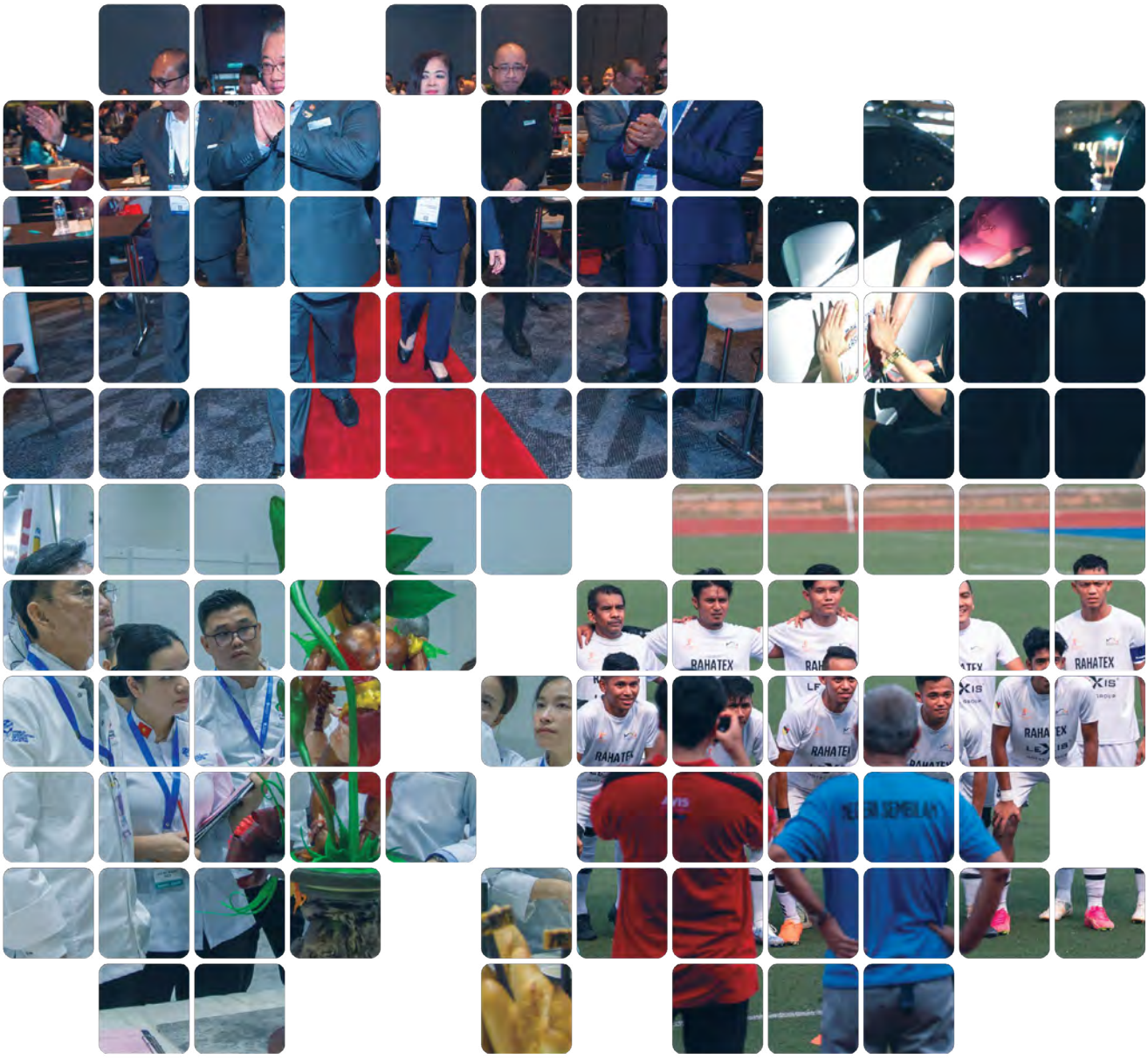
MALAYSIAN ASSOCIATION OF HOTELS

Annual Report 2023



MALAYSIAN ASSOCIATION OF HOTELS
PERSATUAN HOTEL MALAYSIA

"**Hospitality** is not about visual or culinary pleasantness but about helping hearts connect"



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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

COOPERATION

To foster cooperation between hotels & similar business

ENCOURAGEMENT

To encourage high business ethics, standards & practices among members

TRAINING & DEVELOPMENT

To disseminate information and to provide educational programmes of value to its members

PROTECTION

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

REPRESENTATIVE

To make representation on matters of interest affecting the Association to the local authorities, State & Federal Government & other organisations

PROMOTIONS & PROJECTS

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

ABOUT MAH

THE FORMATIVE YEARS

Malaysian Assocation 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 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 Resources Development provider and to upgrade the skills and knowledge to 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 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.

TK CHOO

1974 - 1975

MOHD RAZALI MOHD YUSOFF

1975 - 1976

EDDIE SH TAN

1977 - 1978

ABU ZARIN ALIAS

1979 - 1980



TAN SRI DATO' AZMAN SHAH DATO' SERI HARON

1981 - 1996



MAZLI MOHAMED

1996



AGUS SALIM

1996 - 2002



DATUK MOHD ILYAS BIN ZAINOL ABIDIN

2002 - 2014



CHEAH SWEE HEE / SAM CHEAH

2014 - 2019



KAMARUDDIN BAHARIN

2019 - 2020



MOHAMAD HALIM MERICAN
***ACTING PRESIDENT**

2020 - 2020



DATO' N. SUBARAMANIAM

2020 - 2022



DATIN CHRISTINA TOH LAI FONG

2022 - 2025

MAH PRESIDENTS

1974 - 2025

Leadership is capacity to translate vision into reality.

FOREWORD
PRESIDENT



Dearest Friends,

It brings me immense pride and gratitude for the privilege of sharing yet another year with you, our esteemed MAH members.

In 2023, we witnessed a gradual resurgence in our tourism industry, with Malaysia welcoming a total of 20.1 million foreign tourists, generating RM 71.3 billion in receipts. Domestically, we recorded 210.9 million visitors, contributing RM 84.9 billion to our economy.

As for our hospitality industry, ADATA, MAH own database, has documented throughout the year 2023, our members enjoyed an Average Occupancy Rate of 56.1%, a notable increase of 4.3% compared to 2022. Additionally, both Room Rates and Revenue Parity demonstrated substantial growth, with increases of 22.7% and 28.1% respectively, reaching RM304 and RM170.

While our industry has made remarkable strides, it's evident that we still face challenges on our journey to full recovery. Although our tourist numbers improved compared to 2022, they fell slightly short of pre-pandemic levels in 2019. However, the resilience demonstrated by our tourism industry throughout 2023 is a testament to our collective strength and commitment.

In closing, on behalf of the association, I extend our deepest appreciation to each and every member of our MAH family – from our dedicated hoteliers to our esteemed associates and partners. Your unwavering support and commitment have been the cornerstone of our successes.

I would also like to express my heartfelt gratitude to the MAH Board, the Management Committee, and the Secretariat Staff for their relentless dedication in serving our members and advancing our shared vision in making MAH a service-centric association for its members.

50 years of memories. Honoring Our History, Celebrating Our Future.

Together, let us continue to shape the future of hospitality in Malaysia and beyond.

Warm regards,

DATIN CHRISTINA TOH
PRESIDENT

FOREWORD
HONORARY SECRETARY GENERAL



Dear Members,

It is an honor for me to present the MAH Annual Secretariat Report 2023, capturing the journey of yet another transformative year of our association.

In the course of 2023, MAH welcomed 88 new members comprised of 62 Ordinary and 26 Associates, contributing a total of 9,483 rooms. As we conclude the year, our membership stood at 1076 members (995 Ordinary and 81 Associate), representing an impressive 166,297 rooms. A warm welcome to all our new members, and heartfelt gratitude to our longstanding supporters for their enduring commitment.

Throughout the year 2023, MAH has conducted many national and international events to great success!

Opening the year on a high note was our inaugural Hospitality Leadership Conference and Networking Cocktail on May 25, 2023. Launched by the Minister of Tourism, Arts and Culture Malaysia, YB Dato Seri Tiong King Sing, the event showcased three impactful sessions that captivated an audience of nearly 500 industry professionals.

MAH in collaboration with Astro Biz and Tourism Terengganu organized our returning event, the MAH-ASTRO Treasure Hunt 2023. Held on 17th June 2023, the event saw 29 teams of over 100 hoteliers journeying from Kuala Lumpur to Kuala Terengganu.

Our signature event Culinaire Malaysia 2023 made its triumphant return, drawing international participants to engage in the largest Southeast Asia cooking competition. With over 1200 participants competing across 37 diverse classes, the event unfolded over four action-packed days from September 19th to 22nd. A total of 573 medals were awarded during the event and 34 awards were presented during the closing dinner.

Capping off the year was the finale of our MAH Football Tournament on October 9th and 10th 2023. The championship, involving 13 chapters, led to an intense final between Kedah/ Perlis and Negeri Sembilan Chapters, with the former emerging victorious. Beyond the competition, a charity match was held to honor ex-Malaysian footballers. The collected charity of RM42,000 went to the Ex International Footballer Club, represented by the president and Malaysia football legend, Dato Soh Chin Aun.

Our training arm, MAHTEC, continued its collaboration with American Hotel & Lodging Educational (AHLEI) to provide various professional certification programs to hoteliers, such as the Certification in Hotel Industry Analytics (CHIA) and the Certified Food and Beverage Executive (CFBE). In 2023, MAHTEC introduced 17 new contemporary programs to its roster and delivered a total of 70 classes attended by 963 students throughout the year.

Hotels are certain to face more challenges in the journey ahead. However, together, we can rise above these difficulties and continue to grow as an industry, towards a brighter future.

To conclude this foreword, I extend my sincere appreciation to the President, Board Members, State Chapter committee, all our members, and the Secretariat for their invaluable contributions to our association's operations. We look forward to your continued support and to another productive year of MAH and MAHTEC.

50 years of memories. Honoring Our History, Celebrating Our Future

Best regards,

DATO' MEGAT SHAHRUL AZMAN ABAS
HONORARY SECRETARY GENERAL



PRESIDENT
DATIN CHRISTINA TOH
DORSETT HARTAMAS KUALA LUMPUR



VICE PRESIDENT
CS LIM
LEGOLAND HOTEL



VICE PRESIDENT
DATO' KHOO BOO LIM
MACALISTER TERRACE



VICE PRESIDENT
SHIRLEY LAI
SFERA RESIDENCE KUALA LUMPUR CITY CENTRE



HON. SECRETARY GENERAL
DATO' MEGAT SHAHRUL AZMAN ABAS
MERDEKA PALACE HOTEL & SUITES



HON. TREASURER GENERAL
MAGGIE ONG
MH HOTEL IPOH



KEDAH/PERLIS CHAPTER
EUGENE DASS
STARCITY HOTEL ALOR STAR



PENANG CHAPTER
DATO' TONY GOH
ST. GILES WEMBLEY PREMIER HOTEL



PERAK CHAPTER
TONY WONG
1969 BUSINESS SUITES



SELANGOR CHAPTER
DATIN JASMINE ABDULLAH HENG
DORSETT GRAND SUBANG



KUALA LUMPUR CHAPTER
BE LIM
THE GARDENS - A ST GILES SIGNATURE HOTEL & RESIDENCES



NEGERI SEMBILAN CHAPTER
HAZIZ HASSAN
SUTERA HOTEL



MELAKA CHAPTER
KHAIRULNIZAM KASIM
KINGS HOTEL MELAKA



JOHOR CHAPTER
IVAN TEO
MILLESIME HOTEL



PAHANG CHAPTER
PATRICK TEE
COPTHORNE CAMERON HIGHLANDS



TERENGGANU CHAPTER
HJH SUAIBAH BINTI HARUN
PRIMULA BEACH RESORT



KELANTAN CHAPTER
HJH. MAIMUN MOHD HUSSAIN
PRIMULA BEACH RESORT



SARAWAK CHAPTER
JOHN TEO
MERITZ HOTEL



SABAH/LABUAN CHAPTER
HAFIZAN WONG
PROMENADE HOTEL

MEMBERS OF BOARD

2022 - 2025

*A team is not a group of people that **work together**. A team is a group of people that **trust each other**"*

MANAGEMENT COMMITTEE
2023



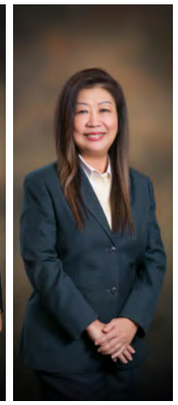
PRESIDENT
DATIN CHRISTINA TOH
DORSETT HARTAMAS KUALA LUMPUR



VICE PRESIDENT
CS LIM
LEGOLAND HOTEL



VICE PRESIDENT
DATO' KHOO BOO LIM
MACALISTER TERRACE



VICE PRESIDENT
SHIRLEY LAI
SFERA RESIDENCE KUALA LUMPUR CITY CENTRE



HON. SECRETARY GENERAL
DATO' MEGAT SHAHRUL AZMAN ABAS
MERDEKA PALACE HOTEL & SUITES



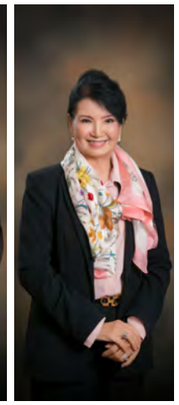
HON. TREASURER GENERAL
MAGGIE ONG
MH HOTEL IPOH



JOHOR CHAPTER
IVAN TEO
MILLESIME HOTEL



NEGERI SEMBILAN CHAPTER
HAZIZ HASSAN
SUTERA HOTEL



SELANGOR CHAPTER
DATIN JASMINE ABDULLAH HENG
DORSETT GRAND SUBANG



MEMBERS OF BOARD 2023

MANAGEMENT COMMITTEE MEETINGS
2023

16.01.2023	Dorsett Grand Subang
07.04.2023	Ibis Kuala Lumpur City Centre
05.05.2023	Wisma MAH
17.08.2023	Aloft Hotel Pantai Tengah, Langkawi
06.11.2023	Avante Hotel Petaling Jaya
04.12.2023	Maxis Business Innovation Centre (MBIC)

BOARD MEETINGS
2023

07.04.2023	Ibis Kuala Lumpur City Centre
26.05.2023	Le Meridien Petaling Jaya
18.08.2023	Aloft Hotel Pantai Tengah, Langkawi
04.12.2023	Maxis Business Innovation Centre (MBIC)

MAH BOARD VISIT TO LANGKAWI TOURISM ACADEMY (LTA)

Members of MAH Board visited the Langkawi Tourism Academy @ Kolej Komuniti Langkawi (LTA), in conjunction with the MAH Board Meeting 17 August 2023. The visit focused on enhancing collaboration between academia and the industry and includes a tour of the campus' Hospitality Lab and Guesthouse. MAH Delegates were welcomed by Director of LTA, Pn Haslinda Abd Hamid and Ketua Penolong Pegawai Daerah (Pembangunan), Tuan Haji Zulkifli Bin Abdullah.













SECRETARIAT
2023



ISAAC RAJ

CHIEF EXECUTIVE OFFICER



NOORFADHILLAH ARIFFIN

GENERAL MANAGER



MAS SIRA ABD RASHID

EXECUTIVE ADMINISTRATION



MUHAMMAD HASWAN HASSIM

PROJECTS & EVENTS MANAGER



LIM TUCK FATT

FINANCE MANAGER



KEN CHEAH

HEAD OF LEARNING & DEVELOPMENT



SYAHIRAH MAZLAN

EXECUTIVE MEMBERSHIP



ALIFF AZZAN SAMSHUL ANOR

EXECUTIVE MARKETING COMMUNICATION



AFRIN AFSANAH MD. AZIZUR

FINANCE OFFICER



MASZURA MIHAT

EXECUTIVE - LEARNING & DEVELOPMENT



IZHAN ZUBIR

ADMINISTRATIVE ASSISTANT



WAN NORHAZIMAH MOHD FAUZI

GRAPHIC DESIGNER



ABDUL HALIM MUSA

ADMINISTRATION ASSISTANT



Thank You
for the service!



