

MALAYSIAN ASSOCIATION OF HOTELS
PERSATUAN HOTEL MALAYSIA

ANNUAL SECRETARIAT REPORT 2021

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MALAYSIAN ASSOCIATION OF HOTELS
PERSATUAN HOTEL MALAYSIA

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 Registrar 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



2021 has been a rather challenging year for hoteliers. Impacted still, by the unprecedented Covid19 pandemic, Malaysia only managed to welcome roughly 0.13 million tourists into the country on the year 2021. On the same year, only 134 728 tourists were recorded; an alarming decrease of 96.9% compared to the year 2020 before. Referring to the occupancy reports from chapters across the country, the average occupancy rate is just about 38.35% for 2021. Indeed, it has been a difficult year for the hospitality industry.

As part of the efforts to regain the industry's growth and confidence, a united front made up of MAH, MATTA, MACEOS and MAG have formed to ramp up destination readiness and assisting in the reopening of Malaysia to both domestic and international travel, for leisure and business as well as for events again. Known as the Travel Safe Alliance Malaysia (TSAM), the union vowed to raise consumer confidence in Malaysia as a safe travel destination for leisure and business purposes. The key objective for TSAM is to collaborate with others in the tourism and business events industry through Bureau Veritas (M) Sdn Bhd – the appointed independent field audits and accreditation body. TSAM is also looking to ensure that the appropriate health and safety procedures and processes are in place and in line with globally recognised best practices of preventive measures for a safer travel and business environment during and after the Covid-19 pandemic period.

On another front, Tourism Malaysia together with MAH and Shopee Malaysia have entered a new strategic partnership to revive tourism supply chain economy and unveil for the first time, a Stimulus Recovery Plan Campaign aptly named "Jom Cuti-Cuti Malaysia." The campaign offered holiday-goers attractive e-vouchers for hotel rooms and, since launched, has benefited more than 400 hotels with 17,000 deals sold generating roughly RM5.3 million in total income for MAH members.

MAH, as always, is represented in various policy making initiatives of different Ministries, such as the Ministry of Tourism, Arts & Culture, Ministry of Finance, Ministry of Human Resources, Ministry of Domestic Trade, Ministry of Education, Ministry of International Trade & Industries, Ministry of Primary Industries, and its agencies to name a few. Looked to as an essential partner by the various ministries, MAH is always ready to provide ground-up information, in support of the hotel industry as its voice at the table.

The hotel industry has been facing a shortage of manpower especially those who are frontliners. To overcome this issue, MAH and MAHTEC are working continuously with its members, institute of higher learning, other skills training institution and also the government to learn more about areas of demand and the supply of manpower as well as how we can all address the rising unemployment rate.

I am looking forward to another productive year for MAHTEC. Especially in these difficult times, being the leading body in the Hotel industry has made MAHTEC the necessary platform for connecting the industry with other partner industries which includes Universities and Colleges – places whereby the hotel industry can benefit by supporting the recruitment and employment of its graduates as well as opening avenues for internship programs that would create lasting relationships between the industries. I would like to express my gratitude to all the Chapters that have taken the extra responsibility in engaging with MAHTEC to develop their human capital resources. Please continue your support for MAHTEC and their programs moving forward.

Finally, before I signed off, I would like to extend my heartfelt thanks to the members of MAH Board, the Management Committee and the Secretariat Staff for their steadfast support and commitment in making MAH, the association that always delivers more to its members.

N. Subramaniam

President

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

FOREWORD

HONORARY TREASURER GENERAL



It is my honour to present to you the Annual Secretariat Report of 2021. I would like to begin by expressing my humble gratitude to everyone for your countless support and contribution towards MAH.

During the year of 2021, MAH recruited a total of 38 new members, which made a total of 972 members (916 Ordinary Members and 56 Associate Members) with 151,075 rooms, representing 52% of total room keys registered with the Ministry of Tourism & Culture Malaysia (MOTAC).

In an effort to support its people, MAH launched its very own MAH Cares programme, allocating RM200,000 worth of food aid through the Association's State Chapters, distributing essentials and food supplies to those in need in the hotel industry. The initiative benefited thousands of families with basic necessities and essential items. The programme received sponsorship from Yeo Hiap Seng (Yeo's), a household food and beverage brand with deep roots in Malaysia. In partnership with the Ng Teng Fong Charitable Foundation, Yeo's has supplemented the MAH Cares programme with over RM100,000 worth of food and beverage supplies. This enabled MAH to immediately support more families in need of help. A total number of 4,926 individuals from 302 hotels benefited from this programme.

MAHTEC has successfully embarked into digital training with more training sessions conducted online. Despite the pandemic situation, we achieved a total of 51 programmes which was conducted for MAH members throughout the year with a total of 540 participants from all over the country.

To facilitate hotels and resorts in obtaining certification towards Clean & Safe Malaysia, a first ever industry-wide hygiene and safety label in the country, MAHTEC introduced a two-day virtual programme with an objective to achieve health, hygiene and safety standards in compliance with both local regulatory requirements and international standards. An utmost goal for Hotels and Resorts to reassure its guests the safe working conditions for its employees through a consistent approach to hygiene and safety. The programme is jointly endorsed by MAH and Bureau Veritas Malaysia, the auditing expertise of Clean & Safe Malaysia's hygiene and safety label.

I look forward to another year when I am sure we will face many challenges in this rapidly-changing world, but I trust that we will rise above all difficulties. I would like to record my sincere appreciation to the President, Board Members, State Chapter committee, members and the Secretariat for their tireless efforts and contributions towards the smooth-running of our Association.

Hon. Secretary General
Christina Toh CHA

MEMBERS OF BOARD 2021



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



Vice President
CS Lim
Legoland Hotel



Vice President
Khoo Boo Lim DJN CHA
Macalister Terraces



Hon. Secretary General
Christina Toh CHA
Dorsett Hartamas



Hon. Treasurer General
Shirley Lai
Sfera Residence Kuala Lumpur



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



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 2021



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
Millesime Hotel



Pahang Chapter Chairperson
Patrick Tee
Copthorne Hotel Cameron Highlands



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
John Teo
Meritz Hotel

THANK YOU FOR YOUR SERVICE



Board Member
Mohamad Halim Merican CHA
Twenty 8B



Pahang Chapter Chairperson
Dato' Chew Teck Fang
Shahzan Inn Kuantan



Sarawak Chapter Chairperson
Hj. Mohamad Ibrahim Nordin
Dormani Hotel Kuching

MANAGEMENT COMMITTEE



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



Vice President
CS Lim
Legoland Hotel



Vice President
Khoo Boo Lim DJN CHA
Macalister Terraces



Hon. Secretary General
Christina Toh CHA
Dorsett Hartamas



Hon. Treasurer General
Shirley Lai
Sfera Residence Kuala Lumpur



Negeri Sembilan Chapter Chairperson
Haziz Hassan CHA
Sutera Hotel

MANAGEMENT COMMITTEE & BOARD MEETINGS

MANAGEMENT COMMITTEE MEETINGS

18 January 2021, Zoom (video conference)

5 April 2021, New World Hotel Petaling Jaya (hybrid)

4 June 2021, Microsoft Teams (video conference)

12 July 2021, Microsoft Teams (video conference)

5 August 2021, Microsoft Teams (video conference)

22 October 2021, Hyatt House Kuala Lumpur

9 December 2021, Sunway Putra Hotel Kuala Lumpur (hybrid)

BOARD MEETINGS

5 April 2021, New World Hotel Petaling Jaya (hybrid)

31 May 2021, Microsoft Teams (video conference)

4 June 2021, Microsoft Teams (video conference)

6 August 2021, Microsoft Teams (video conference)

9 December 2021, Sunway Putra Hotel Kuala Lumpur (hybrid)









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, ART & CULTURE

-2 March 2021: Meeting with Hotel Industry with the MOTAC Minister

-14June 2021: National Spa Council (NSC) Bil 1/2021

-14 August 2021: Sesi Libat Urus YB Menteri Bersama Penggiat Industri Mengenai Insiatif Pembukaan Semula Sektor Pelancongan Secara Berperingkat

-3 September 2021: Sesi Focus Group Discussion (FGD) untuk pemyediaan Bajet 2022

-29 September 2021: Tourism Recovery Committee (TRC) Meeting with Minister

-13 October 2021: Meeting with Deputy Minister of MOTAC

-26 October 2021: Sesi Perbincangan Pelaksanaan Gelembung Pelancongan Antarabangsa Pulau Langkawi Bil 1/2021

-26 October 2021: Majlis Pelancaran Dasar Kebudayaan Negara (DAKEN) oleh YAB PM

MINISTRY OF HIGHER EDUCATION (MOHE)

-Mesyuarat Pasukan Petugas Khas TVET (STF TVET), Majlis Pekerjaan Negara (NEC)

- 1/2021 6 January 2021
- 2/2021 15 March 2021
- 3/2021 4 May 2021

-Mesyuarat Pasukan Petugas Khas National Education (STF NE), Majlis Pekerjaan Negara (NEC)

- 1/2021 15 January 2021
- 2/2021 8 March 2021
- 3/2021 5 August 2021

MINISTRY OF HUMAN RESOURCES (MOHR)

-28 April 2021: Sesi Libat Urus Mengenai Kajian Impak & Kajian Semula Perintah Gaji Minimum 2020

MINISTRY OF FINANCE (MOF)

-14 July 2021: MIER Finance Minister Discussion

-17 September 2021: Sesi Budget 2021 – Employment Focus Group Bersama YB Menteri Kewangan

-14 December 2021: Meeting with MOF & RMCD on Services Tax on Digital

MINISTRY OF HOUSING & LOCAL GOVERNMENT (KPKT)

-27 May 2021: Mesyuarat Semakan Semula Akta Tuan Rumah Inapan 1952 (Akta 248) Bil 2/2021

-Sesi Libat Urus ke arah Penubuhan Majlis Ekonomi Kitaran Negara Bersama YB Menteri @ Putrajaya Marriott Hotel

MINISTRY OF DOMESTIC TRADE AND CONSUMER AFFAIRS (KPDNHEP)

-6 April 2021: Perbincangan Kumpulan Berfokus (FGD) & Teknik Kumpulan Nominal (NGT) bagi Kajian Semakan Semula Dasar Pengguna Negara (DPN)

REPRESENTATION & AFFILIATION

MINISTRY OF INTERNATIONAL TRADE & INDUSTRY (MITI)

-11 August 2021: Taklimat Mengenai Hotspot Identification for Dynamic Engagement (HIDE)

-13 September 2021: Discussion Regarding BPI Initiatives to be Proposed in MITI Budget 2022

MINISTRY OF ENTREPRENEUR DEVELOPMENT AND COOPERATIVES (MEDAC)

-10 November 2021: Sesi Dialog YAB Menteri MEDAC Bersama Persatuan Usahawan

TOURISM MALAYSIA (TM), MOTAC

-10 February 2021: MAH Shoppee Tourism Malaysia Update

-23 February 2021: Potential Domestic Travel Bubbles for Malaysia – Club Med X MAH

-5 March 2021: Status Program Pakej Rangsangan Ekonomi (Pre 1.0) Bil 3/2021

-10 March 2021: Session with Industry Partners in conjunction with Tourism Malaysia Strategic Plan 2021-2025

-3 May 2021: Mesyuarat Hal-Hal Berbangkit Bersama MAH & Shopee (Pre 1.0)

-11 August 2021: Tourism Malaysia X Resorts World Genting

-1 September 2021: Short Discussion between MAH & Senior Director of International Promotion Division (Americas, Europe & Ocenia (AERO))

-27 October 2021: Tourism Malaysia Marketing Plan 2022-2026

-19 November 2021: Program Bersama Media Owners & Penggiat Industri 2021 @ Scapes Hotel Genting Highlands

-22 November 2021: Engagement Session for Tourism Malaysia Marketing Plan 2022-2026 - Presentation

DEPARTMENT OF SKILLS DEVELOPMENT (JPK), MOHR

-Malaysian Skills Competition Meeting (MPKM)

- No. 1/2021 16 January 2021
- No. 2/2021 20 April 2021
- No. 3/2021 9 September 2021

-Majlis Pembangunan Kemahiran Kebangsaan (MPKK)

- No.1/2021 23 February 2021
- No.2/2021 22 June 2021
- No.3/2021 29 October 2021 @ Aloft KL Sentral

-Jawatankuasa Kerja Kerjasama Strategik (JKK), Majlis Pembangunan Kemahiran Kebangsaan (MPKK) di bawah Akta Pembangunan Kemahiran Kebangsaan 2006 (Akta 652)

- No.1/2021 16 March 2021
- No. 2/2021 8 June 2021
- No.3/2021 23 September 2021

-5 February 2021: Mesyuarat Penyelarasan Aktiviti Badan Peneraju Industri Bil 1/2021

-25 February 2021: Sesi Industry Engagement di bawah Kajian Upskilling & Reskilling Study for Better Employment Opportunities Among Young Bersama Badan Peneraju Industri (ILB) 2021

-25 February 2021: Taklimat secara menyeluruh (Overview) Berkenaan Personnel Sistem Pensijilan Kemahiran Malaysia (SPKM) kepada Badan Peneraju Industri (ILB)

REPRESENTATION & AFFILIATION

DEPARTMENT OF SKILLS DEVELOPMENT (JPK), MOHR

-21 May 2021: Sesi Pembentangan Permohonan Tajuk Standard bagi Badan Peneraju Industri (ILB) Tahun 2021, ILB MAH

-6 August 2021: OF Accommodation JPK

-11 August 2021: Mesyuarat Penempatan Peserta/Bekas Peserta Pertadingan Bersama ILB MAH

-22 October 2021: Mesyuarat Myspike – One Stop Centre Bersama ILB

-23 December 2021: Taklimat Pembaharuan pelantikan Badan Peneraju Industri (ILB)

DEPARTMENT OF LABOUR PENINSULAR MALAYSIA (JTKSM), MOHR

-20 October 2021: Sesi Libat Urus Etika Berpakaian di tempat kerja sektor swasta bagi Pekerja Islam

