ANNUAL
SECRETARIAT REPORT
2020



MALAYSIAN ASSOCIATION OF HOTELS
PERSATUAN HOTEL MALAYSIA

www.hotels.org.my

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CONTENT

OBJECTIVE, MISSION & VISION	4
ABOUT MAH	5
PRESIDENT'S FOREWORD	6
HONORARY SECRETARY-GENERAL'S FOREWORD	7
MEMBERS OF BOARD 2020	8-9
MANAGEMENT COMMITTEE	10-11
SECRETARIAT	12
REPRESENTATION & AFFILIATIONS	13-26
MEMORANDUM OF UNDERSTANDING	27
MEMBERSHIP	28-29
EVENTS AND PROJECTS	
CHAPTER ANNUAL GENERAL MEETING	30-31
ANNUAL GENERAL MEETING	32
HOTEL INDUSTRY WEBINAR	33
RESEARCH & DEVELOPMENT	34
PUBLIC RELATIONS	35-36
MAH CLEAN & SAFE MALAYSIA	37
MAHTEC SDN BHD	38-42
CHAPTERS' REPORTS	43-62

VISION

The credible voice in influencing the growth of the hotel industry.

MISSION

As the official national network for the hotel industry of Malaysia, MAH will act as the voice of the industry, working as one body to promote, protect, represent and advance the interests of its members.

OBJECTIVES

UNITY

To unite hotels in Malaysia into one representative body.

COOPERATION

To foster cooperation between hotels and similar businesses; and

To stimulate fellowship and friendship among its members.

ENCOURAGEMENT

To encourage members to provide quality service; and

To encourage high business ethics, standards and practices among the members.

REPRESENTATION

To present matters of interest affecting the Association to the local authorities, the State and Federal Government and other organisations.

PROMOTIONS & PROJECTS

To promote international, regional and domestic tourism;

To promote good relationships between the industry and the public; and

To plan and organise projects that will enhance productivity in the hotel industry.

TRAINING & DEVELOPMENT

To undertake human resources development programmes;

To set up establishments for training purposes; and

To acquire, preserve and disseminate information and to provide educational programmes of value to the member and to the industry.

PROTECTION

To protect and advance the interest of all members and secure mutual advantages.

ABOUT MAH

THE FORMATIVE YEARS

Malaysian Association of Hotels (MAH) was initially established by a group of concerned and dedicated hoteliers to bring about a more dynamic hospitality industry and was formed on 1 March 1974. It was registered with the Registra of Societies on 18 May 1975 as Malaysian Association of Hotels & Restaurants (MAHAR) with its registered address at 17th floor, Wisma MPI, Jalan Raja Chulan in Kuala Lumpur. In 1982, MAHAR changed its name to the Malaysian Association of Hotels or simply known as MAH and the Secretariat moved to 76B Jalan Imbi in Kuala Lumpur.

THE DEVELOPMENT YEARS

In 1990,the Secretariat moved to MATIC at 109 Jalan Ampang.To profile MAH as a Human Resource Development provider and to upgrade the skills and knowledge of staff in the industry, a company wholly owned and operated by MAH, MAHTEC Sdn Bhd was registered with the Registrar of Companies in 1995. The first MAH Training Centre was set up at Menara Haw Par, Jalan Sultan Ismail, Kuala Lumpur and MAHTEC Sdn Bhd commenced its fiscal year in 1998 offering the MAH-SHA Diploma in Hotel Management and several certificate programmes.

THE PROGRESSIVE YEARS

The Secretariat then moved to a larger premise at Desa Pandan in 1996. With the support of all members, MAH finally purchased a permanent home for its Secretariat and the MAHTEC Training Centre. The 4 1/2 storey building was christened Wisma MAH at Jalan Ampang Utama 1/1, One Ampang Avenue, 68000 Ampang in Selangor and operations began from Wisma MAH on 17 March 2001.

PRESIDENTS



2020 - Present
President
Dato' N. Subramaniam (DJMK,JMK,JMN)
PCB Resort



2020
Acting President
Mohamad Halim Merican CHA
Twenty 8B



2019- 2020
Kamaruddin Baharin
Royale Chulan Kuala Lumpur



2014-2019
Sam Cheah Swee Hee
UCSI Hotel Kuching



2002-2014
Datuk Mohd Ilyas Zainol Abidin
De Palma Hotel Ampang



1996-2002
Agus Salim
Pelangi Beach Resort Langkawi/
Hotel Istana KL

1974-1975
T.K Choo
Hotel Mirama KL

1977-1978
Eddie SH Tan
Merlin Hotel KL

1981-1996
Tan Sri Dato' Azman Shah Dato' Seri Haron
Holiday Inn KL

1996
Mazli Mohamed
Holiday Inn On The Park

1975-1976
Mohd Razali Mohd Yusoff
Hotel Jaya Puri PJ

1979-1980
Abu Zarin Alias
Tanjung Jara Terengganu

FOREWORD
PRESIDENT



It is indeed an honour for me to convey this message in the Annual Secretariat Report of 2020. I would like to begin by expressing my humble gratitude to the members of the MAH Board, the Management Committee for your continuous support and contribution towards MAH.

Malaysia only welcomed about 4.29 millions tourist on year 2020 due to the spread of Covid-19 which has negatively affected the global tourism sector. Only 4,299,419 tourists were recorded, a marked decrease of 78.6% compared to 2019. The latest figures pales in comparison to the 20.1 million tourist arrival the country received on 2020. Based on occupancy reports from 13 Chapters across the country, the average occupancy rate is about 21.5% for 2020.

MAH in the vanguard pursuing the 2020 Economic Stimulus Package on two main concerns; to ease cash flow and financial burden as well as to push the tourism sector during the Covid-19 outbreak. MAH will continue to play an active role, both in engaging with the government and sharing its responsibilities as well as to extend similar assistance to partners in ensuring a sustainable tourism sector.

In efforts to regain growth in 2020, MAH published its Clean and Safe Malaysia Hotel Guidelines for hotels on 1 May 2020, to guide hotels into the new norm of hotel operations. We encourage all members to register to this initiative because this is a benchmarked against Ministry of Health's requirements and best practices from other countries. To this date, more than 130 hotel members have registered for MAH Clean & Safe Hotels Certification Program.Not only that, MAH also in collaboration with RoomieTravel to promote Green Hotels to boost the industry and at the same to build confidence about travelling and stay in hotel.

MAH has been supporting the Government of Malaysia through the Ministry of Tourism, Arts and Culture (MOTAC) to source for hotels to be quarantine centres in efforts to stop the spread of Covid-19. Hotels are preferred choice as quarantine centres due to its practical policies and SOPs that are in position, as well as being properly prepared.

The Association had been actively engaging other stakeholders exploring collaborations and partnerships that would benefit the industry and its members directly. I am pleased to share our success stories with partners such as Global Doctors (Malaysia) Sdn Bhd, a private healthcare provider that provide a series of medical and healthcare support to MAH member hotels across the country. Meanwhile with our international partners, we have partnered with world renowned data benchmarking expert STR, providing easy access to hotel data and performance benchmark for our members.

The association also proposed to the Government to place tourism and hospitality workforce onto the immunisation program's priority list after front-liners alongside high risk groups, to prepare and assure the world that Malaysia is ready to receive international tourism once the borders reopen. Tourism industry is one of the top GDP for our country and must not be allowed to collapsed.

Wishing you all the best. It has been a very challenging year. Please stay strong amidst the pressure of the Covid-19 pandemic. Be rest assured that you are not alone. MAH is always here for the industry. We are consistently liaising with the government to overcome our plight and problems.

To all our members, hotels and associates alike thank you for your valiant support throughout the past year and we could not have done it without you. I would also like to put on record my appreciation to our MAH Secretariat and MAHTEC for constantly supporting us and performing all the day-to-day administration tasks diligently with commitment.

President
Dato' N. Subramaniam (DJMK,JMK,JMN)

FOREWORD
HONORARY SECRETARY GENERAL



The year 2020 was affected by the unprecedented Covid19 pandemic which greatly impacted the hotel and tourism industry. It has been a year of unforeseen challenges some of which cannot be controlled whilst efforts and crisis handling were the order of action both in employment and business.

During the year of 2020, MAH recorded a total of 54 new members with a total of 1050 members (982 Ordinary Members and 68 Associate Members) with 159,451 rooms, which represents 56% from total room keys registered with Ministry of Tourism & Culture Malaysia (MOTAC).

MAH as the median communication and coordination platform attending to many industry concerns pertaining to the Hotel's economy, working hand in hand with all related government bodies, proposing and suggesting ways to stay afloat for our hotel business.

For the time being, our only glimmer of hope is from the domestic travel bubble with Hotels offering special staycation deals, domestic and F&B promotions. Malaysians can also access to purchase these hotel deals for immediate travel or future use directly from Shopee, through the new website www.hotnet.my or through their respective hotels' website.

As an effort to the new norm, MAH had organised its Moving Forward Series of Webinars to share about latest trend in hotel and tourism industry. MAH had also organised smooth and successful Hybrid Annual General Meeting which was held at the Swiss-Garden Hotel Bukit Bintang Kuala Lumpur with a physical attendance of 100 general managers and 150 through the online Cisco Webex platform.

HOTELJOBS (www.hoteljobs.com) was introduced last year; a job opportunity one stop centre for MAH Members to update on the vacancies and positions available in their organisation. More than 40 job vacancies have been posted in the website.

We also introduced Members' Support Catalogue, a monthly catalogue of products and services that benefits hotels, with special deals exclusively for MAH members. The catalogue has been a reference and guide for our members, circulating in digital format and accessible on MAH Website.

At the same time, MAHTEC has embarked into digital training with more e-learning sessions conducted online. With this, employees can benefit by learning at their own pace, without the need to travel and with this flexibility, will allow them to remotely learn and do not interfere with their work schedule. MAHTEC also introduced the online certification programme thus further encouraging continuous learning in addition to obtaining the relevant certification that time has always been the issue by physical attendance with regards to training and certification.

On behalf of the Management Committee, Board Members and the Secretariat from MAH and MAHTEC, we wish to extend our appreciation to all members for your cooperation and support throughout this unprecedented year 2020.

Hon. Secretary General
Christina Toh CHA

MEMBERS OF BOARD 2020



President
Dato' N.Subramaniam (DJMK,JMK,JMN)
PCB Resort



Vice President
Khoo Boo Lim DJN CHA
Macalister Terraces



Vice President
CS Lim
Legoland Hotel



Hon. Secretary General
Christina Toh CHA
Dorsett Hartamas



Hon. Treasurer General
Shirley Lai
Sfera Suites KL City Centre



Board Member
Dato' Megat Shahrul Azman Abas DAT
Merdeka Palace Hotel Suites



Board Member
Mohamad Halim Merican DHA
Twenty 8B



Kedah / Perlis Chapter Chairperson
Eugene Dass CHA
StarCity Hotel Alor Setar



Penang Chapter Chairperson
Raj Kumar
The Light Hotel



Perak Chapter Chairperson
Nurul Nuzairi Mohd Azahari
Sunway Lost World of Tambun



Selangor Chapter Chairperson
Datin Jasmine Heng Abdullah
Dorsett Grand Subang

MEMBERS OF BOARD 2020



Kuala Lumpur Chapter Chairperson
BE Lim
The Gardens – A St Giles Signature Hotel & Residences



Negeri Sembilan Chapter Chairperson
Haziz Hassan CHA
Sutera Hotel



Melaka Chapter Chairperson
Khairulnizam Kasim
Kings Hotel



Johor Chapter Chairperson
Ivan Teo
Tanjong Puteri Golf Resort



Pahang Chapter Chairperson
Dato' Chew Teck Fang
Shahzan Inn Kuantan



Terengganu Chapter Chairperson
Suaibah Harun
Primula Beach Hotel



Kelantan Chapter Chairperson
Hajjah Maimun Mohd Hussain
Sudara Beach Resort



Sabah Chapter Chairperson
Hafizan Wong
Promenade Hotel Kota Kinabalu



Sarawak Chapter Chairperson
Hj. Mohamad Ibrahim Nordin
Dormani Hotel Kuching

Thank You For Your Service



President
Kamaruddin Baharin
Royale Chulan Kuala Lumpur



Vice President
Michael Quay
Casa Del Rio



Melaka Chapter Chairperson
Abu Hassan Ismail
Hotel Kobemas



Sabah/Labuan Chapter Chairperson
Gordon Seet
Marriott Hotel Kota Kinabalu



Perak Chapter Chairperson
Ron Low Hon Meng
Hotel Excelsior Ipoh

MANAGEMENT COMMITTEE



President
Dato' N.Subramaniam (DJMK,JMK,JMN)
PCB Resort



Vice President
Khoo Boo Lim DJN CHA
Macalister Terraces



Vice President
CS Lim
Legoland Hotel



Hon. Secretary General
Christina Toh CHA
Dorsett Hartamas



Hon. Treasurer General
Shirley Lai
Sfera Suites KL City Centre



Negeri Sembilan Chapter Chairperson
Haziz Hassan CHA
Sutera Hotel

MANAGEMENT COMMITTEE & MEETINGS

20 JANUARY 2020
WYNDHAM ACMAR KLANG

23 APRIL 2020
MICROSOFT TEAMS
(VIDEO CONFERENCE)

8 MAY 2020
MICROSOFT TEAMS
(VIDEO CONFERENCE)

6 AUGUST 2020
WISMA MAH (HYBRID)

9 NOVEMBER 2020
MICROSOFT TEAMS
(VIDEO CONFERENCE)

3 DECEMBER 2020
MICROSOFT TEAMS
(VIDEO CONFERENCE)

BOARD MEETINGS

6 AUGUST 2020
WISMA MAH

21 SEPTEMBER 2020
SWISS-GARDEN HOTEL
BUKIT BINTANG
(HYBRID)

4 DECEMBER 2020
MICROSOFT TEAMS
(VIDEO CONFERENCE)

SECRETARIAT



Chief Executive Officer
Yap Lip Seng CHA CHT



Administration Manager
Noorfadhillah Ariffin



Finance Manager
Mageswary Subramaniam



Executive
Administration
Mas Sira Abd Rashid



Executive
Membership & Business Development
Normazlina Ishak



Executive
Admin Administrator
Hayatun Syamila Zainudin



Executive
Finance
Nurul Athirah Misron



Executive
Marketing & Communications
Mohamad Hazzriq Shah Bakri



Administration Assistant
Izhan Zubir

REPRESENTATION & AFFILIATION

MINISTRY OF TOURISM, ARTS & CULTURE (MOTAC)