ABDUL HALIM MUSA
ADMINISTRATION ASSISTANT

LEFT SEPTEMBER 2023



SYAHIRAH MAZLAN
EXECUTIVE MEMBERSHIP

LEFT OCTOBER 2023

"Thank you for being such a valuable member of our team. Wishing you the best for continued success!"

REPRESENTATION & AFFILIATION
2023

GOVERNMENT AGENCY REPRESENTATION

MINISTRY OF TOURISM, ARTS & CULTURE MALAYSIA (MOTAC)

Tourism Malaysia
Board of Director: Datin Christina Toh

14.02.2023	Mesyuarat Jawatankuasa Pemandu Industri Pelancongan (JPIP) Bil 1/2023 at Dewan Sanggar Pujangga, MOTAC Putrajaya.
15.03.2023	Kunjungan Hormat Bersama YB Menteri Pelancongan Seni & Budaya at Bangunan Sultan Abdul Samad.
13.04.2023	Mesyuarat Mengenai Keperluan Pengambilan Pekerja Asing Bagi Sektor Perkhidmatan Pelancongan at MOTAC Putrajaya.
15.08.2023	Sesi konsultasi Belanjawan 2024 Bersama Pengiat Industri Pelancongan & Kebudayaan at MOTAC Putrajaya.
05.12.2023	Majlis Dialog Pelancongan MOTAC 2023 at MOTAC Putrajaya.

TOURISM MALAYSIA (TM), MOTAC

22.03.2023	Sesi Perbincangan Tourism Malaysia bersama Persatuan Pelancongan at Tourism Malaysia Putrajaya.

ISLAMIC TOURISM CENTRE, MOTAC

30.01.2023	Semakan & Perbincangan Garis Panduan Produk, Hospitaliti & Pakej Pelancongan Mesra Muslim (Muslim-Friendly Tourism Products, Hospitality Packages - MFT PROHPACK) at Hotel Pulse Grande Putrajaya.
20.07.2023	Meeting with Islamic Tourism Centre (ICT) at Dorsett Grand Subang.



















MINISTRY OF HUMAN RESOURCES (MOHR)

17.01.2023	Sesi Libat Urus Pelaksanaan Akta Kerja (Pindaan) 2022 via hybrid, Online & MOHR Putrajaya.
10.04.2023	Taklimat Mengenai Kajian Impak Perintah Gaji Minimum (PGM) 2022 via Online.

DEPARTMENT OF SKILLS DEVELOPMENT (JPK), MOHR

MAH as an Industry Lead Body (ILB)

18.01.2023	Mesyuarat Pelaksanaan Program Knock The Door (KTD) 2023 - Greater SPKM Melalui Pemerkasaan Badan Peneraju Industri (ILB via Online.
31.03.2023	Knock The Door (KTD) Lawatan Kerja JPK ke atas Badan Peneraju Industri (ILB), MAH at Wisma MAH.
30.05.2023	Seminar Memperkasa Sistem Latihan Dual Nasional (SLDN) Melalui Penglibatan ILB 2023 at Hotel Everly Putrajaya.
16.06.2023	Courtesy Visit by Langkawi Tourism Academy (LTA) at Wisma MAH.
04.07.2023	Taklimat Sistem Pensijilan Kemahiran Malaysia (SPKM) kepada Pihak Industri Perhotelan via Online.
08.08.2023	ILB: Knock The Door (KTB) 2023 - Greater TVET Melalui Pemerkasakan ILB @ Sama-Sama Hotel KLIA.

Ahli Jawatankuasa Kerja (JKK) Kerjasama Strategik, Majlis Pembangunan Kemahiran Kebangsaan (MPKK)
Permanent Member: Ms. Shirley Lai
Alternate Member: Mr. Isaac Raj

25.10.2023	Mesyuarat Jawatankuasa Kerja (JKK) Kerjasama Strategi,Majlis Pembangunan Kemahiran Kebangsaan (MPKK) di bawah Akta Pembangunan Kemahiran Kebangsaan 2006 (Akta 652) at Hotel Tenera Bangi.

PEMBANGUNAN SUMBER MANUSIA BERHAD (HRD CORP), MOHR

Sectorial Training Committee (STC): Hospitality
Permanent Member & Chairman: Ms. Shirley Lai
Alternate Member: Mr. Isaac Raj

19.01.2023	STC: Hospitality Meeting No.1/2023 at Wisma HRD Corp.
08.05.2023	STC: Hospitality Meeting No.2/2023 at Wisma HRD Corp.
16.05.2023	Engagement Session with CE HRD Corp & STC Chairman atRoyale Chulan Damansara.
15.09.2023	HRD Corp Scheme Online Workshop - In a collaboration with MAH, HRD Corp organised an online webinar customised especially for the hospitality industry. The workshop covered HRDC Grant Schemes and advised members, primarily HR Officers, on the Industrial Skills Framework (IndSF) for the Hospitality Sector.

REPRESENTATION & AFFILIATION
2023

GOVERNMENT AGENCY REPRESENTATION

MINISTRY OF DOMESTIC TRADE AND CONSUMER AFFAIRS (KPNHEP)

29.08.2023 Townhall: Royalti & Hak Cipta Industri Muzik at MATIC Jalan Ampang.

MINISTRY OF FINANCE (MOF)

17.01.2023 Majlis Dialog Belanjawan 2023 at MOF Putrajaya.
09.02.2023 Sesi Focus Group Belanjawan 2023 bagi sektor Perpaduan, Seni & Budaya serta pelancongan bersama YB Timbalan Menteri Kewangan II at MOF Putrajaya.
14.07.2023 Majlis Libat Urus Belanjawan 2024 at MOF Putrajaya.

MINISTRY OF EDUCATION (MOE)

Jawatankuasa Teknikal Hubungan Industri TVET (JKTHI)
Board Representation: Dato' Megat Shahrul Azman Abas

24.03.2023 Pre-Council Meeting on TVET Industry Relations Committee (JHITVET) 2023.
15.12.2023 Mesyuarat Jawatankuasa Teknikal Hubungan Industri (JKTHI) bagi Bidang Hospitaliti at MOE Putrajaya.

MINISTRY OF INTERNATIONAL TRADE & INDUSTRY (MITI)

27.06.2023 MITI Dialogue Management System (MITI DMS) Familiarization Workshop at Dewan Perdana, Menara MITI KL.





REPRESENTATION & AFFILIATION
2023









DEPARTMENT OF STANDARDS MALAYSIA (DSM), MITI

Mesyuarat Kumpulan Kerja Berkenaan Business Events (NSC 20 / TC 1 /WG 15)
Permanent Member: Datin Christina Toh
Co-Opted Member: Mr. Isaac Raj

20.02.2023 Bil 1/2023 at Menara Cyber Axis, Cyberjaya.
15-17.03.2023 Bengkel Pembangunan Dokumen Malaysia Standard (MS) Berkenaan Business Event at Mercure Living Hotel & Residences Putrajaya.
06.06.2023 Bil 2/2023 via Online.

Mesyuarat Jawatankuasa Teknikal Pengurangan Aset & Fasiliti (NSC 25 /TC 7)
Permanent Member: Mr. Haziz Hassan
Alternate Member: Mr. Isaac Raj

23.02.2023 Bil 1/2023 at via Online.

Mesyuarat Kumpulan Kerja Berkenaan Sustainable Tourist Accommodation (NSC 20 / TC 1 / WG 13)
Permanent Member: Mr. Haziz Hassan
Alternate Member: Mr. Isaac Raj

22.03.2023 Bil 1/2023 at Mercure Living Hotel & Residences Putrajaya.

Mesyuarat Jawatankuasa Standard Kebangsaan Berkenaan Tourism, Exhibitor & Hospitality Service (NSC 20)
Permanent Member: Mr. Haziz Hassan
Alternate Member: Mr. Isaac Raj

31.07.2023 Bil 1/2023 at MOTAC Putrajaya.

Mesyuarat Jawatankuasa Teknikal Berkenaan Business Event (NSC 10 / TC 2)
Permanent Member: Datin Christina Toh
Alternate Member: Mr. Isaac Raj

12.10.2023 Bil 1/2023 via Online.

Mesyuarat Jawatankuasa Teknikal Berkenaan Tourism & Related Services (NSC 10 / TC 1)
Permanent Member: Mr. Haziz Hassan
Alternate Member: Mr. Isaac Raj

30.11.2023 Bil 1/2023 at Menara Axis, Cyberjaya.

DEPARTMENT OF POLYTECHNIC & COMMUNITY COLLEGE (JPPKK), MOHE

Industry Advisory Committee (IAC): Dato' Megat Shahrul Azman Abas

20.05.2023 Jemputan ke Majlis Penyerahan Peserta Program POLYCC x MAH at LIMA 2023, Aloft Langkawi Pantai Tengah.
24.10.2023 Majlis Anugerah Akademia Politeknik & Kolej Komuniti (AA POLYCC) 2023 at Dewan MITC Ayer Keroh, Melaka.
29.11.2023 Persidangan Meja Bulat YB Menteri Pendidikan Tinggi Bersama Ahli Majlis Penasihat Industri Polteknik 2023 at Sama-Sama Hotel KLIA.

REPRESENTATION & AFFILIATION
2023

OTHER AGENCIES REPRESENTATION

MALAYSIAN EMPLOYER FEDERATION (MEF)

Representation among HR Personnel in hotel industry. The meeting conducted by MEF and supported by MAH & AHE.

MEF-MAH-AHE Hotel Group Meeting:

31.01.2023	Online.
06.04.2023	Aloft KL Sentral.
05.07.2023	Dorsett Grand Subang.
09.11.2023	Online.

GOVERNMENT INDUSTRY TVET COORDINATION BODY (GITC)

Federation of Malaysian Manufactures (FMM) President is Chairman of the GITC

Board of Director: Datin Christina Toh
Alternate Member: Dato' Megat Shahrul Azman Abas

GITC Board of Directors' Meeting:

09.06.2023	No.1 / 2023 via online.
26.07.2023	No.2 / 2023 via Hybrid Online or Wisma FMM.
29.08.2023	No.3 / 2023 via Hybrid Online or Wisma FMM.
11.10.2023	No.4 / 2023 at Wisma FMM.

ASEAN FOOD & TRAVEL MEDIA

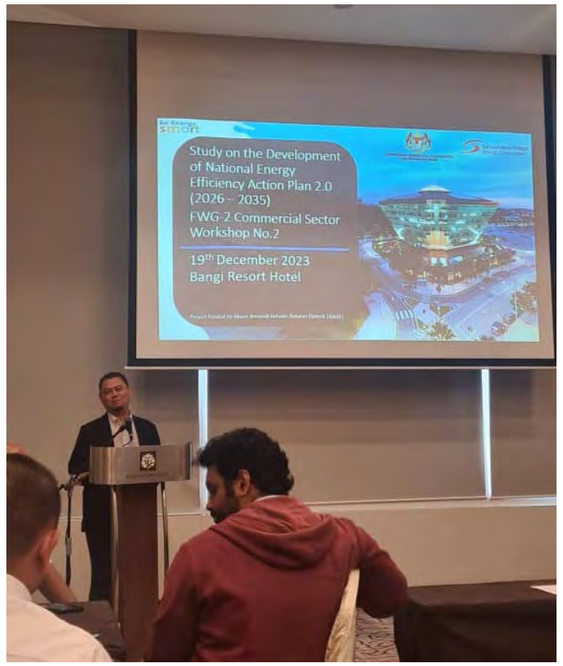
21.03.2023	ASEAN Food & Travel Awards 2023 at Mandarin Oriental KL.

ENERGY COMMISSION

05.10.2023	Bengkel Kumpulan Kerja (Focus Working Group FWG) Kajian Pembangunan Pelan Tindakan Kecekapan Tenaga (NEEP 2.0) Sektor Bangunan Komersil @ Bangi Resort Hotel.
19.12.2023	2nd Bengkel Kumpulan Kerja (FWG) Kajian Pembangunan Komersil at Bangi Resort Hotel.

CHARTERED TAX INSITUTE OF MALAYSIA

15.09.2023	MAH discuss the issues of impact duty exemption for hotel operators with the Chartered Tax Insitute of Malaysia (CTIM).
22.12.2023	Invitation to Hotel Association to further discuss the issues of impact duty exemption for hotel operators with the Royal Malaysia Custom Department & the Chartered Tax Institute of Malaysia (CTIM) via online.





REPRESENTATION & AFFILIATION
2023

INTERNATIONAL REPRESENTATION



ASEAN HOTEL AND RESTAURANTS ASSOCIATION (AHRA)

Official Member: Datin Christina Toh
2nd Vice President of AHRA: Datin Christina Toh
Alternate Member: Dato' Megat Shahrul Azman Abas

03.02.2023	AHRA Board Meeting, Yogjakarta, Indonesia; Attended by Datin Christina Toh, Dato' Megat Shahrul Azman Abas, Mr. Isaac Raj.
08.12.2023	AHRA Board Meeting, Online; Attended by Datin Christina Toh, Dato' Megat Shahrul Azman Abas, Mr. Isaac Raj.

ASEAN TOURISM ASSOCIATION (ASEANTA)

Official Member: Datin Christina Toh
Treasurer of ASEANTA: Datin Christina Toh
Alternate Member: Dato' Megat Shahrul Azman Abas

03.02.2023	ASEANTA Board, Yogjakarta, Indonesia; Attended by Datin Christina Toh, Dato' Megat Shahrul Azman Abas, Mr. Isaac Raj.
03.02.2023	ASEAN Tourism Forum (ATF) 2023, Yogjakarta, Indonesia; Attended by Datin Christina Toh, Dato' Megat Shahrul Azman Abas, Mr. Isaac Raj.
17.03.2023	ASEANTA AGM / Board Meeting, Selangor, Malaysia; Attended by Datin Christina Toh & Dato' Megat Shahrul Azman Abas.
08.12.2023	ASEANTA Board Meeting, Online; Attended by Datin Christina Toh & Dato' Megat Shahrul Azman Abas.

THAILAND AHRA-ASEAN BARTENDERS CHAMPIONSHIP

AHRA-ASEAN together with Food & Hospitality Thailand anchored the 2023 Bartenders Championship held at Queen Sikirit Convention Center. Malaysia delegates Mitchell Raymond, the head bartender at Bar Trigona in Four Seasons Hotel Kuala Lumpur, emerged as the Champion while Wei Lung of PARKROYAL Collection & Pan Pacific Serviced Suites Kuala Lumpur claimed the 2nd Runner-Up position. Both of the Malaysian delegates hailed from MAH Kuala Lumpur Chapter where they previously won the top spots in the chapter's selection contest.

REPRESENTATION & AFFILIATION
2023

ENDORSEMENT & SUPPORT ON EVENT / SEMINAR / FORUM

MALAYSIAN INTERNATIONAL FOOD & BEVERAGE TRADE FAIR

MALAYSIAN INTERNATIONAL FOOD & BEVERAGE TRADE FAIR (MIFB 2023)

By Constellar Exhibitions Malaysia Sdn Bhd
12-14.07.2023 Kuala Lumpur Convention Centre.









REPRESENTATION & AFFILIATION
2023







REPRESENTATIVE AS MODERATOR / SPEAKER / PANELLIST

15TH MALAYSIAN PROPERTY SUMMIT 2023 (15 MPS)

By Persatuan Penilai, Pengurus Harta, Ejen Harta & Perunding Harta Swasta Malaysia (PEPS)

08.02.2023 Sunway Pyramid Convention Centre (SPCC).
Speaker: Datin Christina Toh

PATA Pacific Asia Travel Association

PATA MYFUTUREJOBS TOURISM CAREER FAIR 2023

By PATA Malaysia Chapter (PMC)

21.05.2023 Seri Pacific Hotel KL.
Speaker: Datin Christina Toh

TRAVEL MEET Asia

TRAVEL MEET ASIA 2023

By ITC Asia

07-08.06.2023 Kuala Lumpur Convention Centre.
Speaker: Datin Christina Toh

Returning as an in-person event, Travel Meet Asia is a series of B2B events held in major countries in Asia to provide up-to-date trend analysis and insights on the travel industry around the region. MAH was invited to be one of their speakers representing the hotel industry or a fireside chat on the topic of "Building Resilience in the Hospitality Industry". The session provided valuable insights into the country's hospitality industry and its path forward.