PEMBANGUNAN SUMBER MANUSIA BERHAD (HRD CORP), MOHR

-20 January 2021: Discussion on IndSF Food & Beverage (Hotel Industry)

-25 June 2021: HRD Corp Employer's Association Engagement Session – Update on Balance of Levy Utilization Related to the Current Economic Challenges and Covid-19

-21 October 2021: HRD Corp Jana' Preneur: to explore potential collaboration with MAH

-2 December 2021: Official Launching of HRD Corp new brand identity & single window platform @ KLCC

DEPARTMENT OF POLYTECHNIC & COMMUNITY COLLEGE (JPPKK), MOHE

-28 October 2021: Industry Advisory Council Meeting & Roundtable Meeting with YB Minister of Higher Education

DEPARTMENT OF STANDARDS MALAYSIA (DSM), MITI

-Mesyuarat J/Kuasa Teknikal Berkenaan Tourism & Related Services (TC/T/1)

- No.1/2021 9 February 2021
- No.2/2021 22 November 2021

-Mesyuarat Kumpulan Kerja (WG) Berkenaan Halal Food (WG/1/1-1)

- No.1/2021 19 February 2021
- No.2/2021 23 August 2021
- No.3/2021 22 September 2021

-Mesyuarat Kumpulan Kerja (WG) Berkenaan Sustainable Tourist Accommodation (WG/T/1-13)

- No. 1/2021 22 March 2021
- No.2/2021 26 August 2021
- No.3/2021 29 October 2021

-Mesyuarat J/Kuasa Standard Kebangsaan berkenaan Tourism, Exhibition & Hospitality Services (NSC T)

- No.1/2021 28 June 2021
- No.2/2021 30 November 2021

-12 July 2021: Mesyuarat Kumpulan Kerja (WG) Berkenaan Semakan Semula MS 2610 Muslim Friendly Hospitality Services Bil. 1/2021

-1 September 2021: Halal Food OnBoard Meals

-6 & 7 September 2021: Bengkel Muslim Friendly Hospitality Services – Spa

REPRESENTATION & AFFILIATION

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

-8 April 2021: RoundTable Discussion (RTD) Bersama Persatuan Industri di Malaysia (Pensijilan Halal Malaysia)

MALAYSIAN EMPLOYER FEDERATION (MEF)

MAH-MEF-AHE Hotel Group Meeting

- 27 January 2021 Online
- 31 March 2021 Online
- 19 May 2021 Online
- 28 July 2021 Online
- 29 September 2021 Online
- 24 November 2021 Online

-MEF IR Panel Meeting

- 22 February 2021
- 19 April 2021
- 21 June 2021
- 23 August 2021
- 18 October 2021

MALAYSIA CONVENTION & EXHIBITION BUREAU (MyCEB)

-29 March 2021: Business Event Council Malaysia (BECM) meeting

-15 April 2021: Launch of Malaysia Business Events Strategic Marketing Plan 2021-2030

-Formative Meeting for the BECM

MALAYSIA HEALTHCARE TRAVEL COUNCIL (MHTC)

-3 June 2021: MHTC Industry Blueprint, 2021-2025 Validation Session

-12 August 2021: MHTC X MAH: New initiative discussion

INDAH WATER KONSORTIUM SDN BHD (IWK)

-26 March 2021: Meeting with IWK

BANK NEGARA (BNM)

-2 April 2021: Virtual Engagement session in conjunction with the release of BNM Annual Report 2020, Economy & Monetary 2020 & Financial Stability Review Second Half 2020

-9 August 2021: Engagement MAH with Bank Negara

-1 October 2021: Meeting between BNM, MAH, MATTA & MACEOS

REPRESENTATION & AFFILIATION

OTHERS

-13 January 2021: MAHO/MAH – Discussion on Agoda & Services Charge

-8 April 2021: Soft Launching of Selangor International Business Summit 2021

- 9 April 2021: Meeting with Seksyen Operasi, Jabatan Penguatkuasaan KWSP

-9 April 2021: Meeting with PwC

-22 July 2021: Engage, Explore, Empower with DG Health

-11 August 2021: Work Safe Initiative by Heineken Malaysia

-11 August 2021: Meeting of the Pro-Term Committee of Malaysia Tourism Federation (MTF)

-14 August 2021: HELP Academy Formal Invitation for Career Talk

-11 October 2021: Mesyuarat Pasukan Petugas Sistem Amaran Awal Kehilangan Kanak-Kanak (NURALERT) Bil. 1/2021

-27 October 2021: Music Copyright User Group – Meeting to discuss updates on music copyrights

-18 November 2021: Taylor's IAP & HEX Talk

-23 November 2021: Sesi Bengkel Pembangunan Garis Panduan Industri Hijau di Malaysia @ Pulse Grande Hotel Putrajaya









REPRESENTATION & AFFILIATION

INTERNATIONAL AFFAIRS

ASEAN HOTEL AND RESTAURANTS ASSOCIATION (AHRA)

·21 January 2021	AHRA Board & Annual General Meeting
·9 June 2021	AHRA Board Meeting
·25 August 2021	AHRA Board Meeting
·25 November 2021	AHRA Board Meeting

ASEAN TOURISM ASSOCIATION (ASEANTA)

·29 January 2021	ASEANTA Board Meeting
·30 April 2021	ASEANTA Annual General Meeting
·18 June 2021	ASEANTA Management Committee Meeting
·22 July 2021	ASEANTA Management Committee Meeting
·24 August 2021	ASEANTA Management Committee Meeting
·12 October 2021	ASEANTA Management Committee Meeting
·18 November 2021	ASEANTA Board Meeting
·16 December 2021	ASEANTA Management Committee Meeting

ADDITIONALS

-Tetamu MHI TV3 “Kesan PKP 2.0 Terhadap Industri Pelancongan” – 28th January 2021 via Google Meet

Represented by Mr. CS Lim, Vice President of MAH

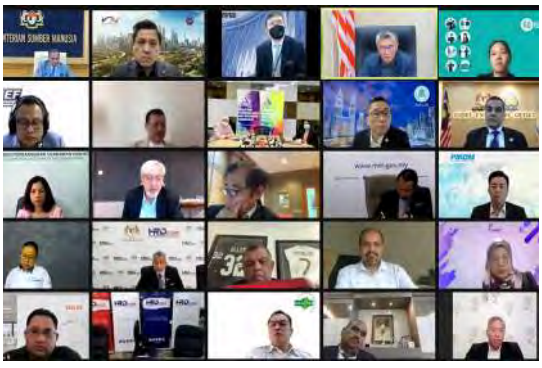
-“Rancangan Borak Dulu #menangbersama Episod 21 Tajuk: Perhotelan” – 20th November 2021 via Google Meet

Represented by Mr. Haziz Hassan,Chairperson of MAH Negeri Sembilan Chapter

-Malaysia Best Sommelier Championship 2021 (SOMLAY) – 24 & 25 November 2021 @ EQ KL

Represented by Mr.Yap Lip Seng, Chief Executive Officer of MAH as Judge









REPRESENTATION & AFFILIATION

MAH ENDORSEMENT/SUPPORTED ON EVENT/SEMINAR / FORUM

GLOBAL WASTE MANAGEMENT CONFERENCE

By Confexhub Group

22 - 23 March 2021, Virtual

ARABIAN TRAVEL MARKET (ATM) 2021

By Reed Exhibitions

Physical 16 - 19 May 2021, Dubai World Trade Centre (DWTC)

Virtual 24 - 26 May 2021

THRIVE: TO RECOVERY & BEYOND!

By Excel Academy

27 - 28 October 2021, Virtual



INTERNATIONAL CAFÉ & BEVERAGE SHOW 2021

By Montgomery Asia

25 - 27 November 2021, Kuala Lumpur Convention Centre (KLCC)

WORLD TRAVEL MARKET (WTM) HYBRID 2021

By Reed Exhibitions

Physical 1 - 3 November 2021, ExCeL London, Royal Victoria Dock 1

Virtual 8 - 9 November 2021

MEDICAL TRAVEL MARKET INTELLIGENCE CONFERENCE (INSIGHT2021)

By Malaysia Healthcare Travel Council (MHTC)

16 - 1 8 November 2021, Virtual

REPRESENTATION & AFFILIATION

LIST OF WEBINAR 2021

Organised by : MoTAC
Title: Seizing The Challenge of Sustainability: Future Proofing Tourism in the New Normal
Date : 8 January 2021

Organised by : Radiant
Title :Top Tips For A Profitable Recovery for Hotels & Resorts
Date : 26 January 2021

Title : Post Covid-19 Recovery: Building SME Resillience
Date : 27 January 2021

Organised by : World Tourism Organisation (UNWTO) dan Japan Tourism Agency (JTA)
Title : Addressing the Critical Need to Tourism Crisis Management
Date : 25 February 2021

Organise by : UNITAR
Title : How Can the Hospitality & Tourism Industry Recover Amidst the Covid-19 Pandemic?
Date : 16 June 2021

Organised by : Knight Frank Malaysia
Title : Malaysian Hotels - Weathering the Storm and Preparing for Recovery
Date : 29 July 2021

Organise by : SEDAR Institute
Title : Covid-19: Immediate Contigency Plan for Industrial Recovery & Sustainability
Date : 11 August 2021

Organised by : URBANICE
Title : Malaysia Business Assembly: The Role of SMEs and Informal Sector for Cities Economy Recovery and Resilience

Organised by : Radiant
Title : Jumpstart HotelsRevenue Dialogue: Rebuild & Stay Competitive: Get new hospitality insights on how important Revenue Intelligence is to yourbusiness
Date : 6 September 2021 -8 September 2021

Organised by : Perdana Leadership Foundation
Title : CEO Forum 2021: Concurrent Session A : “Tourism & Hospitality: A Long Journey of Recovery”.
Date : 20 September 2021

Organised by : Jabatan Pembangunan Kemahiran (JPK)MOHR
Title : Seminar Tripartite: Development of Skilled Human Resources of the Hospitality and Tourism in Overcoming the Impact of Covid-19
Date : 28 October 2021

Organised by : PATA Malaysia
Title : Cuti-Cuti Malaysia with Confidence (CMC) Virtual Conference & Exhibition theme Experience Malaysia Under the New Travel Normal”
Date : 27 November 2021

TRAVEL SAFE ALLIANCE MALAYSIA

MEMORANDUM OF UNDERSTANDING (MOU) SIGNING CEREMONY ON THE FRAMEWORK FOR COOPERATION FOR TRAVEL SAFE ALLIANCE MALAYSIA (TSAM)

DATE : 10 October 2021

VENUE : The Danna Langkawi

MATTA, MAH, Malaysian Association of Convention & Exhibition Organisers and Suppliers (MACEOS) and Malaysia Aviation Group (MAG) have united in efforts to ramp up destination readiness and facilitate the reopening of Malaysia to leisure and business travel, as well as business events again, for both domestic and international - pledged to make Malaysia a safe travel destination and raise consumer confidence in Malaysia as a leisure and business destination.

Purpose of Travel Safe Alliance Malaysia (TSAM) MoU is to collaborate in the field of the Travel Safe Alliance (TSA) Malaysia to the tourism and the Business Events industry through the appointed independent field audits & accreditation (or certification) - Bureau Veritas (M) Sdn Bhd, to ensure that appropriate health and safety procedures and processes are in place and in line with globally recognised best practices, procedures and recommendations.

The event was witnessed and officiated by YB Dato' Sri Hajah Nancy Shukri, Minister of Tourism, Arts And Culture Malaysia (MOTAC)

9 hotels in Langkawi were presented the "MAH Clean & Safe Malaysia" Certificate, MAH's own hygene and safety label specifically for hotels.









TRAVEL SAFE ALLIANCE MALAYSIA

TRAVEL SAFE ALLIANCE MALAYSIA EXPANDS PARTNERSHIP WITH TOURISM PENANG TO ATTRACT TRAVELLERS TO THE STATE

DATE : 21 December 2021
VENUE : G Hotel Gurney, Penang

Travel Safe Alliance Malaysia (TSAM) has joined forces with the Penang State EXCO Office for Tourism and Creative Economy (PETACE) to raise the travel market confidence in Penang state.

With tourism activities gradually picking up, the joint partnership is seen as a timely move by Penang to lead efforts in tourism and economic recovery, where safety and hygiene aspects are prioritised across the industry including for hotels, food establishments, convention centres, tours, and transportation.

The events was witnessed and officiated by Penang State EXCO for Tourism and Creative Economy, YB Yeoh Soon Hin

8 hotels in Penang were presented the “MAH Clean & Safe Malaysia” Certificate, MAH’s own hygene and safety label specifically for hotels.