22nd January 2020: Sesi Libat Urus Bersama Pengiat Industri Mengenai Hala Tuju Pelaksanaan ASEAN Mutual Recognition Arrangement on Tourism Professional (ASEAN-MRA-TP)

Tourism Recovery Action Committee (TRAC)
·Mesyuarat J/Kuasa 4th February 2020
·Pembentangan Quick Win Plan (Domestic) 12th February 2020
·Bil 1/2020 17th March 2020

10th June 2020: Press Conference Restarting Domestic Tourism by YB Dato Sri Hajah Nancy Shukri, Minister of MOTAC

30th June 2020: Taklimat Mengenai Permohanan Pertukaran Majikan bagi Penggajian Pekerja Asing Bersama Wakil Penggiat Industri Pelancongan

17th August 2020: Sesi Perbincangan bagi meneliti cadangan mewujudkan Travel Bubble bagi tujuan pelancongan di antara Malaysia dan negara-negara luar

Mesyuarat Bagi Membincangkan Penganjuran Majlis Pelancaran Program Cuti-Cuti KL anjuran MOTAC dengan kerjasama Express Rail Link Sdn Bhd
·Bil.1/2020 27th August 2020 · Bil.2/2020 12th October 2020

5th October 2020: Taklimat Ringkas berkaitan Garis Panduan Norma Baru Aktiviti Pembaharuan Pengelasan PPP, Spa & PUK melalui penilaian kendiri (Self-Assessment)

6th October 2020: Mesyuarat & Perbincangan Mengenai Kajian Keperluan Pekerja Asing / Ekspatriat Dalam Sektor Perkhidmatan Pelancongan

14th October 2020: ASEAN NTOS Retreat & Midterm Review of ASEAN Tourism Strategic Plan 2016-2025 (ATSP 2016-2025) virtual

22nd October 2020: Presentation of MAH White Paper – Tourism & The Hotel Industry

12th November 2020: Sesi Libat Urus YB Menteri Pelancongan, Seni dan Budaya Bersama Penggiat Industri Pelancongan & Kebudayaan Mengenai Belanjawan 2021

23rd November 2020: Sidang Media Gelombang Perjalanan Domestik (Green Travel) MOTAC

14th December 2020: Mesyuarat Membincangkan Berkaitan Impak Awal Penamatan Perintah Kawalan Pengerakan Bersyarat (PKPB) Dikebanyakkan Negeri Ke Atas Sektor Pelancongan

REPRESENTATION & AFFILIATION

MINISTRY OF TOURISM, ARTS & CULTURE (MOTAC)

Star Rating Panel Meeting

No. 01/2020 21st January 2020 No. 02/2020 17th February 2020

-No. 03/2020 13th March 2020

TOURISM MALAYSIA (TM)

Kajian China Outbound Tourists to Malaysia to Increase Tourism Revenue

·19th February 2020: Mesyuarat J/Kuasa Kerja bagi Menyemak dan Menilai Laporan Interm

·11th March 2020: Mesyuarat J/Kuasa Pemandu bagi Menilai dan Memperakukan Laporan Interm

·20th & 21st May 2020: Focus Group Discussion (FGD)

·9th July 2020: Mesyuarat J/Kuasa Kerja bagi Menyemak dan Menilai Draf Laporan Akhir

·16th July 2020: Mesyuarat J/Kuasa Pemandu (Steering Committee) bagi Menilai & Memperakukan Draf Laporan Akhir

·25th August 2020: Mesyuarat J/Kuasa Kerja (Working Group Committee) bagi Menyemak & Menilai Laporan Akhir

·4th September 2020: Mesyuarat J/Kuasa Pemandu (Steering Committee) bagi Menilai dan memperakukan Laporan Akhir

·22nd December 2020: Seminar Nasional (Hybrid) @ Hotel Zenith Putrajaya OR Microsoft Teams

4th May 2020: Mesyuarat Recovery Plan Bersama Penggiat Industri Pelancongan via Video Conference

22nd June 2020: Sesi Video Conference Ketua Pengarah Tourism Malaysia Bersama Penggiat Industri Pelancongan

22nd September 2020: Courtesy Call to Tourism Malaysia Chairman office

8th October 2020: Mesyuarat Pakej Pelancongan Stimulus (PRE) Bersama MAH

16th October 2020: Meeting on Hotels Frontliner's Deal

MINISTRY OF HUMAN RESOURCES

14th July 2020: Perbincangan Mengenai Kajian Impak Perintah Gaji Minimum 2018

REPRESENTATION & AFFILIATION

MINISTRY OF FINANCE (MOF)

10th February 2020: Mesyuarat Berhubung Perancangan Pakej Rangsangan Ekonomi untuk menangani Impak Ekonomi Akibat Covid-19

31st March 2020: Meeting with Minister of Finance, Minister of MOTAC with selected group of tourism related associations

4th May 2020: Pelan Pemulihan Ekonomi Jangka Pendek (HOTELS) via Video Conference

22nd July 2020: Budget 2021 Consultation Meeting

MINISTRY OF HOUSING & LOCAL GOVERNMENT (KPKT)

3rd July 2020: Mesyuarat Short-Term Residential Accommadition (STRA)

28th August 2020: Mesyuarat J/Kuasa Kerja Papan Tanda, Kejuruteraan & Penguatkuasaan Aktiviti Air di bawah Majlis Keselamatan Aktiviti Air (MKAA) mengenai Kes Kelemasan di kolam renang Hotel

MINISTRY OF DOMESTIC TRADE AND CONSUMER AFFAIRS (KPDNHEP)

22nd January 2020: Sesi Advoksi Bersama Pihak Berkepentingan bagi Melaksanakan Program Food Bank Malaysia

13th February 2020: Sesi Dialog YB Menteri Perdagangan Dalam Negeri & Hal Ehwal Pengguna bersama Pihak Industri

23th July 2020: Joint Memorandum on Music Copyrights – MRM. Sesi Pertemuan bersama YBrs Tuan Timbalan KSU (PUP) KPDNHEP

REPRESENTATION & AFFILIATION

MINISTRY OF INTERNATIONAL TRADE & INDUSTRY (MITI)

24th July 2020: MITI Services Sector Blueprint – Invitation for Online Interview (Tourism)

12th August 2020: MITI Services Sector Blueprint – Syndication Workshop Invitation (Tourism)

28th October 2020: Bengkel Penggubalan Pelan Tindakan & Deliverable bagi Kumpulan Kerja Ekonomi & INdustri di bawah J/Kuasa Strategik Pengurusan Pandemik

MINISTRY OF YOUTH AND SPORTS (KBS)

12th June 2020: Mesyuarat Penyediaan Standard Operating Procedure (SOP) bagi aktviti / sukan air

14th August 2020: Potensi kerjasama Bahagian Pembangunan Kemahiran Belia (BPKB) & MAH









REPRESENTATION & AFFILIATION

DEPARTMENT OF SKILLS DEVELOPMENT (JPK)

Malaysian Skills Competition Meeting (MPKM)
·No. 1/2020 12th February 2020 ·No. 2/2020 1st September 2020

2nd Draft Benchmarking Report for Pilot Project - Application of ASEAN Guiding Principles for Quality Assurance & Recognition of Competency Cert. Systems within ASEAN Economies

·Mesyuarat Penyelarasan Peringkat ke2	8th January 2020
·Sesi Perbincangan Delagasi Malaysia	31st January 2020
·Sesi Perbincangan lanjut persediaan Delagasi Malaysia	7th February 2020
·Final Report	27th February 2020

24th February 2020: Majlis Penyerahan Sijil Pelantikan Badan Peneraju Industri & Amanat Ketua Pengarah Pembangunan Kemahiran

30th June 2020: Perbincangan Bersama Antara Jabatan dan Badan Peneraju Industri (ILB) Berkaitan Pekerja Mahir Malaysia

13th November 2020: Mesyuarat Majlis Pembangunan Kemahiran Kebangsaan (MPKK) Bil 2/2020

PEMBANGUNAN SUMBER MANUSIA BERHAD (HRDF)

18th June 2020: Prelimary Discussion on The National Role of HRDF in preparing Malaysia's HR Needs for the future

17th July 2020: Meeting on Placement Centre

19th August 2020: Penjana HRDF

ECONOMIC PLANNING UNIT, PRIME MINISTER'S DEPARTMENT

7th July 2020: Bengkel Penyediaan Pelan Pemulihan Ekonomi Pasca Covid-19 untuk Tema Malaysia's Future Workforce

MALAYSIA CIVIL DEFENCE FORCE, PRIME MINISTER'S DEPARTMENT

28th September 2020: Mesyuarat Cadangan Penetapan Kadar Bayaran Hotel yang dijadikan Stesen Kuarantin (QS) Mengikut "Star Rating" Hotel

REPRESENTATION & AFFILIATION

DEPARTMENT OF POLYTECHNIC & COMMUNITY COLLEGE (JPPKK), MOHE

10th September 2020: Industry Advisory Council Meeting & Roundtable Meeting with YB Minister of Higher Education

MALAYSIAN QUALIFICATIONS AGENCY (MQA), MOE

14th January 2020: Bengkel Pihak Berkepentingan bagi Standard TVET Tahap 6 MQF

1st July 2020: Bengkel Pihak Berkepentingan bagi Membincangkan Draf Standard Program Pengajian Halal

DEPARTMENT OF STANDARDS MALAYSIA (DSM), MITI

18th February 2020: Mesyuarat J/Kuasa Teknikal Berkenaan Tourism & Related Services (TC/T/1) No. 1/2020

15th June 2020: ISO/TC 228 for Tourism Council on Tourism and Related Services

16th June 2020: Mesyuarat Kumpulan Kerja (WG) Berkenaan Halal Food (WG/1/1-1) 03/2020 @ JAKIM

10th June 2020: Mesyuarat Kumpulan Kerja (WG) Berkenaan Muslim Friendly Hospitality Services (WG/1/2-4)

14th July 2020: Sesi Konsultasi bagi Draf semakan Semula MS1900 Shariah-Based Quality Management Systems – Requirements (Second Revision)

25th August 2020: Mesyuarat Kumpulan Kerja (WG) Berkenaan Halal Food (WG/1/1-1) 04/2020 @ JAKIM

DEPARTMENT OF ISLAMIC DEVELOPMENT MALAYSIA (JAKIM), PRIME MINISTER'S DEPARTMENT (JPM)

22nd June 2020: Virtual Round Table Discussion (VRTD) Isu-Isu Pensijilan Halal di Dapur dan Restoren Hotel

REPRESENTATION & AFFILIATION

MALAYSIAN EMPLOYER FEDERATION (MEF)

MAH-MEF-AHE Hotel Group Meeting

·15th January 2020	Malaysia International Trade & Exhibition Centre (MITEC)
·29th July 2020	Online
·30th September 2020	Online
·18th November 2020	Online

21st February 2020: Meeting with hotelier & MEF

23rd July 2020: IR Case Update – AHE @ MEF

10th August 2020: MEF IR Panel Meeting

17th September 2020: MEG AGM @ Holiday Villa Subang

2nd December 2020: IR Case Update – AHE via Online

PERTUBUHAN KESELAMATAN SOSIAL (PERKESO)

11th June 2020: Perbincangan di antara Pejabat Sistem Insurans Pekerjaan (SIP), Pertubuhan Keselamatan Sosial (PERKESO) dengan persatuan perhotelan Malaysia (MAH, MAHO & MyBHA)

SOLID WASTE MANAGEMENT AND PUBLIC CLEANSING CORPORATION (SWCORP MALAYSIA)

8th September 2020: Taklimat Rakan Strategik Bersama SWCorp & NGO







REPRESENTATION & AFFILIATION

OTHERS

18th February 2020: Interest Scheme Blueprint 2020-2024 Briefing Session by Suruhanjaya Syarikat Malaysia (SSM)

7th March 2020: AHLEI Education Certification Advisory Council Virtual Meeting

4th June 2020: Meeting with Malaysia Airlines

9th June 2020: PDRM Industry Discussion @ Bukit Aman

19th June 2020: National Policy Framework for 4IR Tourism Syndication Virtual Meeting by Price water house Coopers Advisory Services Sdn Bhd (pwC)

26th June 2020: Mesyuarat bersama Persatuan Pekerja Industri Kawalan Keselamatan Malaysia (PPIKKM)

9th July 2020: Meeting with Firefly

Meeting, Discussion & Press Conference on Music Copyright, to push for Single Licensing Body

7th August 2020: Sesi Perjumpaan Bersama DBKL dengan Persatuan di KL mengenai garis panduan & syarat-syarat baru lesen minuman keras

17th August 2020: Meeting of Business Events Standard Operating Procedures (SOP)

28th August 2020: Short Visit of Wisma MAH, handover of cheque, hamper, gifts and short interview by Nestle Professional

8th September 2020: Mesyuarat Bersama Persatuan Pemuzik Selangor

18th September 2020: Mesyuarat antara HDC & Pemandu dengan MAH

28th September 2020: Meeting with CEO of ERL, Pn. Noormah

29th September 2020: Taklimat Keperluan Lesen Kelas Bersama Taklimat Permit by Suruhanjaya Perkhidmatan Air Negara (SPAN)

7th October 2020: 30th Malaysian Association Of Convention & Exhibition Organisers & Suppliers (MACEOS) AGM

7th November 2020: Business Events Council Malaysia (BECM) - e-meeting

User Group Meeting on Music Copyright (Online Meeting)

- 1st June 2020
- 15th October 2020
- 28th October 2020
- 4th November 2020

REPRESENTATION & AFFILIATION

EDUCATION / INSTITUTION

LINTON UNIVERSITY COLLEGE – Mr. Halim Merican CHA
HELP UNIVERSITY – Madam Christina Toh CHA
TAYLOR'S UNIVERSITY – Mr. Yap Lip Seng CHA, CHT
BERJAYA UNIVERSITY COLLEGE - Mr. Yap Lip Seng CHA, CHT
INTI INTERNATIONAL UNIVERSITY & COLLEGE- Mr. Yap Lip Seng CHA, CHT
MANAGEMENT AND SCIENCE UNIVERSITY (MSU) - Mr. Yap Lip Seng CHA, CHT

INTERNATIONAL AFFAIRS

Representative :

Mr. Cheah Swee Hee - Immediate Past President of ASEANTA

Madam Christina Toh - Hon. Treasurer General of ASEANTA Term 2019 - 2021

Mr. Yap Lip Seng - Members of AHRA & ASEANTA

ASEAN TOURISM FORUM (ATF) 2020

- 12th – 16th January 2020 Bandar Seri Begawan, Brunei

ASEAN HOTEL AND RESTAURANTS ASSOCIATION (AHRA)

- 14th January 2020 Bandar Seri Begawan, Brunei
- 18th August 2020 AHRA Board Meeting via Online

ASEAN TOURISM ASSOCIATION (ASEANTA)

- 14th January 2020 Bandar Seri Begawan, Brunei
- 7th September 2020 ASEANTA Board Meeting & AGM via Online
- 3rd December 2020 ASEANTA Board Meeting via Online

REPRESENTATION & AFFILIATION

MAH ENDORSEMENT/SUPPORTED ON EVENT/SEMINAR / FORUM

FOOD & HOTEL ASIA (FHA) CONGRESS

by Singapore Exhibition Services Pte Ltd (Informa Markets)

13 – 14 July 2020, Virtual Congress



ROAD TO RECOVERY – HOSPITALITY ASIA YEARLY WEBINAR 2020

by Escom Co. Limited

10 – 11 September 2020, Virtual Webinar

WORLD HOSPITALITY, LIFESTYLE AND ENTERTAINMENT EXHIBITION & CONFERENCE (WHOLE) 2020

by Alpine Integrated Solutions Sdn Bhd

10 – 12 September 2020, SPICE Arena, Penang.