MITI MALAYSIA MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY

HOTELIERS CONFERENCE 2023 ON INDUSTRY CHALLENGES, UPDATES & IMPACT OF LABOUR LAW AMENDMENTS IN MALAYSIA(MITI)

27.06.2023 MITI Dialogue Management System (MITI DMS)
Familiarization Workshop at Dewan Perdana, Menara MITI KL.

REPRESENTATION & AFFILIATION
2023

REPRESENTATIVE AS MODERATOR / SPEAKER / PANELLIST



BUDGET FORUM 2024 - UNLEASHING MALAYSIA'S TOURISM INDUSTRY POTENTIAL: STRATEGIES FOR SUSTAINABLE GROWTH

By Taylor's University

25.02.2023 Online.
Panellist: Mr. CS Lim

RATEGAIN REBOOT

By Rategain

02.11.2023 Aloft Kuala Lumpur Sentral.
Keynote Speaker: Datin Christina Toh

RateGain rebooted their KL branch in an event that saw a keynote address delivered by MAH that highlighted the critical need for increased intra-industry engagement, the pressing concern of talent drain and the significance of reliable data as a precious industry resource. The event also featured a dynamic forum session that brought together diverse perspectives, including those from property, hotels, tech providers, and OTAs.

REPRESENTATION & AFFILIATION
2023









MEMORANDUM OF UNDERSTANDING (MoU)

KEMENTERIAN PENDIDIKAN TINGGI
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI

JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI (JPKK), KEMENTERIAN PENDIDIKAN TINGGI

20.05.2023 Aloft Langkawi Pantai Tengah The MoU signing embodies MAH and JPKK commitment to drive the growthof POLYCC through synergistic industry partnership.

KEMENTERIAN PENDIDIKAN TINGGI
JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI

JABATAN PENDIDIKAN POLITEKNIK DAN KOLEJ KOMUNITI (JPKK), KEMENTERIAN PENDIDIKAN TINGGI

29.11.2023 The MoU expresses the intention of MAH and JPKK to promote and cooperation in the field of education, training and research between industry and academic industry and academic institutes.

GOVERNMENT-INDUSTRY TVET COORDINATION BODY (GITC)

29.11.2023 The MoU expresses the intention of MAH and JPKK to promote and cooperation in the field of education, training and research between industry and academic industry and academic institutes.

MEMBERSHIP PROFILE
2023

CHAPTER	NEW MEMBERS 2023				TERMINATED 2023	STAR RATING					ORCHID	OTHERS	TOTAL ORDINARY		ASSOC.	*GRAND TOTAL
	TOTAL	HOTELS	ROOMS	ASSOC.		5 Star	4 Star	3 Star	2 Star	1 Star			HOTELS	ROOMS		
PERLIS	2	2	74		1			1	3		1	1	**6**	**285**		**6**
KEDAH	3	3	507		1	9	18	10	3	1		9	**50**	**7350**	1	**51**
PENANG	10	7	580	3	1	16	27	21	5	2		27	**98**	**15745**	6	**104**
PERAK	3	3	186		3	2	11	20	8	2	3	21	**67**	**6899**		**67**
SELANGOR	17	7	1518	10	3	18	18	17	7		2	30	**92**	**17269**	38	**130**
PUTRAJAYA	0					6	4						**10**	**2773**		**10**
KUALA LUMPUR	28	17	3861	11	4	36	34	33	5	5	1	47	**161**	**40751**	30	**191**
NEGERI SEMBILAN	5	4	416	1		4	11	9	3	3		8	**38**	**5687**	2	**40**
MELAKA	4	4	524		1	6	18	23	7			14	**68**	**8891**		**68**
JOHOR	6	5	969	1	4	7	20	32	5	3	1	28	**96**	**18597**	2	**98**
PAHANG	3	3	106		1	8	13	20	6	1		19	**67**	**9818**		**67**
TERENGGANU	0					2	6	13	4	2		8	**35**	**3739**		**35**
KELANTAN	1	1	50				7	6	3			2	**18**	**2123**		**18**
SARAWAK	6	6	692		3	7	18	33	4	4		23	**89**	**12656**	2	**91**
SABAH	0				4	11	15	32	8	5		17	**88**	**12530**		**88**
LABUAN	0				1	2		4	2		1	3	**12**	**1184**		**12**
GRAND TOTAL	**88**	**62**	**9,483**	**26**	**27**	**134**	**220**	**274**	**73**	**28**	**9**	**257**	**995**	**166,297**	**81**	**1,076**

88
NEW ROOMS REGISTERED IN 2023

62
NEW ORDINARY
21% FROM 2022

26
NEW ASSOCIATE
65% FROM 2022

STAR RATING
SUMMARY OF MEMBERSHIP AS AT 31 DECEMBER 2023

5 STAR	4 STAR	3 STAR	2 STAR	1 STAR
134	220	274	73	28

166,297
TOTAL ROOMS REGISTERED

81
ASSOCIATE MEMBER

995
ORDINARY MEMBERS

1,076
GRAND TOTAL



ANNUAL GENERAL MEETINGS
2023

CHAPTERS' ANNUAL GENERAL MEETING

MELAKA
08.02.2023
MITC Hotel

NEGERI SEMBILAN
09.02.2023
Tasik Villa International Resort Port Dickson

KELANTAN
12.02.2023
Grand Riverview Hotel

PERAK
15.02.2023
1969 Business Suites Ipoh

TERENGGANU
20.02.2023
Paya Bunga Hotel

SELANGOR
23.02.2023
Eastin Hotel Kuala Lumpur

PAHANG
27.02.2023
Shahzan Hotel Kuantan

JOHOR
02.03.2023
New York Hotel

SARAWAK
06.03.2023
Imperial Hotel Kuching

SABAH / LABUAN
08.03.2023
Hyatt Centric Kota Kinabalu

KEDAH / PERLIS
10.03.2023
Mercure Langkawi

KUALA LUMPUR
14.03.2023
PARKROYAL Collection Kuala Lumpur

PENANG
17.03.2023
Amari Spice









NATIONAL ANNUAL GENERAL MEETING 2023

Date: 26.05.2023
Venue: Le Meridien Petaling Jaya

MAH National Annual General Meeting is held every year in accordance to the MAH Constitution, after all 13 State Chapter have concluded their state level AGMs. The prestigious meeting that was held on 26 May 2023 at Le Meridien Petaling Jaya saw a huge number of members as well as proxy holders present.

The AGM 2023 adopted an amendment to the MAH Constitution **Clause 6.a (ii) on Entrance Fee of Associate Member.**

ORIGINAL

Each associate member joining the Association shall, on approval of the application for membership, pay an entrance fee of RM5,000.00 with an Annual Turnover of above RM500,000.00 or RM2,000.00 with an Annual Turnover of RM500,000.00 and below.

NEW STATEMENT

Each associate member joining the Association shall, on approval of the application for membership, pay an entrance fee in accordance with the following scale:

Annual Turnover	
RM500,000.00 and below	RM2,000.00
RM500,001.00 to RM999,000	RM5,000.00
RM1,000,000.00 and above	RM8,000.00
RM10,000,000.00 and above	RM10,000.00

QUORUM

134 ORDINARY MEMBERS ATTENDED

155 PROXY

289 TOTAL QUORUM

EVENTS
2023

HOSPITALITY LEADERSHIP CONFERENCE 1.0

Date: 25.05.2023
Venue: Le Meridien Petaling Jaya

The inaugural Hospitality Leadership Conference held in 2023 marked a resounding success for the Malaysian Association of Hotels (MAH). Launched by the esteemed Minister of Tourism, Arts and Culture Malaysia, YB Dato Seri Tiong King Sing, the conference featured three impactful sessions that captivated an audience of nearly 500 industry professionals. The event not only provided a platform for insightful discussions but also underscored MAH's commitment to fostering leadership excellence within the hospitality sector. The dynamic engagement and high attendance underscore the conference's significant impact on shaping the future of leadership in Malaysia's vibrant hospitality industry.

1st Track
Rethinking of Leadership in Hotel Industry: Adapting to Post-Pandemic Challenges and Navigating a New Era of Complexity



Dr. H. C. Azeeza Jalaludeen
Founder & Managing Director, GoGlobal Accelarator Wellness and Trade Tourism.



Mr Shankar Santhiram
Managing Consultant & Executive Leadership Coach Adjunct Professor NST Columnist.



Mr CS Lim
Vice President, Malaysian Association of Hotels, Divisional Director - Legoland Malaysia Resort.

2nd Track
ESG Opportunities and Impacts to Hotels and it Transition Prospects



Mr Randy Durband
Chief Executive Officer - Global Sustainable Tourism Council (GSTC).



Dr Balan Balasundram
Managing Director / Principal Consultant Saimatrix Integrated Environmental Techologist / Researcher.



Mr Kingston Khoo
President of ECO STEPS (Sustainable Tourism & Environmental Protection Society).

3rd Track
Future of Tourism: Digital Innovations and Approaches for Future Hotels Success



Mr Rohizam Md Yusof
President, DITTAM - Director, Tourism Productivity Nexus.



Mr Jacob Isaac
Managing Director, Fusionex Group.



Ms Shalini Subramaniam
Social Media Trainer & Consultant (LinkedIn Rising Personality in Malaysia).

EVENT PARTNERS

- **LG Business Solutions** (Official Hotel TV Provider).
- **Astro Biz** (Official Hotel TV Content & Marketing Support).
- **Maxis** (Official Hotel Telco).
- **Daikin Malaysia Sales & Service Sdn Bhd** (Diamond Partner).
- **Le Meridien Petaling Jaya** (Official Venue).
- **ROOMIE** (Platinum Partner).
- **Almex System Technology Asia Sdn Bhd** (Enterprise Partner).
- **ATHOS** (Enterprise Partner).
- **Radimax** (Event Partner).
- **F1 Recreation Sdn Bhd** (Event Partner).
- **Shru Tea** (Event Partner).

16 EXHIBITORS

- **Waterco (Far East) Sdn Bhd.**
- **ATHOS Sdn Bhd.**
- **ASTRO Biz.**
- **Almex System Technology Asia Sdn Bhd.**
- **LG Business Solution.**
- **Xinn Food Holdings Sdn Bhd.**
- **Merieux Nutrisciences Malaysia Sdn Bhd.**
- **STAAH Sdn Bhd.**
- **Wyntronix Innovations Malaysia Sdn Bhd.**
- **IFCA MSC Bhd.**
- **Go Global Accelarator.**
- **Human Resources Development Corporation (HRDCorp).**
- **Mark Plus Institute Sdn Bhd.**
- **F1 Recreation Sdn Bhd.**
- **Selangor Investment Business Summit 2023.**
- **Daikin Malaysia Sales & Service Sdn Bhd.**

NETWORKING COCKTAIL

Date: 25.05.2023
Venue: Le Meridien Petaling Jaya

The Networking Cocktail event held in conjunction with HLC2023 emerged as a premier gathering. This soirée brought together nearly 500 hoteliers and associate members under one roof. With an atmosphere of conviviality and collaboration, the Networking Cocktail stood out as a pivotal occasion for fostering connections and synergies within the vibrant hospitality community.



EVENTS
2023

MAH-ASTROBIZ TREASURE HUNT

Date: 17 - 18.06.2023
Flag off - MATIC, Jalan Ampang Kuala Lumpur
Finishing Line - Primula Beach Hotel, Terengganu

MAH-AstroBIZ Treasure Hunt 2023, in collaboration with two main partners, AstroBIZ and Tourism Terengganu proved to be an exhilarating journey, weaving through the enchanting landscapes of Malaysia. Kicking off from the iconic MATIC Jalan Ampang, participants embarked on a scenic adventure that culminated at the picturesque Primula Hotel in Terengganu. This event not only showcased the beauty of Malaysia's diverse terrain but also provided a refreshing escape for our hardworking hoteliers, allowing them to momentarily unwind from the demands of their bustling hotel responsibilities.

29
TEAMS

CHAMPION
TEAM HUNT SOLO RETURNS FROM MUTIARA TAMAN NEGARA

1ST RUNNER UP
TEAM R2D2 FROM LEGOLAND MALAYSIA

2ND RUNNER UP
TEAM LADIES ON WHEELS FROM LEGOLAND MALAYSIA



EVENTS
2023

MAH FOOTBALL TOURNAMENT

Date: 9 - 10.10.2023
Venue: Shah Alam National Sport Centre

The MAH Football Tournament brought together teams from 13 Chapters, culminating in an electrifying final between Kedah/Perlis and Negeri Sembilan Chapter. The championship match saw Kedah/Perlis emerge as the victors, showcasing outstanding teamwork and sportsmanship. Beyond the competition, a charity match was held to honor Ex-Malaysian Footballers. The charity proceeds went to the Ex International Footballer Club, represented by the President and Malaysia football legend, Dato Soh Chin Aun. The cheque presentation took place at AVANTE Hotel Petaling Jaya on November 6, 2023. This added touch of camaraderie and philanthropy not only celebrated the spirit of friendly competition, but also contributed to a noble cause, embodying the essence of community and sportsmanship within the Malaysian Association of Hotels.

20
EX MALAYSIA FOOTBALLER
PARTICIPATED IN CHARITY MATCH

RM42,000
COLLECTED FOR CHARITY
(EX INTERNATIONAL FOOTBALLER CLUB)



EVENTS
2023

CULINAIRE MALAYSIA

Date: 19 - 22.09.2023
Venue: Kuala Lumpur Convention Centre

Culinaire Malaysia 2023 marked a triumphant return, drawing international participants to engage in the largest Southeast Asia cooking competition. With over 1200 participants competing across 37 diverse classes, the event unfolded over four action-packed days from September 19th to 22nd. This culinary extravaganza not only showcased the exceptional talents of chefs but also reinforced Culinaire Malaysia's position as a prestigious platform for culinary excellence in the region. The resounding success of this event highlighted MAH's commitment to promoting culinary arts and fostering healthy competition within the vibrant hospitality industry.