MEMBERSHIP

SUMMARY OF MEMBERSHIP AS AT 31 DECEMBER 2021

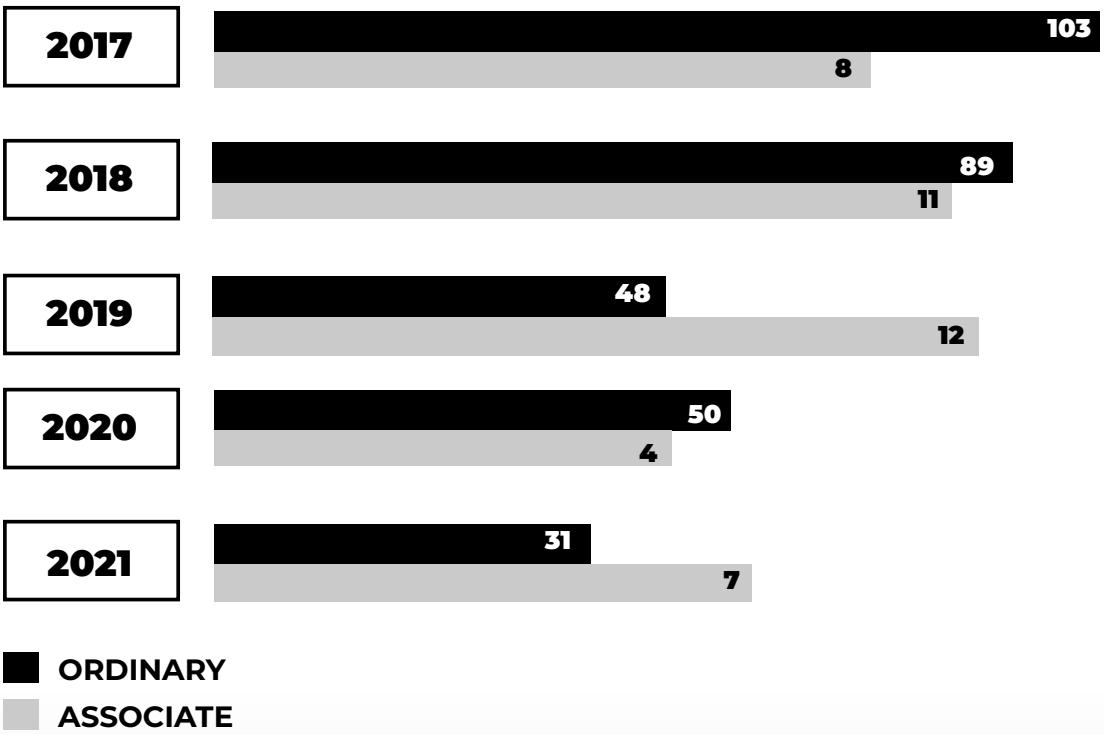
STATE	NEW MEMBERS 2021			STAR RATING					ORCHID	OTHERS	TOTAL ORDINARY		ASSOC.	GRAND TOTAL*
	HOTELS	ROOMS	ASSOC.	5 Star	4 Star	3 Star	2 Star	1 Star			HOTELS	ROOMS		
PERLIS							2		1	1	**4**	**191**		**4**
KEDAH	1	20		11	14	9	3	1		7	**45**	**6652**	1	**46**
PENANG	3	340	1	11	21	19	5	2		30	**88**	**14131**	2	**90**
PERAK	4	266		2	10	18	10	1	3	23	**67**	**6638**		**67**
SELANGOR	1	20	3	18	15	18	6	1		25	**83**	**15315**	29	**112**
KUALA LUMPUR	3	720	2	33	30	30	6	4		34	**137**	**34596**	19	**156**
NEGERI SEMBILAN	1	75		4	10	9	2	4		4	**33**	**5221**	2	**35**
MELAKA	2	177		7	17	21	7			10	**62**	**8753**		**62**
JOHOR	5	1062		5	19	23	5	3	1	35	**91**	**17715**	2	**93**
PAHANG	4	773		8	10	19	5	1		19	**62**	**8023**		**62**
TERENGGANU				2	6	13	4	2		8	**35**	**3739**		**35**
KELANTAN	2	200			6	5	3			4	**18**	**2118**		**18**
SARAWAK	3	340	1	5	16	32	3	5		23	**84**	**11862**	1	**85**
SABAH	2	127		10	14	31	10	5		17	**87**	**12572**		**87**
LABUAN				1	1	3	1			5	**11**	**1110**		**11**
PUTRAJAYA				4	3					2	**9**	**2439**		**9**
GRAND TOTAL	**31**	**4,120**	**7**	**121**	**192**	**250**	**72**	**29**	**5**	**247**	**916**	**151,075**	**56**	**972**

** Note: excludes 89 suspended members with outstanding fee*

Others = pending / not rated

20% ***52%*** *from total registered with MOTAC*

NEW MEMBERS RECRUITED



MEMBERSHIP

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

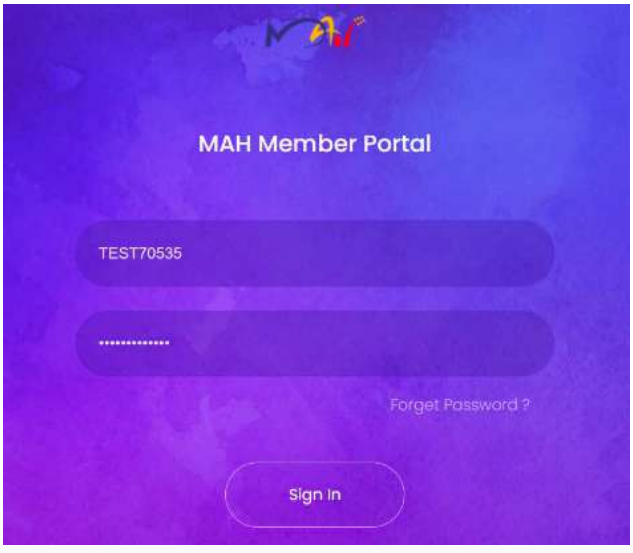
Starting from year of 2021, MAH progressed to major digitalisation of membership record with an activation of Member Portal & online subscription renewal 2021 through the newly established of MAH website at www.hotels.org.my. All data are now online and can easily be accessed by members.

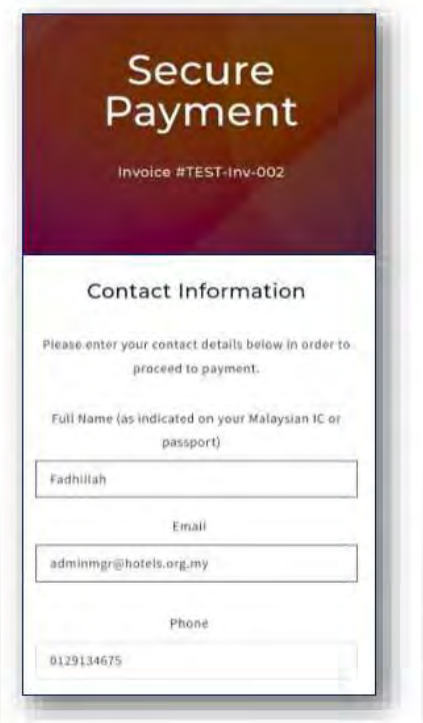
Among the new features available in Member Portal are:

-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.





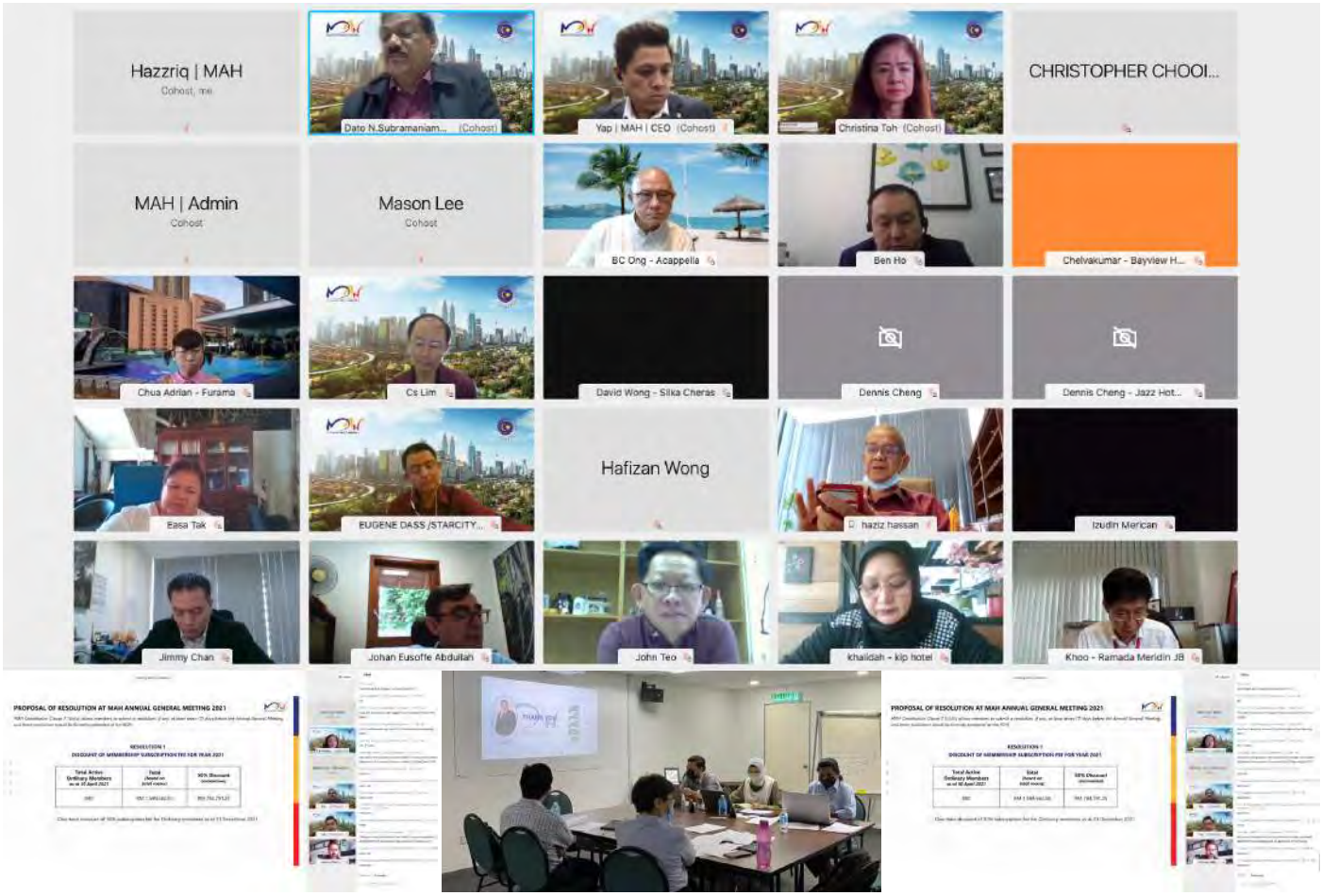
EVENTS AND PROJECTS

ANNUAL GENERAL MEETING 2021

DATE : 31 May 2021

VENUE : Virtual - Cisco Webex

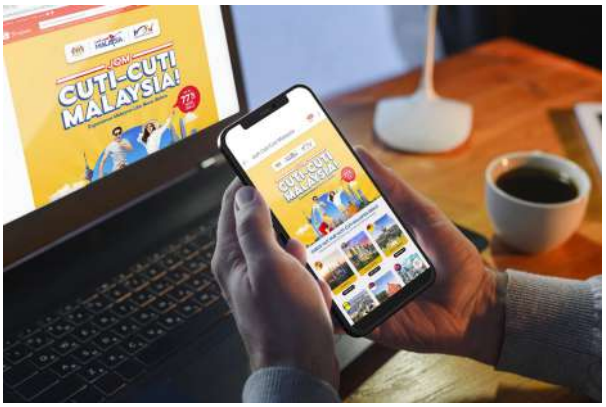
The MAH Virtual Annual General Meeting 2021 was held in full virtual on 31 May 2021 using online platform Cisco Webex hosted by our associate members, MyKRIS Asia Sdn Bhd. The meeting saw the presence of more than 250 members including proxy's.



MAH & SHOPEE - JOM CUTI-CUTI MALAYSIA

Tourism Malaysia together with Malaysian Association of Hotels (MAH) and Shopee Malaysia have embarked on a new strategic partnership to revive tourism supply chain economy and unveil for the first time, the Stimulus Recovery Plan campaign “Jom Cuti-Cuti Malaysia! Experience Malaysia Like Never Before”.

Offer holiday-goers attractive e-vouchers for hotel rooms. Buyers will get to redeem an e-voucher of RM50 with a minimum 3D2N stay at one- to three-star hotels, or an e-voucher of RM100 with a minimum 3D2N stay at four- to five-star hotels across the country.



THE JJCM! Campaign has effectively empowered MAH Members

BENEFITED

>377

MAH Members through the JCCM! mocrosite & voucher fundings

GENERATED

>5,190

Deals sold by MAH Members since the campaign started

BENEFITED

RM426k

in RM100 vouchers subsidy used on deals by MAH Members and generated RM1.6M income

GENERATED

RM46k

in RM50 vouchers subsidy used on deals by MAH Members and generated RM1.6M income

BENEFITED

RM472k

in voucher subsidy used on dealsby MAH members

GENERATED

RM1.9M

in income for MAH Members

MAH CARES

In an effort to support its people, MAH launched its very own MAH Cares programme, allocating RM200,000 worth of food aid through the Association's State Chapters, distributing essentials and food supplies to those in need in the hotel industry. The initiative benefited thousands of families with basic necessities and essential items. The programme has received sponsorship from Yeo Hiap Seng (Yeo's), a household food & beverage brand with deep roots in Malaysia.

Working in partnership with the Ng Teng Fong Charitable Foundation, Yeo's has supplemented the MAH Cares programme with over RM100,000 worth of food & beverage supplies. The direct sponsorship will enable MAH to immediately support more families in need of help.

TOTAL INDIVIDUAL
4,926

TOTAL HOTELS
302

TOTAL SPENT
RM299,440

CHAPTER	MAH ALLOCATION	OTHER COLLECTION	HOTELS	INDIVIDUALS
PENANG	RM20,000	RM50,000	40	600
PERAK	RM13,000	RM10,000	37	240
SELANGOR	RM27,000	RM27,000	26	946
KUALA LUMPUR	RM31,000	RM710	46	494
NEGERI SEMBILAN	RM7,000	RM1,650	20	200
MELAKA	RM14,000	nil	22	380
JOHOR	RM21,000	nil	18	360
PAHANG	RM13,000	RM19,420	19	455
TERENGGANU	RM7,000	RM2,000	9	129
KELANTAN	RM5,000	nil	10	100
SABAH/LABUAN	RM20,000	RM10,660	55	1022








RESEARCH & DEVELOPMENT

ADATA : MAH NEW DATA PLATFORM

Effective 1 January 2022, MAH had carried out total migration of statistics data platform & reports, from Syybay to a new advanced system, ADATA.

