to give items donated by staff and guests. Many types of donated goods await their new owners at the shop. Customers can get what they like at a reasonable price and this helps protect the planet by reducing waste at the same time.



Mercure Hyderabad KCP Soap for Hope

Mercure Hyderabad KCP joined hands with Nireekshana, a community-based NGO for Soap for Hope project. The hotel donated 18kg of used soap to Nireekshana for them to recycle and reprocess the solid soap waste into new soap bars and distribute among the local community. This time, the team also participated in making and packing the soap.



Green goings-ons in the Vitality Garden at Swissôtel Bangkok Ratchada

Inspired by Planet 21's achievements in the realms of healthy and sustainable food, **Swissôtel Bangkok Ratchada** launched its Organic Chic Club. The club inspires hotel staff to join together to grow organic plants, including sunflower sprouts, basil, and parsley, in the hotel's Vitality Garden. Eggshells left over in the hotel's kitchens are used as fertilizer and the plants are used in cooking in the staff canteen. Club members from various departments take turns to tend the garden.



Pullman-Novotel-Mercure Nanchang Sunac plants for the planet

To support Planet 21 and contribute to the environment, the hotel staff of **Pullman-Novotel-Mercure Nanchang Sunac** planted 10 trees at Pullman garden. They started planting trees since last year and hope this small movement can affect the future. They have a mini farm with vegetables and animals.



CSR efforts of Novotel-ibis Chennai OMR

Novotel-ibis Chennai OMR has planted 21 banana trees and 21 coconut tree samplings to increase green cover. The yield from banana trees are served to guests and staff while banana leaves are used for dining and kitchen preparation. The properties' consumption of 55,000 litres of diesel per annum created 145,200kgs of carbon emission previously. They turned it around by replacing hot water diesel boiler with heat pumps curtailing carbon emissions saving Rs.3,850,000 (USD 55,921) per annum.



Children learn to plant seeds at Novotel Manado Golf Resort & Convention Centre

Novotel Manado invited children to get closer to nature by planting vegetable seeds in the organic garden located at the hotel. They learned about different types of vegetables, involved in the process of seeds planting and learnt the type of fertilizer that is good for healthy vegetables. Hotel talent also introduced Planet 21 programme to the children and educated them to love nature, to feel part of it and to take care of their environment.



Stay healthy with Pullman Bangkok King Power

For the first time in Thailand, a special yoga class was held 314 metres high up in the sky above Bangkok! Held at the sensational Mahanakhon Skywalk, the class was instructed by Sarah Hoey, the Pullman Wellness Coach, and special guest Pop Areeya, a professional yoga instructor from Thailand. The event hosted by **Pullman Bangkok King Power** aimed to introduce a healthy lifestyle for worldwide travellers in true Pullman style.



The hotel has also created an exciting activity, Virtual Run. The purpose of this project is to motivate everyone to do sports. There are three different targets: 50km/100km/150km each month for 30 days. Applicants will clock in the miles to win a prize from the T&C department. The better you do, the bigger the prize. Two running sessions have also been organised every Friday at 6:30am and 6pm.

Heartist revolution for Mövenpick Hotels

Mövenpick General Managers and Transformers from across Asia Pacific convened at Pullman Bangkok Grande Sukhumvit to embark on their Heartist Journey. This two-day certification event was a great opportunity for these leaders to come together and be a part of the service culture revolution happening around the Accor universe. Every General Manager across Accor goes through the journey, enabling them to lead the culture at every level. Together with their Transformer, who is usually a very passionate Talent & Culture or Learning & Development Manager, they are immersed into an emotional and empowering journey designed to impact the very heart of our employee and guest experience.