1144
PARTICIPANTS

37
CLASSES

573
MEDALS

34
AWARDS

AWARD WINNERS

- Most Outstanding Mixologist: **Toh Poh Lin (Berjaya University College)**
- Most Outstanding Coffee Connoisseur: **Ong Ye Cheng (Taylor's University)**
- Most Outstanding F&B Personnel: **Chang Lay Seong (Berjaya University College)**
- Malaysia Tiger Cup Professional: **Champion: De Wan 1958 by Che Wan**
- Malaysia Tiger Cup Professional: **1st Runner Up: Banyan Tree Hotel Kuala Lumpur**
- Malaysia Tiger Cup Professional: **2nd Runner Up: W Kuala Lumpur**
- Malaysia Young Tiger Cup - **Champion: Crouching Tigers (Taylors University)**
- Malaysia Young Tiger Cup - **1st Runner Up: ACSA Team (Azerbaijan Culinary Arts Malaysia)**
- Malaysia Young Tiger Cup - **2nd Runner Up: APCA Malaysia (Academy of Pastry and Culinary Arts Malaysia**
- F&B Facilities Chef of The Nation Award - **1st Runner Up: Khor Pong Yew (Kuala Lumpur Convention Centre)**
- F&B Facilities Chef of The Nation Award - **2nd Runner Up: Mohd Aidi Azhar bin Mohd Nasir (Las Carretas Mexican Restaurant)**
- CLC Blossom Blue Cod Fish / Seafood Main Course - **Champion: Gan Kar Wai (W Kuala Lumpur)**
- CLC Blossom Blue Cod Fish / Seafood Main Course - **1st Runner Up: Khairul Ashikhin bt Abdullah Suhaimi (Kolej Komuniti Chenderoh Perak)**
- CLC Blossom Blue Cod Fish / Seafood Main Course - **2nd Runner Up: Bruce Low (Hotel Equatorial Kuala Lumpur)**
- CLC Apprentice Fish Main Course - **Champion: Muhammad Amirul Mukminin bin Mohamad Sham (Hotel Equatorial Kuala Lumpur)**
- CLC Apprentice Fish Main Course - **1st Runner Up: Wang Wei Xiang (Mandarin Oriental Kuala Lumpur)**
- CLC Apprentice Fish Main Course - **2nd Runner Up: Muhd Anaz Hariz bin Muhd Rizal**
- Real California Milk Pizza Challenge - **Professional Chef - Champion: Noradlan bin Adnan**
- Real California Milk Pizza Challenge - **Professional Chef - 1st Runner Up: Ivan Soh Zhi Siang (Gan Teck Kar Investment Pte Ltd)**
- Real California Milk Pizza Challenge - **Professional Chef - 2nd Runner Up: Mohamed Asyraf Azrai bin Mohamed Nawi (Biz Milla Catering (M) Sdn Bhd)**
- Real California Milk Pizza Challenge - **Junior Chef - Champion: Muhammad Fahmi bin Nasir (Kuala Lumpur Convention Centre)**
- Real California Milk Pizza Challenge - **Junior Chef - 1st Runner Up: Muhammad Zulhilmi bin Mahamad Zamri (Universiti Teknologi MARA Cawangan Terengganu Kampus Dungun)**
- Real California Milk Pizza Challenge - **Junior Chef - 2nd Runner Up: Yee Cai Jun (Dough Bakery & Cafe)**
- Ultimate MLA Aussie Meat Young Butcher Chef Challenge - **Champion: Liao, Ci Hong**
- Ultimate MLA Aussie Meat Young Butcher Chef Challenge - **1st Runner Up: Chih Lun, Lai**
- Ultimate MLA Aussie Meat Young Butcher Chef Challenge - **2nd Runner Up: Mohd Zamri bin Mohd Ramli (TFP Retail Sdn Bhd)**
- Most Outstanding Chef: **Zulkifli bin Hamdan (Kuala Lumpur Convention Centre)**
- Most Outstanding Apprentice: **Syed Muhammad Daniel bin Syed Abdullah (The Westin Kuala Lumpur)**
- Most Outstanding Pastry Chef: **No Winner**
- Most Outstanding Artist: **No Winner**
- Most Outstanding Team in Catering Services: **Taylors University**
- Overall Culinaire Malaysia 2023 Champion for Non - Professional: **No Winner**
- Overall Culinaire Malaysia 2023 Champion for Professional: **EQ Kuala Lumpur**











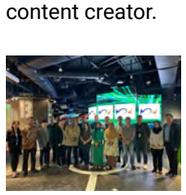
INDUSTRY ENGAGEMENT & OUTREACH

2023



MAH ASTRO SITE VISIT, 16 MAY 2023

ASTRO graciously welcomed and hosted 30 MAH attendees at their state-of-the-art facility, the All-Asia Broadcast Centre in Bukit Jalil. Members were treated to an exclusive tour to their facilities and behind-the-scenes operations. The visit was well-received by all attendees and deepened their understanding of the dynamic media landscape and ASTRO's role as a media content creator.



MAXIS SITE VISIT, 3 AUGUST 2023

MAH members were taken for a tour to Maxis new cutting edge, Maxis Business Innovation Centre (MBIC) located on the ground floor of their tower. This visit offers a fantastic opportunity to witness Maxis' latest technology and the wealth of innovative solutions in areas such as advanced parking management, facial tracking, and smart surveillance systems that could revamp the hospitality industry.



RELIANCE COLLEGE'S PROGRAM LAUNCHING 23 NOVEMBER 2023

Reliance College unveiled their new "EmpowerMYYouth: Bridging the Talent Gap in Malaysian Hospitality" program which was launched by MAH. The event also saw MAH delivering a keynote address underscoring the crucial link between industry and Academia. The program introduces a "Earn While You Learn" model and an Employer Sponsorship program, aimed at boosting student student placements, encouraging employer's involvement, and ensuring the production of high-quality graduates within the hospitality sector.



TOURISM MALAYSIA DOMESTIC TOURISM APPRECIATION CEREMONY, 16 MARCH 2023

MAH was presented with a plaque from Tourism Malaysia in acknowledgment of our collaboration on the PRE2.0 MAH - Tourism Malaysia & Shopee Cuti-Cuti Malaysia Subsidy Program in 2022. This initiative allowed all Malaysians to enjoy subsidized hotel stays redeemable via distributed voucher discounts on the Shopee platform. At its conclusion, all vouchers worth a total of RM1,990,000 was used by Malaysians. It is estimated that over 220 participating hotels had benefited and generated in approximate, RM5.1 million in seller income.



GOOGLE HOTELIERS SUMMIT, 22 NOVEMBER 2023

MAH collaborated with the tech-giant Google to bring the most anticipated Google organized event for hoteliers to Kuala Lumpur. This summit marked a collaborative journey toward growth, innovation, and a promising future for our industry.



MEMBERS-EXCLUSIVE LEADERSHIP WEBINAR SESSION WITH GO GLOBAL, 21 NOVEMBER 2023

Singapore-based business school Go Global extended an exclusive invitation to MAH members to join their "Accelerate Your Hospitality & Tourism Business - A Transformative Way to be Inspired and Empower others". The enlightening online session focused on increasing business team productivity, performance and profitability!



GAS MALAYSIA SEMINAR, 5 DECEMBER 2023

Gas Malaysia organised a highly informative seminar on "Empowering Hotel Excellence: Igniting Safety & Efficiency Through Reticulated Gas". Attended by members of MAH and the Management Committee, the session explored the latest Gas Malaysia's offerings, highlighted the significance of choosing suitable gas solutions for hotel establishments, and deepened our understanding of legal compliance related to gas safety and usage.

RESEARCH AND DEVELOPMENT
2023

ADATA: MAH DATA ANALYTICS PLATFROM

MAH members enjoy exclusive access to MAH Data Platform with all the data and tools that help members improve hotel's competitiveness and room rate pricing.

In early 2021, understanding the continuous importance of data analytics:
- For member **hotels to steer growth and strategies.**
- For MAH to provide **accurate, timely and relevant data to steer national policies.**

MAH Members enjoy:

Easy & Free data submissions

Free access to data platform for basic access & report

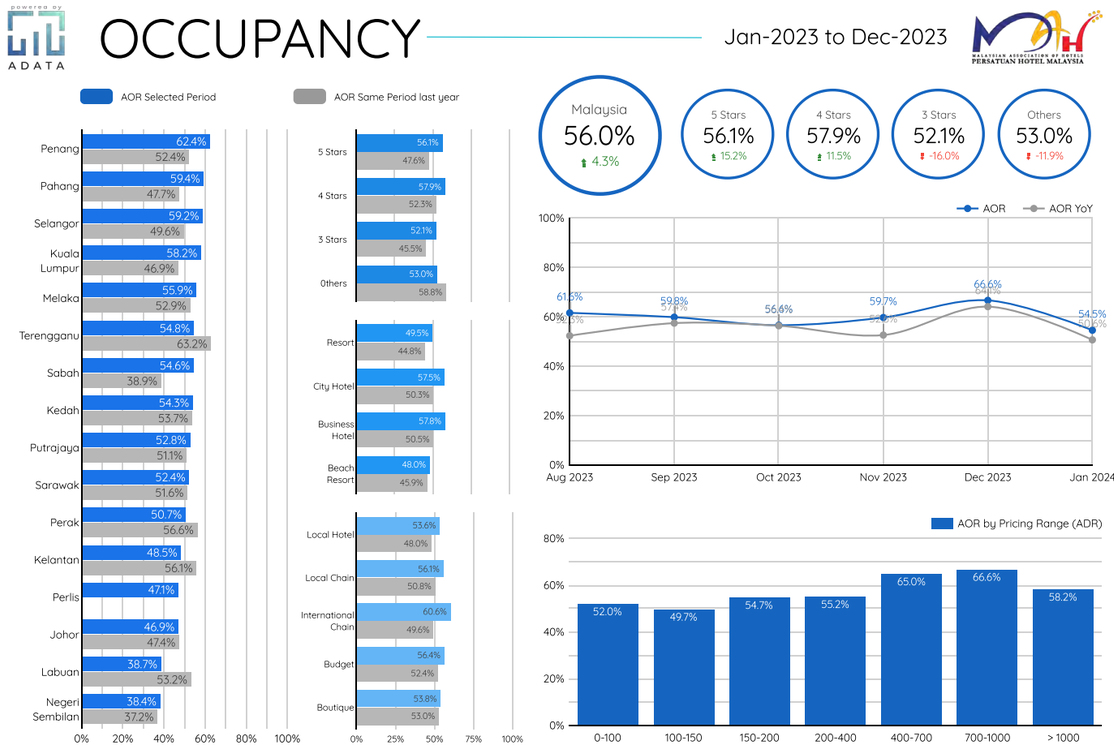
30% discount for optional premium data analytics subscription

Invites to online hotel **data analytics** webinars & tutorials

Real-time access data

Guaranteed **data confidentally**

Continuous growth and value add to member hotels



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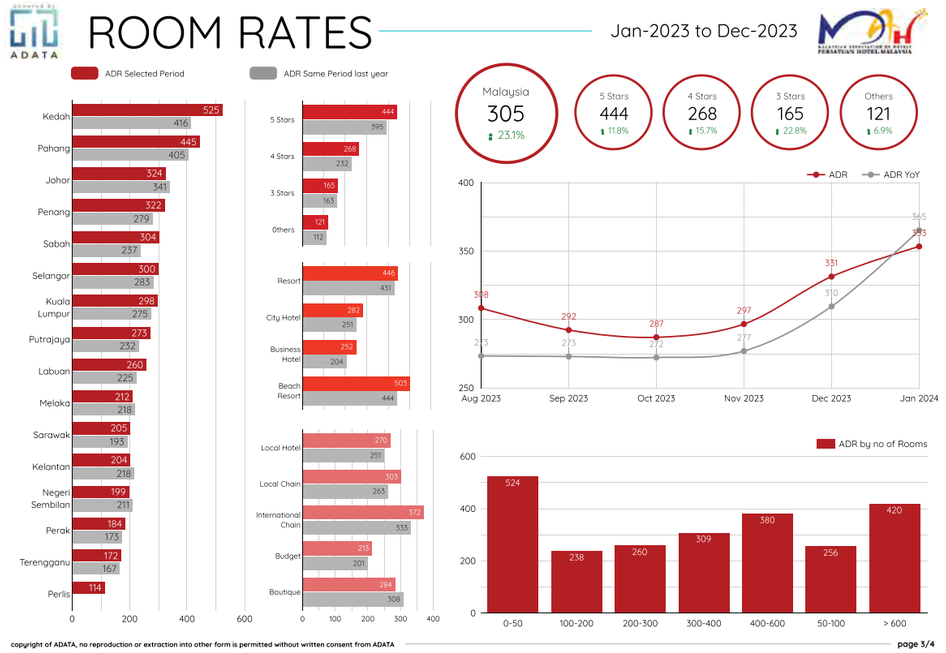

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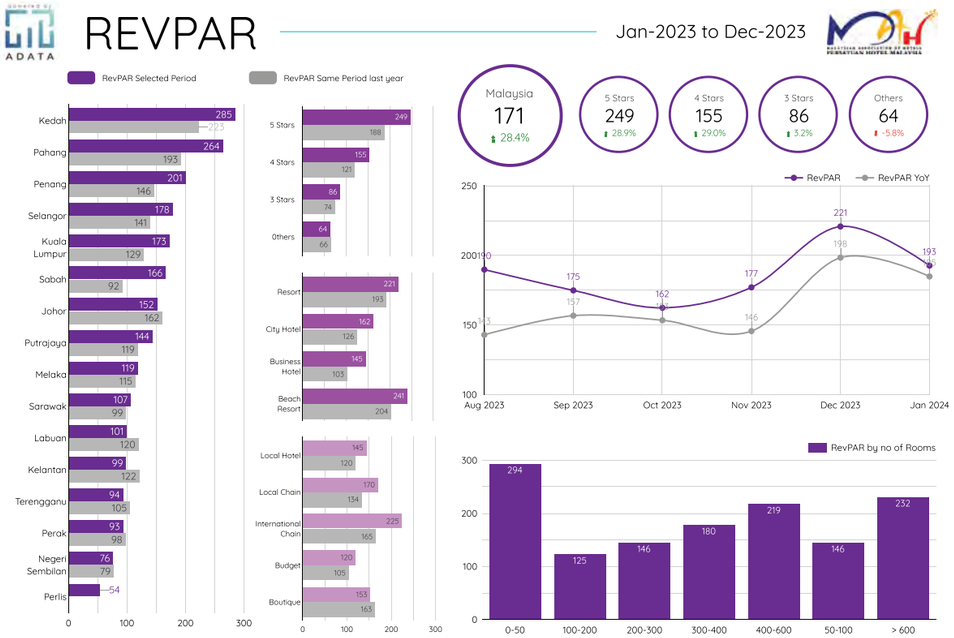

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PUBLIC RELATION
2023

WEBSITE
45,220
TOTAL ORGANIC
TRAFFIC FOR THE WHOLE YEAR

hotels.org.my

HOTELJOBS PORTAL
1424
TOTAL JOBS POSTED

2949
TOTAL REGISTERED
JOB SEEKERS ON THE PORTAL

hoteljobs.my

FACEBOOK
14K
LIKES
ENGAGEMENTS

14,938
FOLLOWERS
ENGAGEMENTS

https://www.facebook.com/mahotel/

LINKEDIN
3,299
FOLLOWERS
ENGAGEMENTS

https://www.linkedin.com/company/malaysian-association-of-hotels

ELETRONIC DIRECT MAIL (EDM)
MAH News
Disseminate news about the industry, as well as invites to various events and projects

MAHTEC
Information and invitation on Training & Development

PRESS RELEASES

As a vital communication channel, the Malaysian Association of Hotels (MAH) has actively disseminated press releases on a wide range of topics throughout the year.

MAH EVENTS
25.05.2023
MAH Inaugural Hospitality Leadership Conference Concludes

MAH EVENTS
20.06.2023
Hunts Through the Gem of the East Coast!

MAH EVENTS
07.09.2023
Culinaire Malaysia Is Back!

MAH EVENTS
26.09.2023
The Finest Culinary Spectacle Concludes

MAH EVENTS
29.09.2023
MAH Football Tournament 2023 Kicking OFF

MAH EVENTS
06.11.2023
MAH Football Tournament 2023 Cheque Presentation

INDUSTRY RESPONSE
18.01.2023
Joint Statement on Expedite Plan for Employement of Foreign Workers

INDUSTRY RESPONSE
07.02.2023
Newly Implemented Eletricity Surcharge Shocks Businesses

INDUSTRY RESPONSE
16.02.2023
MAH Applauds Tourism Minister for Visa-On-Arrival Proposal

INDUSTRY RESPONSE
25.02.2023
Retabled Budget 2023

INDUSTRY RESPONSE
01.07.2023
MAH Condemns Mistreatment of International Tourists

INDUSTRY RESPONSE
11.09.2023
Malaysia Triumphs at AHRA ASEAN Bartenders

INDUSTRY RESPONSE
14.10.2023
Response Towards the Recently Tabled 2024 Federal Government

INDUSTRY RESPONSE
01.12.2023
Malaysia's New China & India Exemption Initiative

MAHTEC
2023

VISION

A well-respected regional training and educational institution dedicated towards building a work force of highly skilled, innovative, and competent individuals and committed to upsurge the level of Excellency and competency in the hotel sector.

MISSION

Working as a unified team, we contribute to the growth and profitability of our members / non-members in the hospitality industry by providing an adequate tools and necessary training for job excellence and career advancement.

PHILOSOPHY



Maintain **high professional** competency

Develop and maintain **strong partnership** relationships with MAH members, national tourist organizations, government ministries and public to add value in the service industry.

Move forward as a **winning team** in a fluid organization.

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**.

STORY OF MAHTEC

The Malaysian Association of Hotels Training and Education Center (MAHTEC) is owned and managed by the Malaysian Association of Hotels. As the training arm of the Association, MAHTEC is committed towards Human Resource Development and strongly believes that investment in human resource is the key factor for growth, sustainability, productivity and profitability in the Malaysian hospitality industry. In line with the organization's vision in striving towards service excellence, MAHTEC has embarked on a range of training programs and workshop designed exclusively for the industry.