This upgraded platform is part of MAH continuous strive to add value to member hotels and members will be able to access real time advanced data analytics on the go. Monthly submission of data has also been simplified via mobile messenger platforms. The system is designed for ease of use.

Participating hotels will get access to performance benchmarking and real-time data analytics dashboard on complimentary basis.

What is needed?
Hotels participate by submitting monthly AOR, ARR and available rooms records via a one click.

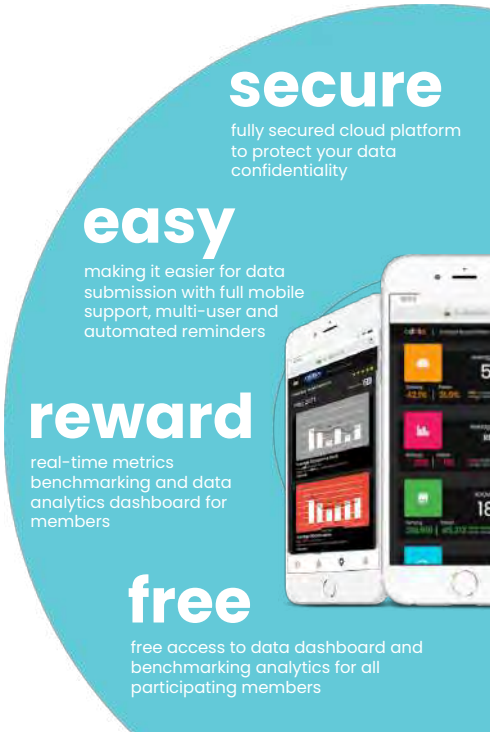
What will hotels get?
Participating hotels will get access to performance benchmarking and real-time data analytics dashboard on complimentary basis.

How to register?
To sign up, kindly furnish to the ADATA team the info below via WhatsApp to 012-294 8477 or email to mah.admin@a-data.co:
1. Hotel Name
2. Hotel number of rooms
3. Contact Name
4. Contact WhatsApp phone number
5. Contact Email address

A Confidentiality Certificate will be issued as our guarantee on keeping members' data secured and confidential.

Through this ADATA, MAH have recently produced the first ever MAH-ADATA Annual Report 2021 vs 2020 exclusively for participating members.

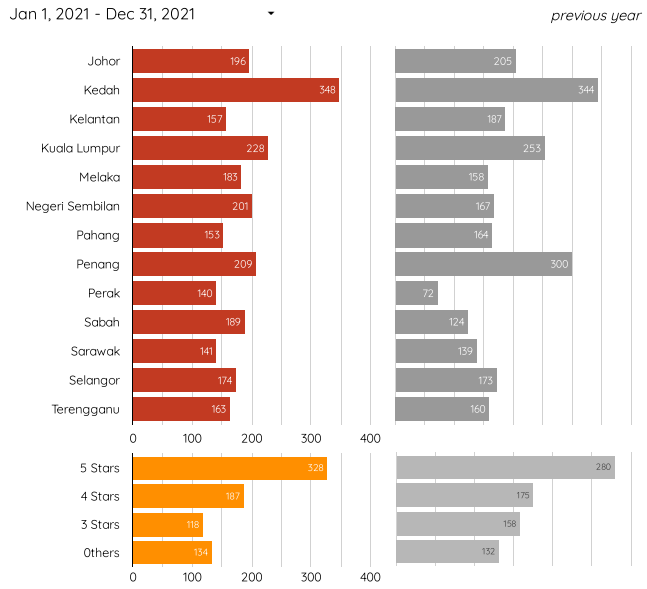




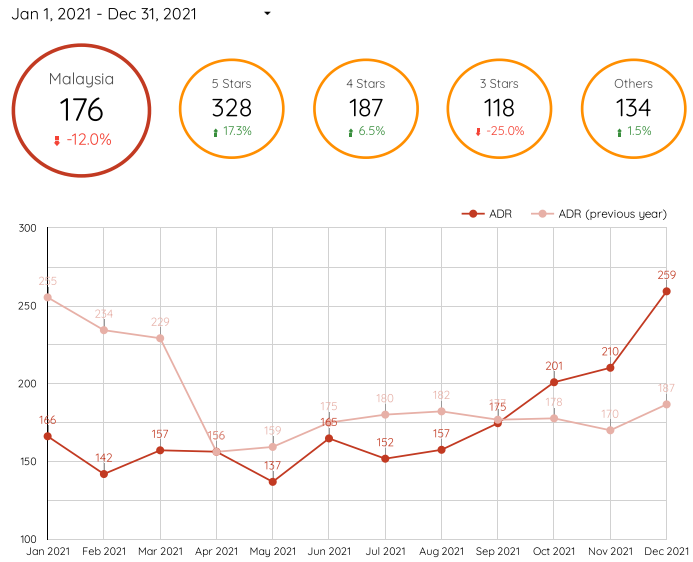
RESEARCH & DEVELOPMENT

MAH ADATA ANNUAL REPORT 2021 VS 2022

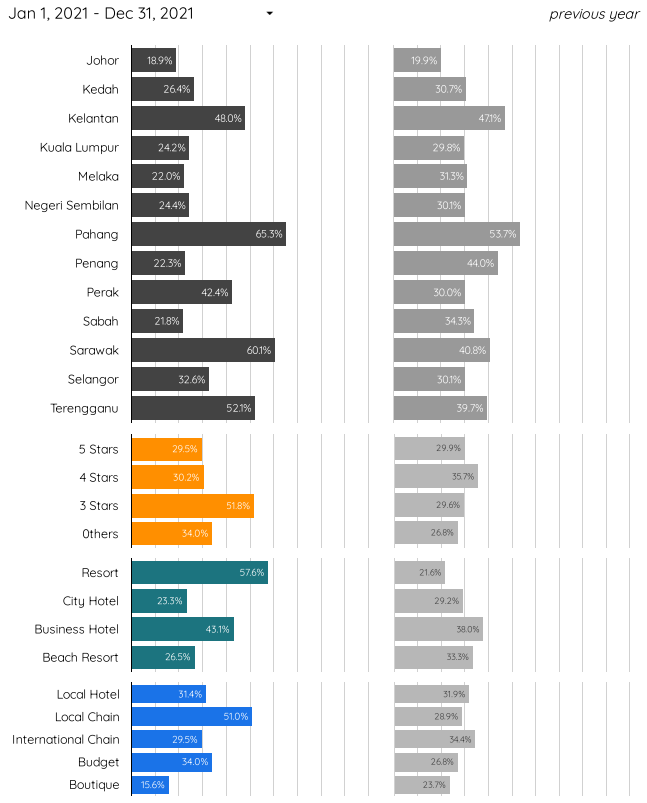
ADR BY STATES & BY RATING vs YoY



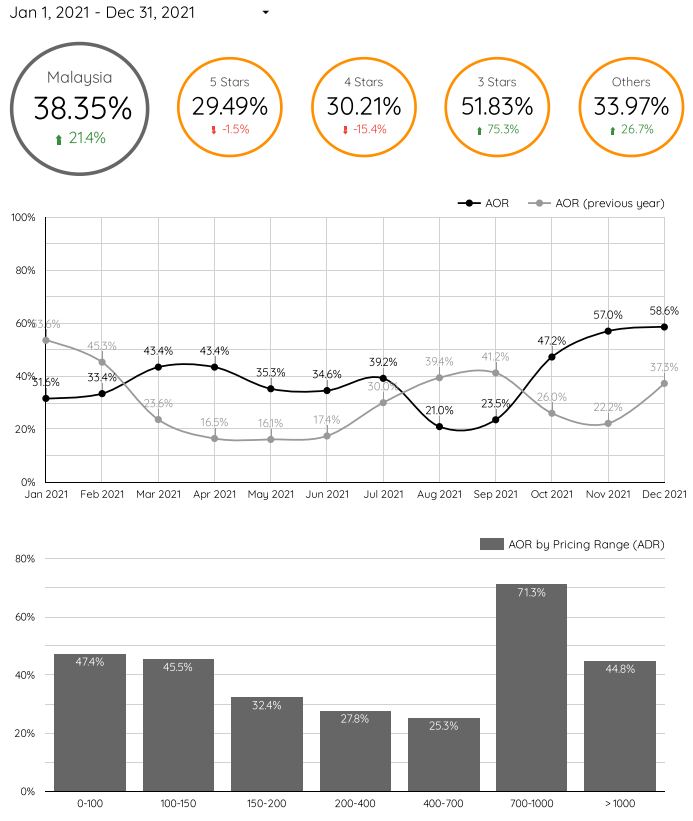
ADR NATIONWIDE BY MONTHS vs YoY



AOR BY STATES | RATING | CATEGORY | TYPE



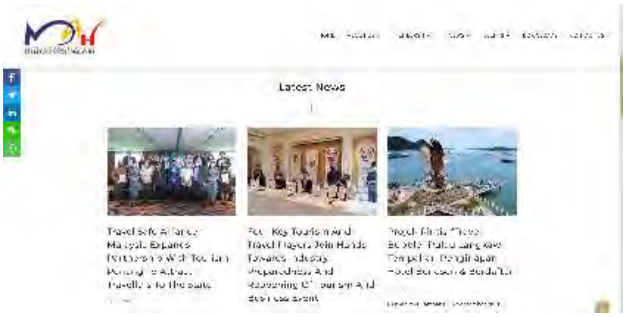
AOR NATIONWIDE BY MONTHS vs YoY



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

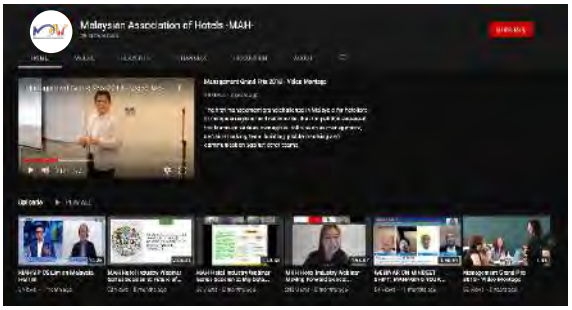
MAH Analytics - analytics@hotels.org.my
Staistics & Surveys about any related issue in our industry

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**



PUBLIC RELATIONS

MAH HOTNET.MY & HOTELJOB.MY
MAH provide two 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.



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.



MAHTEC SDN BHD

VISION

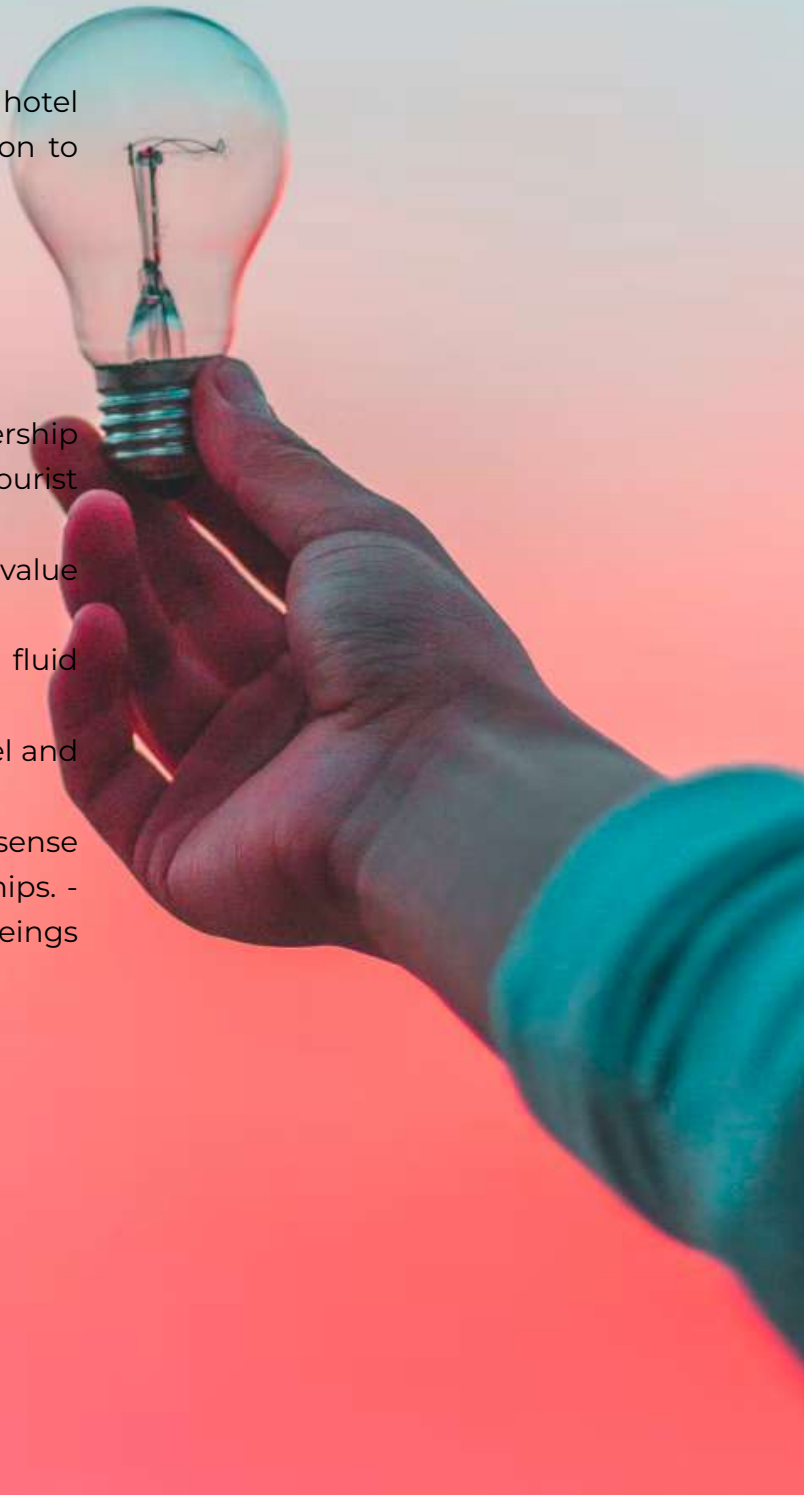
A well respected regional training and educational institution dedicated towards building a workforce of highly skilled innovative and competent individuals committed towards excellence and efficiency in the hotel sector and goals of Vision 2020.