SEAMLESS CONTACTLESS 2020

by Terrapinn Pte Ltd

20 October 2020, Virtual Conference

WORLD TRAVEL MARKET (WTM) LONDON 2020

by Reed Exhibitions

9 – 11 November 2020, Virtual Conference

MEDICAL TRAVEL MARKET INTELLIGENCE CONFERENCE (INSIGHT2020)

by Malaysia Healthcare Travel Council (MHTC)

23 – 26 November 2020, Virtual Conference

REPRESENTATION & AFFILIATION

MAH REPRESENTATIVE AS SPEAKERS/PANELIST:

FOOD & HOTEL DIGITAL WEEK - The Now and Next for Tourism, Operations & Hospitality - An ASEAN Hotel & Restaurant Association (AHRA) Roundtable

by Informa Market Singapore

16th July 2020, Online





FUTURE OF HOSPITALITY POST COVID WEBINAR

by World Tourism Organization (UNWTO)

18th August 2020, Online

HOSPITALITY ASIA YEARLY WEBINAR 2020 – Impact of COVID-19 on the 3 stakeholders: Customer Expectations, Operators, Owners

by Escom Co. Limited

11th September 2020, Virtual Webinar



LEADERSHIP SPEAKER FOR INTI SABAH HOSPITALITY STUDENTS

by INTI International University & Colleges

23rd September 2020, Online

CHANGING LANDSCAPE OF CLEANING: NEW NORMAL

by C.I.S Network Sdn Bhd

19th November 2020, Virtual Webinar



THE NEW NORMAL FOR THE HOSPITALITY INDUSTRY

by Asean Hotel & Restaurant Association (AHRA)

26th November 2020, Virtual Webinar

LIST OF WEBINAR 2020

Malaysian Association of Convention and Exhibition Organisers and Suppliers (MACEOS)

Mindset Shift on Covid-19

8th April 2020

Richard Wee Chambers (RWC)

Impact Series: Impact of Covid19 on stakeholders of the tourism Industry

MyKRIS

Covid-19: What is Next to Malaysia Hospitality Industry after MCO

10th April 2020

Malaysian Association of Convention and Exhibition Organisers and Suppliers (MACEOS)

Sustainability & Resilience in the age of COVID-19: How do Employers and Employees Navigate Together?

22nd April 2020

LG Electronics

Enhancing in-Room Entertainment for Greater Guest

11th May 2020,

Taylor's University

Enhancing in-Room Entertainment for Greater Guest

12th May 2020

Taylor's University

Sustenance In The Post Covid-19 era for the hospitality industry

14 May, 2020

Association of Hotel Employers Peninsular Malaysia (AHE)

Transformations in the Hospitality Industry : Moving Forward With New Business Opportunities

14th May 2020

Penang Convention & Exhibition Bureau

Human Resources Townhall Webinar - The Future of Hotels, Business and HR Perspective

14th May 2020

Malaysian Association of Tour & Travel Agents (MATTA)

What is the Next Normal in Business Events Penang?

18th May 2020

Digilink Asia

Covid19 Bread & Butter Series : The Future of Travel, Travel Trends and Market Recovery Post Covid19

28th May 2020

REPRESENTATION & AFFILIATION

LIST OF WEBINAR 2020

Informa Market Malaysia

Adapting to the New Norm in Hotel & Tourism Industry

29th May 2020

UNITAR International University

Food & Hospitality in Malaysia: Hope in Times of Crisis

17th June 2020

UNITAR

Challenges Amidst: Covid-19 Moving Forward Together for the New Normal

17th June 2020

Confexhub

The Hospitality Industry in 2030

24th June 2020

Clarus Consulting Sdn Bhd

Winning in New Normal

26th June 2020

Informa Market Singapore

Food & Hotel Digital Week

13th - 17th July 2020

Informa Market Singapore

Food & Hotel Digital Week: The Now and Next for Tourism, Operations & Hospitality - An ASEAN Hotel & Restaurant Association (AHRA) Roundtable

16th July 2020

Delivering Asia Communications & C9 Hotelworks

Malaysia Tourism Virtual Event : Malaysia Tourism– On the Border

29th July 2020

AIESEC Malaysia

AIESEC Food Waste Forum

13th August 2020

Bureau Veritas Certification (M) Sdn Bhd

Future of Hospitality Post Covid

1st & 3rd September 2020

REPRESENTATION & AFFILIATION

LIST OF WEBINAR 2020

Escom Co., Ltd.

Clarification Sessions on Clean & Safe Malaysia Certification (4 Chapters Sabah, Sarawak, Johor & Penang)

11th September 2020

Star Media Group Bhd

Hospitality Asia Yearly Webinar 2020: Impact of COVID-19 on the 3 Key Stakeholders: Customer Expectations, Operators, Owners

14th & 15th September 2020

MAXIS

Affordable and Flexible In-Room Entertainment Digitalise & Grow Your Business with Maxis and SME Digitalisation Grant

17th & 24th September 2020

INTI International University & Colleges

Leadership Speaker for INTI Sabah Hospitality Students

23rd September 2020

HealthMetrics

Cost-Containment Management for Employee Benefits

6th October 2020

Legal Plus (Malaysia) Sdn Bhd

Covid-19 Aftermath: Legal Issues Affecting The Hotel Industry

8th October 2020

C.I.S Network Sdn Bhd

Changing Landscape of Cleaning: New Normal

19th November 2020

ASEAN Hotel & Restaurant Association (AHRA)

The New Normal for the Hospitality Industry

26th November 2020

Worthy Book

Free Marketing & Sales to Customers of Banks & Telcos

30th November 2020

Department of Hotel Management, Faculty of Hotel and Tourism Management, UITM

Managing Chalengges in the Workplace Amidst the Unpredictable Environment

10th December 2020

MEMORANDUM OF UNDERSTANDING

STR GLOBAL LIMITED

MAH and STR Global Limited (STR), a global data benchmarking and analytics specialist, announced an extension of cooperation agreement to another two years, to foster long-term relationship, further develop sharing of information and to expand STR's global presence to Malaysia in support of Malaysian's hotel industry's growth.

The MOU formalised the mutual interaction and strengthens the existing relationship between MAH and STR at the strategic and working level. Through this strategic partnership, MAH trains its members to utilize STR's hotel data platform and reports in developing more-informed business decisions and formulate more inclusive hospitality strategies for the nation.

GLOBAL DOCTORS (MALAYSIA) SDN BHD

GLOBAL DOCTORS (MALAYSIA) SDN BHD (GDM) is a private healthcare provider that provide a series of medical and healthcare support to MAH member hotels across the country. GDM extending health, preparedness and community health advisory to hoteliers, with an added option of a complete corporate health solution. Highlight of the MoU includes current preparedness advisory supporting Malaysian hotels in dealing with the spread of the Covid-19 novel coronavirus, ensuring hotels are safe for tourists.











MEMBERSHIP

SUMMARY OF MEMBERSHIP AS AT 31 DECEMBER 2020

STATE	NEW MEMBERS 2020			STAR RATING					DACHID	OTHERS	TOTAL ORDINARY MEMBERS		ASSOCIATES	GRAND TOTAL
	HOTELS	ROOMS	ASSOCIATES	5 Star	4 Star	3 Star	2 Star	1 Star			HOTELS	ROOMS		
PERLIS	1	18					2		1	1	4	191		4
KEDAH	3	247		11	14	9	4	1		9	48	7035	1	49
PENANG	10	871		12	24	19	7	2		33	97	15870	2	99
PERAK	6	471		2	10	18	9	1	3	23	66	6762		66
SELANGOR	1	198	3	18	16	21	7	1	1	33	97	17295	28	125
KUALA LUMPUR	6	906	1	33	30	39	10	7		36	155	37164	23	178
NEGERI SEMBILAN				4	9	10	4	4		3	34	5416	1	35
MELAKA	2	317		7	18	25	8			11	69	9597		69
JOHOR	4	680		5	18	32	8	3	2	33	101	18887	3	104
PAHANG	3	451		8	10	18	5	2	1	19	63	8299		63
TERENGGANU	1	25		2	6	13	5	2		8	36	3770		36
KELANTAN	1	280			5	5	3			3	16	1904		16
SARAWAK	3	275		5	16	33	4	4		21	83	11700		83
SABAH	6	494		10	15	31	11	5		16	88	12855		88
LABUAN	2	170		1	1	3	1			5	11	1110		11
PUTRAJAYA	1	220		4	3					2	9	2439		9
GRAND TOTAL	50	5,623	4	122	195	276	88	32	8	256	977	160,294	58	1,035

*Others = pending/not rated

NEW MEMBERS RECRUITED



MEMBERSHIP

Activation of MAH Members Portal & Digitalisation of MAH Membership Renewal Subscription

Starting from year of 2021, MAH progressed to major digitalisation of membership record with an activation of Member Portal & online subscription renewal 2021 through the newly established of MAH website at www.hotels.org.my. All data are now online and can easily be accessed by members.

Among the new features available in Member Portal are:

-Members' personal pages with membership record & details

-Online Membership Subscription Renewal

-E-Documents (invoices, receipts & certificates)

- Hotel Packages (https://www.hotnet.my/)

-Job Vacancies (https://www.hoteljobs.my/)

Reasons of migration

-Improve communication and to ensure that public are provided with the right information to improve members' businesses and the quality of products and services that members provide.

-More space for future growth and support for members' businesses - the new spaces and pages on the new website will multiplies the visibility of members and sales channels.

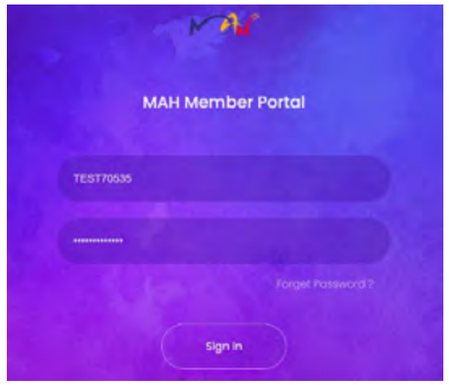
-24x7 accessibility to member's personal pages & details via MAH website and a variety of other Member-only functions.

-Cost-savings achieved through greater efficiencies, at the same time improve data sustainability.

Member Portal can be accessed at https://members.hotels.org.my/

Online Subscription Renewal.

You now can make a payment via online through the membership portal. Just a simple 1,2,3 step you can make a payment without any doubt and its is trough trusted payment website.





Should you experience any problems with your payment or Member Portal, kindly contact the MAH Secretariat at 03 – 4251 8477 or email to adminmgr@hotels.org.my

EVENTS AND PROJECTS

CHAPTER ANNUAL GENERAL MEETING



MELAKA CHAPTER
10th February 2020
Ames Hotel



TERENGGANU CHAPTER
13th February 2020
Primula Beach Hotel



SELANGOR CHAPTER
19 February 2020
Holiday Villa Subang



PERAK CHAPTER
24 February 2020
Casuarina @ Meru



KEDAH / PERLIS CHAPTER
28th February 2020
Vivanta Rebak Island



PAHANG CHAPTER
2nd March 2020
Grand Darul Makmur

EVENTS AND PROJECTS



SARAWAK CHAPTER
9th March 2020
Imperial Hotel Kuching



SABAH / LABUAN CHAPTER
11th March 2020
Le Meridien KK



KELANTAN CHAPTER
12th July 2020
Hotel Perdana Kota Bahru



JOHOR CHAPTER
21st July 2020
Legoland Hotel



NEGERI SEMBILAN CHAPTER
22nd July 2020
Tasik Villa Intl. Resort PD



KUALA LUMPUR CHAPTER
24th July 2020
Royale Chulan KL



PENANG CHAPTER
28th July 2020
Hard Rock Hotel

ANNUAL GENERAL MEETING 2020

DATE : 21 September 2020
VENUE : Swiss-Garden Hotel Bukit Bintang Kuala Lumpur



The MAH Hybrid Annual General Meeting 2020 was held successfully on 21st September 2020 at Swiss Garden Hotel Bukit Bintang Kuala Lumpur. The hybrid meeting saw the presence of 250 members including proxy's and online attendance through Cisco Webex™ platform.



MAH HOTEL INDUSTRY WEBINAR
MOVING FORWARD SERIES

Session 1 :
Hotel Revenue, Room Rates & Yield, Post Covid-19 (4th June 2020)
Speakers:
1) Mr. CS Lim, Vice President of Malaysian Association of Hotels
2) Mr. Mr. Alex Castaldi, Senior General Manager - Sunway Resort Hotel
3) Ms. Fenady Uriarte Business Development Manager Southeast Asia STR

Industry experts shared views & points for hoteliers facing challenges in the midst of Covid-19 pandemic and anticipating recovery for hotel industry. Revenue, ADR and Yield have always been a hot topic for the industry, and also a weak point for Malaysia.