MAHTEC was officially incorporated with Registrar of Companies in 1995. MAHTEC's first office was set up at Menara How Par, Jalan Sultan Ismail, Kuala Lumpur. Afterwards in 2001, MAHTEC had moved to its new permanent office at WISMA MAH, One Ampang Avenue. To date, MAHTEC has two main training program such as American Hotel & Lodging Educational Institute (AHLEI) with both Diploma in Hospitality Management and certificate(s) level as well as our public program(s) to serve the needs of industry.

MORE THAN JUST ACADEMICS OUR CONSULTANTS AND TRAINERS ARE INDUSTRY EXPERTS

MAHTEC offers a wide range of services to our clients, all with the ultimate aim of ensuring that they are receiving the best quality and value from their services. Our identity is driven by principles. We believe that solid teamwork is built around the blending of skill-sets, the passion for the work and the belief that the services and products are the best available in the industry. The team is responsive, creative, flexible, practical, experienced and hardworking. MAHTEC believes in adherence to client service goals. There is a genuine concern for the achievement of these goals and for the development of the individuals charged with the care of these projects. in Hospitality Management and certificate(s) level as well as our public program(s) to serve the needs of industry.

MAHTEC BOARD OF DIRECTOR
2023



DIRECTOR
DATIN CHRISTINA TOH
DORSETT HARTAMAS KUALA LUMPUR

DIRECTOR
CS LIM
LEGOLAND HOTEL

DIRECTOR
DATO' KHOO BOO LIM
MACALISTER TERRACE

DIRECTOR
SHIRLEY LAI
SFERA RESIDENCE KUALA LUMPUR CITY CENTRE

DIRECTOR
DATO' MEGAT SHAHRUL AZMAN ABAS
MERDEKA PALACE HOTEL & SUITES

DIRECTOR
MAGGIE ONG
MH HOTEL IPOH

SECRETARIAT



ISAAC MOHAN RAJ
CHIEF EXECUTIVE OFFICER



NOORFADHILLAH ARIFFIN
GENERAL MANAGER



LIM TUCK FATT
FINANCE MANAGER



AFRIN AFSANAH MD AZIZUR
ACCOUNT OFFICER



KEN CHEAH
HEAD OF LEARNING & DEVELOPMENT



MASZURA MIHAT
EXECUTIVE LEARNING & DEVELOPMENT

THANK YOU

Thank You
for the service!



ABDUL HALIM MUSA
ADMINISTRATION ASSISTANT

LEFT SEPTEMBER 2023



MUHAMMAD AMMAR AQLAN MOHD IZUDDIN
INTERNSHIP

FROM AUGUST 2023 - JANUARY 2024

"Thank you for being such a valuable member of our team. Wishing you the best for continued success!"

MAHTEC KEY HIGHLIGHTS
2023

PLACE @ MAHTEC
Professional Learning Adults & Continuing Education

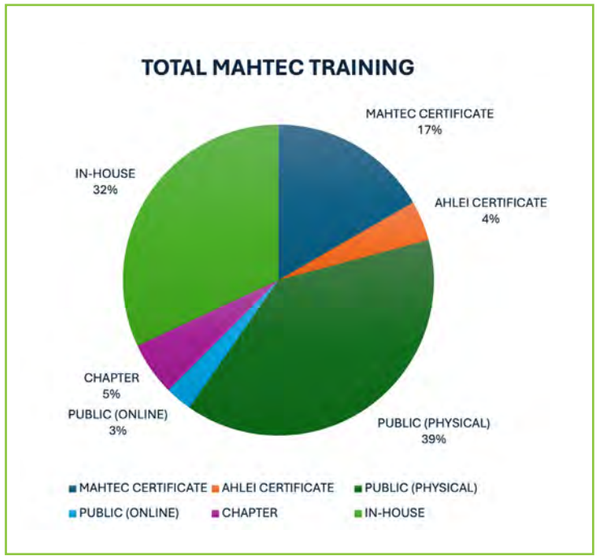
124%
Revenue
2022 = RM716 K
2023 = RM887 K

117%
Gross Profit Margin %
2022 = 53%
2023 = 62%

ACHIEVED 81%
2023 Budget
Budget = RM1,092 mil
2023 Actual = RM887K

83%
01.12.2023
Malaysia's New China & India Exemption Initiative

NO	TRAINING CATEGORIES	TOTAL TRAINING	TOTAL ATTENDEES
1	AHLEI Certification	3	21
2	MAHTEC Certification	12	166
3	PUBLIC Program	28	263
4	CHAPTER Program	4	95
5	IN-HOUSE Program	23	400
6	PUBLIC Program (Online)	2	18
TOTAL		70	983



KEY AREAS COMPETENCES

Learning & Development programs are designed to suit the needs of the members/clients and are reviewed on a regular basis to reflect the current trends and challenges facing the Hospitality industry.

The key areas of competences include:-

- AHLEI - Professional Certification Program
- MAHTEC Certification Program
- Safety & Security for Hospitality
- Room Division & Accommodation
- Food & Beverage Management
- Human Resource Development Programs
- Management / Leadership / Supervisory
- Sales & Marketing for Hospitality
- Finance & Accounting Management for Hospitality
- Effective Communication & Interpersonal Skill
- "Muslim Friendly Assurance Recognition" by ITC
- "ESG for Hospitality" by MAH / MAHTEC
- MASTERCLASS Series by MAH / MAHTEC / ACLC Leadership
- Higher Education (APEL.Q Program) by HELP University

MALAYSIAN ASSOCIATION OF HOTELS TRAINING AND EDUCATION CENTRE

TRAINING ACTIVITIES
2023

PUBLIC & IN-HOUSE TRAINING PROGRAMS

Total of 23 in-house programs and 30 public program were conducted for MAH members in 2023, with total of 681 participants, respectively.

23
INHOUSE PROGRAM

28
PUBLIC PROGRAM WERE CONDUCTED

2
PUBLIC PROGRAM (ONLINE)

681
PARTICIPANTS









TRAINING ACTIVITIES
2023

MAHTEC CERTIFICATE-EXECUTIVE DIPLOMA











9 modules to complete the MAHTEC Certificate - Executive Diploma in Hospitality Management and total of 12 certification courses organized in 2023, with total of 166 participants. 10 students accomplished and graduated for the Executive Diploma in Hospitality Management in 2023 and remaining will graduate in 2024.

9
MODULES

- CERTIFICATE IN FRONT OFFICER OPERATIONS
- CERTIFICATE IN FOOD & BEVERAGE MANAGEMENT
- CERTIFICATE IN RESTAURANT MARKETING
- CERTIFICATE IN HUMAN RESOURCES MANAGEMENT
- CERTIFICATE IN EVENT MANAGEMENT
- CERTIFICATE IN TOURISM MANAGEMENT
- CERTIFICATE IN HOUSEKEEPING OPERATIONS & MANAGAMENT
- CERTIFICATE IN KITCHEN OPERATIONS
- CERTIFICATE IN HOSPITALITY SALES IN MARKETING

12
CERTIFICATION COURSES ORGANIZED

10
STUDENTS ACCOMPLISHED EXECUTIVE DIPLOMA IN HOSPITALITY MANAGEMENT GRADUATE

166
TOTAL PARTICIPANTS

MALAYSIAN ASSOCIATION OF HOTELS TRAINING AND EDUCATION CENTRE

TRAINING ACTIVITIES
2023

21ST MAHTEC GRADUATION CEREMONY

26.05.2023 | LE MERIDIEN PETALING JAYA
5 Diploma students has successfully received the Certificate Executive Diploma in Hospitality Management on 26 May 2023 at Le Meridien Petaling Jaya. The ceremony was held in conjunction with MAH Annual General Meeting and the Hospitality Leadership Conference (HLC 1.0).

5
DIPLOMA STUDENTS GRADUATED

1. JOANNES MARTIN SAVAGE (ASSISTANT GENERAL MANAGER) — AVILLION PORT DICKSON
2. ZAMARI BIN JAMAT (MAINTENANCE EXECUTIVE) — AVILLION PORT DICKSON
3. AMIRA BIN AZIZAN (REST BAR MANAGER) — AVILLION PORT DICKSON
4. SIMON LEE ANAK MAHIN (FRONT OFFICE MANAGER) — SERI PACIFIC HOTEL
5. GATOT PUJI RAHARJO (RESTAURANT MANAGER) — MICASA ALL SUITE HOTEL



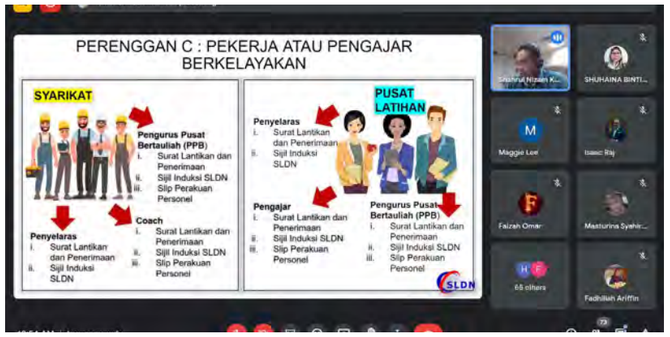
















CHAPTER TRAINING PROGRAMS

MAHTEC together with respective chapters' Training Coordinators had successfully organized 4 training programs throughout 2023, with total of 95 participation for members. Thumbs up to active chapter for their great support!

4
TRAINING PROGRAMS

1. MELAKA CHAPTER | MANAGING CUSTOMER SERVICE ON 21-22.02.2023, MITC HOTEL
2. PENANG CHAPTER | ESSENTIAL LEADERSHIP CORE COMPETENCIES ON 11-12.07.2023, BAYVIEW GEORGETOWN HOTEL
3. KL CHAPTER | HOSPITALITY BRANDING & DIGITAL COMMUNICATION ON 01-02.08.2023, FURAMA HOTELKL
4. KL CHAPTER | TRANSFORMATION OF FOOD HYGIENE AND SAFETY IN HOSPITALITY INDUSTRY ON 28-29.11.2023, AMARI HOTEL KL

95
PARTICIPANTS

TRAINING ACTIVITIES
2023

AHLEI PROFESSIONAL CERTIFICATION PROGRAMS

MAHTEC had successfully organized three AHLEI Professional Certification program in 2023 with 21 participants.
The certification programs are as follows:

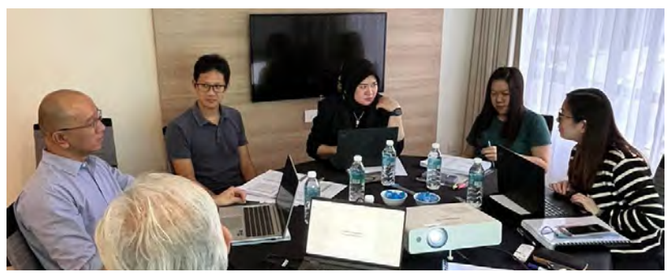
- Certified in Hotel Administrator in September 2023 | 04-08.09.2023, Oakwood Hotel Kuala Lumpur
- Certified in Hotel Revenue Manager in August 2023 | 20-24.08.2023, oakwood Hotel Kuala Lumpur
- Certified in Hotel Industry Analytics | 27-28.02.2023, Wisma MAH

21
PARTICIPANTS

3
AHLEI PROFESSIONAL CERTIFICATION









MoU SIGNING & COLLABORATION
2023

MEMORANDUM OF UNDERSTANDING (MoU) SIGNING STRENGTHENS COLLABORATION BETWEEN MAHTEC AND ISLAMIC TOURISM CENTRE (ITC)







16.10.2023 | SIME DARBY CONVENTION CENTRE

MAHTEC celebrated a momentous occasion during the Islamic Tourism Centre Appreciation High-Tea yesterday. Capping off the event, was the formal signing of a MoU between MAHTEC and the ITC which reflects a deepened commitment to further collaboration and mutual growth.

This collaboration aims to encourage MAH hotels to embrace the Muslim Friendly Assurance & Recognition (MFAR) certification. MAHTEC will be taking the lead in facilitating training initiatives towards certification. In parallel, ITC role is to strengthen and equip the competency of Hotels in particular by increasing the participation in MFAR trainings and tap into this emerging market segment of Muslim-friendly tourism as recently highlighted in the recently tabled Budget 2024.

MALAYSIAN ASSOCIATION OF HOTELS TRAINING AND EDUCATION CENTRE

MoU SIGNING & COLLABORATION
2023

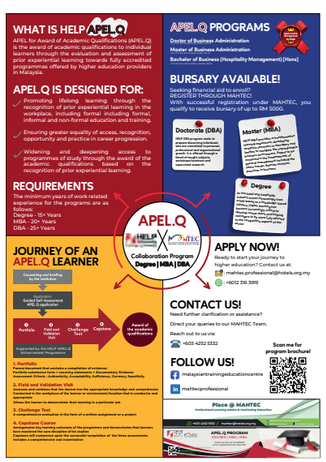
MEMORANDUM OF UNDERSTANDING (MoU) SIGNING CEREMONY WITH HELP UNIVERSITY

25.05.2023 | LE MERIDIEN PETALING JAYA
The MoU was between MAHTEC and Help University to collaborate on education, training, research, and strengthening institutional ties. The ceremony was held in conjunction with the Hospitality Leadership Conference (HLC 1.0).



The program offered was:
- Doctor of Business Administration
- Master of Business Administration
- Bachelor of Business (Hospitality Management) [Hons]







EVENTS & ACTIVITIES
2023







1ST PILOT PROGRAM ON ENVIRONMENTAL, SUSTAINABLITY & GOVERNACE (ESG)

12-13.04.2023 | DORSET GRAND SUBANG
MAHTEC had successfully roll out 1st pilot program on ESG for Hospitality Industry, conducting feasibility study on carbon pricing and tax, emission trading scheme - to compact global climate change. The program was held on 12-13 April 2023 @ Dorsett Grand Subang.

15
PARTICIPANTS

TRAINER
DR BALANSUNDRAM

EVENTS & ACTIVITIES
2023

MAHTEC OFFSHORE CAMPUS

16-17.11.2023 | LANGKAWI TOURISM ACADEMY (LTA)
MAHTEC, in a recent exciting collaboration with the Langkawi Tourism Academy (LTA), has marked a significant milestone by successfully held our inaugural training program "ESG for the Hospitality Industry" at our MAHTEC Offshore Campus. This campus is a dedicated collaborative space prepared by LTA for MAHTEC under their lifelong learning initiative and is poised to be a hub for MAHTEC's expanding training activities on the island.

Our heartfelt thank you to our Kedah/Perlis Chapter committees, led by Mr. Eugene Dass (CHA), whose unwavering invaluable support contributed significantly to making the occasion a reality.

14
PARTICIPANTS











EVENTS & ACTIVITIES
2023

MTCEF - MATTA TOURISM CAREER & EDUCATION FAIR

02.09.2023 | MALAYSIA INTERNATIONAL TRADE AND EXHIBITION CENTRE (MITEC)



MAHTEC Team was invited as a vendor in MATTA Tourism Career & Education Fair.



MAHTEC Team WITH Mr Nigel Wong, President of MATTA



MAHTEC Team with Datuk Tan Kok Liang, Past President of MATTA



MAHTEC Team with Mr Rocky, Honorary Treasurer of MATTA



Opening Ceremony by MTCEG by Mr Nigel Wong

FOOD WASTE MANAGEMENT FORUM

21.09.2023 | HALL 7, LEVEL 3, KUALA LUMPUR CONVENTION CENTRE



Rick Chee explains about Malaysia - Food Loss & Water.



With the line up speakers of Food Waste Management Forum.



Ken Cheah as emcee for the Food Waste Management Forum.



The poster of Food Waste Management Forum.



MAHTEC had organised Food Waste Management Forum with a very good line up speakers consists of John Burke (General Manager KLCC), Dr Balan (CEO Saimatrix), Sharmaine Kaur, Rick Chee & Dr Chong Li Cho.