MISSION

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

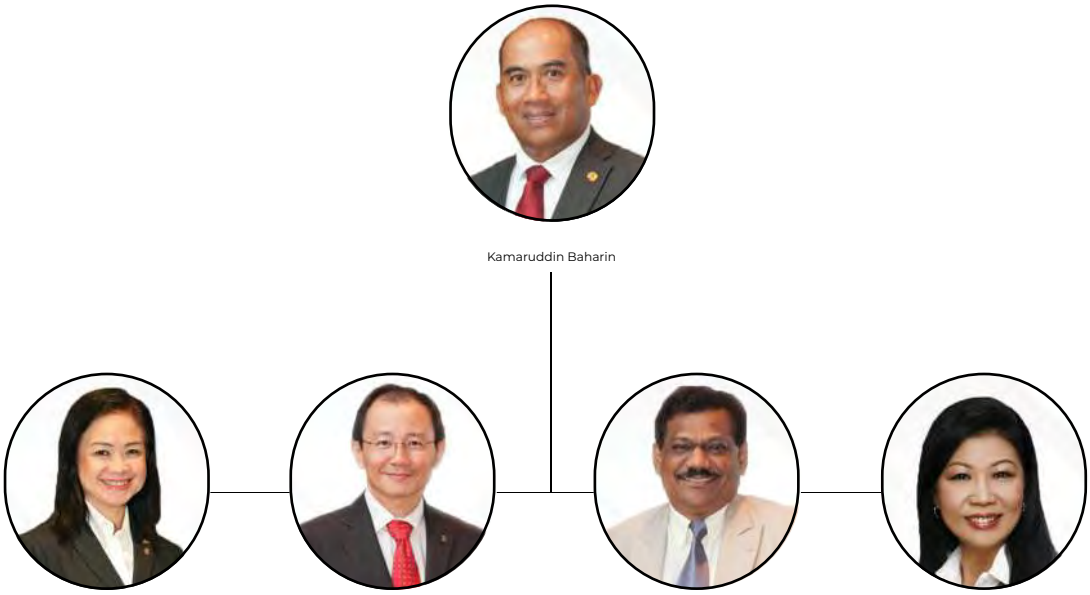
OUR VALUES PHILOSOPHY

- 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.

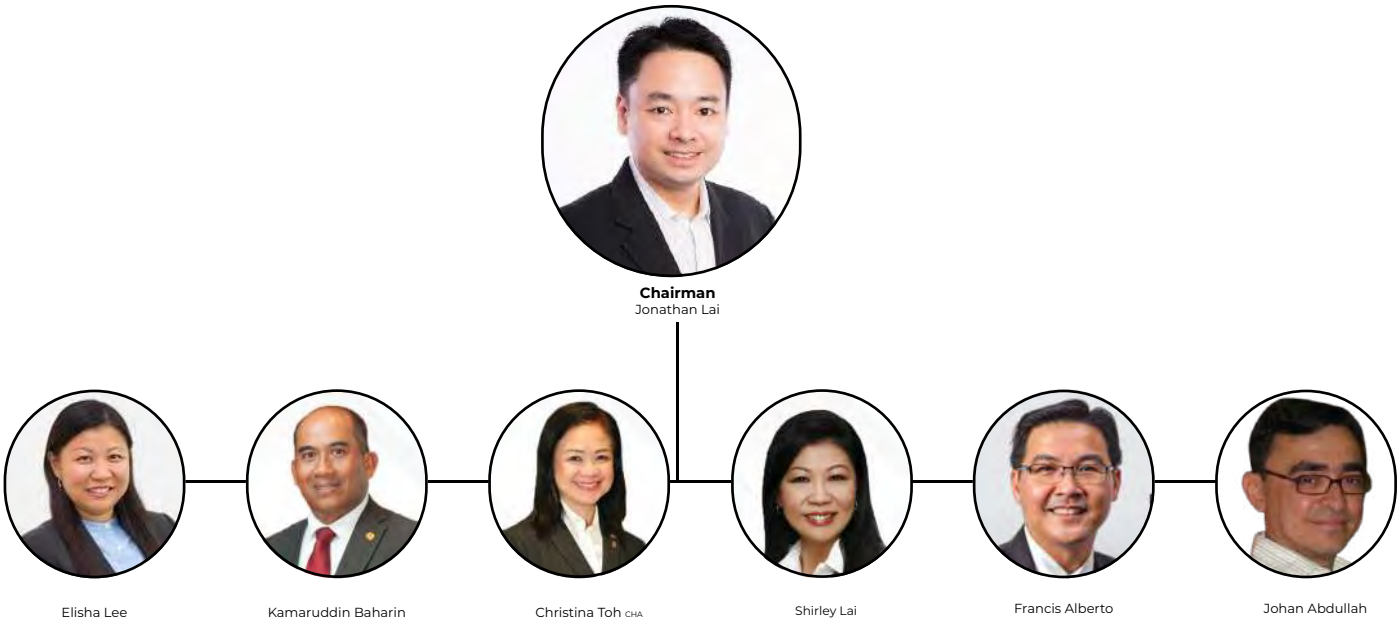


MAHTEC SDN BHD

BOARD OF DIRECTORS



ACADEMIC ADVISORY COMMITTEE (AAC)



The Academic Advisory Committee (AAC) was established to ensure that all programs are up-to-date, and relevant to current business trend, as well as industry's, labour, and professional employment practices. Academic Advisory Committee provide support and advice to academic programs. They may also assist in the development of new Career Technical/Skills Education programs. An ad hoc committee may be established for this purpose.

The Academic Advisory Committee meetings where discussion and deliberation of important matters are translated into decisions and recommendations and to meet the responsibilities/scope of work of the Academic Advisory Committee.

MAHTEC SDN BHD
SECRETARIAT



Chief Executive Officer
Yap Lip Seng CHA.CRT



Administration Manager
Noorfadhillah Ariffin



Finance Manager
Mageswary Subramaniam



Business Development Manager
Michelle Cheang



Learning and Development Administrator
Siti Nurfadilah Abd Shukor



Admin Assistant
Abd Halim bin Musa

MAHTEC SDN BHD

TOTAL MAHTEC TRAINING YEAR 2021

	TOTAL PROGRAMS	TOTAL PARTICIPANTS
TRAINING CATEGORIES	2021	2021
AHLEI Diploma	0	0
AHLEI Certification	0	0
MAHTEC Certification	3	7
Public Program	1	1
Chapter Program	7	118
In House Program	8	159
Online / Virtual	32	255
E-Learning	0	0
Total	51	540



JANUARY	DATE
PHYSICAL CLASS	
Occupational Safety & Health Management for Hospitality	24-25
Food and Beverage Service Skills	26-27
REMOTE ONLINE CLASS	
Hospitality Pandemic Prevention & Management Practitioner	10-11, 19-20, 26-27
Hospitality Pandemic Prevention & Management - Refresher	26-27
Supervisory Management Development - Post Covid	5-6

FEBRUARY	DATE
PHYSICAL CLASS	
Food Safety Management System	23-24
Customer Service Excellence for Front of The House	21-22
REMOTE ONLINE CLASS	
Hospitality Pandemic Prevention & Management Practitioner	14-15, 23-24
Hospitality Pandemic Prevention & Management Refresher	21-22
Malaysia Domestic Travelers - Characteristic & Its Strategy for Tourism Recovery	9-10
Realigning Sales Strategy	14-15
Empowering Managers in the HR Processes in their Organizations	16-17
Food & Beverage Cost Control	21-22

MARCH	DATE
PHYSICAL CLASS	
Certificate in Front Office Operation	14-15
Revenue Management	23-24
Housekeeping Supervisory Skills	16-17
Managing Employee Discipline & Performance	28-29
REMOTE ONLINE CLASS	
Hospitality Pandemic Prevention & Management-Practitioner	7-8, 16-17, 28-29
The Excellence Hospitality Service	8-9
Digital Marketing & Social Media	2-3
Leadership Skills for Executives	9-10
Telesales Effectiveness	21-22
PROFESSIONAL CERTIFICATION	
Certification in Hotel Industry Analytics (CHIA)	21-22

APRIL	DATE
PHYSICAL CLASS	
Practising Emotional Intelligence During Challenging Times	11-12
Certificate in Restaurant Marketing	13-14
Handling Online Review	20-21
Hospitality Pandemic & Prevention Management-Practitioner	25-26
Guest Room Cleaning Procedures	27-28
REMOTE ONLINE CLASS	
Hospitality Pandemic Prevention & Management Practitioner	6-7 , 13-14
Hospitality Pandemic Prevention & Management Refresher	11-12, 27-28
Food Safety Management System	6-7
Managing Customer Service	20-21
PROFESSIONAL CERTIFICATION	
Certified Guest Service Professional (CGSP)	11-12

MAY	DATE
PHYSICAL CLASS	
Certificate in Housekeeping Operations & Management	18-19
Etiquette & Protocol	17-18
Empowering Managers in the HR Processes in their Organizations	19-20
Halal Internal Auditing	30-31
REMOTE ONLINE CLASS	
Hospitality Pandemic Prevention & Management-Practitioner	18-19, 30-31
Customer Service Excellent for Front of The House	11-12
Millennial Game Changer	23-24
PROFESSIONAL CERTIFICATION	
Certified Hotel Administrator (CHA)	23 – 27

JUNE	DATE
PHYSICAL CLASS	
Certificate in Hospitality Sales & Marketing	13-14
Office Automation Essentials	9-10
Food and Beverage Management System	20-21
Realigning Sales Strategies	15-16
Leadership Skills for Executive	22-23
REMOTE ONLINE CLASS	
Hospitality Pandemic Prevention & Management-Practitioner	8-9, 20-21, 28-29
Hospitality Pandemic Prevention & Management-Refresher	13-14
Finance for Non-Finance	8-9
Managing Difficult Employee	13-14
Adopt Changes Transform Your Performance	15-16
PROFESSIONAL CERTIFICATION	
Certified Rooms Division Executives (CRDE)	20-24
Certified Hospitality Trainer (CHT)	27-1 July

JULY	DATE
PHYSICAL CLASS	
Certificate in Kitchen Operation	13-14
Executive Certificate for Duty Manager	6-7
Revenue Management	18-19
Hospitality Pandemic Prevention & Management-Practitioner	27-28
Food & Beverage Cost Control	20-21
REMOTE ONLINE CLASS	
Practising Emotional Intelligence During Challenging Times	13-14
Food & Beverage Cost Control	20-21
Best Halal Practices	6-7
Digital Marketing And Social Media Advertisment	13-14
PROFESSIONAL CERTIFICATION	
Certified Food and Beverage Executive (CFBE)	25-29

AUGUST	DATE
PHYSICAL CLASS	
Certificate in Human Resource Management	15-16
Income Audit	17-18
Leadership and Management in Hospitality Industry	24-25
Customer Service - Active Listening Training - The Secret of Great Communicators!	22-23
Etiquette & Protocols	29-30
REMOTE ONLINE CLASS	
Hospitality Pandemic Prevention & Management-Practitioner	8-9 , 16-17, 23-24
Hospitality Pandemic Prevention & Management-Refresher	2-3
Supervisory Management Development	10-11
Office Automation Essentials	15-16
PROFESSIONAL CERTIFICATION	
Certified Hospitality Revenue Manager (CHRM)	8-12

SEPTEMBER	DATE
PHYSICAL CLASS	
Certificate in Food & Beverage Management	5-6
Finance for Non Finance	13-14
Professional Room Attendant	21-22
Training Analysis	19-20
Digital Marketing & Social Media	29-30
REMOTE ONLINE CLASS	
Hospitality Pandemic Prevention & Management-Practitioner	7-8, 19-20, 28-29
Effective Communication For Hoteliers	13-14
Realigning Sales Strategies	13-14
PROFESSIONAL CERTIFICATION	
Certificate Guest Service Professional (CGSP)	7-8

OCTOBER	DATE
PHYSICAL CLASS	
Certificate in Event Management	12-13
Hospitality Pandemic & Prevention Management-Practitioner	17-18
OTA Control & Maximizing Sales Results	5-6
Customer Service Excellent for Front of the House	13-14
Turning Complaints To Compliments	26-27
REMOTE ONLINE CLASS	
Hospitality Pandemic Prevention & Management-Refresher	12-13, 26-27
Empowering Managers in the HR Processes in their Organizations	4-5
To Be A Great Host	13-14
PROFESSIONAL CERTIFICATION	
Certified Hotel Administrator (CHA)	17-21

NOVEMBER	DATE
PHYSICAL CLASS	
Certificate In Tourism Management	9-10
Strategic Planning and Management for Department Head	2-3
Finance For Non-Finance	14-15
Executive Certificate for Duty Manager	22-23
Millennial Game Changer	28-29
REMOTE ONLINE CLASS	
Hospitality Pandemic Prevention & Management-Practitioner	1-2, 22-23
Domestic Inquiry	8-9
Crisis Management & Business Continuity	8-9

DECEMBER	DATE
PHYSICAL CLASS	
Performance Management at the Workplace	7-8
Uncompromising Security Standard	12-13
Revenue Management	14-15
REMOTE ONLINE CLASS	
Hospitality Pandemic & Prevention Management Practitioner	7-8, 19-20
Hospitality Pandemic Prevention & Management Refresher	5-6
Customer Service - Interpersonal Communication Skills	5-6
Food & Beverage Cost Control	13-14

***subject to change*

TRAININGS

CHAPTER TRAINING PROGRAMS

MAHTEC together with respective chapters' Training Coordinators had successfully organized 7 training programs throughout 2021, with total of 118 participation for members. Thumbs up to active chapters for their great support – Kuala Lumpur, Perlis / Kedah, Penang, Pahang, Terengganu, Selangor & Sabah





PUBLIC AND IN-HOUSE TRAINING PROGRAMS

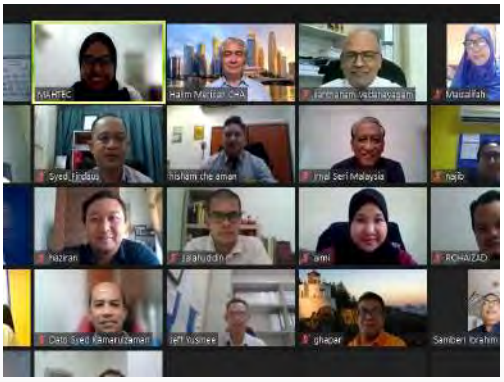
Total of 8 In-house programs, 1 public program (F2F) and 32 online programs were conducted for MAH members in 2021, with total of 255 participants, respectively.