Sofitel Angkor Phokeethra Golf & Spa Resort campaign against road accidents

To raise awareness against road accidents, **Sofitel Angkor Phokeethra Golf & Spa Resort's** Occupational Health, Safety & Welfare Committee spearheaded an Anti-Accident Campaign. Members showed up in the family restaurant during meal breaks, dressed-up as motorcycle accident victims to demonstrate the results of reckless driving, driving without helmet and drunk driving. This is to counter the the motorcycle accident rate which is currently on the high in Cambodia.



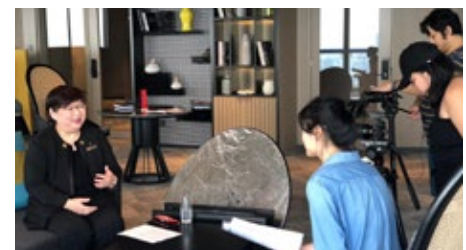
Healthy lifestyle with Novotel Hyderabad Convention Centre and Hyderabad International Convention Centre

Novotel Hyderabad Convention Centre and **HICC** always believe health is wealth and in promoting a healthy lifestyle for their associates. The hotel engaged their employees in a Zumba session along with many fun activities to energise their morale and made them more aware of their health with the healthy tips given out during the session. Employees got to bond and have a good time during the activity.



Singapore Kindness Movement features Swissôtel The Stamford

In conjunction with Singapore Kindness Movement, **Swissôtel The Stamford** completed a mini-documentary-style video, profiling their Director of Guest Relations Eddy Tan as a hospitality hero. Singapore Kindness Movement went behind the scenes, living a day in the life of a Guest Relations personnel; uncovering the kind of challenges Eddy faces on the job and how she handles them with grace and expertise. The aim is to inspire service colleagues to go the extra mile for guests and remind Singaporeans to be more gracious customers and guests.



Dining in the dark at Fairmont Jakarta

Fairmont Jakarta held a fund raising event in partnership with Mitra Netra Foundation as part of its corporate social responsibility initiative. The event gave guests the opportunity to experience dining in the dark where they used their sense of touch, taste, smell and sound to complete the culinary journey. Seated in the pitch-black dining room, guests were guided and served by the visually impaired hosts who are specially trained to guide sighted guests. Guests were treated to a 12-course dinner menu

created by the culinary team to indulge the senses. The event aims to provide insights into the daily struggles faced by the visually impaired community. Funds raised will support the visually impaired community with job opportunities and education offerings. Fairmont Jakarta along with Accor Indonesia have distributed the fund raised from the event and donated them to two beneficiaries, Mitra Netra Foundation and A Tree for a Child (ATFAC).





Chef's Cookbook

Executive Sous Chef Eunjoo Choi joined Novotel Ambassador Seoul Dongdaemun Hotels & Residences as an opening member since April 2018. Chef Choi graduated from department of culinary and service management in graduate school of tourism Kyunghee University and has more than 17 years of experience with Accor. "Accor has offered me a great opportunity for me to take up challenges through numerous training and educational programs. As an opening member of Novotel Ambassador Seoul Dongdaemun Hotels & Residences, I'm still in the learning process and trying to come up with various promotions that can make our customers happy," said Choi.

INGREDIENTS

150g Beef
150g Tofu
15g Starch
30ml Edible oil

Seasoning for meat:

30g Garlic
5g Garlic
5ml Soy sauce
2ml Sesame oil,
2g Sesame seeds
10g Garlic
20g Minced beef
60g Carrot
30g Shiitake mushroom
50g Parsley
20g Red pepper
30g Oyster mushroom
20g Host
2 Eggs
12 Eggs of bank
5g Walnut oil

Seaweed Ingredients

100g Radish
½ Onion
50g Beef
Pepper
Salt
Soy sauce
50ml Soy sauce 50ml
20ml Vinegar
5ml Sugar
20g Chopped soya

Tofu Hot Pot with wild chive sauce

COOKING STEPS:

1. Cut bean curd into cubes (3cmX2.5cmX0.7cm), sprinkle some salt, remove excess water, cover them with starch powder, and then pan fry until brown.
2. Slice 100g of beef thinly and mince 50g of beef.
3. Soak pyogo (shiitake) mushrooms in water, chop into thin slices, and mix them with the minced beef.
4. Thinly slice the radish, carrots, oyster mushrooms, and lion's mane mushrooms. Parboil the sliced vegetables with a dash of salt. Remove the heads and tails of the mung bean sprouts, parboil, and mix them with sesame oil and a dash of salt.
5. Thinly slice the onion, and chop the small green onions into 5cm pieces. Remove dead leaves from the water parsley and parboil.
6. Place marinated minced beef between two pieces of pan-fried bean curd (prepared in Step 1), and tie the center with water parsley.
7. Place the vegetables, beef slices, and bean curd cubes on the inner surface of the pot, and sprinkle some pine nuts on the ingredients.
8. Make a broth with beef, radish, green onions, and other vegetables.
9. Pour the broth (prepared in Step 8) over the ingredients (prepared in Step 7), boil, and season with salt and soy sauce.
10. When the broth starts to boil, put the crown daisy in the broth. Pan-fry eggs after separating the yolk from the white. Thinly slice them and place the egg slices and vegetables on a plate.
11. Make a dipping sauce with gooseberry for the bean curd hot pot. The gooseberry sauce can be made by mixing minced gooseberry with soy sauce, vinegar, and sugar.

COOKING TIP:

If you want to save time cooking the yolks and white separately, simply break the eggs and half cook them in the bean curd hot pot.

You can also use seasonal seafood instead of beef. Depending on your preference, you can also make seafood and bean curd hot pot, kimchi and bean curd hot pot, or noodles and bean curd hot pot.



Riise



MAWI ZABAT

F&B SUPERVISOR, JOY-NOSTALG
HOTELS & SUITES MANILA

Tell us about yourself, the challenges you face as a working mom and how you overcome them?

I can say that I am a very energetic individual, who loves spreading positive vibes around. I like seeing the glass always half-full; I am not easily disheartened by disappointments. I am very loyal and optimistic but tend to be opinionated and headstrong at times. Of course, I also have my bad side. Being dominant, impatient and egoistic are the traits that I am not so proud of but this changed when I had my son. Working as a single mom is very challenging, nothing ever goes as planned. I still remember bringing my son Joshua's feeding bottle instead of my water jug to work by accident. We are our own worst critic, others say that self-care is the first to go but remember, we are moms! We should be good to ourselves to be able to be good to others. In the long run, sacrificing self-care is not sustainable. Always make time for yourself. Stop worrying about everything, it is just a waste of energy. We need to redirect this energy in a positive way.

What were the challenges you face as a woman in this profession?

Balancing work and being a mom is definitely a challenge. Working in a hotel makes it more chaotic, there is never a convenient time. I am always torn between taking care of my son when he is sick and going to work because there is this big event. It is always heartbreaking. I tend to worry about everything; I always have that "mommy guilt". Even so, I still tell myself "I can do this!" when I wake up every day. I know it is not easy, I know it's not pretty, but if we believe in ourselves - we are unstoppable. I remember bringing my son to work and explaining to him how everything works there, I let him meet people from work and have him chitchat with them. The funny thing is he now wants to work in a hotel too. He just graduated from senior high school and is planning on studying Account Business Management - Major in Marketing.

What is your career advice to other women?

Moms, it's just a matter of explaining things to the kids. Tell them your everyday story and listen to theirs. At work, find someone who is your advocate. The person who will mentor you and will see the good in you. Someone who will push you and help you reach your goals. Flexibility is a necessity and not an option. The good news is with the hotel being managed under Accor, I am now able to have a work-life balance. Remember to always be true to who you are, knowing who you are and what you want to achieve is important as new career opportunities arise. A job that is not quite what you want, but it is close to home or one that is a great opportunity, but requires travel. When considering career opportunities, avoid settling for less than a great fit.