EVENTS & ACTIVITIES
2023

TVET SYMPOSIUM
17.11.2023 | MOVENPICK HOTEL & CONVENTION CENTRE KLIA MALAYSIA



MAHTEC attending the 8th Global Higher Education Forum 2023



MAHTEC attending the 8th Global Higher Education Forum 2023



MAHTEC attending the 8th Global Higher Education Forum 2023

COURTESY VISITS



Ken Cheah was invited as a speaker for sharing session in Sunway University.



MAHTEC team visiting Micasa All Suite Hotel Kuala Lumpur, exploring new meeting & events venue.



Islamic Tourism Center, Puan Marina & team visited MAHTEC for upcoming collaboration and MFAR Project.



Langkawi Tourism Academy visited MAHTEC on discussing about a collaboration.



MAHTEC Team visited Tropicana Academy and with them is Chef KK Yau, Director & Tropicana Academy.



INTI International University & Colleges visited MAHTEC on collaboration as Industry Partner.

MAHTEC 2024 LEARNING & DEVELOPMENT PROGRAM













CHAPTERS REPORTS

KEDAH / PERLIS CHAPTER

CHAPTER COMMITTEE

CHAIRMAN: **EUGENE DASS**	**STARCITY HOTEL ALOR SETAR**
VICE CHAIRMAN: **EFFENDI RAMLY**	**DASH RESORT LANGKAWI**
HON. SECRETARY: **JOHAN EUSOF ABDULLAH**	**THE DATAI LANGKAWI**
HON. TREASURER: **HAFIZ HASHIM**	**REBAK ISLAND RESORT**
COMMITTEE MEMBER:	
ADRIAN CHUA	**ALOFT LANGKAWI PANTAI TENGAH**
SAIFUL NIZAM AHMAD NADZRI	**PUTRA BRASMANA KUALA PERLIS**
L'WRENCE BS CHEAH	**DE'GREENISH VILLAGE**
LESLIE PEREIRA	**HOLIDAY VILLA BEACH RESORT & SPA**
KARAN SINGH	**THE DANNA LANGKAWI**

CHAPTER SECRETARIAT:
SITI NAZIHAN HJ. ABD RAHMAN









CHAPTER'S PROJECT / EVENTS / ACTIVITES

COURTESY VISIT TO LANGKAWI OCPD's OFFICER | 09.02.2023, IPD LANGKAWI
- To introduce the chapter as one of the hotels associations present in Langkawi Island.
- To maintain good relationship between chapter and local authoritites.

MAJLIS RUMAH TERBUKA AIDILFITRI PERINGKAT DAERAH LANGKAWI | 11.05.2023, LANGKAWI DISTRICT OFFICE
- Chapter members were directly involved in providing foods for the open house & take part in decorating their booth.
- CSR event for all Langkawian as celebrating Eid Fitr.

INTER-HOTEL FOOTBALL FINALS | 26.06.2023, PADANG C KOMPLEKS SUKAN LADA
- Football players selection to represent the state for chapter level tournament.

WELCOME DINNER WITH MEMBERS OF NATIONAL | 17.08.2023, ALOFT LANGKAWI PANTAI TENGAH

UMR RESOURCES PRESENTATION & AVANTE SEAWOLF SUNSET CRUISE |14.09.2023, LANGKAWI YACHT CLUB
- Give opportunity to new company to share their product & services.
- Share to all members especially those in needs of foreign workers (UMR Resources).

MEET UP WITH KEDAH TOURISM EXCO; DATO' SALLEH SAIDIN | 15.09.2023, ADYA HOTEL LANGKAWI
- To get in touch with new appointed Kedah Tourism Exco.
- To highlight issues faced by Langkawi Hotels especially chapter members to the new exco.

MALAYSIA BOOK OF RECORDS; MOST MERDEKA LOGO SAND SCULPTURE | 16.09.2023, PANTAI CHENANG
- In collaboration with Langkawi District Office and other local authorities to create an entry in Malaysia Book of Records.

COURTESY VISIT TO YB AMAR PARED; ADUN KUAH'S OFFICE | 29.10.2023, ADUN KUAH'S OFFICE
- Meet up with Kuah ADUN & certain issues related to Langkawi Island (for example; ferry issue etc).

KL & KEDAH PERLIS COMMITTEE FELLOWSHIPS NIGHTS | 29.10.2023, ALOFT LANGKAWI PANTAI TENGAH

MEET UP WITH AIR ASIA REPRESENTATIVE | 03.11.2023, CASA DEL MAR LANGKAWI
- The increased rate of flight ticket nowadays even during off-peak seasons.
- To check & encourage more direct flight to come into Langkawi International Airport.

SESI DIALOG INDUSTRI PERHOTELAN LANGKAWI BERSAMA KETUA POLIS KEDAH | 07.11.2023, PELANGI BEACH RESORT & SPA
- Safety issue in Langkawi Island especially in hotel premises.
- To establish good relations between the chapter members & Kedah State Police.

CHAPTER'S REPRESENTATION

JAWATANKUASA TETAP PELANCONGAN & KEBUDAYAAN NEGERI KEDAH
Eugene Dass: Committee

PERBINCANGAN 'NO PLASTIC BOTTLE' DI PULAU LANGKAWI; LADA
Effendi: Committee

SESI PERJUMPAAN PEMAIN INDUSTRI PELANCONGAN LANGKAWI BIL 1.2023; LADA
Hafiz Hashim: Committee

MESYUARAT PENYELARASAN BERSAMA STAKE HOLDER & MAJLIS TINDAKAN DAERAH (PERKHIDMATAN PERUNDING BAGI PROJEK PEMBINAAN CONSTRUCTED WETLAND DI PANTAI CHENANG)
Effendi: Committee

MESYUARAT SEL INFRASTRUKTUR SEMPENA PENGANJURAN PAMERAN ANTARABANGSA MARITIM DAN AEROANGKASA LANGKAWI (LIMA 2023) BIL. 1/2023; LANGKAWI DISTRICT OFFICE
Eugene Dass: Committee

LANGKAWI TOURISM INDUSTRY MEETUP FOR PRODUCTIVITY AT LADA - 28 FEBRUARY 2023 ORGANIZED BY TOURISM PRODUCTIVITY NEXUS (TPN) - UNDER MPC AND LADA
Effendi: Committee

ONLINE MEETING LADA & POLAND CHARTER FLIGHTS
Effendi: Committee

JEMPUTAN KE BENGKEL BERSAMA PIHAK BERKEPENTINGAN BAGI KAJIAN PEMBANGUNAN KOMPLEKS TERMINAL JETI KUALA PERLIS IN PUTRA BRASMANA HOTEL
Saiful Nizam: Committee

CHAPTER'S INITIATIVE / TRAINING

INDUSTRIAL RELATION SEMINAR IN PELANGI BEACH RESORT & SPA LANGKAWI
- Talk by Dato Ajit Singh Jessy (Advocate & Solicitor - Industrial Relations).
- Attend by 29 pax of participants & 3 committee members.

PENANG CHAPTER

CHAPTER COMMITTEE

CHAIRMAN:	
DATO' TONY GOH NAI HENG	**THE WEMBLEY**
VICE CHAIRMAN:	
BEN HO CHANG PENG	**LEXIS SUITES**
KEVIN CHEAH UI MUN	**ICONIC HOTEL**
HON. SECRETARY:	
JOHN KIM JON XIANG	**MEI HOTEL PENANG**
HON. TREASURER:	
DENNIS LEE WEI JIE	**ROYALE CHULAN PENANG**
COMMITTEE MEMBER:	
AMRAN BIN TAIB	**HOTEL ROYAL PENANG**
CRYSTAL OUNG SIEW LENG	**OZO GEORGETOWN**
DATO' GULAB MAHATAM RAI	**LONE PINE PENANG**
MOHD SUFFIAN PHOONG	**HOMPTON HOTEL**
MELVIN OOI HUN KEONG	**THE PRESTIGE HOTEL**
TAN HOCK KHIAM	**AROMA HOTEL**
INTERNAL AUDITOR:	
LYNNE CHOONG LIEW LIN	**BAYVIEW HOTEL GEORGETOWN**









CHAPTER'S REPRESENTATION

PENANG GLOBAL TOURISM (PGT)
Dato' Tony Goh: Board of Director

PENANG HOTELIERS ASSOCIATION (PHA)
Dato' Tony Goh: Advisor

CRIME CONSCIOUSNESS & PUBLIC SAFETY SOCIETY
Dato' Tony Goh: Advisor

MALAYSIAN INTERNATIONAL CHAMBER OF COMMERCE AND INDUSRTY (MICCI)
Ben Ho: Hotel Representative

CHAPTER'S PROJECT / EVENTS / ACTIVITES

MAH PG CHAPTER INTER-HOTEL FOOTBALL TOURNAMENT 2023 | 25.06.2023, USM KOPA FIELD

- To create a vibrant and inclusive football event that unites hotel members from different properties and promotes friendship amongst hotelier in Penang.
- A total of 17 Hotels that has sent out their own team and 1 Combined team from different hotels had participated in this long awaited sports event by MAH PG Chapter.
- The Tournament was held for one full day from 8am till 6pm with Shangri-La's Rasa Sayang being the Champion and DoubleTree by Hilton Penang as 1st Runner-Up.
- A total of 3 trophies and 36 medals were given, with 18 Gold, 18 Silver, 1 Champion trophy, 1 1st Runner-Up trophy, 1 Best Player trophy.

MAH PG BIENNIAL DINNER MINGLE & JINGLE 4 | 18.08.2023, THE WEMBLEY

- MAH Penang Chapter Biennial Dinner Mingle & Jingle 4, 22nd Anniversary, to create an amazing networking opportunity amongst hotelier, suppliers, industry players and leaders.
- A total of 600 participants.

MAH INTER-HOTEL BOWLING TOURNAMENT 2023 AT ASPIRATION CENTRE SUNSHINE SQUARE

- To create a vibrant and inclusive annual Bowling tournament that unites all hotel members to participate and showcase their skills while promoting friendship amongst hotelier in Penang.
- Participated by 25 teams from various hotel to a total of 100 participants.
- A total of 14 trophies were given. 5 prize money for; Champion @ RM1100.00; 1st Runner-Up @ RM900; 2nd Runner-Up @ RM700; Best Male @ RM350; Best Female @ RM350.
- Champion goes to Shangri-La's Rasa Sayang; 1st Runner-Up to G Hotel Gurney; 2nd Runner-Up to G Hotel Kelawai.

MAH FOOTBALL NORTHERN REGION TOURNAMENT @ USM PADANG KOPA

- To create a vibrant and inclusive football event that unites hotel members from MAH Northern Region and promote friendship amongst hoteliers.
- The Tournament was held for half-day from 4pm till 9pm amongst MAH Kedah; Penang; and Perak Chapter.
- Kedah Chapter emerged as the Winner, representing the Northern Region for MAH national football tournament.

CHAPTER'S INITIATIVE / TRAINING

MAH PG FOOD CHARITY

- MAH Penang Chapter Food Charity in collaboration with Persatuan Amal Layar Cahaya (PALC).
- Total 250 packs of food distribution.
- Participating Hotels: Cititel Hotel; OZO Hotel; DoubleTree Beach; Grand Orient.
- Homes: SHAN Children Home; Caring Rehabilitation Society; Children Protection Society; Crystal Family Home; House of Hope; OKU Be Home for Special Care; Penang Handicapped Association; Penang Chesire Home.

ESSENTIAL LEADERSHIP COMPETENCY

- Fully sponsored training by MAH Penang Chapter
- 2 full days seminar at Bayview Hotel Georgetown
- 30 participants from 30 members of MAH PG

TRAINING ON ACHIEVING HALAL CERTIFICATION AND SHARING FINDINGS IN HALAL AUDITING

- Fully sponsored training by MAH Penang Chapter
- Full day seminar at Hotel Neo+
- 30 participants from 30 members of MAH PG

AED & CPR AWARENESS TRAINING

- Organized by MAH Penang Chapter, supported by Safetyware Group and ZOLL
- Half-day seminar at The Wembley
- 58 participants from 30 members of MAH PG

PERAK CHAPTER

CHAPTER COMMITTEE

CHAIRMAN:	
TONY WONG YOKE SHIN	**1969 BUSINESS SUITE HOTEL**
VICE CHAIRMAN:	
THARAMAJAH THANGAVELU	**HOTEL EXELSIOR IPOH**
DINI AZIMA BT MOHAMED MASUM	**HOTEL TAIPING PERDANA**
HON. SECRETARY:	
KENN CHAH CHIANG HOONG	**IPOH FRENCH HOTEL**
HON. TREASURER:	
CHEONG KEE WANG	**TRAVELODGE IPOH**
COMMITTEE MEMBER:	
SHERRY CHAN SIEW LAI	**REGALODGE HOTEL IPOH**
MUHAMMAD HAIRIL KUMARADAS BIN ABDULLAH	**SYMPHONY SUITES HOTEL**
JEROME DAVID WONG	**IMPIANA HOTEL IPOH**
JACKY CHONG WOON HAW	**GOLDEN ROOF HOTEL**
INTERNAL AUDITOR:	
CHEE SOK YEE	**MU HOTEL**









CHAPTER'S PROJECT / EVENTS / ACTIVITES

MAH PERAK FOOTBALL TEAM SELECTION FOR PERAK | 31.07.2023

Select to represent MAH Perak fro MAH National Football event

MAH PERAK NETWORKING SESSION | 03.08.2023

MAH Perak hosted a productive networking session fostering connections between members and a key industry vendor, facilitating knowledge sharing and potential partnerships at Tower Regency Hotel, Ipoh

CHAPTER'S REPRESENTATION

STAR RATING
Tony Wong Yoke Shin: Panelists

SESI LIBAT URUS RANG UNDANG-UNDANG HOTEL (RUUH) NEGERI PERAK
Tony Wong Yoke Shin: Committee

"LET'S SEMBANG TOGETHER" ON MUSLIM-FRIENDLY TOURISM AND HOSPITALITY RECOGNITION (MFAR) AT HOTEL SUNWAY LOST OF TAMBUN, PERAK
Tony Wong Yoke Shin: Committee

TAKLIMAT DE RANTAU SEMPENA TAHUN MELAWAT PERAK 2024 AT M ROOF HOTEL, IPOH
Tony Wong Yoke Shin: Committee

TOURISM GUIDE COMMITTEE MEETING VISIT PERAK 2024 BIL 1/2023 AT BILIK GERAKAN NEGERI, BANGUNAN PERAK DARUL RIDZUAN
Tony Wong Yoke Shin: Committee

PERAK TOURISM ASSOCIATION IN COLLABORATION WITH MAJLIS BANDARAYA IPOH "IPOH CITY FUN RIDE" TO GALERI RUMAH LAT
Tony Wong Yoke Shin: Committee

CHAPTER'S INITIATIVE / TRAINING

N.I.C.E FOR T.R.U.E HOSPITALITY LEADERS & MANAGERS - 1SR BATCH

- Sponsored* by PASAK TVET Program & Perak State, for 48 pax MAH Perak members. (*MAH Perak pay for hall rental, meals, and room for trainers.)
- 5 days training of 1st batch (for total of 25 members) held at 1969 Business Suites Boutique Hotel (Bandar Botani, Ipoh)

N.I.C.E FOR T.R.U.E HOSPITALITY, LEADERS & MANAGERS - 2ND BATCH

- 5 days training of 2nd bathc held at Symphony Suite Hotel, Ipoh

SELANGOR CHAPTER

CHAPTER COMMITTEE

CHAIRMAN:
DATIN JASMINE ABDULLAH HENG — **DORSET GRAND SUBANG**

VICE CHAIRMAN:
THOMAS YAP — **RESORT SUITES AT BANDAR SUNWAY**

HON. SECRETARY:
ANDREW LAW — **EASTIN HOTEL KUALA LUMPUR**

HON. TREASURER:
JANET LEONG — **TAN'YAA HOTEL CYBERJAYA**

COMMITTEE MEMBER:
WAN MOHD AZHAR — **PULSE GRANDE HOTEL**
EIZAC CHONG — **O'BOUTIQUE SUITES**
MELISSA TAN — **PJ DE INN**
MOHD NAZRI AHMAD — **CYRSTAL CROWN HOTEL PETALING JAYA**
FADZLY HAMZAH — **HOTEL TENERA BANGI**

CHAPTER SECRETARIAT:
FRANCIS ALBERTO



MAH Selangor Chapter Committee Members







CHAPTER'S REPRESENTATION

TOURISM SELANGOR
Datin Jasmine Abdullah Heng: Board of Director

TAYLOR'S UNIVERSITY
Datin Jasmine Abdullah Heng: Industry Advisory Panel

YAYASAN MRCB
Datin Jasmine ABdullah Heng: Chairperson

CHAPTER'S PROJECT / EVENTS / ACTIVITES

RAMADHAN IFTA | 17.04.2023
- Ramadhan Ifta distributed to local authorities including JAIS, Bomba and PDRM withing Selangor State for good will.