Session 2 : Big Data, Supply & Demand Of The Hotel Industry Of Malaysia (18th June 2020)
Speakers :
1) Mr. Khoo Boo Lim, Penang Chapter Chairperson - Malaysian Association of Hotels
2) Mr. Lee Heng Guie, Executive Director - Socia-Economic Research Centre
3) Mr. Nigel Wong, Honorary Secretary General - Malaysian Association of Tour & Travel Agents (MATTA)

We look at the bigger picture, industry overview and how it affects stakeholders, particularly hotels. How do we use big data to assist us in our decision making, not only for survival but also to capture the most out of the available market.





Session 3 : Future of Hospitality Education (2nd July 2020)
Speakers :
1) Mr. Mohamad Halim Merican, Acting President - Malaysian Association of Hotels
2) Professor Dr. Neethiahnathan Ari Ragavan Executive Dean - Faculty of Social Sciences & Leisure Management Taylor's University
3) Mr. Gregory Gubiani, General Manager - The Westin Kuala Lumpur

The hotel industry is a people industry, and it relies on getting the right people to do the right thing, for the right people at the right time. Hospitality education is arguably the base of all these, but it does not end there. The industry had long adopted on-the-job learning that is taken even further into career grooming and succession planning.





RESEARCH & DEVELOPMENT

R&D PORTAL @ http://www.syybay.com/mah/

Started in 2003, the MAH R&D Portal is a web-based application specifically designed for MAH to collect the industry's statistics.

OBJECTIVES
·To provide a common platform to collect information inclusive of occupancy rate, room rate, market source and geographical source of origin (guest arrival and room nights sold).
·To support MAH and chapters by using the information available in forums when motivating issues of interest.
·To consolidate data into one format, thus producing a concise overview of the entire industry.

CONFIDENTIALITY ASSURED
Reports of totals by state and on a national basis will be given to participating hotels only. No individual figures of hotels will be disclosed, therefore the statistics will remain CONFIDENTIAL at all times and under all circumstances.

SUMMARY OF AVERAGE OCCUPANCY & ROOM RATE 2020

	AOR (32.57%)	ADR (RM192.30)
PERLIS	47.31%	RM109.49
KEDAH	37.86%	RM364.59
PENANG	29.16%	RM196.82
PERAK	35.07%	RM170.14
SELANGOR	28.64%	RM204.42
KUALA LUMPUR	25.80%	RM216.62
N. SEMBILAN	27.34%	RM198.51
MELAKA	28.15%	RM151.51
JOHOR	31.11%	RM187.83
PAHANG	47.56%	RM169.72
TERENGGANU	36.52%	RM166.77
KELANTAN	42.88%	RM181.72
SABAH/LABUAN	24.64%	RM166.26
SARAWAK	36.01%	RM141.37

For more info, please contact the Secretariat via email at research@hotels.org.my

PUBLIC RELATIONS

WEBSITE (www.hotels.org.my)

With the initiative to keep abreast with new technological development, for the expediency of our members, the MAH Website features a simple design that is user-friendly and compatible with all browsers. Through this website, MAH aims to provide the most important, up-to-date and accurate and information on the hospitality industry in Malaysia.



FACEBOOK (www.facebook.com/Mahotel)

MAH continues to administer its Facebook Page and Website. MAH regularly keep it updated with the latest events and as well as industry related news. Total likes for MAH Facebook page is 13,000+ likes



ELECTRONIC DIRECT MAIL
With the cutting-edge technology, the update from MAH can be found though this dedicated blasting :-

MAH News - news@hotels.org.my
Weekly news about hotels industry & hotels promotion.

MAH Invites - invites@hotels.org.my
Special invites to our various events and projects

MAH Analytics - analytics@hotels.org.my
Staistics & Surveys about any related issue in our industry

MAHTEC - mahtec.professional@hotels.org.my
Information and invitation on Training & Development



YOUTUBE CHANNEL

MAH keep on updating the youtube channel with the latest event's video and industrial related videos. Stay in touch by subscribing to our channel.
Visit us at www.youtube.com/user/mahsecretariat



PRESS RELEASE & NEWS CLIPPING
MAH has come out with multiple press release to give update on our initiative to support hotels and tourism industry. It can be found in our website and Facebook.



PUBLIC RELATIONS

LAUNCHING OF MAH HOTNET.MY & HOTELJOB.MY
MAH launched two new platforms powered to support our members that are easily accessible as extended features in Member Portal.

Hotel Packages (https://www.hotnet.my/)
With more than 100 packages, MAH Members take fully advantages on this innitiative which is to hype the market and hotel industry. MAH will use the platform for tourism marketing purposes.

Jobs Vacancies (https://www.hoteljobs.my/)
One stop centre for MAH Members to update on the vacancies in the organisation. With more than 30 jobs posted in the website, the number will get even highers now due to the more demand in tourism industry.



MAH MEMBERS' SUPPORT CATALOGUE
We are pleased to introduced our monthly catalogue of products and services that would benefit hotels, with even more special deals exclusively for MAH members. The catalogue as digital circulation and widely blast to more than 1,000 MAH hotel members with a minimum of 3,000 direct viewers every month.



SPECIAL HOTEL PACKAGE FOR FRONTLINERS
Let us expressed our appreciation to our frontliners fighting Covid-19 for us! This catalogue is exclusive to rewards our frontliners with more than 100 hotel packages with a huge special discount. This is one of many initiative to promote Cuti-Cuti Malaysia.



CLEAN & SAFE MALAYSIA
HOTEL CERTIFICATION PROGRAM

Malaysian Association of Hotels, the official recognized National Hotel Association, and Bureau Veritas, a world leader in testing, inspection and certification, have signed an agreement to deploy the "Clean & Safe Malaysia" Hygiene Excellence and Safety Label, designed to support the operational restart activities of the hospitality industry.

The "Clean & Safe Malaysia" program is incepted by MAH and supported by the Ministry of Tourism & Culture (MOTAC), and will be offered to all MAH member and non-member hotels across Malaysia through field audits to ensure that appropriate health, safety and hygiene procedures and processes are in place and in line with globally recognized best practices and recommendations related to preventive measures for a safer business restart after the COVID-19 lockdown period.

"The "Clean & Safe Malaysia" hygiene and safety label extends beyond base regulatory requirements, with the ultimate goal of not only ensuring its implementation but also continuous compliance for peace of mind of travellers staying at certified hotels

Supported by the Ministry of Tourism, Arts and Culture of Malaysia (MOTAC), the program will be the benchmark of hygiene and safety standards for the hotel industry of Malaysia.

Until this date, there are more than 130 hotels certified with this batch of Clean & Safe Malaysia.

How to Apply?
Please visit this website for registration,

https://onboardwith.bureauveritas.com/#/registration



Vision

A well respected regional training and educational institution dedicated towards building a workforce of highly skilled innovative and competent individuals committed towards excellence and efficiency in the hotel sector and goals of Vision 2020.

Mission

To provide the leading edge platform to inspire hotel organisation in Malaysia and the ASEAN region to the World Class Companies.

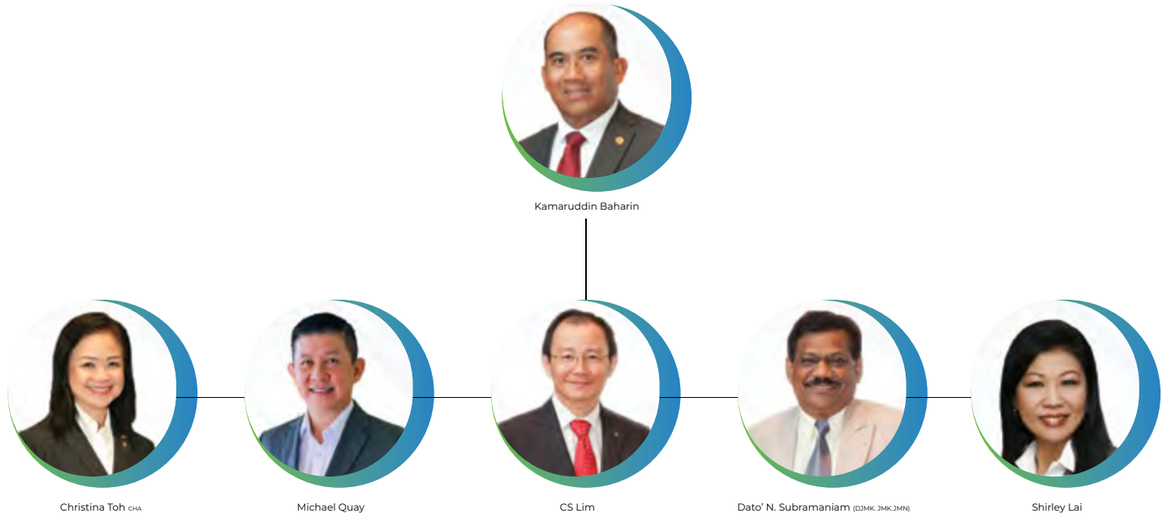
Our Values Philosophy

- Maintain high professional competency.
- Develop and maintain strong partnership relationships with MAH members, national tourist organisations,
government ministries and the public to add value in the service industry.
- Move forward as a winning team in a fluid organisation.
- Constantly strive to be acknowledged as hotel and service industry experts.
- Pursue powerful entrepreneur spirit with a sense of integrity and honesty in business relationships. - Commitment towards transforming ordinary beings into extraordinary professionals.

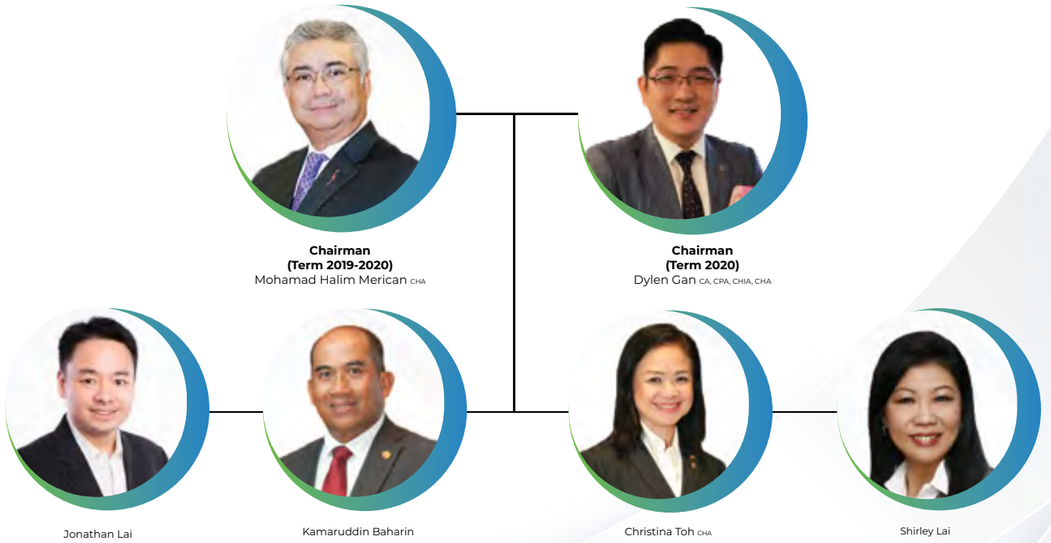


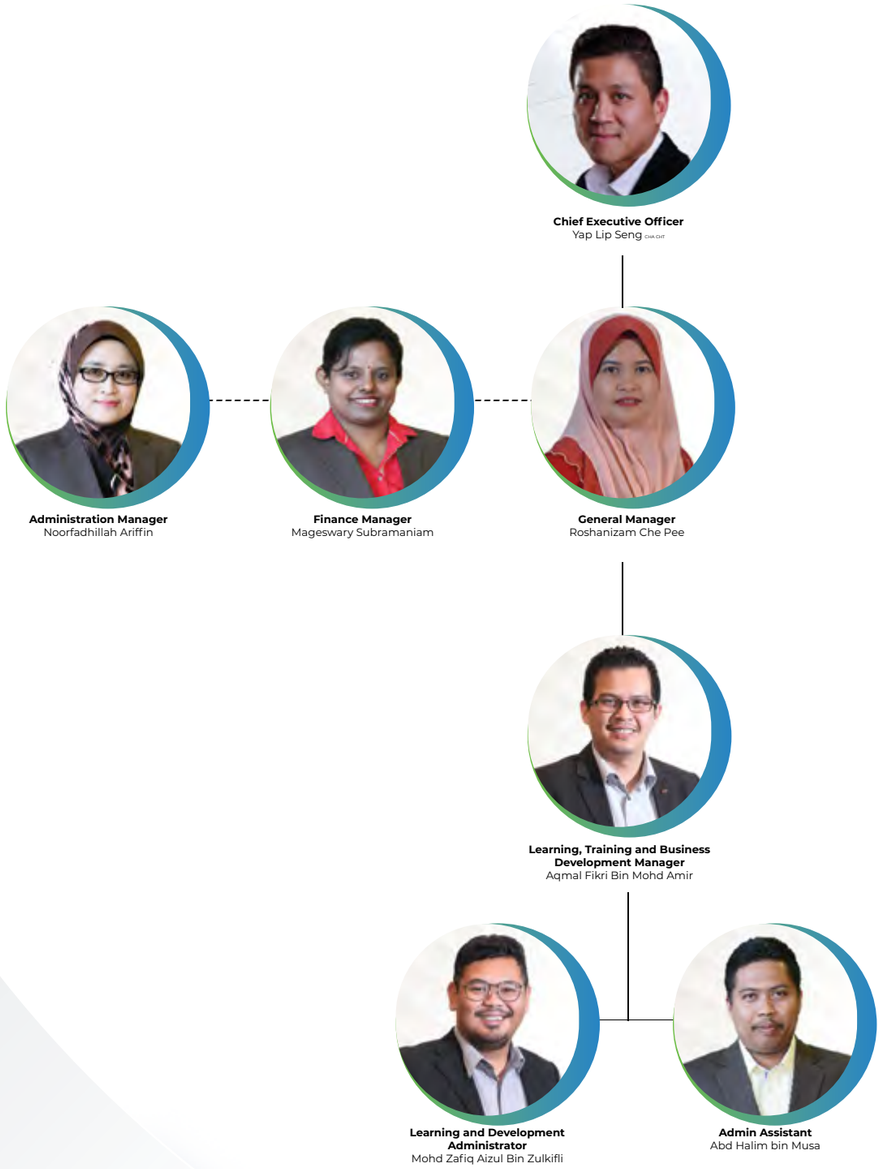
MAHTEC SDN BHD

BOARD OF DIRECTORS



ACADEMIC ADVISORY COMMITTEE (AAC)





MAHTEC SDN BHD
SECRETARIAT

TOTAL MAHTEC TRAINING YEAR 2019 AND 2020

Trainings	Total Programs 2019	Total Programs 2020	Total Participants 2019	Total Participants 2020
AHLEI Diploma	1	-	6	-
AHLEI Certification	7	3	66	15
MAHTEC Certification	7	7	52	59
Public Programs	34	31	401	288
Chapter Programs	31	7	661	113
In House Programs	33	12	774	297
Total	113	60	1960	772

SUMMARY OF CHAPTERS' TRAINING 2020



CHAPTER TRAINING PROGRAMS

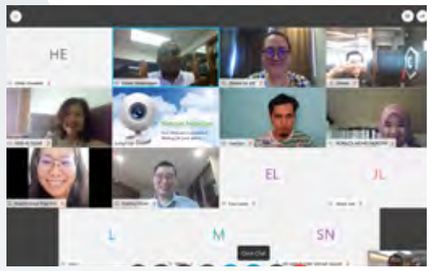
MAHTEC together with respective chapters' Training Coordinators had successfully organized 7 training programs throughout 2020, with total of 113 participation for members. Thumbs up to active chapters for their great support – Kedah/Perlis, Selangor, Kuala Lumpur, Melaka , Johor and Sabah.