REMOTE ONLINE CLASS

Total of 32 Public Course conducted in Remote Online Class courses organized in 2021, with total of 255 participants. Just to namely a few; Certificate in Event Management, Kitchen Operation & Restaurant Marketing, Revenue Management & more.



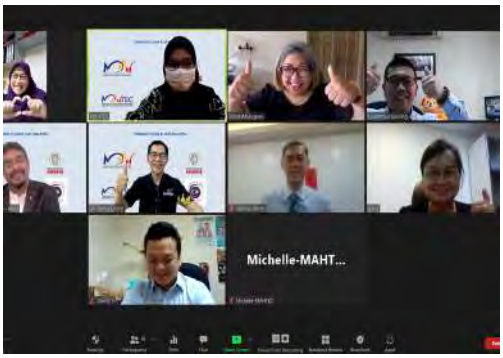


HOSPITALITY PANDEMIC PREVENTION & MANAGEMENT - PRACTITIONER / REFRESHER

To facilitate hotels and resorts in obtaining certification towards 'CLEAN & SAFE MALAYSIA', a first ever industry-wide hygiene and safety label in the country, MAHTEC brought to you a 2 Days Virtual Program with an objective to achieve health, hygiene and safety standard in compliance with both local regulatory requirements and international standards.

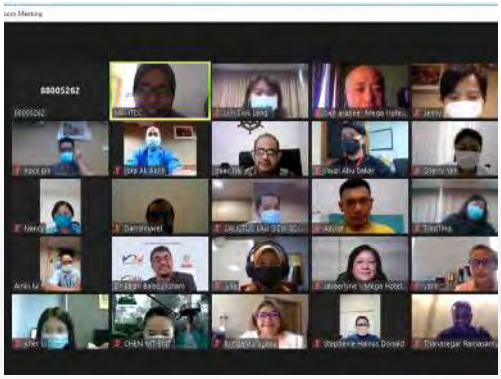
An utmost Goal for Hotels & Resorts to reassure its guests the safe working conditions for its employees through a consistent approach of hygiene & safety. Program is jointly endorsed by MAH & Bureau Veritas Malaysia, the auditing expertise of ' CLEAN & SAFE MALAYSIA" hygiene and safety label.











CHAPTER REPORT

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
-Annual General Meeting at Adya Hotel Langkawi on 5 March 2021
-Chapter Committee Zoom Meeting on 30 June 2021
-Committee Meeting in Pelangi Beach Resort & Spa on 7 October 2021

Projects / Events / Activities / Courtesy Visits / Trainings

April
-Revenue Management Training by MAHTEC

June
-Meeting with Jabatan Kesihatan Negeri Kedah regards to Quarantine Center
-MAH Kedah Perlis Chapter meet up with Mainland Members

August
-Chapter Meeting at the Danna Langkawi

September
-Langkawi Tourism Player Dialogue with Tan Sri Muhyiddin Yassin
-Hotel Inspection with Minister of Tourism, Arts & Culture on the Re-opening of Langkawi
-Gathering of the Geoparkians at The Dash Resort Langkawi
-TTEC Best Practice in Tourism Workshop at Bayview Langkawi (Travel & Tour Enhancement Course)

October
-Clean and Safe Certification with Minister of Tourism, Arts & Culture

November
-Tea Session with Malaysian Medical Association (MMA) & Perak Bar Council
-Dinner with Malaysia Association of Hotels Perak Chapter
-Meeting with Mayor of Ipoh & Tourism Perak

December
-MAH Kedah Perlis Year End Chapter Meeting
-Meeting with Jabatan Pendidikan Kedah in StarCity Hotel







Chapter Secretariat
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CHAPTER REPORT

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 The Wembley – A St Giles Penang on 18 March 2021
-Board meeting New World Hotel Petaling Jaya on 5 April 2021
-Chapter Meeting at Homptom By The Beach Penang on 28 April 2021
-MAH National – AGM Meeting (Virtual) 31 May 2021
-EXCO Members Meeting (Google Meet) on 5 July 2021
-EXCO Members Meeting (Google Meet) on 6 October 2021
-MAH General Meeting at Lexis Suites Penang on 17 November 2021
-MAH Board Meeting on 9 December 2021 at Kuala Lumpur



Projects / Events / Activities / Courtesy Visits / Trainings

January
-Interview with Buletin Mutiara
-Interview with New Straits Times

February
-A Letter was sent to YAB Tuan Chow Kon Yeow
-Interview with Thw Vibes.com
-A Letter was sent to Mayor MBSB & Mayor MBPP
-Interview with The Vibes.com



March
-Interview by The Vibes.com
-Interview with Buletin Mutiara
-Interview with Utusan Malaysia
-Interview with The Star News
-Interview by The Star
-Interview with The Vibes.com
-Press Conference with Media at The Wembley Hotel Penang
-MAH ujur industry hotel di Pulau Pinang catat pemulihan tahun depan
-Interview by The Star News and attended Press conference



April
-Letter to Chief Minister of Penang- YAB Tuan Chow Yeow
-Rancangan Kawasan Khas Tapak Warisan Dunia Unesco G'Town (Penggantian) Sesi Pertama – Focus Group Discussion (FGD) bersama Jabatan dan Agensi
-Mohon Pencerahan Berkenan Menu Dwi Bahasa dan Bandar Harga Terangkum (DHT)

May
-MAHPC appeals for Immediate Vaccination Course for Tourism and Hospitality Industry Workers

June
-MAHPC – Merayu kelonggaran SOP sehubungan Pelanjutan PKP

July
-Event Sponsorship – CSR Cooking Charity Food Bank
-Appealing Financial Support for Single Mother with our children
-Pulau Pinang Merayu Keutamaan Vaksinasi untuk Pekerja-pekerja Hotel

CHAPTER REPORT

August
-Lawatan Rasmi Kunjungan Hormat oleh MAH Penang Chapter
-MAH Cares- Hands of Hope Food Aid Basket Distribution & Press Conference
-

September
-Mensyuarat Penyelarasan Pembukaan Pusat Kuarantin dan Rawatan Covid-19 berisiko Rendah Swasta dan Penggunaan Umum Negeri Pulau Pinang
-Sesi Perbincangan atas talian bersama Jabatan Kesihatan Negeri Pulau Pinang & Pengusahan Hotel berkaitan Mekanisme Penggunaan Hotel sebagai PKRL , Pusat Kuarantin dan Pusat Kuarantin Kontak Rapat
-BFM 89.9 Radio Station on Malaysia Independent Radio Channel, Business & Finance & Music Audio Recording
-Kunjungan Hormat dan Perjumpaan Pengurusi Malaysia with Ketua Police Penang

October
-Launching Cermony – Penang launch Guielines for the resumption of Tourism Activities with YB Yeoh,ATAP, MATTA, MCTA & MyBHA

November
-Launching of Jom Express Penang Campaign with Shopee
-Hospitality Pandemic Prevention & Management Practitioner- Training

Chapter Representation
-Penang Economy Outlook 2021 – A Risky New Norm
-Penang nnual Review Launch 2022 – Business Event
-Inspection for Hotel Rating – Bahang Bay Hotel Penang by MOTAC
-Inspection for Hotel Rating- Courtyard by Marriot Penang by MOTAC
-GO Malaysia Expo 2021 – New Norm Travel & Lifestyle Virtual Fair
-Participating B2B session – My Destination Sabah & Labuan Penang 2021
-Experience Penang Launching & Penang Tourism Presentation, follo by Luncheon with Airlines & Travel Associates
-







State Chapter Secretariat
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CHAPTER REPORT

PERAK

Chapter Committee Members 2019 - 2022

Chairperson :	Nurul Nuzairi	Sunway Lost World Hotel
Vice Chairperson :	Ding Mei Looi	Marina Island Pangkor Resort
Hon. Secretary :	Kenn Chah	French Hotel Ipoh
Hon. Treasurer :	Michael Schar	The Banjaran Hotspring Retreat
Committee Member:	Malizan	Tower Regency Hotel & Apartment
	Muhamad Hairil Kumaradas	Symphony Suites Hotel
	Sherry Chan	Regalodge Hotel
	Gerard Aloysius Sta Maria	Impiana Hotel Ipoh
	Dini	Hotel Taiping Perdana

Meetings
-Chapter Meeting at Symphony Suites Hotel on 25 Oct 2021
-Sub Committee Meeting at Symphony Suites Hotel on 25 Oct 2021

Chapter Representation
-MAH Cares by Perak Chapter
-Pemeriksaan Pematuhan Amalan Baik Produk Pelancongan Negeri Perak Di Permis Penginapan
-Sesi Taklimat Pelancongan Kesihatan oleh Malaysian Healthcare Travel Council (MHTC) (Venue: MH Hotel, Ipoh)
-MAH Kedah / Perlis Chapter pays courtesy call on Ipoh Mayor
-Terengganu Media Members Visits Ipoh; Dinner organized by the Perak Media Sprots & Welfare Club (Venue: Lost World of Tambun)
-Program Lepak Santai Semarak Pelancongan with YB Dato' Nolee (Venue: Hotel Excelsior)







Chapter Secretariat

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CHAPTER REPORT

SELANGOR

Chapter Committee Members 2019 - 2022

Chairman :	Datin Jasmine Abdullah Heng	Dorsett Grand Subang
Vice Chairman 1 :	Mohd Nazri Ahmad	De Inn Group of Companies
Hon. Secretary :	Thomas Yap	Resort Suites at Bandar Sunway
Hon. Treasurer :	Hoon Tai Chee	Armada Hotel Petaling Jaya
Committee Member :	Wan Mohd Azhar Wan Ahmad Shuky	Pulse Grande Hotel
Chapter Secretariat :	Francis Alberto	

Meetings
-Chapter Meeting (Virtual) on 13 January 2021
-Chapter Meeting (Virtual) on 7 July 2021
-Chapter Meeting (Virtual) on 5 October 2021
-Chapter Meeting (Virtual) on 13th January 2021
-Chapter Meeting (Virtual) on 30 December 2021
-Sub Comittee Meeting at Eastin Hotel Kuala Lumpur on 30 December 2021

Projects / Events / Activities / Courtesy Visits / Trainings







February
-MAHSEL Virtual AGM with attendance of 22 ordinary members and 14 proxies
-En Nazri & Mr. Hoon, visited to TNB Selangor, to request for moratorium payment for hotels

March
-Food aid Program lead by Datin Jasmine in collaboration with AEON foundation to help hotel employees nationwide. 2000 food boxes were distributed

April
-Courtesy Visit to YB Hee Loy Sian, Selangor Tourism State EXCO lead by Datin Jasmine
-Courtesy visit by En. Nazri to newly transferred OCPD Tuan ACP Mohamad Fakhrudin Abdul Hamid

August
-MAH Tourism Recovery meeting organized by MAH National, attended by Datin Jasmine, to brainstorm and work on strategies to revive domestic tourism.
-2nd MAH Selangor Chapter Food Aid Program initiated by Datin Jasmine to help needy hoteliers who lost their job. Total Fund Raised was RM97,750.00 with 946 boxes were distributed

September
-Majlis Penyampain Bantuan Kewangan “One-Off” Secara Virtual oleh YB Hee Loy Sian, EXCO Pelancongan Negeri Selangor attended by Datin Jasmine
-Courtesy visit by MAHSEL lead by En. Nazri to Chief Police of Selangor, Datuk Arjunaidi Mohamed

October
-Datin Jasmine attended meeting with Deputy Minter of Ministry of Tourism Arts and Culture, YB Datuk Seri Edmund Santhara together with Ms. Christina Toh, Secretary General MAH and Mr. Yap Lip Seng, CEO MAH
-Participated in Go Malaysia Expo (Virtual Trade Fair). To create awareness and promote Selangor as an attractive tourist destination
-MAH Selangor Chapter received sponsorship of 1,154 cartons of CINTAN Instant Noodles and was kept at Dorset Grand Subang

November
-Chapter Training in collaboration with MAHTEC

December
-MAH Flood Aid Program initiated by Datin Jasmine

CHAPTER REPORT

Chapter Representation

-Session with Industry (Gamelan & GSPSB) by Tourism Malaysia held on 28th April 2021 at
Sunway Resort Hotel attended by Mr. Thomas Yap.

-Briefing on Selangor's Domestic Tourism Recovery Plan Pitch Competition 2021 organized by Tourism Selangor on 25th June 2021 via virtual, attended by Datin Jasmine.

-Interview Session organized by Tourism Selangor with the topic Strategy on Saving Tourism Industry held on 25th June 2021 with Panelist; Che Puan Juliana Evan, Ambassador for Campaign "Pusing Selangor Dulu", YB Hee Loy Sian, Selangor State EXCO for Tourism and En. Nazri Ahmad from MAH Selangor Chapter.

-"Bual Bicara" dialog organized by Tourism Selangor held on 24 September 2021.

-Universiti Teknologi Mara (UiTM), campus Puncak Alam, Selangor conducted Curriculum Review (Bachelor of Science Hotel Management) held on 13 October 2021

-Selangor State Tourism Digitization Learning Training Program Virtual meeting with Tourism Selangor on 20 October 2021 attended by Datin Jasmine.