MAH FOOTBALL 2023 | 05.07.2023
- MAH Football 2023 Selection process for chapter level was held at Shah Alam.

MERDEKA DAY CSR | 31.08.2023
- Merdeka Day CSR Celebration held at Dorsett Grand Subang, This CSR collaboration is between Dorsett Grand Subang, Kiwanis Club of Bukit Kiara and MAH Selangor Chapter for the under-privileged where 8 charity homes were invited namely, Rumah Victory, Rumah Mega Kanak-Kanak Orang Asli, Anak-Anak Suci Rohani, Parents w/o Partners Bhd, Rumah Ozanam, Rumah Kasih Harmoni Paya Jaras, Pertubuhan Rahoma Darul Fakir Malaysia and Rumah Kanak-kanak ini Disayangi.

RUMAH KANAK-KANAK TENGKU AMPUAN AFZAN | 07.11.2023
- Handover of linens and donation to Rumah Kanak-Kanak Tengku Ampuan Afzan (RuKTAA), Raub, held at Dorsett Grand Subang.

CHAPTER'S INITIATIVE / TRAINING

RAMADHAN IFTA
Ramadhan Ifta distributed to local authorities including JAIS, Bomba and PDRM within Selangor State for good will.

CSR VISIT TO CHARITY HOME
CSR Visit to Charity Home in collaboration with Kiwanis Club of Bukit Kiara and '16 Defrees Coffee & Grocer to Pusat Jagaan Beribuan Kasih, Kajang and Rumah Keluarga Kami, Kajang.

MERDEKA DAY CSR
Merdeka Day CSR Celebration held at Dorsett Grand Subang. This CSR collaboration is between Dorset Grand Subang, Kiwanis Club of Bukit Kiara and MAH Selangor Chapter for under privilege.

RUMAH KANAK - KANAK TENGKU AMPUAN AFZAN (RuKTAA)
Handover of linens and donation to Rumah Kanak-Kanak Tengku Ampuan Afzan (RuKTAA), Raub, held at Dorsett Grand Subang.

HALAL SEMINAR 2023 IN COLLABORATION WITH JABATAN AGAMA ISLAM SELANGOR (JAIS)
Total of 54 participants attended from 25 hotels. Event was held at Dorsett Grand Subang and invited guest speaker was Ustaz Ahmad Solihin bin Maryakon, Senior Deputy Director, Halal Management Department, Halal Certification Unit, Department of Islamic Religion, Selangor.

KUALA LUMPUR CHAPTER

CHAPTER COMMITTEE

CHAIRMAN:	
LIM BOON EOW	**THE GARDENS - A ST GILES HOTEL & RESIDENCES**
VICE CHAIRMAN:	
SAZRUL FADZIL	**HOTEL ROYAL KUALA LUMPUR**
MONDI MECJA	**ASCOTT KUALA LUMPUR**
HON. SECRETARY:	
NICK NG	**LANSON PLACE BUKIT CEYLON**
HON. SECRETARY:	
CHUA ADRIAN	**FURAMA BUKIT BINTANG**
HON. TREASURER:	
MAY CHEONG	**HOTEL ROYAL SIGNATURE**
COMMITTEE MEMBER:	
BERNARD SEBASTIAN	**PARKROYAL SERVICED SUITES KUALA LUMPUR**
CRISTIAN NANNUCCI	**PARKROYAL COLLECTION & PAN PACIFIC SERVICES SUITES KUALA LUMPUR**
JASON S'NG	**THE FACE SUITES**
RAJESH DASWANI	**RAMADA SUITES BY WYNDHAM KUALA LUMPUR CITY CENTRE**
CO-OPTED COMMITTEE MEMBERS:	
SHIRLEY LAI	**S'FERA SUITES KL CITY CENTRE**
INTERNAL AUDITOR:	
DANIYAL NG	**THE RuMa HOTEL & RESIDENCES**
CHAPTER SECRETARIAT:	
EILEEN CHEAH	









CHAPTER'S PROJECT / EVENTS / ACTIVITES

MAH KL ANNUAL GENERAL MEETING CUM HIGH-TEA COCKTAILS | 14.03.2023, PARKROYAL COLLECTION KUALA LUMPUR

MAH KL FUTSAL TOURNAMENT 2023
- Participated by 35 teams from 26 hotels
- Champion: Mandarin Oriental Kuala Lumpur (Team B).
- 1st Runner-Up: Ascott Malaysia (Team A).
- Joint 2nd Runners-Up: Concorde Kuala Lumpur & Shangri-La Kuala Lumpur (Team A).
- Also held a MAH KL GMs vs Team Tourism KL Friendly match (participated by officers from MOTAC KL, Tourism Malaysia Central Region and MATIC).

MAH KL CHAPTERS MEETS PDRM KUALA LUMPUR | 14.07.2023, THE GARDENS - A ST GILES SIGNATURE HOTEL & RESIDENCES
- Meeting cum dialogue with then-newly appointed Kuala Lumpur Chief Police Officer, YDH Dato Mohd Shuhaily Mohd Zain and hid entire team of district OCPDs. (YDH Dato Mohd Shuhaili has since been promoted to Bukit Aman as CID Director).
- Representative GMs of hotels located in each of the Kuala Lumpur police districts were also invited.

MAH KL BARTENDERS COMPETITION 2023 | 17.07.2023, TRADERS KUALA LUMPUR
- 16 bartenders participated.
- Top two winners of the competition also represented Malaysia at the AHRA ASEAN Bartenders Championship 2023 (in Bangkok, Thailand: 24-26.08.2023) with Mitchell Raymond Soh Andu (Four Seasons Kuala Lumpur) winning 1st place and Lee Wei Lung (PARKROYAL Collection Kuala Lumpur) with 2nd Runner-Up placing.
- Mitchell Raymond Soh Andu was invited by MAH/ MFBEA to represent Malaysia at the Golden Cup International Cocktails Competition 2023 (in Kaohsiung, Taiwan: 12-16.12.2023) & placed 10th out of 24 contestants.

MAH KL BADMINTON TOURNAMENT 2023 | 26.11.2023, FUTSALHUB AMPANG
- Participated by 32 teams from 29 hotels.
- Champion - Seri Pacific Hotel Kuala Lumpur.
- Runner-Up DoubleTree by Hilton Kuala Lumpur.
- 3rd Place - The Gardens - A St Giles Signature Hotel & Residences.
- 4th Place - Berjaya Times Square Hotel Kuala Lumpur.

MAH KL YEAR-END COCKTAILS EVENING | 13.12.2023, HOTEL ROYAL SIGNATURE
- Hosted for member hotels and associate members.

CHAPTER'S REPRESENTATION

SKAL CLUB 179 KUALA LUMPUR
Chua Adrian: Honorary Secretary

SECTORIAL TRAINING COMMITTEE (STC): HOSPITALITY 2022-2024 HUMAN RESOURCE DEVELOPMENT CORPORATION (HRD CORP)
Ms Shirley Lai: Chairman

CHAPTER'S INITIATIVE / TRAINING

MAH KL VIRTUAL RAMADAN CHARITY FUND-RAISER CAMPAIGN
- First-ever virtual CSR fund-raising.
- Held from April - May 2023 using TouchNGo digital QR code.
- Selected beneficiaries were Pertubuhan Kebajikan & Pendidikan Raudhatul Nur Jannah & Pertubuhan Kebajikan Asnaf An-Naafi Kuala Lumpur.
- Total donations raised: RM15,000 (each received RM7,500).
- Cheque Presentation held on 13 June with hosted Tea Party for 60 children from both Charity Homes at Waka Playland (Furama Bukit Bintang).

MAH KL CHARITY COOKIES BAKE 2023 (CSR PROGRAMME)
- MAH KL Chapter's signature annual year-end CSR programme
- Cookies donated by 20 hotels for charity sales at RM20/per 200gm pack.
- Volunteers from 5 hotels helped to re-pack the cookies over two days at central packing point at Ascott Kuala Lumpur.
- Proceeds from sales given to: Rumah Kasih Charity Home and Pertubuhan Kebajikan Ulul Azmi (formerly Pusat Jagaan Anak Yatim & Miskin Sri Kundang).
- Donation presentation ceremony to be held on 01.03.2024.

ESSENTIAL LEADERSHIP COMPETENCIES (MAHTEC)
- MAH KL Chapter sponsored six participants.

HOSPITALITY BRANDING & DIGITAL COMMUNICATIONS (MAHTEC)
- Fully sponsored by MAH KL Chapter with 30 participants.

PERFORMANCE OF KL HOTELS UP TILL Q3 2023

FULL-DAY KURSUS MESRA MALAYSIA FOR FRONTLINERS
- Exclusively sponsored by MOTAC Kuala Lumpur with 50 participants. It is a half-day seminar themed "Embraced Change in Tourism Industry" also includes 2-hour KI City Tour (special charter familiarisation).

TRANSFORMATION OF FOOD HYGIENE AND SAFETY IN HOSPITALITY INDUSTRY (MAHTEC)
- Fully sponsored by MAH KL Chapter with 30 participants.

NEGERI SEMBILAN CHAPTER

CHAPTER COMMITTEE

CHAIRMAN:	
HAZIZ BIN HASSAN	**SUTERA HOTEL**
VICE CHAIRMAN:	
MUHAMMAD SHAZWAN SURAS BIN ABDULLAH	**PORT DICKSON GOLF & COUNTRY CLUB**
HON. SECRETARY:	
ANDY CHONG	**D'WHARF HOTEL & SERVICE RESIDENCE**
HON. TREASURER:	
LEE MIN FOR	**THE GUEST HOTEL & SPA**
COMMITTEE MEMBER:	
JOFHUA YEONG	**TASIK VILLA INTERNATIONAL RESORT PD**
YAZID BIN MUSTAFFA	**KLANA RESORT SEMBILAN**
EUSEBIUS SAMM	**THISTLE PD**
EDDIE ABIDIN	**PALM SEREMBAN HOTEL**









CHAPTER'S PROJECT / EVENTS / ACTIVITES

30.01.2023
- Star rating at Lexis Hibiscus PD.

07.02.2023
- MAH NS Chapter Inter Hotel Bowling Tournament 2023.

16.02.2023
- Star Rating at Palm Hotel Seremban.

17.02.2023
- 4th MAH NS Food Festival at D'Wharf Hotel & Serviced Residence.

04.03.2023
- Star rating at Ancasa PD.

03.05.2023
- Star Rating at Garden View Bahau.

31.05.2023
- MAH NS Football Challenge.

06.06.2023
- Water Confidence & Rescue Techniques at Ancasa PD.

24.07.2023
- MAHNS Football Away Game.

06.09.2023
- Kursus Mesra Malaysia Hotelier.

CHAPTER'S REPRESENTATION

JABATAN STANDARD MALAYSIA
DEPARTMENT OF STANDARD MALAYSIA
Haziz Hassan: NSC 20 National Standards Committee on Tourism, Exhibition and Hospitality Service

JABATAN STANDARD MALAYSIA
DEPARTMENT OF STANDARD MALAYSIA
Haziz Hassan: Ahli Kumpulan Kerja Semakan Semula MS 2610: 2014 - Muslim Friendly Services - Requirements

JABATAN STANDARD MALAYSIA
DEPARTMENT OF STANDARD MALAYSIA
WG/20/1-13 Sustainable Tourist Accodomodation (Chairman): Haziz Hassan

JABATAN STANDARD MALAYSIA
DEPARTMENT OF STANDARD MALAYSIA
Haziz Hassan: NSC Y/TC 7 Technical Committee on Pengurusan Aset & Fasiliti

JABATAN STANDARD MALAYSIA
DEPARTMENT OF STANDARD MALAYSIA
Haziz Hassan: TC/20/1 Technical Committee on Tourism and Related Services

STAR RATING
Haziz Hassan: Committee
Andy Chong: Committee

MESYUARAT JAWATANKUASA BERTINDAK PELANCONGAN NS
Haziz Hassan: Ahli

CHAPTER'S INITIATIVE / TRAINING

- **MAH NS CHAPTER INTER BOWLING TOURNAMENT | 07.02.2023**
- **MAH NS FOOD FESTIVAL | 17.02.2023**

MELAKA CHAPTER

CHAPTER COMMITTEE

CHAIRMAN: **KHAIRULNIZAM KASIM**	**KINGS HOTEL MELAKA**
VICE CHAIRMAN: **MOHD HUZAIDY ADNAN**	**IMPERIAL HERITAGE HOTEL**
HON. SECRETARY: **CHELVAKUMAR C**	**BAYVIEW HOTEL MELAKA**
HON. TREASURER: **AEBIN TAI**	**SWAN GARDEN HOTEL MELAKA**
COMMITTEE MEMBER:	
DATO' MARCO SEOW	**BAYOU LAGOON PARK RESORT**
SAZALI SABRI	**MITC HOTEL MELAKA**
NURASHIKIN ZAINAL AMES	**HOTEL MELAKA**
FAIRUS HILMI ISMAIL	**SERI COSTA HOTEL MELAKA**
YUSLI YUNUS	**GRAND SWISS BEL HOTEL MELAKA**
EN. IZHAR IBRAHIM	**PURI HOTEL MELAKA**
INTERNAL AUDITOR: **DIANA NGIENG**	**VENUS BOUTIQUE HOTEL**
CHAPTER SECRETARIAT: **CHRISTINE VAZ**	









CHAPTER'S PROJECT / EVENTS / ACTIVITES

MAH MELAKA CHAPTER HOTEL FOOTBALL LEAGUE (MHFL) 2023 | 04.07.2023, DEWAN TUN ALI BUKIT KATIL MELAKA

- 9 teams took part in this league (2 from Hatten Hotel, Ames Hotel, Metrasgue Hotel, Bayou lagoon Park Resort Melaka, Ibis Melaka, DoubleTree by Hilton Melaka, Courtyard Melaka & Grand Swiss Bel-Hotel Melaka).
- This league is to determine which team will represent the chapter at the National level.

MAH MELAKA CHAPTER DINNER & NETWORKING SESSION | 11.07.2023, BAYOU LAGOON PARK RESORT MELAKA

- MAH Melaka Chapter Dinner & Networking Session is an event for members to get together and show the chapter's appreciation for their support.
- A total of 48 members had join this dinner.
- VIP Guest that was at the dinner as per below;

1. Mr. Jay Yeow Chin Chai - Director of MOTAC Melaka.
2. En. Sa'ari bin Basiron - General Manager of Bhg. Promosi Malaysia.
3. En. Muhammad Nasir bin Pahmi - Director of Tourism Malaysia (Representative).
4. Mr. Isaac Raj – CEO MAH National.
5. Ms. Noorfadhillah Ariffin – GM MAH National.

- During the event the chapter had organise lucky draw for the members.
- There were prizes given for the MAH Melaka Chapter Hotel Football League (MHFL) 2023 during the dinner.

MAH KL BARTENDERS COMPETITION 2023 | 17.07.2023, TRADERS KUALA LUMPUR

- 16 bartenders participated .
- Top two winners of the competition also represented Malaysia at the AHRA ASEAN Bartenders Championship 2023 (in Bangkok, Thailand: 24-26.08.2023) with Mitchell Raymond Soh Andu (Four Seasons Kuala Lumpur) winning 1st place and Lee Wei Lung (PARKROYAL Collection Kuala Lumpur) with 2nd Runner-Up placing.
- Mitchell Raymond Soh Andu was invited by MAH/MFBEA to represent Malaysia at the Golden Cup International Cocktails Competition 2023 (in Kaohsiung, Taiwan: 12-16.12.2023) & placed 10th out of 24 contestants.