PUBLIC AND IN-HOUSE TRAINING PROGRAMS

Total of 12 In-house programs, 15 public programs (F2F) and 16 online programs were conducted for MAH members in 2020, with total of 297 , 128 and 160 participants, respectively.







AHLEI PROFESSIONAL CERTIFICATION PROGRAMS

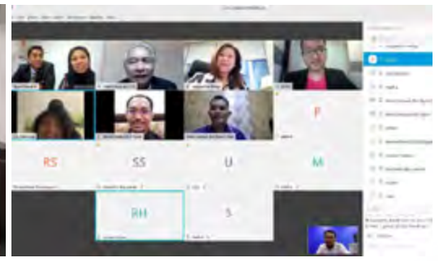
MAHTEC had successfully organized 3 AHLEI Professional Certification program in 2020 with 15 participants. The certification programs are as follows:
(i)Certified Hotel Administrator , August 24-28
(ii)Certified Hospitality Trainer , September 07-11
(iii)Certified Guest Service Professional, September 22-23

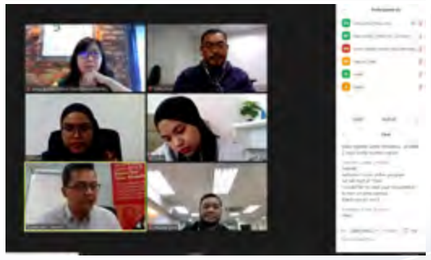
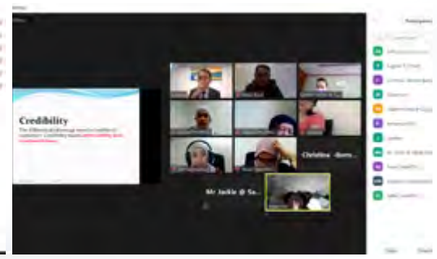




MAHTEC CERTIFICATION COURSES

Total of 9 MAHTEC certification courses organized in 2020 , with total of 59 participants. Just to namely a few; Certificate in Housekeeping and Certificate in Food & Beverages.

KEDAH/PERLIS

Chapter Committee Members 2019 - 2022

Chairperson	:	Eugene Dass	Starcity Hotel Alor Setar
Vice Chairperson	:	Razmi Rahmat	Adya Hotel Langkawi
Hon. Secretary	:	Reginald T. Pereira	Tanjung Rhu Resort Langkawi
Hon. Treasurer	:	Clement Paul	Pelangi Beach Resort & Spa
Committee Member	:	Johan Abdullah	The Datai Langkawi
		Ravi Nischal	Vivanta Rebak Island Langkawi
		Mohd Saffri b. Haron	The Jerai Hotel Alor Setar
		L'wrence Cheah	Greenish Hotel Langkawi

Meetings
-Committee meeting at Frangipani Langkawi on 13 Jan 2020
-Committee meeting at Tanjung Rhu Resort on 31 Jan 2020
-Committee meeting at The Datai Langkawi on 21st June 19
-Committee meeting via Zoom Meeting on 30th April 2020
-Chairman's Meeting with MATTA Kedah on 22 January 2020
-Chapter Committee Meeting at the Adya Langkawi on 18th November 2020
-Committee meeting at Tanjung Rhu Resort on 15th September 2020
-Committee meeting at Tanjung Rhu Resort on 26th October 2020

Projects / Events / Activities / Courtesy Visits / Trainings

February
-B2B with Selangor and KL Agents at StarCity Hotel Alor Setar
-Chapter AGM – At the Vivanta by Taj Langkawi

March
-Kursus Penyelamat Bencana Air bagi Pengiat Industry Pelancongan
-MAH Participated in Mainland Kedah Tourism Highlights and B2B.
-Members participated in Gotong Royong for LIMA

June
-Dinner Meeting with LADA at Tanjung Rhu Resort

August
-Chapter Meeting at the Danna Langkawi

September
-Networking Session with Government agencies at Dorsett Putrajaya
-MAH/UUM Joint program on Graduate Employability at Resort World
-Attended World Tourism Night at Tanjung Rhu Resort

October
-MAHTEC TRAINING –Handling On Line Review at Pelangi BeachResort
-Networking Session with Government agencies at City Bayview Penang

November
-Courtesy Visit to the New DO of Langkawi
-Joint Press Conference With Chinese Chamber Langkawi –CMCO Impact
-Dinner with Tun Mahathir at Ombak Villa Langkawi

Chapter Representation
-Welcoming Party of Visit Malaysia 2020
-Attended Dialogue with Minister Of Tourism
-Penjana Funding Dialogue with Bank Muamalat
-Perbincangan Menyelaras Belanjawan at LADA Office
-Sesi Dialog Bersama Timb Menteri Kewangan 2 at Bayview Langkawi
-Dinner with Tun Mahathir at Ombak Villa Langkawi







Chapter Secretariat
Contact Person : Siti Nazihan Hj Abd Rahman
Office Address : Tanjung Rhu Resort, Mukim Air Hangat 07000 Langkawi Kedah Darul Aman
Telephone : 04 959 1033 ext 772
Email : zihan@tanjungrhu.com.my

PENANG

Chapter Committee Members 2019 - 2022

Chairperson	:	Rajakumar Karuppiah (Raj)	The Light Hotel Penang
Hon. Secretary	:	Goh Nai Heng (Tony)	The St Wembley Penang
Hon. Treasurer	:	Ho Chang Peng (Ben)	Lexis Suite Penang
Committee Members	:	Yue Toy Hang (Elaine)	Shangri-La's Rasa Sayang Resort
		Kevin Cheah Ui Mun	Iconic Hotel
		Melvin Ooi	The Prestige Hotel Penang
		Lynne Choong Liew Lin	Bayview Hotel Georgetown
		Dennis Cheng	Vouk Hotel Management
		Jimmy Chan	Hompton Hotel Penang
		John Kim	Mei Hotel Penang

Meetings
-Chapter Meeting at Flamingo Hotel Penang on 29 January 2020
-Chapter Meeting at Loop on Leith Georgetown Penang Hotel on 27 February 2020
-Annual General Meeting at Hard Rock Hotel Penang on 28 July 2020
-General Meeting at Courtyard by Marriott Penang on 5 November 2020

Projects / Events / Activities / Courtesy Visits / Trainings

January
-Welcome new member Macalister Terraces Heritage Boutique Hotel. Ideally located and walking distance to many tourist attractions and famous Penang eateries and street food stalls

February
-Focus Discussion (FGD) to identify :- Local tourism products and services that help to reduce Malaysian outbound travel.

March
-Welcomes new member Loop on Leith Hotel Penang. New trendy & stylish boutique property.
-MAH PG Chapter cooperate with State Government to fight against COVID-19 global pandemic and take all measure to reduce.
-Webinar on Next Normal for Penang Business Events

July
-Launching of Penang Responsible Tourism and Penang Lawan Covid-19 Accreditation Program for Hotels.
Certificate presentation by Penang Chief Minister – YAB Tuan Chow Kon Yow to MAH Hotels who have complied with all the SOP's at Queensbay Mall.

September
-New membership certificate presentation
a) Summer Tree Hotel at Rangoon Road – GM, Ms. Evonne Tan.
b) Modern Hotel at Muntri Street – GM, Mr. Jack Eng
-Courtesy visit to the new Chairman of Malaysia Tourism Promotional Board, Dato Seri Ramlan at Putrajaya.

October
-Responding to an appeal from Penang Prisons urgently request for assistance, MAH PG Chapter members have donated face mask, hand sanitizer and drinking water with a total value of RM 100,00.00

November
-MAH PG Chapter members have donated hotel amenities such as toothbrush, soap & shampoo (toiletries) required by government general hospital (HPP) frontlines & patients under the quarantine treatment of COVID-19.







Chapter Representation
-Official launching of the Hot Air Balloon Lanterns display.
The occasion was graced by the Right Honorable Chief Minister of Penang – YB Chow Kon Yow, YB Yeoh with many other VIP's and invited guests.
-YB Phee Boon Poh call for emergency meeting to discuss on measures taken to manage the current health threat of the Coronovirus epidemic. Venue: Bayview Georgetown Hotel Penang.
-Town hall roadshow by Tourism Recovery Action Committee organized by Ministry of Tourism, Arts & Culture Malaysia. Informative session with regards to COVID – 19
-A dinner reception was organized by the Japanese Consulate at the Eastern & Oriental Hotel
-A round table meeting with PGT, ATAP, MAH, MCTA & MATTA on how to collaborate and implement the recommended SOP for new normal in handlings meetings in hotels.

Chapter Secretariat
Contact Person : Kirti Sharma
Office address : The Light Hotel (M) Sdn Bhd
Lebuh Tenggiri 2,
Bandar Seberang Jaya 13400
Penang
Telephone : +604 382 1201
E-Mail : kirti@thelighthotelpg.com







PERAK

Chapter Committee Members 2019 - 2022

Chairperson	: Nurul Nuzairi Bin Mohd Azahari	Lost World of Tambun
Hon. Secretary	: Chah Chiang Hoong	French Hotel
Hon. Treasurer	: Michael Schar	The Banjaran Hotsprings Retreat
Committee Member	: Mariana Binti Abdul Hamid	Tower Regency Hotel & Apartments, Ipoh
	Ding Mei Looi	Marina Island Pangkor Resort & Hotel
	Chan Siew Lai	Regalodge Hotel Ipoh
	Gerard Aloysius Sta Maria	Impiana Hotel Ipoh
Internal Auditor	: Muhamad Hairil Kumaradas Bin Abdullah	Symphony Suites

Meetings
-Annual General Meeting at Casuarina Hotel
-Chapter Meeting at Hotel Exelsior on 10th September 2020
-Chapter Meeting at Hotel Exelsior on 8th October 2020
-Chapter Meeting at Hotel Exelsior on 11th November 2020



Chapter Representation
-Tourism Perak hosted Strategic & COVID19 SOP Sanitizing Training Program at Lost World of Tambun theme park.
-In conjunction with Tourism Perak, launched RM50 & RM30 Travel Vouchers Perak #travelperaklah for selected hotels with T&C applicable.
-In conjunction with Tourism Perak & NGOs, members of MAH & MYBHA Perak have participated the auditing to verify the following of COVID19 SOP on 1st of July 2020. Each hotel with successful verification have received certificate on the same day from representative of Perak Tourism Exco at Casuarina Hotel, Ipoh.
-DOSH / JKKP invites NGOs for "Program Sambutan Minggu
-Keselamatan & Kesihatan Pekerjaan, Bulan Kebangsaan 2020 dan Dialog Bersama Persatuan Industri". Attended by Kenn Chah.
-PTA Walkabout Heritage Trail with Town Mayor of Ipoh. Attended by Ron Low, Maggie Ong & Kenn Chah

Chapter Secretariat
Contact Person : Chah Chiang Hoong
Office address : French Hotel
60-62, Jalan Dato Onn Jaafar
30300 Ipoh, Perak
Telephone : 05-2413030 / 012-5192127
E-Mail : kenn@frenchhotel.com.my

SELANGOR

Chapter Committee Members 2019 - 2022

Chairperson:	Datin Jasmine Abdullah Heng	Dorsett Grand Subang
Vice Chairman 1:	Mohd Nazri Ahmad	De Inn Group of Companies
Vice Chairman 2:	Dato' Rahman Harun	Summit Hotels and Resorts
Hon. Secretary:	Francis Alberto	Best Western Petaling Jaya
Hon. Treasurer:	Suhaila Abd Rasid	D Gateway Perdana Hotel Bangi
Committee Member:	Alfred Paulsen	Dorsett Putrajaya
	Leslie Pereira	Holiday Villa Subang
	Hoon Tai Chee	Armada Hotel Petaling Jaya
	Thomas Yap	Resort Suites and Bandar Sunway
	Isaac Raj	Palace of The Golden Horses
	Wina Lim	Merrida Hotel Klang

Meetings

-Chapter Meeting at New World Hotel Petaling Jaya on 19th February 2019
-Safety & Security Meeting at Eastin Kuala Lumpur on 28th February 2019
-Safety & Security Meeting at Grand Blue Wave Hotel Shah Alam at 26th April 2019
-Chapter Meeting Meeting at New World Hotel Petaling Jaya on 15th March 2019
-Chapter Meeting at Dorsett Grand Subang on 28th March 2019
-Chapter Meeting at Dorsett Grand Subang on 9th May 2019

Projects / Events / Activities / Courtesy Visits / Trainings

January

-MAHSEL Halal Seminar collaboration with Jabatan Agama Islam Selangor (JAIS) Halal-Hub held at Eastin Hotel Kuala Lumpur.
-Courtesy visit by Tuan Azrul Shah B. Mohamad, General Manager of Tourism Selangor to MAHSEL Chairman, Datin Jasmine

February

-Chapter Training: Changing Mindset for Service Excellence held at Unicorn Hotel, Seri Kembangan
-MAH Selangor Chapter AGM 2020 held at Holiday Villa Subang with 29 members and 10 proxies attended.