-Selangor State Tourism Digitization Learning Training Program initiative under the Selangor State Tourism Recovery Plan. This program is to educate the industry to move towards Tourism Digitalization. MAHSEL Secretariat, Francis was nominated to attend the said training in early November 2021.

-Datin Jasmine attended the Taylor University Hospitality & Tourism Advisory Board meeting to review curriculum & propose new relevant subjects, including sustainability in Hospitality on 15th November 2021.

-Meeting with Local Authorities, District Offices, Government Agencies and Private Sector was chaired by Tourism Selangor CEO, En Azrul on 7th December 2021 which was attended by Datin Jasmine. Respective sector were updated on the plan and strategies to drive Tourism to support hotel industry.

-Tourism Selangor Global Convention 2021 was held on 10th & 11th December 2021 at New World Hotel Petaling Jaya and was attended by Datin Jasmine, En. Nazri and En. Wan Mohd Azhar.







Chapter Secretariat

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CHAPTER REPORT

KUALA LUMPUR

Chapter Committee Members 2019 - 2022

Chairman :	B. E. Lim	The Gardens Hotel & Residences
Vice Chairman:	Sazrul Fadzil	Hotel Royal Kuala Lumpur
Vice Chairman:	Mondi Mecja	Ascott Kuala Lumpur
Hon. Secretary:	Nick Ng	Lanson Place Bukit Ceylon
Acting Hon. Treasurer:	Jonathan Lai	Holiday Inn KL City Centre
Committee Member:	Rajesh Daswani	Ramada Suites by Wyndham Kuala Lumpur
	Aarron Nelson	citizenM Kuala Lumpur
	Shirley Lai (co-opted)	S'fera Suites KL City Centre

Meetings
-Chapter meeting at The Pearl Kuala Lumpur on 4 January 2021
-Chapter meeting via online on 23 February 2021
-Chapter meeting via online on 19 May 2021
-Chapter meeting via online on 16 July 2021
-Chapter meeting at The Gardens Hotel & Residences on 12 October 2021

Projects / Events / Activities / Courtesy Visits / Trainings

January
-Training: Digital Marketing & Social Media

March
-MAH Kuala Lumpur Annual General Meeting
-Get-to-know Discussion cum luncheon with new MoTaC KL Director Tuan Azhar bin Abrar
-Talk (Session #1): Mental Wellbeing / Resilience Building
Talk (Session #2): Stress Management
(online collaboration with Taylor's University Faculty of Social Sciences and Leisure Management)

June
-Training: Certified Energy Technician
-Talk: The Art of Body Language (online collaboration with Taylor's University School of Liberal Arts & Science)

July
-Talk/Discussion: Rethinking Alternatives for Hotel F&B

August
-Talk/Discussion: PEMULIH, Hiring Incentives/ MyFutureJobs and Wage Subsidy programme (online collaboration with Perkeso)
-Presentation cum Discussion: Clean & Safe Malaysia (online collaboration with Bureau Veritas Malaysia)

October
-Participation in Go Malaysia Expo (virtual travel fair)
-MAH KL Cares Wellness programme (wellness-themed CSR for 518 hotel associates) Talk: Smart Solutions for Efficient Energy Management (online collaboration with Sensor Flow Pte Ltd)

December
-Presentation: Environmental, Social Accountability & Governance (ESG) in Business Operations







Chapter Representation
-DBKL Townhall Focus Discussion – KL 2040 Local Plan (PTKL 2040)
Cluster meeting with DBKL Meeting with DBKL (Licensing Unit) on Liquor Sales
-Meeting with DBKL (Tourism Unit) to discuss "Pakej Pelancongan Wilayah Sihat"
-Aviation & Tourism Forum (industry-led by AirAsia & Khazanah) –
-Meeting #1 Star-rating inspection at Days Hotel & Suites Fraser Business Park Kuala Lumpur Star-rating inspection at The Chow Kit Hotel
Aviation & Tourism Forum (industry-led by AirAsia & Khazanah)

Chapter Secretariat

Contact Person	: Eileen Cheah
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CHAPTER REPORT

NEGERI SEMBILAN

Chapter Committee Members 2019 - 2022

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

Meetings
-Chapter Meeting on 24 Feb 2021
-Chapter Meeting at Thistle PD on 1 March 2021
-Chapter Meeting at Tasik Villa International Resort PD on 3 March 2021
-Chapter Meeting at Tasik Villa International Resort PD on 2 May 2021
-Chapter Meeting at Tasik Villa International Resort PD on 5 May 2021
-Chapter Meeting at PD Golf & Country Club on 4 October 2021
-Chapter Meeting at Tasik Villa International Resort PD on 5 October 2021







Projects / Events / Activities / Courtesy Visits / Trainings

April
-MAH NS Food Festival launching 2021 at Thistle Hotel Port Dickson
-Star rating- Mirage Hotel

May
-Virtual meeting with Air Asia

September
- Meeting with YDP MPPD & Tourism Department at D'Wharf Hotel & Serviced Residence.
- Meeting with YDP MPPD & Tourism Department at PD Golf & Country Club.
- Launching of Fun Map PD at D'Wharf Hotel & Serviced Residence.
- Meeting with Air Asia at Tasik Villa International Resort PD.

Chapter Representative
-Meeting with Air Asia
-MAH NS Committee Meeting with Air Asia accommodation team
-Hop On Hop Off meeting with committee member
-Interview with RTM on the recovery of hotel in Negeri Sembilan
-Meeting with Eagle Ranch Management on star rating & Halal certificate
-Rehearsal with Jabatan Pembangunan Kemahiran Cyberjaya on Webinar in Human Resource
-Live webinar with Jabatan Pembangunan Kemahiran
-Launching of Intellino - Linen management System(LMS) by MB Negeri Sembilan
-Meeting with YB Choo Exco Negeri Sembilan
-Immigration Putrajaya. Appointment & inquiries on student's VISA
-Meeting with Majlis Bandaraya Seremban and the hotel Representative on manpower shortage
-Meeting with MPPD on visit PD year 2023
-MAH NS committee meeting with Director of Tourism Malaysia Medan

Chapter Secretariat

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CHAPTER REPORT

MELAKA

Chapter Committee Members 2019 - 2022

Chairperson:	Khairulnizam Kasim	Kings Hotel Melaka
Hon. Secretary:	Jason Bak	La Crista Hotel Melaka
Hon. Treasurer:	Aebin Tai	Swan Garden Hotel
Committee Member:	Diana Ngieng	Venus Boutique Hotel
	Carey Osborne	Double Tree By Hilton Melaka
	Dennis Seng	Ibis Hotel Melaka
	Izhar Ibrahim	Liu Men Hotel Melaka
	Mohd Huzaidy Adnan	Imperial Heritage Hotel

Meetings
-Chapter Meeting at Ibis Hotel Melaka on 25 February 2021
-Chapter Meeting at Bayview Hotel on 22 April 2021
-Chapter Meeting at Microsoft Teams Platform on 30 June 2021
-Chapter Meeting at Microsoft Teams Platform on 28 July 2021
-Chapter Meeting at Double Tree by Hilton on 15 December 2021

Projects / Events / Activities / Courtesy Visits / Trainings

January
-Jemputan Ke Majlis Pecah Tanah Ion Forte Garden City @ Ayer Keroh Country Club, Melaka

March
-"Self-Evaluation" Untuk Program Pensijilan Patuh Dan Amal SOP COVID-19 secara "Online".
-Majlis Pelancaran Kempen Melakan Visit Melaka Pacages 3.0 di Covention Hall, Fire Fly Magical Show, Freeport A'Famosa Outlet, Alor Gajah, Melaka.
-Jemputan Sesi Jeryawara (Roadshow Dasar Pelancongan Negara 2020 - 2030) di Hotel MITC, Ayer Keroh Melaka.
-Jemputan Ke Lawatan YB Menteri Pelancongan, Seni Dan Budaya Malaysia Ke Produk Baru Sub Sektor Pelancongan Sukan Negeri Melaka 2021.
-Jemputan Menyertai Lawatan Kerja Tourism Melaka Ke Negeri Terengganu Bagi Program Pembanguan Pakej Pelancongan Melaka – Terengganu.

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

April
-Taklimat Garis Panduan Norma Baharu Aktiviti Pembaharuan Pengelasan Penge;asan Premis Penginapan Pelancongan (PPP) Melalui Penilaian Kendiri (Self-Assesment)
-Majlis Penyampaian Bantuan One-Off Kerajaan Negeri Melaka Kepada Penggiat Industri Pelancongan Negeri Melaka Bersama YAB Ketua Menteri Melaka di Hotel MITC Melaka.
-Majlis Berbuka Puasa Di Hotel MITC Melaka

July
-Sesi Libat Urus Mengenai Kajian Impak Dan Kajian Semula Perintah Gaji Minimum 2020 Secara 'Online"
-Presentation & discussion by Hatten Group on the National Charity Run Titled "Unmasked for Health" by Google Meet.
-Discussion by Perkeso (My Future Jobs) with MAH Melaka Chapter by Google Meet







CHAPTER REPORT

August
-Psychological First Aid (PFA) by Google Meet
-Presentation & discussion by Montfort with MAHTEC & MAH Melaka Chapter by Google Meet

September
-Jemputan Sesi Penyerahan Sijil Pengesahan Dos Suntikan Vaksin Lengkap Kepada Penggiat Industri Pelancongan Negeri Melaka di Seri Negeri

October
-Heritage Walk through Church Street, Duch Square, Bukit Melaka, A'Famosa and Bastion Middleburg
-Webinar Kejayaan Projek Rintis "Travel Bubble" Langkawi : Pengalaman Penggiat Industri Pelancongan di FB Live MOTAC Melaka.
-Go Malaysia Expo 2021
-Ceramah Kitar Semula Bersama Persatuan Hotel Malaysia Melaka
-Jemputan Sidang Media Sempena Kesiapsingaan Sektor Pelancongan Negeri Melaka Menjelang Kebenaran Merentas Negeri
-Jemputan Ke Majlis Sambutan Ketibaan Pelancong Sempena Kebenaran Pergerakan Rentas Negeri di Tol Ayer Keroh Melaka
-Jemputan ke Majlis Sambutan Jubli Emas 50 Tahun Perkeso
-Jemputan Bagi Majlis Pemulihan Negara (MPN) Bersama Pemain Industri Sektor Ekonomi dan Sosial Negeri Melaka
-Jemputan ke Bengkel Penyediaan Business Requirement Specification (BRS) Pelan Perancangan Pembangunan Data Raya Negeri Melaka
-Lawatan Kerja YB Datuk Seri Santhara Timbalan Menteri Pelancongan, Seni & Budaya Malaysia ke Negeri Melaka

December
-Malakka Dutch Festival
-Jemputan Penyertaan Program Jom Travel@Aeon di Aeon Mall Bandaraya Melaka
-Sesi Business Matching #TravelPerakLah X Rileks@Melaka

Chapter Representation
-Mesyuarat Penyelarasan Pensijilan Patuh Dan Amal SOP COVID-19 Di Premis Pelancongan Melaka Bil.1/202 Secara "Online
-Mesyuarat Pembanguan Pakej Pelancongan 3hari 2malam (Intersate Treavel Bubble) Negeri Melaka di Bilik Mesyuarat Tourism Melaka, Bangunan Kota Cemerlang. Ayer Keroh Melaka
-Mesyuarat Bersama Penggiat Industri Pelancongan Negeri Melaka Bil 1/2021 secara 'Online'
-Mesyuarat Bersama Penggiat Industri Pelancongan Negeri Melaka Bil 2/2021 secara 'Online'
-Mesyuarat Bagi Membincangkan Persediaan Gelembung Pelancongan (Travel Bubble) Negeri Melaka di Bahagian Promosi Pelancongan Negeri Melaka
-Mesyuarat Bagi Membincangkan Persediaan Gelembung Pelancongan (Travel Bubble) Negeri Melaka Bersama Exco Pelacongan Negeri Melaka di Seri Negeri Melaka
-Mesyuarat Status Kesiapsangaan Sektor Pelancongan Negeri Melaka Menjelang Kebenaran Rentas Negeri secara Atas Talian
-Mesyuarat Perbincangan Antara Syarikat Intellino Sdn Bhd dengan Malaysian Association of Hotels (MAH) Melaka Chapter & Malaysia Budget Hotel Association (MyBHA) Melaka Chapter di MOTAC Melaka







Chapter Secretariat

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CHAPTER REPORT

JOHOR

Chapter Committee Members 2019 - 2022

Chairman:	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

Meetings
-Chapter Meeting via online on 10 Feb 2021
-Chapter Meeting at Qing Palace, Pulai Springs Resort on 9 April 2021
-Chapter Meeting at Berjaya Waterfront on 7 October 2021
-Sub Chapter Meeting via online - Final discussion and allocation of duties for AGM 2021

Projects / Events / Activities / Courtesy Visits / Trainings

January
-Rallying members to participate in MAH/Aeon CSR donations to Johor hotel employees affected by paycuts and retrenchments - online

February
-Gathering of member hotel's data on status of Wage Subsidy Progamme to MAH HQ – online
-Virtual meeting and discussion on proposed Govt initiative to convert hotels into temporary accommodation for foreign workers

March
-Rallying hotels to provide, and committee members to compile for submission to MAH HQ on names, personal details and medical history for front-of-the-house employees to be submitted for priority vaccination - online

April
-Roll-out 'BLANKET OF LOVE' CSR initiative where hotel GMs donate out of their own pockets to order patchwork blankets sewn by single mothers with dependents and later to be gifted to the elderly, sickly and handicapped in the B40 group. In collaboration with MOMO Love Concept – Winner of the Iskandar Malaysia Social Hero Awards 2019
-Handing over of cheque amounting to RM8,700 to NGO Momo Love Concept for the completion of the 'BLANKET OF LOVE' CSR initiative

May
-Closure of Ramadan Buffets and hotels left with stocks. Arranged press statement to appeal to public to buy takeaways/deliveries from hotels to break fast.

June
-Engaging member hotels on re-submission of vaccination listing to MOTAC by 3 June 2021
-Virtual meeting with OneNet RizQ Solutions on offering internship cum CSR project to ex-convicts
-Virtual presentation by AisAsia to Committee members on possible collaboration on the airasia.com platform for their new SNAP Fly & Stay Programme
-Zoom meeting with new MAHTEC Business Development Manager to plan ahead the chapter's training programme for 2022

September
-Disbursement of food and drink packages to needy hotel employees in the MAH CARES Campaign at Pulai Springs Resort.
More than 300 hotel staff from 18 applicant hotels benefited
-Vice-Chairman's attendance in the MAH Tourism Recovery Committee's GoMalaysia Expo 2021 to be held form 8 – 10 October 2021







CHAPTER REPORT

October
-MAHTEC's Hospitality Pandemic Prevention & Management for the 'Clean & Safe Malaysia' hotel certification training in Johor

November
-Committee attendance at grand opening of Four Points Sheraton at Desaru. Officiated by Menteri Besar Johor

December
-Farewell to long-serving committee member, Daniel Alcaraz of DoubleTree by Hilton. Welcome to new General Manager, Linda Giebing
-Member hotels respond to calls for donation of pillows to flood victims in Mentakab, Pahang







Chapter Representation
-Zoom meeting to brainstorm on budget allocation to boost Johor Tourism with State Tourism Exco Chairman, Dato' Onn Hafiz.
-11 January 2021 – Meeting on Belanjawan Johor 2021 Travel Voucher Subsidy scheme for MAH in line with allocation of 1.5 million for tourism in Johor with State Tourism Exco Dato' Onn Hafiz –Kota Iskandar.
-18 January 2021 – Zoom meeting with tourism partners and OTAs on utilizing allocation of RM1.5 million fund allocation to boost tourism in Johor with State Tourism Exco Dato' Onn Hafiz.
-1 February 2021 – Attended virtual launch of Iskandar Malaysia 15th year commemorative campaign.
-23 February 2021 – Discussion on Iskandar Puteri Tourism Action Council (IPTAC) 2021 - Bangunan Dato Jaafar Muhammad, Kota Iskandar.
-6 May 2021 – Meeting with MATTA Committee members on collaboration for holiday packages – MATTA Secretariat office.
-21 May 2021 – Last-minute engagement meeting with YAB Prime Minister, Trade & Industry Minister and Finance Minister. Chairman represented MAH Johor Chapter.
-23 May 2021 – 'Tourism Survival Plan' virtual discussion led by State Tourism EXCO Chairman, YB Dato' Onn Hafiz with tourism stakeholders.
-24 June 2021 – Johor Tourism Interchange (JTI) Project virtual meeting led by Tourism Johor on creating a Johor tourism app to connect all tourism stakeholders on one mobile platform.
-5 – 15 Sept 2021 – Committee members' participation in MOTAC's Ops Patuh to check on selected member hotels' compliance to SOPs.
-9 September 2021 – Pre-launch meeting of Johor Tourism Interchange and 'Virtual Majestic Johor Tourism Week 2021 – initiative of Johor Tourism.
-4 October 2021 – Official launch of Johor Tourism Interchange (JTI) Project by Menteri Besar Johor at Menara JLand.
-12 October 2021 – Participation in MOTAC's virtual webinar on the restoration of the eco-system of Shared Responsibility in line with Johor being allowed inter-state travel.
-27 October 2021 – Participation in MOTAC's virtual webinar on Incentive Programme 2021 for Tourism Industry stakeholders.

Chapter Secretariat

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CHAPTER REPORT

PAHANG

Chapter Committee Members 2019 - 2022

Chairperson:	Patrick Tee Puat Heng	Copthorne Hotel Cameron Highlands
Hon. Secretary:	Ganaesan Subramanian	Resort World Genting
Hon. Treasurer:	Mokhtaruddin Khalid	Shahzan Inn Fraser's Hill
Committee Member:	Mohd Reza Abdul Rashid	De Rhu Beach Resort
	Ahmad Syahmi Hassim	Rosa Passadena
	Shahrul Hizal Abdul Hamid	Swiss- Belhotel Kuantan
	Geoff Teo Jern Foong	Hotel Mandurah

Meetings
-Chapter Meeting via online on 8 March 2021

Projects / Events / Activities / Courtesy Visits / Trainings

April
-This Is Pahang Business Networking At The Peak" at Menara 188 by Tourism Pahang

August
-Ramadan Food Giveaway

September
-Contributed MAH Cares Food Basket to 19 Pahang Chapter members, 455 staffs amounted RM19,420.00
-Contributed Food Baskets to Friends of Asia Pacific WAGGGS for their food bank project

October
-Hospitality Pandemic Prevention & Management Practitioner Training by MAHTEC
-Hospitality Pandemic Prevention & Management Practitioner Training by MAHTEC

Chapter Representation
-Sesi Jerayawara (Roadshow) Dasar Pelancongan Negara (DPN) 2020-2030 Zon Pantai Timur by MOTAC Pahang
-Sesi Penerangan Mengenai Dana-Dana Keusahawanan Bersama PKS di Pantai Timur by Bank Negara Malaysia.
-Program Pahang International Tourism Symposium 2021 by University College of Yayasan Pahang.
-Sesi Taklimat Dan Perkongsian Laporan Tinjauan Ekonomi & Monetari 2020 by Bank Negara Malaysia
-Mesyuarat Jawatankuasa Pasukan Petugas Khas Pemudahcara Perniagaan Negeri Pahang by Bahagian Perancang Ekonomi Negeri Pahang
-Mesyuarat Post Mortem Sempena "This Is Pahang"Business Networking At The Peak 2021 by Tourism Pahang,
-Virtual PROTEK Awareness briefing by HRD Corp East Coast Office
-Webinar on "Maintaining An Exceptional Guest Experience Through a Pandemic Era by Phronesisitpro
-Webinar on "Nak Bercuti? Pusing Selangor Dulu" by Tourism Selangor
-Virtual GoMalaysia Expo by MAH Tourism Recovery Committee (TRC)
-Zoom Meeting on "Pengurusan Stress Semasa Pandemik Covid 19 " by MOTAC Pahang
- Zoom Meeting on "Sesi Libat Urus Pasca Rancangan Malaysia Ke 12 oleh UPE Jabatan Perdana Menteri Bersama Kerajaan Negeri Pahang
-Virtual " Mesyuarat Jawatankuasa Pasukan Petugas Khas Pemudahcara Perniagaan (PEMUDAH) Negeri Pahang
-Program Kursus Mesra Malaysia Bagi Penggiat Pelancongan Negeri Pahang Anjuran BahagianPembangunan MOTAC Pahang at Holiday Villa Cherating.
-Virtual Workshop for Tourism Marketing Plan 2022-2026 by Tourism Malaysia







Chapter Secretariat

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CHAPTER REPORT

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
-Annual General Meeting Hybrid on 28 February 2021
-Chapter Meeting at Primula Beach Hotel on 23 March 2021
-MAH Anual Board Meeting at New World Hotel on 5 April 2021
MAH Virtual AGM on 31 May 2021

Projects / Events / Activities / Courtesy Visits / Trainings

January
-CSR Project, Sponsor pillow to quarantine centre at UITM Cenderang

March
-Program jelajah beautiful Terengganu
-Series of Penjana Training - Hospitality Innovation in Digital Era

April
-Breakfasting with Exco Members at B'Benteng Taman Tamadun Islam

June
-Food distribution programs to frontliners and volunteers at Pusat Pemberian Vaksin (PPV) & Sekatan Jalanraya (SJR)
-Majlis Jasamu Dikenang Pengarah Tourism Terengganu at Tourism Terengganu Office

July
-Hoteliers Vaccination Projects

August
-Coutesy Visit to New Director of Tourism Terengganu

October
-Participated in GoMalaysia Expo 2021 (Virtual)

November
-Hotelier Food Aid Program "MAH Cares"

Chapter Representation
-Roadshow session of National Tourism
-Majlis Pelancaran Dataran Banggol Cempedak
-Participated in Global Tourism Conference
-Participated in Blood Donation Program
-Attended Launching of Terengganu Cultural
-Attended Majlis Solat Hajat Bersempena Pembukaan Sektor Pelancongan di Terengganu
-Star Rating for Hotels
-Attended Soft Launching of Electric Vehicle (EV) harging station at Primula Beach Resort
-Attended Sembang Santai Bersama YB Menteri Perlancongan
-Organized Online class training in Collaboration with MAHTEC







Chapter Secretariat

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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 Ibis Styles Hotel Kota Bharu on 31 January 2021
-Annual General Meeting at The Grand Renai Hotel on 21 May 2021
-Chapter Meeting (Zoom Meeting) on 12 April 2021
-Chapter Meeting (Zoom Meeting) on 19 May 2021
-Chapter Meeting (Zoom Meeting) on 15 June 2021
-Chapter Meeting (Zoom Meeting) on 22 September 2021
-Chapter Meeting at The Grand Renai Hotel on 25 October 2021







Projects / Events / Activities / Courtesy Visits / Trainings

February
-Courtesy Visit – Office of YB Mejar (B) Dato' Haji Md Anizam Bin Ab Rahman, Pengerusi Jawatankuasa Perpaduan Masyarakat, Kebudayaan, Warisan dan Pelancongan Negeri Kelantan
-Press Conference – "Pengusaha industri perhotelan di Kelantan memohon pertimbangan kerajaan untuk memberi kelonggaran, sekurang-kurangnya membenarkan aktiviti rentas daerah sepanjang PKP"

March
-Dialogue Session – "Bersama Pengusaha Hotel & Bas Negeri Kelantan dengan YB Dato' Sri Mustapha Mohamed, Menteri Di Jabatan Perdana Menteri (Ekonomi) & YB Mejar (B) Dato' Haji Md Anizam Ab Rahman, Pengerusi Jawatankuasa Perpaduan Masyarakat, Kebudayaan, Warisan dan Pelancongan Negeri Kelantan"
-Special Event – "Program Bantuan Khas Covid-19 Fasa 2, 2021 Bagi Industri Perlancongan Siri 1 oleh YB Mejar (B) Dato' Haji Md Anizam Bin Ab. Rahman,Pengerusi Jawatankuasa Perpaduan Masyarakat, Kebudayaan, Warisan dan Perlancongan Negeri Kelantan"
-20thMAH Kelantan Chapter Annual General Meeting 2021

April
-Majlis PelancaranTren Diesel Multiple Unit at Pasir Mas Train Station

September
-Bachok Heritage Trail @ Sudara Beach Resort

October
-Program "Outreach" Vaksinasi Covid 19 – Organized by MAH Kelantan Chapter @ Perdana Hotel
-Program MerakyatkanSeniBudaya at Cerana Vila PengkalanDatu Kota Bharu
-Majlis PerasmianPakejPenjawatAwam&Pesara Kerajaan oleh YB Menteri MOTAC @ Perdana Hotel

November
-Dinner "Kelantan Exchange 2021" @ The Grand Renai Hotel
-Chairman of MAH Kelantan Chapter being a Panel for Hotel Star Rating Inspection @ Jewels Hotel

Chapter Secretariat

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CHAPTER REPORT

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 Online on 15 February 2021
-Chapter Meeting Online on 21 October 2021
-Chapter Meeting Online on 27 November 2021
-Chapter Meeting Online on 21st July 2021

Projects / Events / Activities / Courtesy Visits / Trainings

October
-Sia Sitok Sarawak accomodation campaign

Chapter Secretariat

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CHAPTER REPORT

SABAH/LABUAN

Chapter Committee Members 2019 - 2022

Chairman:	Hafizan Wong	Promenade Hotel
Hon. Secretary:	Sherry Yee	Cititel Express Kota Kinabalu
Hon. Treasurer:	Michael Tan	Grandis Hotel
Committee Member:	Martin Kong	Sabah Tea Resort
	Laurentius Bansing	Hotel Sixty3
	Chloe Loo	The Palace Hotel
	Eugene Chin	Tiara Labuan
Internal Auditor	Jason Gan	Seven Hotel

Meetings
-MAH Chapter Committees Meeting on 26 Jan 2021
-MAH Chapter AGM at Hilton Hotel on 17 March 2021
-MAH Chapter Committees Meeting on 28 May 2021
-MAH Chapter Committees Meeting on 20 Aug 2021
-MAH Chapter Committees Meeting on 27 Sep 2021
-MAH Chapter Committees Meeting on 1 Dec 2021

Projects / Events / Activities / Courtesy Visits / Trainings

August
-Webinar Preview with Radiant 1

September
-Chapter Corporate Video Preview and Discussion on Dubai Expo at Promenade Hotel
-Webinar Session by Radiant 1- Jumpstart Hoteliers' Revenue Dialogue

October
-Meeting with DOSH Sabah
-MySESB launching at Hyatt Regency Kinabalu

November
-Discussion on Chapter Corporate Video and Dubai Expo at Promenade Hotel
-Official Launching of Mansau Sabah Boostku at Le Meridien Kota Kinabalu
-Zoom Meeting with CEO of Sabah Tourism Board
-Dubai World Expo B2B conference at Sabah Tourism Board
-Star Rating Panel Workshop by MOTAC at Nexus Resort & Spa Karambunai
-Networking session with Board of Directors of Tourism Malaysia at New Gaya Seafood Restaurant
-Networking session with SESB at Shangri-la's Tanjung Aru

December
-Brainstorming Engagement Session for 2022 Strategies with Tourism Players organized by Sabah Tourism Board at The Magellan Sutera
-MAHTEC Training - Hospitality Pandemic & Prevention Management Practitioner
-Tourism latest product update by Sabah Tourism Board via Zoom
-Attending World Expo Dubai-UAE with Sabah Tourism Board

Chapter Representation
-Sabah Tourism Federation (STF) Vice Chairman







Chapter Secretariat
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