Chapter Representation

-Tourism Malaysia Central Region launching of "Welcome Reception in conjunction of Visit Malaysia
2020" on 1st January 2020, at Subang Sky Park, Selangor Darul Ehsan
-Briefing by Kementerian Kesihatan on Novel Corona Virus to companies and Tourism Agents for
Selangor State on 6th February 2020 at Hospital Shah Alam. 25 hotels from MAHSEL attended.
-Cheque Presentation to IJN Foundation and PPUKM on 11th February 2020
- Proceeds from the Joint CSR of Tender, Loving, Care (TLC) event held on 14th & 15th December 2019
-EXPO Hasil Suri Selangor 2020 (HASSEL 2020) by Kuala Lumpur & Selangor Coalition of Women
Organisations (KLSCWO) held on 7th March 2020 at Shah Alam Convention Centre (SACC), Officiated
by Menteri Besar of Selangor, YAB Dato' Seri Amirudin bin Shari
-eMeeting (via Zoom) between Datin Jasmine and En. Azrul General Manager of Tourism Selangor on
20th April 2020 regards to challenges faced by the Hospitality Industry in particularly Selangor State
and a list was shared with En. Azrul for his next course of action.







-Invitation by MOTAC Selangor to have a joint visit to Selangor Hotel on the COVID-19 SOP and Social
Distancing Compliance on 29th May 2020.
-Discussion between MOTAC Selangor and MAH Selangor Chapter held on 11th June 2020 to discuss on
working together to gain the Travelers confidence especially the domestic tourism. Use social media
@ digital marketing to promote "Jom ke Selangor"
-Perdana Leadership Foundation Business Roundtable "Malaysia Economic Recovery" held on 8th July
2020 at Perdana Leadership Foundation, Putrajaya.
-Mesyuarat Jawatankuasa Pegawai Perhubungan Pelancongan, PBT, Pejabat Daerah, Agensi Kerajaan
dan Swasta Negeri Selangor Bil 1/2020 on 9th July 2020 at Bandar Gamuda Cove, Banting.
-Mesyuarat Penyelarasan Bersama Industri Perhotelan dan Pemain Industri Pelancongan Negeri
Selangor Tahun 2020 on 14th July 2020 held at Ministry of Tourism, Arts & Culture Negeri Selangor
-Star Rating Hotel Inspection:
a) Tune Hotel KLIA2 @ 19th February 2020
b) Hotel Tenera Bangi @ 2nd March 2020







Chapter Secretariat

Contact Person	: Francis Alberto
Office address	: Best Western Petaling Jaya No.1, Jalan 13/1, Section 13, 46100 Petaling Jaya, Selangor
Telephone	: 03 – 7610 2222
Fax	: 03 – 7610 0750
E-Mail	: mahselangorchapter@gmail.com

KUALA LUMPUR

Chapter Committee Members 2019 - 2022

Chairperson:	Lim Boon Eow	The Gardens Hotel & Residences
Vice Chairman I:	Sazrul Fadzil	Hotel Royal, Kuala Lumpur
Vice Chairman II	Mondi Mecja	Ascott Kuala Lumpur
Hon. Secretary:	Nick Ng	Ambassador Row Hotel Suites by Lanson Place
Hon. Treasurer:	How Ai Bee	The Plaza Grand Hotel, Kuala Lumpur
Committee Members:	Jonathan Lai	Holiday Inn Express KL City Centre
	Rajesh Daswani	Ramada Suites by Wyndham KL City Centre
	Aarron Nelson	Citizen Kuala Lumpur Bukit Bintang
	Christian Nannucci	Traders Hotel Kuala Lumpur
	Nasir Ismail	Vivatel Kuala Lumpur
	Wan Enderi Mohd Saad	E&O Residences Kuala Lumpur
Co-opted Member:	Shirley Lai Swee Fong	Fraser Place Kuala Lumpur

Meetings
-Chapter meeting on 17th January 2020
-Chapter meeting on 13th February 2020
-Chapter meeting on 25th June 2020
-Security Meeting on 27th February 2020
-Chapter Board Meetings on 29th September 2020

Projects / Events / Activities / Courtesy Visits / Trainings

January
-HELLO 2020 Cocktails
-MAH KL Charity Cookies Bake 2019
-MAH KL Idol 2020

March
-MALAYSIA IS SAFE" Press Briefing
-Glittering Stars Of KL Hotels Awards 2020

July
-MAH KL "Not Your Usual Coffee Morning Session
-MAH KL Post AGM Cocktails
-COURTESY Visit To New Member-Hotels
- Training Sanitation Process
-Training Changing Mindset to provide Hospitality Services during Uncertain Times







Chapter Secretariat
Contact Person : Eileen Cheah
Office address : c/o The Gardens Hotel & Residences
Mid Valley City, Lingkaran Syed Putra,
59200 Kuala Lumpur
Telephone : +60 13-342 7808
E-Mail : secretariat@klhotels.org.my

NEGERI SEMBILAN

Chapter Committee Members 2019 - 2022

Chairperson:	Haziz Hassan	Sutera Hotel
Vice Chairperson:	Muhamad Shazwan Suras bin Abdullah	Port Dickson Golf and Country Club
Hon. Secretary:	Andy Chong	D'Wharf Hotel & Serviced Residence
Hon. Treasurer:	Lee Min For	Guest Hotel & Spa
Committee Member:	Hazlina Isahak	Ancasa Residence Port Dickson
	Jofhua Yeong	Tasik Villa International Resort
	Yazid Bin Mustaffa	Klana Resort Seremban

Meetings
-Chapter Meeting at D'Wharf Hotel & Serviced Residence, Port Dickson on 16 January 2020
-Chapter Meeting at Tasik Villa International Resort, Port Dickson on 30 January 2020
-Chapter Meeting at Port Dickson Golf and Country Club on 15 Jul 2020
-Chapter Meeting at Tasik Villa International Resort on 22 Jul 2020
-Chapter Meeting at Port Dickson Golf and Country Club on 3 Sept 2020
-Chapter Meeting at Guest Hotel & Spa on Tasik Villa International Resort on 3 Dec 2020
-Sub- committee at Corus Paradise Resort on 15 Sept 2020

Projects / Events / Activities / Courtesy Visits / Trainings

January
-MAH NS website launching by MB Negeri Sembilan at Klana Resort Seremban

February
-Launching of Persisiran Pantai Port Dickson by MB Negeri Sembilan at Tasik Villa International Resort.
-RTM Live interview with MAH NS Chairman on Tourism Stimulus Package for the Hotel Industry.

March
-Announcement of the cancellation and postponent of MAH NS Food Festival on 20 & 21 March, MAH NS AGM on 19 March & Star Rating

June
-RTM NS FB Live interview on NS Tourism Industry during Covid19 pandemics.
-RTM NS FB Live interview on Yok Donga Be covering Negeri Sembilan, Melaka & Johor on Hotel Industry SOP
-Interview with RTM NS on SOP MAH NS members

August
-Fam TOUR FOR MAH NS members to Phantasy Farm

October
-Promotion with MICA (Malaysia Inbound Chinese Association) at Tasik Villa International Resort with MAH NS Hotels members.
-Interview with RTM Negeri FM – Industri Perhotelan di Negeri Sembilan semasa musim PKPB COVID 19.
-Kerjasama di dalam menjayakan program majalah 'JUWITA' bagi siartan RTM dengan 5 Hotels MAH NS.

Chapter Representative
-Meeting with Pegawai Khas MB Negeri Sembilan on Economics, Investment & Tourism Sector at MBI office, Wisma Negeri
-Meeting with Lembaga Pelancongan Negeri Sembilan on Networking with Tourism Malaysia Singapore office & Travel Agents in Singapore.
-Meeting with LPNS GM on Events for MAH at LPNS office Seremban.
-MOU Dickson Dragon Street Market at D'Wharf Hotel & Serviced Apartment.
-Meeting with Majlis Bandaraya Seremban at MBS office – Mesyuarat Pelancongan Bandar Seremban.
-Official launching of Hype Hotel by the Deputy Minister of Tourism at Teluk Kemang, Port Dickson.
-Meeting with LPNS – Calendar of Events for 2020 at Bilik Sri Seremban Dewan Bandaraya Seremban.
-Majlis Bandaraya Seremban – mesyuarat pelancongan Bandaraya Seremban dengan Dato Bandar MBS





Chapter Secretariat
Contact Person : Muhammad Shazwan Suras Abdullah
Office address : c/o Port Dickson Golf & Country Club
5 ½ Mile , Jalan Pantai ,
71050 Sirusa , Port Dickson ,
Negeri Sembilan Darul Khusus
Telephone : 06 647 3213 / 06 647 1388
Fax : 06 647 4949
E-Mail : secretariat.mahns@gmail.com

MELAKA

Chapter Committee Members 2019 - 2022

Chairperson:	Khairulnizam Kasim	Kings Hotel Melaka
Vice Chairperson:	Low Kee Nam	Avillion Legacy Melaka
Hon. Secretary:	Jason Bak	Ramada Plaza Melaka
Hon. Treasurer:	Alex Kuah	Hotel Orkid Melaka
Committee Member:	Francis Lopez	The Emperor Hotel Melaka
	Jesse Chevrez	Hatten Hotel Melaka
	Haridas Krishnan	Seri Costa Hotel Melaka
	Chelvakumar	Bayview Hotel Melaka
	Jeffery Tan	Mahkota Hotel Melaka
	Lim Khoon Sing	Swiss Garden Hotel Melaka
	Tai Aebin	Swan Garden Hotel Melaka
Internal Auditor:	Diana Ngieng	Venus Boutique Hotel Melaka

Meetings
-Chapter Meeting at Ames Hotel on 10th February 2020
-Chapter Meeting at Bayview Hotel on 16th June 2020
-Chapter Meeting at Swan Garden Hotel on 23rd June 2020
-Chapter Meeting at La Crista Hotel Melaka on 10th Sept 2020
-Chapter Meeting atHoliday Inn Melaka on 22nd July 2020
-Chapter Meeting at Double Tree Hotel Melaka on 19th Oct 2020

Projects / Events / Activities / Courtesy Visits / Trainings

January
-Sesi Ramah Mersa Tahun Melawat Malaysia 2020 Bersaman YB Datuk Muhammad Jailani Bin Khamis
-Jemputan Menghadiri Perasmian “Kiosk Relax & Chill” Di Menara Taming Sari

March
-Jemputan Ke Hari Kraft Kebangsaan (HKK) 2020 Di Kompleks Kraft Kuala Lumpur.
-Jemputan Menyertai Program Ceramah Agama Di Taman Mini Malaysia & Asean, Ayer Keroh Melaka.

May
-Jemputan Menghadiri Taklimat Pelaksanaan Tourism Melaka Digital Platform Melalui Aplikasi “Melaka Excess”.

June
-Taklimat Garis Panduan (SOP) Pembukaan Semula Sektor Pelancongan Negeri Melaka
-Meet Up with the Pengurus Besar BPP, En. Sa’ari Basiron

July
-Jemputan ke Majlis Makan Malam Sempena Lawatan YB Menteri Perumaham dan Kerajaan Tempatan (KPKT)
-Jemputan Menyertai Taklimat Garis Panduan (SOP) Sektor Pelancongan kepada Persatuan Hotel Malaysia Negeri Melaka di MoTAC Melaka
-Meet – up with Yayasan Taiwan Buddhist Tzu-Chi Malaysia

August
-Air Guard (Disinfecting Equipment) Demo at Bayview Hotel Melaka
-MAH Melaka Chapter Training (Turning Complaints To Compliment) at Kings Hotel Ayer Keroh, Melaka
-Jemputan Menyertai Taklimat Pelaksanaan Program Kempen Jualan Malaysia 2020 (KJM 2020) dan Kempen Beli Baramgam Malaysia (KBBM) di Kompleks JKKN Melaka.
-Jemputan Menghadiri Seminar Melakaku Maju Jaya Anjuran Kerajaan Negeri Melaka di MITC Melaka
-Jemputan Menyertai Program Voluntourism Sempena BMW Penisula Bike @ Mini Malaysia & Asean Cultural Park di Mini Malaysia & ASEAN Cultural Park

September
-Jumputan Perasmian Program Sesi B2B Bersama Agensi Pelancongan Kedah dan Melaka di Ibis Hotel.





-Jemputan ke Majlis Makan Malam Serta Sesi Perbincangan dan Libat Urus Bersama YB Menteri Jabatan Perdana Menteri (Ekonomi) dan Kerajaan Negeri Melaka di Hatten Hotel Melaka.
-Taklimat Kemudahan Pinjaman / Dana MIDF untuk Usahawan Perusahaan Kecil & Sederhana (PKS) dan Pemain Industri Pelancongan Negeri Melaka.
-Jemputan untuk Menyertai Pameran Sempena Program Promosi Pelancongan Negeri Melaka di Stesen LRT Masjid Jamek, Kuala Lumpur

November
-Jemputan Libat Urus Bersama Melaka Hari Ini (MHI) dan Persatuan – Persatuan Pelancongan di Negeri Melaka di Auditorium, Pejabat MoTAC Melaka
-Jemputan Menghaditi Majlis Pelancaran & Sidang Medai Kempen Promosi “Melakan Visit Melaka 2020” di Café Stadhuys, Bandar Hilir, Melaka
-MAH Melaka Chapter together with MyBAH Melaka Chapter & MATTA Melaka Meet Up Session with Melaka Chief Minster at Chief Minster Office, Seri Negeri Melaka.
-MAH Melaka Chapter together with MyBAH Melaka Chapter & MATTA Melaka Meet Up Session with Melaka Hari Ini (MHI) at Rumah Media, MITC Melaka
-Jemputan Menghadiri Majlis Pelancaran Kempen Promosi “Melakan Visit Melaka Packages 2020” 2.0 & Perasmian Zoo Tunnel di Zoo Melaka, Ayer Keroh, Melaka.

December
-Jemputan Libat Urus Bersama Lazada, Shopee dan Persatuan – Persatuan Pelancongan di Negeri Melaka di Hotel MITC Melaka
-Jemputan Menyertai Kursus Mesra Malaysia di Kings Hotel Ayer Keroh Melaka.

Chapter Representation
-Mesyuarat Post Exco Pelancongan, Warisan Dan Kebudayaan Negeri Melaka Bil 1/2020.
-Mesyuarat Inter Agensi : Bagi Pengurusan Kes Novel Coronavirus (2019-nCoV) Antara Jabatan Peringkat Negeri Melaka.
-Mesyuarat Post Exco Pelancongan, Warisan Dan Kebudayaan Negeri Melaka Bil 2/2020
-Mesyuarat Bagi Membincangkan Pakej Pelancongan Melaka – Penang Melalui Penerbangan Malindo Air di Bilik Mensyuarat Tun Ali, Seri Negeri,Melaka.
-Mesyuarat Post Exco Pelancongan, Warisan & Kebudayaan Negeri Melaka Bil 3/2020 dan Lawatan Berinformasi – Program Kuala Lumpur Heritage Walk di Hotel Cocorde, Kuala Lumpur.
-Mesyuarat Penyelarasan Mempromosikan Penerbangan Melaka – Pulau Pinang Melalui Malindo Air di Bilik Mesyuarat Lapangan Terbang Antarabangsa, Batu Berendam Melaka.
-Mesyuarat Jawatankuasa Akaun Amanaj Caj Warisan Negeri Melaka Bil.1 Tahun 2020 di Bilik Mesyuarat Tun Fatimah, Seri Negeri Melaka.
-Mesyuarat Penyelarasan Pakej Pelancongan Domestik Untuk Penjawat Awam Bersama CUEPACS di Bilik Mesyuarat MoTAC.
-Mesyuarat Penyelarasan Pensijilan Good Cleaning & Sanitation Practices di Premis Penginapan dan Pusat Pelancongan Negeri Melaka di Bilik Mesyuarat Tourism Melaka.
-Mesyuarat Bersama MAH Melaka Chapter, MyBHA Melaka Chapter & MATTA Melaka dengan Bahagian Promosi Pelancongan di Hotel Tera Nova Melaka.
-Mesyuarat Bersama Penggiat Industri Pelancongan Negeri Melaka Bil. 1/2020 di MITC Hotel Melaka.

Chapter Secretariat

Contact Person	: Christine Vaz
Office address	: Kings Hotel No. 30, Lebuh Ayer Keroh 75450 Melaka
Telephone	: +606-231 3899
E-Mail	: melaka@hotels.org.my







JOHOR

Chapter Committee Members 2019 - 2022

Chairperson:	Ivan Teo	Tanjung Puteri Golf Resort
Vice Chairman:	Tang Li Peng	Amansari Hotel Seri Alam
	Indra Gandhi Pillai	Lotus Desaru Resort & Spa
Hon. Secretary:	Jef Kong	Le Grandeur Palm Resort
Hon. Treasurer:	Sunny Soo	Pulai Springs Resort
Committee Member:	Daniel Alcaraz	DoubleTree by Hilton
	Arthur Lee	Belllo Hotel
	Tan Ai Lee	New York Hotel

-Chapter Meeting at Sedap Corner Restaurant on 17th March 2020
-Chapter Meeting at Pulai Springs Resort on 18 June 2020
-Chapter Meeting at Pulai Springs Resort on 18 June 2020
-Chapter Meeting at DoubleTree by Hilton on 25 November 2020
-Sub Chapter Meeting at Lemon Tree Restaurant about Legoland & MAH Collaboration 'PLAY LOGOLAND STAY JOHOR'

Projects / Events / Activities / Courtesy Visits / Trainings

January
MAH & MyBHA MOU Signing Ceremony with Cao Parties headed by Terence Cao, Mediacorp Singapore TV Celebrity, promoting Johor video made available on mobile App in conjunction with Visit Johor Year in the presence of Puan Zihan, Director of Johor Tourism - Ramada Meridin Iskandar Puteri.

February
-Creation of a Coronovirus App Group to merge emergency response communication with Dr Shaharom of KKM, Tourism and member hotel GMs
-Committee members had an emergency brainstorming session on the current pandemic affecting hotel business and possible action plans – Geoventure, Berjaya Waterfront.
-"Tackling COVID -19" forum and briefing organized by the committee. The MEF Southern Chairman, CS Lim (VP-MAH) and HR Consultant/ Committee member Petrus Leong conducted the proceedings for GMs and HRDs/HRMs – Le Grandeur Palm Resort

April
-Donation of RM5,000 to the Social Heroes Foundation to aid in purchase of groceries and needy everyday items for those affected by overnight loss of jobs, homes and income due to MCO.

June
-Resuming the "Feed the Hungry Project" in collaboration with Kechara Soup Kitchen to distribute 150 packs of cooked food to the homeless in the city's back streets – every Saturday in a month taken turns by each hotel for every month.

July
-"Downsizing, layoff & retrenching employees effectively" training organized by MAH at New York Hotel with guest trainer/consultant Brian Wee.

August
-Workshop on Certification of Compliance conducted by Tourism Johor in collaboration with MAH – DoubleTree by Hilton

September
-Briefing for hotel DOSMs on PLAY LEGOLAND STAY JOHOR collaboration package between Legoland and MAH member hotels to promote Johor – Legoland Hotel
-Launching of PLAY LEGOLAND STAY JOHOR programme-The way forward discussion post AGM for Committee Members, briefing by CS Lim, VP of MAH National – Loon Sing Restaurant.

November
-"Sailing Through Change" Training organized for Hotel GMs and Operational Heads by MAH Committee – Pulai Springs Resort







Chapter Representation
-YB Liow Cai Tung, EXCO of Tourism organized a meeting with tourism-related industry players to discuss about the impact of COVID and possible action plans – Kota Iskandar.
-Dialogue discussion with YB Lim Guan Eng on the stimulus package due to the impact of COVID-19, organized by IRDA – Kota Iskandar.
-Star-rating course attended by new co-opted committee member, Khoo Heng Poe at Ramada Meridin Iskandar Puteri.
-Meeting with new Tourism Exco, YB Datuk Onn Hafiz – Kota Iskandar
-Zoom meeting with YB Datuk Onn Hafiz on how Johor Tourism can aid the recovery of our hotel and tourism players.
-MAH joined Tourism Johor's initiative in a statewide call to 'STAY HOME, STAY SAFE" through video and shared on their FB and other social media channels.
-Zoom meeting with Tourism Johor on the effects of the pandemic and MCO on hotels in Johor; what action plans for revival post-MCO.
-Meeting on Tourism Recovery Action Plan for Johor with YB Datuk Onn Hafiz – Kota Iskandar.
-Discussion: "Certification of Compliance" for tourism products organized by Tourism Johor - JOTIC
-Offical launch of MICA (Malaysia Inbound Chinese Association) FOLIDAY CAMPAIGN in Johor cum B2B Networking Matching – Pulai Springs Resort.
-Meeting on launching of "Majestic Johor" – a new tourism promotional theme mooted by Johor Tourism – Senai Airport.
-Domestic Tourism Packages' alignment meeting with CUEPACS in conjunction with Tourism Malaysia's Cuti-Cuti Malaysia Campaign – JOTIC.
-Brainstorm sessions with Minister in PM's Department (Economy) on Tourism Industry performance due to pandemic, organized by the Johor State Economic Planning Division - Kota Iskandar.
-Meeting with Johor State Health & Tourism Committee on current Covid-19 related issues, directions and strategies to overcome issues, headed by State Tourism Exco Dato' Onn Hafiz – Kota Iskandar.







Chapter Secretariat

Contact Person	: Yvonne Loh
Office address	: c/o Ponderosa Golf & Country Resort, No3, Jln Ponderosa 1, Taman Ponderosa, 81100 Johor Bahru
Telephone	: 607-354 9999
Fax	: 607-357 0133
E-Mail	: yvonneloh@ponderosagolf.com

PAHANG

Chapter Committee Members 2019 - 2022

Chairperson:	Dato' Chew Teck Fang	Shahzan Inn Kuantan
Vice Chairman:	Wan Shahrin Wan Ahmad	Grand Darulmakmur Hotel Kuantan
Hon. Treasurer:	Mokhtaruddin Khalid	Shahzan Inn Fraser's Hill
Committee Member:	Razali Abd Rahman	Hotel Cathayana, Kuantan
	Mohd Reza Abd Rashid	De Rhu Beach Resort
	Faizi Md Khalid	Royale Chulan Cherating

Meetings
-Chapter Meeting at Grand Darulmakmur Hotel, Kuantan on 2nd March 2020
-Chapter Meeting at Conference Meeting on 26th August 2020

Projects / Events / Activities / Courtesy Visits / Trainings

March
-Sponsored hotels shampoos and soaps to Doctors and Nurses of HTAA

May
-Giving out 28 sets of the Shield Up Protection screens to HTAA
-Giving out 5 sets of the Shield Up Protection screens to MPK

June
-Perbincangan Isu Dan Permasalahan Semasa Serta Pelan Tindakan Sektor Pelancongan Negeri Pahang Pasca Pandemic Coronavirus (Covid19) at Tourism Pahang with the Committee Members

Chapter Representation
-Majlis Sambutan Di Pintu Masuk Utama Negara Sempena VM2020
-Perjumpaan danSesi Dialog Ketua Polis Daerah Kuantan Bersama Semua Pengusaha /Pengurus Dan Ketua Keselamatan Hotel
-Pahang Tourism Awards Meeting at Tourism Pahang
-Mesyuarat Penyelarasan Pertandingan "Video Pendek" Pelancongan Negeri Pahang 2020 at Royale Chulan Cherating Villas
-Majlis Ramah Mesra EXCO Pelancongan, Alam Sekitar & Perladangan Negeri Pahang Bersama Pengusaha & Penggiat Industri Pelancongan Negeri Pahang at Royale Chulan Cherating
-Taklimat Penularan Dan Kawalan 2019 Novel Coronavirus (nCoV) by MPK at De Rhu Beach Resort
-Mesyuarat Penyelarasan Program Voluntourism Laluan Bukit Pelindung Kuantan by MOTAC Pahang at Jab Kebudayaan&Kesenian Negara
-Mesyuarat Penyelarasan Pahang Tourism, Culture & Arts Award Bil.2/2020 at Tourism Pahang

Chapter Representation
-Mesyuarat Penyelarasan Forum Pelaburan Dan Festival Pahang 2020 Bagi Jawatankuasa Pelancongan Negeri Pahang
-Majlis Ramah Mesra EXCO Pelancongan Bersama Pengusaha & Penggiat Industri Pelancongan Sekitar Cherating
-Townhall Session With Ministry of Human Resource at The Zenith Kuantan
-Visit Malaysia 2020, Pahang Simply Awesome Dan Let's Go Belitung Promotion at Seri Malaysia Genting Highlands by Tourism Pahang
-Mesyuarat jawatankuasa kerja sector pelancongan
-Mesyuarat Pelan Tindakan Pelancongan Negeri Pahang Pasca Pandemic Coronavirus (Covid 19) at UTC Pahang by Tourism Pahang
-Mesyuarat Pelan Tindakan Pelancongan Negeri Pahang Pasca Pandemic Coronavirus (Covid 19) at UTC Pahang by Tourism Pahang
-Mesyuarat Jawatankuasa Pelancongan Negeri Pahang Bil 2/2020
-Majlis Makan Malam Sempena "'FAM Trip Pasca Covid 19 Siri 2"Kuantan-Pekan-Rompin at Ancasa Royale Pekan by Tourism Pahang.
-Taklimat Pentauliahan Pasukan Pemeriksa Pengelasan Premis Penginapan Pelancong Zon Timur Tahun 2020 at Ancasa Royale Pekan by MOTAC.
-Mesyuarat Cadangan Penyelarasan Pembangunan Pakej di Perairan Rompinat Tourism Pahang.
-Sesi Pertemuan EXCO Jawatankuasa Pelancongan, Kebudayaan, Alam







Chapter Secretariat
Contact Person : Lina Mohd Noor
Office address : c/o Shahzan Inn Kuantan
Lot PT240, Jalan Bukit Ubi /
Jalan Masjid, 25000 Kuantan
Telephone : 09-5136688
E-Mail : mahpahangsecretariat@yahoo.com

TERENGGANU

Chapter Committee Members 2019 - 2022

Chairperson:	Suaibah Harun	Primula Beach Hotel
Vice Chairman:	Abdul Hadi Alias	Paya Bunga Hotel
Hon. Secretary:	Sham Fadzli Yusof	Duyong Marina & Resort
Hon. Treasurer:	Mrs Noralizan Abd Rahman	Permai Hotel
Committee Member:	Wan Mohd Ariffin Wan Mustafa	Grand Puteri Hotel
	Rosma Harun	Felda Residence
	Engku Morris Engku Hussin	TH & Convention Centre

Meetings
-Chapter Meeting at Grand Puteri Hotel on 5th February 2020
-Chapter Meeting at Gamelan 3, Primula Beach Hotel on 13th February 2020

Projects / Events / Activities / Courtesy Visits / Trainings

January
-AGM Meeting 2019

June
-Panel for Star Rating Primula Beach Hotel by Puan Noralizan Abd Rahman (Treasurer of MAH Terengganu) with MOTAC Terengganu on 18 June 2020

July
-Representative MAH Terengganu to Batu Putih, Marang for Launching of Squid Jigging Terengganu 2020 by Tourism & Culure Exco, YB Ustaz Ariffin bin Deraman on 12 July 2020
-Public Program - Food & Beverages Cost Control Seminar organized by MAHTEC at Permai Hotel on 7 - 8 July 2020
-Farewell Dinner Mr Bobby Anboselvan, General Manager Grand Cntinental at Roselle Level 11, Paya Bunga Hotel on 21 July 2020

August
-MAH Terengganu collaboration with Perkeso Terengganu in organizing Talk and Dialogue Session - 'PENJANA Kerjaya' at Permai Hotel on 6 August 2020.
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September
-Minister of Finance, YB Senator Tengku Dato' Zafrul bin Tengku Abdul Aziz visited to Cultural Village / Dialogue Session – Minister of Finance with Tourism Players on 6/9/2020
-MAH Terengganu collaboration with Tourism Malaysia Terengganu in organizing Handover Ceremony – Sponsorship to Kuala Terengganu Trishaw Riders at Pasar Payang 2 on 8 September 2020
-MAH Annual General Meeting 2020 at Swiss Garden Hotel Bukit Bintang on 22 September 2020

November
-Mock-up Cheque Giving Ceremony worth RM10,000 sponsorship from Tourism Terengganu to MAH Terengganu at Tourism Terengganu Office on 17 November 2020
-Tax Asssesment Appeal Meeting 2020 with Hotelier, Tourism Officers and Tourism and Culture Exco, YB Ustaz Ariffin Deraman at TD1303 organized by MAH Terengganu on 26 November 2020







Chapter Secretariat
Contact Person : Noor Azlinda Binti Puteh
Office Address : Primula Beach Resort
Jalan Persinggahan 20400, Kuala Terengganu
Terengganu, Malaysia
Telephone : +609-864 1188
Email : secprimulahotels@gmail.com

CHAPTER REPORT

KELANTAN

Chapter Committee Members 2019 - 2022

Chairperson:	Hjh. Maimun Bt Hussain	Sudara Beach Resort
Vice Chairman:	Gan Yeong Shuoh	Grand Riverview Hotel
Hon. Secretary:	Muhammad Azrin Bin Zainal Abidin	Jewels Hotel
Hon. Treasurer:	Raja Rusmin Dato' Raja Mahmud	Royal Guest House / PCB Resort
Committee Member:	Amer Bin Ahmad	Perdana Hotel
	Ivy Quek Yean	Crown Garden Hotel
	Wan Aznan Bin Wan Ahmad	Sutera Inn Prima
	Melissa	The Grand Renai
	Steven Ang Cheng Liang	Tok Aman Bali Beach Resort
	Ir Jayson Cheok Ka Hiang	Crystal Lodge Al-Khatiri Group
	Arni Misliza Bt Aminuddin	Flora Place Hotel
	Mokhtar Latiff	Holiday Villa Hotel & Suites Kota Bharu

Meetings
-Chapter Meeting at Sudara Beach Resort Sales Office on 25th February 2021
-Sub-Committee Meeting at H Elite Design Hotel on 8th March 2020
-Annual General Meeting at Perdana Hotel on 12th July 2020
-Sub-Committee Meeting at Holiday Villa Hotel & Suites Kota Bharu on 12th November 2020

Projects / Events / Activities / Courtesy Visits / Trainings

January
-Community Service at Pulau Gajah with JPAM and other NGO's member

July
-Malaysian Association of Hotels (MAH) Kelantan Chapter - 19th Annual General Meeting 2020
-Majlis Perasmian Program Disinfeksi Di Premis Penginapan Pelancongan Bagi Tahun 2020

August
-Majlis Pelancaran Program Pemberian Baucar Penginapan Tahun Melawat Kelantan 2020
-Santai Networking bersama Pengarah Pusat Pelancongan Negeri Kelantan (YBrs. En. Nik Mahmud Bin Nik Jaffar) serta Ketua Jajahan Bachok Tuan Hj Farid Bin Dato' Abdul Razak.

September
-MAH Kelantan Trip ke Pulau Perhentian & Pulau Redang
-Perasmian Program Pakej Kelantan Sightseeing Tour " Maghi Derak Di Kelate" yang diadakan di Jewel Hotel Kota Bharu
-Program Sambutan Hari Perpaduan Budaya Sempena Hari Merdeka & Hari Malaysia 2020 (Flashmob Silat)

October
-Jemputan Menjadi Rakan Strategik Sempena Karnival Jejak Warisn & Makyong Patuh Syariah Tahun Melawat Kelantan 2020 di Dewan Utama Kompleks APAM Putra Bandar Baru Pasir Mas, Kelantan.

November
-Perbincangan santai di Holiday Villa Hotel & Suites Kota Bharu bersama sebahagian ahli mengenai keadaan semasa pandemik dan persediaan menjelang mesyuarat bulanan MAH Kelantan Chapter
-Mesyuarat bulanan bersama semua ahli MAH Kelantan Chapter di Grand Riverview Hotel Kota Bharu

Chapter Representation
-Sambutan Pelancaran Tahun Melawat Malaysia 2020 Di Kompleks ICQS Rantau Panjang yang dianjurkan oleh Tourism Malaysia Kelantan.
-Jemputan Majlis Sambutan 'Visit Malaysia' & 'Visit Kelantan Year 2020' Dirasmikan Oleh YB Dato' Mejar (B) Hj Md Anizam Ab Rahman - Pengerusi Jawatankuasa Perpaduan Masyarakat Kebudayaan Warisan Dan Pelancongan Negeri Kelantan & Bersama Dengan Penggiat Industri Pelancongan Negeri Kelantan Di Lapangan Terbang Sultan Ismail Petra Kota Bharu.







CHAPTER REPORT

-Jemputan Ke Majlis Berbusana menyelusuri Sungai Pengkalan Datu Bersama Media, Blogger & Photographer.
-Meeting with UPEN leaded by Dato Tengku Kaya Perkasa with collaboration of Firefly Airlines (KB – JB) & Penang
-Program Under Mah, Jpam & Ngo To Kampung Pulau Gajah for cleaning Chinese Traditional House Almost 100 Years.
-Perbincangan bersama wakil SME Bank di Jewels Hotel
-ha-Pengusaha Hotel Daerah Kota Bharu Anjuran Bahagian Pencegahan Jenayah & Keselamatan Komuniti Ibu Pejabat Daerah Kota Bharu
-Majlis Perpisahan Pengarah JKKN Kelantan iaitu Encik Mohd Raizuli yang berpindah ke Selangor dan mengalu-alukan kedatangan Pengarah JKKN Kelantan baharu iaitu En. Rosnan di Royal Guest House.
-Menghadiri majlis santai dan majlis makan malam bersama ahli dalam bidang pelancongan yang dianjurkan oleh Tourism Malaysia Kelantan dan dipengerusikan oleh YBhg Dato' Dr. Amar Abd Ghapar Ketua Setiausaha Melawat Malaysia 2020 dan Pengarah Kanan Bahagian Domestik & Acara di hotel Perdana Kota Bharu
-Perjumpaan antara Kolej Poly Tech Mara dan ahli MAH Kelantan Chapter di Grand Riverview Hotel.
-Mesyuarat MAH Kelantan Chapter di Sudara Beach Resort Sales Office
-Program santai bersama En. Shahrul (Pegawai Khas Menteri), En. Norhalis (Ketua Penolong Pengarah UPEN), En. Rosnan (Pengarah JKKN Kelantan) dan artis En. Arja Lee di Royal Guest House
-Mesyuarat di Pusat Penerangan Pelancongan (TIC) sempena Kelantan Arts & Culture Festival 2020 (Tahun Melawat Kelantan 2020)
-Mesyuarat MAH Kelantan Chapter Sport di Royal Guest House Hotel
-Melawat Rumah Gahara bersama pegawai Tourism Malaysia Kelantan
-Mesyuarat MAH Kelantan Chapter berkenaan norma baharu akibat pandemic Covid-19 di Holiday Villa & Suites Kota Bharu
-Majlis Perasmian Program Disinfeksi Di Premis Penginapan Pelancongan bagi Tahun 2020 di Perdana Hotel
-Mesyuarat Penyelarasan Program Pemberian baucar penginapan Tahun Melawat Kelantan 2020 di Bilik Mesyuarat Pusat Penerangan Pelancongan Negeri Kelantan.
-Majlis Pelancaran Program Pemberian baucar penginapan Tahun Melawat Kelantan 2020 di Grand River View Hotel.
-Mesyuarat Penyelarasan Rakan-rakan Strategik Sempena Karnival Jejak Warisn & Makyong Patuh Syariah Tahun Melawat Kelantan 2020 Di Bilik Mesyuarat Rafflesia Unit Perancang Ekonomi Negeri Kelantan.
-MAH Kelantan Trip ke Pulau Perhentian & Pulau Redang.
-Pra-Perasmian Program Pakej Kelantan Sightseeing Tour " Maghi Derak Di Kelate" yang diadakan di Jewels Hotel Kota Bharu.
-Perasmian Program Pakej Kelantan Sightseeing Tour " Maghi Derak Di Kelate" yang diadakan di Jewels Hotel Kota Bharu.
-Program Sambutan Hari Perpaduan Budaya Sempena Hari Merdeka & Hari Malaysia 2020 (Flashmob Silat)
-Jemputan Menjadi Rakan Strategik Sempena Karnival Jejak Warisn & Makyong Patuh Syariah Tahun Melawat Kelantan 2020
-Mesyuarat bagi Penyelarasan Program Karnival Malaysiaku 2020 (KMK 2020)
-Mesyuarat di Holiday Villa Hotel & Suites Kota Bharu bersama Sub Committee mengenai keadaan semasa pandemik dan persediaan menjelang mesyuarat bulanan MAH Kelantan Chapter
-Mesyuarat bulanan bersama semua ahli MAH Kelantan Chapter di Grand Riverview Hotel Kota Bharu







Chapter Secretariat

Contact Person	: Muhammad Azrin Bin Zainal Abidin
Office Address	: Sudara Beach Resort Lot 128 Mukim Telong, Jalan Tok Bali 16300 Kampong Cham Tangga Kelantan
Telephone	: 09-7430 320
E-Mail	: muhammad.azrin@habibjewels.com

ANNUAL SECRETARIAT REPORT 2020

SARAWAK

Chapter Committee Members 2019 - 2022

Chairperson:	John Teo	Meritz Hotel Miri
Vice Chairperson I:	Solo Cleophas	Seri Simanggang Hotel Sri Aman
Hon. Secretary:	Mason Tang	Waterfront Hotel Kuching
Hon. Treasurer:	Patrick Lau	Riverside Majestic Hotel Kuching
Committee Member:	Rahim Bugo	Permai Rainforest Resort
	Audrey Wan Ullok	Telan Usan Hotel Kuching
	Awang Kedri Awg Bujang	Grand Dormani Rajah Court Hotel
	Yvonne Saman	Ranee & Marian Hotel & Lodge
Internal Auditor:	Julie Tay	The Lime Tree Hotel Kuching

Meetings
-Chapter Meeting at The Waterfront Hotel Kuching Court on 21st July 2020
-Chapter Meeting at Grand Margherita Hotel Kuching on 17th December 2020

Projects / Events / Activities / Courtesy Visits / Trainings

March
-Seven MAH Hotels in Sarawak were gazetted by MOTAC as quarantine centres

May
-Hotels gazetted as quarantine centres Sarawak disaster management committee (SDMC)
-Sarawak Escape Promotion



October
-Hotels gazetted as quarantine centres Sarawak disaster management committee (SDMC)

Chapter Secretariat

Contact Person	:	Priscilla Jane Cleophas
Office Address	:	C/O Merdeka Palace Hotel & Suites, 1st Floor, Jln Tun Abg Hj Openg, 93000 Kuching, Sarawak.
Telephone	:	082 415 848
Fax	:	082 415 848
E-Mail	:	mahsc.kchoffice@gmail.com

SABAH/LABUAN

Chapter Committee Members 2019 - 2022

Chairman:	Hafizan Wong	Promenade Hotel
Vice Chairman:	Thor Gervasi	Hyatt Regency Kinabalu
Hon. Secretary:	Sherry Yee	Cititel Express Kota Kinabalu
Hon. Treasurer:	Michael Tan	Grandis Hotel
Committee Member:	Vincent Chen	Sabah Oriental Hotel
	Martin Kong	Sabah Tea Resort
	Laurentius Bansing	Hotel Sixty3
	Chloe Loo	The Palace Hotel
	Eugene Chin	Tiara Labuan
Internal Auditor	David Tai	Mercure Kota Kinabalu City Centre

Meetings
-MAH Chapter 1st Committees Meeting at Grandis Hotel 7th February 2020
-MAH Chapter AGM on 11th March 2020
-MAH Chapter 2nd Committees Meeting on 22nd April 2020
-MAH Chapter / Key Point on Sabah Govt Stimulus Package at Hyatt 25th June 2020
-MAH Sabah Labuan Chapter Meeting at Hyatt on 19th August 2020
-MAH 2nd Board Meeting at Swiss-Garden Hotel Bukit Bintang on 21st September 2020
-MAH Sabah Labuan Committee Meeting at Promenade on 25th September 2020
-MAH Sabah Labuan Committee Meeting via Zoom on 17th November 2020

Projects / Events / Activities / Courtesy Visits / Trainings

February
-MAH Chapter & Airasia Collaboration on new sales platform – 40 hotels participated

March
-ROOMIE product and sales presentation @ Le Meredian Hotel
-Jabatan Tenaga Kerja Engagement Session @ Le Meredian Hotel

May
-MAH Chapter CSR, 5kg package Rice Donation for Covid-19 Crisis effected staff. This was done in a pledge system. The amount the hotel would need to the maximum of 40 packet per hotel.

July
-Packej Stimulus Sabah Deal: Sektor Pelancongan
-TM Korea Product Update Webinar Discussion
-TM Japan Market Update Discussion
-Bank Negara Malaysia – Engagement session

September
-STB Launching of “Domestic Travel Stimulus”
-Sabah Tourism Advisory Panel Meeting

October
-Courtesy Call to SESB Sabah Electricity Sdn Bhd (cancel at the last minutes due to CMCO)

November
-JK Pemulihan Pelancongan Sabah 1st Meeting to address issues and proposal collective for MAH Chapter
-Pre-insigHT2020 Virtual Workshop

Chapter Representation
-Crisis Management Committees Mtg @ Minitry of Tourism attended by Exco & Committees
-STB / MAH briefing on Novel Coronavirus by KKM @ Grandis attended by 20 MAH Hotels
-MATTA Crisis Management Mtg @ Promenade Hotel by Exco & Committees
-1st Sabah Hospitality Fiesta Mtg @ ATI Buidling attended by Hon.Secretary
-Mtg with Saabh Tourism Board on Sabah Stimulus Package via Zoom attended by Exco & Committees
-Tourism Industry Engagement with STB hosted by Miniter of Tourism Sabah @ Shangri-La Tg Aru Resort attended by Acting Chairman Hafizan Wong
-Bengkel Impak Covid-19 Menangani Isu Pengangguran Di Sabah by Unit Perancang Ekonomi Sabah @ Hilton attended by Vincent
-Minutes of the Engagement Session with Sabah Tourism Industry Players, at The Magellan Sutera Harbour, on 28th October, 2020. Attended by Hafizan, Thor, Vincent & Martin.

-Star Rating – SHANGRI LA TANJUNG ARU RESORT
-Star Rating – PARVILLION SDK

CHAPTER REPORT

-MAH Chapter Facebook post on hotels sanitization SOP
-Participated in 'WE CARE' Charity Dinner For Wuhan by Sabah TourismBoard
-Sabah International Convention Center site inspection
-Assist Sabah Tourism Board to get stastitic on hotel open or close for Sabah
-Borneo waste Industries & MAH Chapter Zoom - food waste recycle programs
-Sesi Program Focus Group Kementerian Kewangan Malaysia Bersama Pihak Industri Sektor Pelancongan Sempena Dengan Penyediaan Belanjawan 2020

Chapter Secretariat
Contact Person : Vincent Chen
Office address : c/o Sabah Oriental Hotel
Lorong Kemajuan 88000, Kota Kinabalu
Sabah, Malaysia
Telephone : +6 088 – 286 888
E-Mail : vincent.chen@sabahoriental.com.my