MAH MELAKA CHAPTER WITH MTA KAYAK COMPETITION | 13.08.2023, JETTY MARINA MELAKA

- Organised by MAH Melaka Chapter and Melaka Tourism Association (MTA).
- 70 participants took part in this competition.
- Starting at Jetty Marina Melaka and finishes at Port Dickson.

CHAPTER'S REPRESENTATION

JAWATANKUASA PELAKSANA TAHUN MELAWAT MELAKA 2024
Khairulnizam Kasim: Ahli
Mohd Huzaidy Adnan: Ahli

PENGGREDAN PREMIS PENGINAPAN PELANCONGAN NEGERI MELAKA
Khairulnizam Kasim: Panel Pemeriksa

MESYUARAT MAJLIS PENASIHAT PERBURUHAN NEGERI MELAKA (STATE LABOUR ADVISORY COUNCIL) SLAC BIL. 1/2023
Khairulnizam Kasim: Ahli

MESYUARAT PENGISIAN PROGRAM PELUANG KERJAYA UNTUK PELAJAR BIDANG PELANCONGAN DAN HOSPITALITI DALAM SEKTOR PERHOTELAN MELAKA DI PEJABAT MOTAC MELAKA
Khairulnizam Kasim: Ahli:

MESYUARAT BAGI PROGRAM TAKLIMAT BINA KERJAYA DALAM SEKTOR PERHOTELAN DI PEJABAT MOTAC MELAKA
Khairulnizam Kasim: Ahli

MESYUARAT JAWATANKUASA AKAUN AMANAH CAJ WARISAN NEGERI MELAKA BIL.1 TAHUN 2023 DI HOTEL DOUBLE TREE KUALA LUMPUR
Mohd Huzaidy Adnan: Ahli

MESYUARAT JAWATANKUASA KERJA KEWANGAN & PENAJAAN TAHUN MELAWAT MELAKA (TMM) 2024 BIL.1/2023 DI BILIK MESYUARAT TOURISM MELAKA
Khairulnizam Kasim: Ahli

CHAPTER'S INITIATIVE / TRAINING

MAHTECH - MANAGING CUSTOMER SERVICE

- 20 participants from MAH Melaka Chapter.
- Two Day Seminar.

KURSUS MESRA MALAYSIA

- Exclusively sponsored by MOTAC Kuala Lumpur
- Full day seminar.
- 70 participants from the tourism industry.
-

CAJ WARISAN

- The Chapter had a grant from Caj Warisan Fund of RM15 in the year 2022 for one training and we had conduct the training in the year 2023 (21 & 22 February 2023).

MANAGING CUSTOMER SERVICE BY MAHTEC

- It was held at MITC Hotel Melaka. We had 20 participant from 9 hotels.

JOHOR CHAPTER

CHAPTER COMMITTEE

CHAIRMAN: **IVAN TEO**	**MILLESIME HOTEL**
VICE CHAIRMAN: **INDRA GANDHI PILLAI**	**LOTUS DESARU RESORT & SPA**
HON. SECRETARY: **CALLIE TAN**	**GOOD HOPE HOTEL**
HON. TREASURER: **SUNNY SOO**	**PULAI SPRINGS RESORT**
COMMITTEE MEMBER:	
VIKNESWARY MAHALINGAM	**SOMERSET MEDINI ISKANDAR PUTERI**
TAN AI LEE	**NEW YORK HOTEL**
JOHNNY LAU	**FRASER PLACE PUTERI HARBOUR**
CO-OPTED COMMITTEE MEMBERS:	
MICHAEL BAY	**RINA BALINESE RESORT**
STEPHEN TEO	**MILLESIME HOTEL**
PETRUS LEONG	**RETIRED HOTEL HR SPECIALIST / TRAINER**
TAN LI PENG	**BELLLO HOTEL**
CHAPTER SECRETARIAT: **YVONNE LOH**	**PONDEROSA GOLF & COUNTRY RESORT**









CHAPTER'S PROJECT / EVENTS / ACTIVITES

GM's PERIODIC NETWORKING | 02.03.2023, NEW YORK HOTEL
- An informal bi-annual / quarterly get-together of hotel General Managers / Owners / Key Executives at any one of the member hotels.
- Purpose to bring members together to network / exchange information and ideas / collaborate for the overall cooperation among member hotels.
- Orientation as well as Meet & Greet among existing members and new members.

GM's RECREATIONAL SPORTS MEET | 13.02.2023, TIARA SPORTS CLUB
- Pilot project to kickstart get-togethers of General Managers through sports.
- Committee Members who are keen Badminton players compete in singles and doubles in friendly matches.
- Promotes health through sports to keep GM's / Key hotel personnel stress levels of running hotels manageable.

SET-UP OF JOHOR MAH SOCCER TEAM | 21.06.2023, ARENA MUTIARA, BANDAR DATO' ONN
- 9 hotels came together to compete and where winners were chosen to set up MAH Johor Soccer team.
- MAH Johor and Melaka Chapters played against each other, with Johor emerging victors at 5-0.

MAH RUN 2023 | 11.10.2023, ISKANDAR PUTERI
- Over 500 participants who are employees of member hotels ran for 5kms.
- YB Raven the Johor State Exco of Tourism flagged off the Run.
- Event was supported by Majlis Bandaraya Iskandar Puteri.

MAH GALA DINNER 2023
- Themed as 'Simply the Best' - Celebrating Resilience of the Johor Hotel Industry post-Covid.
- A total of 53 tables at the event with participation of 70% of member hotels and the rest from support of vendors.

CHAPTER'S REPRESENTATION

JOHOR TOURISM ASSOCIATION (JTA)
Ivan Teo: Committee Member

MALAYSIA CHINA BUSINESS ASSOCIATION
Ivan Teo: Vice President

MINISTRY OF TOURISM, ARTS & CULTURE (MOTAC)
Petrus Leong: Star-Rating Panel Member
Michael Bay: Star-Rating Panel Member
Steven Teo: Star-Rating Panel Member
Tan Ai Lee: Star-Rating Panel Member
Callie Tan: Star-Rating Panel Member
Yvonne Loh: Star-Rating Member

HRDF CORPORATION
Petrus Leong: Southern Region Focus
Michael Bay: Trainer

MALAYSIAN ASSOCIATION OF HOTEL OWNERS
Indra Gandi Pillai: Johor Representative

CHAPTER'S INITIATIVE / TRAINING

AID TO FLOOD VICTIMS
Committee initiated collection of 1000 pillows from KSL Resort & Hotel to be donated to NGO aiding flood victims in Johor.

VILLA PAULOS ORPHANAGE
Committee organised Swim outing with High-Tea for 15 children and teenagers of Villa Paulos Orphanage.

INTERNSHIP PROGRAMS
- 'Learn & Earn' Diploma Students Internship Programme in hotels in collaboration with Flatworld Sdn Bhd.
- 'Keluar Kampung' Work Study Scheme in hotels for students from B40 category in collaboration with UTM.

CULTURAL PROMOTION OF JOHOR DRUMS PERFORMANCE
Hotels collaborated with Drums JB, the Johor homegrown 24 festive drum troupe to promote the performances taking place at the Raja Zarith Sofia Opera House to hotel guests.

- **ONLINE TRAINING TO 27 HOTEL EMPLOYEES ON HANDLING COMPLAINTS | 22.03.2023**
- **6 SHORT VIDEO SERIES ON HOTEL CUSTOMER SERVICE TRAINING WAS UPLOADED ON YOUTUBE AND SHARED ON MAH FACEBOOK. SPREAD OVER 2 WEEKS OF SHARING | 25.07.2023**
- **ONLINE TRAINING ON FIRE SAFETY | 24.08.2023**
- **ONLINE TRAINING TO HOTELS ON PREPARING FOR STAR-RATING INSPECTIONS | 28.08.2023**
- **ONLINE TRAINING ON FOOD PREPARATION AND HYGIENE | 20.09.2023**
- **ONLINE TRAINING ON HOW TO CONDUCT HOTEL ORIENTATION FOR NEW EMPLOYEES | 01 - 02.11.2023**
- **HYBRID TRAINING ON BASICS OF HOSPITALITY SERVICES. | 03.11.2023**

PAHANG CHAPTER

CHAPTER COMMITTEE

CHAIRMAN:
PATRICK TEE

VICE CHAIRMAN:
KHEW CHOON TECK

HON. SECRETARY:
CHARLES B PETER

HON. TREASURER:
NASIR ISMAIL

COMMITTEE MEMBER:
RAYMOND LEAW
MOHD FAROOK YUSOF
SUJEINDRAN GENNGADARAN

MICHAEL TAN
SYED ALI ADNAN

CHAPTER SECRETARIAT:
LINA MOHD NOOR

COPTHORNE HOTEL CAMERON HIGHLANDS

RESORTS WORLD GENTING HIGHLANDS

SHAHZAN HOTEL KUANTAN

SCAPES HOTEL GENTING HIGHLANDS

SWISS GARDEN BEACH RESORT
SGI VACATION CLUB
AVILLION CAMERON HIGHLANDS
COLMAR TROPICALE
HYATT REGENCY KUANTAN RESORT

SHAHZAN HOTEL KUANTAN







CHAPTER'S PROJECT / EVENTS / ACTIVITES

MAH-ASTRO BIZ TREASURE HUNT 2023 | 17-18.06.2023
- Join the MAH-Astro Biz Treasure Hunt 2023 from Kuala Lumpur to Kuala Terengganu

MERDEKA CELEBRATION | 31.08.2023, CAMERON HIGHLANDS
- Merdeka Celebration with Cameron Highlands members

MAH FOOTBALL TOURNAMENT | 11-12.09.2023, KUALA TERENGGANU
- Joined the MAH Football Tournament in Kuala Terengganu

CHAPTER'S REPRESENTATION

PROGRAM JERAYAWARA TOURISM LICENSING AND ENFORCEMENT SYSTEM (TOURLIST) NEGERI PAHANG AT SHAHZAN HOTEL KUANTAN ON 16.01.2023
Charles B Peter: Ahli Mesyuarat

MAJLIS RAMAH MESRA BERSAMA EXCO PERPADUAN, PELANCONGANG DAN KEBUDAYAAN NEGERI PAHANG DAN PARA PENGGIAT PELANCONGAN NEGERI PAHANG BY TOURISM PAHANG GRAND DARUL MAKMUR HOTEL ON 02.02.2023
Patrick Tee: Ahli Mesyuarat
Charles B Peter: Ahli Mesyuarat

SESI BUSINESS TO BUSINESS (B2B) SEMPENA FAM TRIP SINGAPORE-PAHANG 2023 BY TOURISM PAHANG AT KUANTAN 188 ON 10.07.2023
Charles B Peter: Ahli Mesyuarat

MESYUARAT JAWATANKUASA PELANCONGAN NEGERI PAHANG BIL.1/2023 BY YB LEONG YU MAN AT PEJABAT SUK PAHANG ON 17.07.2023
Patrick Tee: Ahli Mesyuarat
Charles B Peter: Ahli Mesyuarat

MAJLIS PENUTUP DAN PENGURNIAAN HADIAH SEMPENA ACARA "ROYAL PAHANG BILLFISH INTERNATIONAL CHALLENGE (RPBIC) 2023" AT VILLAE ROMPIN ON 08.10.2023
Khew Choon Teck: Ahli Mesyuarat

CHAPTER'S INITIATIVE / TRAINING

MEETING WITH BAHAGIAN KESELAMATAN DAN KUALITI MAKANAN - JABATAN KESIHATAN NEGERI PAHANG
Meeting with Bahagian keselamatan dan Kualiti Makanan seeking clarification on F&B standard attire requirement at Jabatan Kesihatan Negeri Pahang .

TAKLIMAT PENGIKTIRAFAN BeSS (BERSIH, SELAMAT & SIHAT) & PERATURAN-PERATURAN KEBERSIHAN MAKANAN 2009 BY JABATAN KESIHATAN NEGERI PAHANG
- Follow up meeting held and Jabatan Kesihatan Negeri Pahang on 03.08.2023, a briefing with the members was held on 08.11.2023 on food handling by Jabatan Kesihatan Negeri Pahang at Shahzan Hotel Kuantan.
- Attended by 37 members.

KURSUS MESRA MALAYSIA AT SHAHZAN HOTEL KUANTAN
- Exclusively sponsored by MOTAC Pahang
- Full-day seminar
- 45 participants - members & MOTAC Officials

TERENGGANU CHAPTER

CHAPTER COMMITTEE

CHAIRMAN: **HAJAH SUAIBAH BINTI HARUN**	**PRIMULA BEACH HOTEL**
VICE CHAIRMAN: **WAN MOHD FAIZUL BIN WAN ABBAS**	**DUYONG MARINA & RESORT**
HON. SECRETARY: **ABDUL HADI BIN ALIAS**	**PAYA BUNGA HOTEL**
HON. TREASURER: **HAJAH NORALIZAN A.RAHMAN**	**PERMAI HOTEL**
COMMITTEE MEMBER: **WAN NURDIYANA BT WAN MAHYUDDIN**	**SUMAI HOTEL APARTMENT**
ROSMA BT HARUN	**FELDA APARTMENT KUALA TERENGGANU**
ARIZAHAMALIA BINTI AHMAD	**AM TRANSIT INN**
CHAPTER SECRETARIAT: **NOOR AZLINDA BINTI PUTEH**	**PRIMULA BEACH HOTEL**









CHAPTER'S PROJECT / EVENTS / ACTIVITES

LET'S GET TOGETHER IN CONJUNCTION OF CHAPTER'S AGM 2023 | 19.02.2023, RAIA HOTEL & CONVENTION CENTRE
The objective of the "Let's Get Together in Conjunction with Chapter's AGM 2023" event was to facilitate networking among 50 participants, including exco members and hoteliers, fostering collaboration within Terengganu's tourism industry. VIP guests, included YB Ustaz Ariffin bin Deraman, Puan Suaibah binti Harun, YBhg Dato' Megat Shahrul Azman Abas, Mr. Isaac Raj, and Ms. Noorfadhillah Ariffin, shared insights to enhance hospitality performance. Discussions focused on addressing local tourism challenges and strengthening ties with government authorities. Efforts were aimed to celebrate industry achievements while fostering camaraderie among stakeholders, ultimately supporting sustainable growth in Terengganu's hospitality sector.

CHAPTER'S ANNUAL GENERAL MEETING 2023 | 20.02.2023, PAYA BUNGA HOTEL
The AGM 2023 of the Malaysian Association of Hotels, Terengganu Chapter, held on February 20, 2023, marked a year of remarkable hospitality achievements. Celebrating excellence and commitment, members reflected on their accomplishments while embracing a passionate drive for the future. The event included a presentation by MAH-ADATA, sharing insights into their products and initiatives, fostering collaboration and advancement within the hospitality industry.

LUNCHEON WITH STATE TOURISM EXCO | 31.08.2023, BAYU LOUNGE, PRIMULA BEACH HOTEL
Luncheon Gathering of MAH Terengganu Chapter's Top Management with YB Dato' Razali bin Idris, State Tourism Exco. Amidst delightful midday feast and engaging ice-breaking session, current tourism issues were discussed.

FOOTBALL QUALIFYING MATCH - TERENGGANU, PAHANG, KELANTAN | 12.09.2023, KAJV ARENA TERENGGANU
MAH Terengganu Chapter won the East Coast Qualifying Round, competing against MAH Terengganu, Pahang, and Kelantan at KAJV Arena in Tualang Manir, Terengganu. The victory secured their representation of the East Coast Zone in the final round of the National MAH League in October 2023 in Shah Alam.

CHAPTER'S REPRESENTATION

KONSERT GAMELAN CILIK ORGANIZED BY TERENGGANU CULTURAL VILLAGE
Abdul Hadi Alias: Secretary
Rosma Harun: Committee Member

COORDINATION MEETING KARNIVAL BEAUTIFUL TERENGGANU ORGANIZED BY TOURISM TERENGGANU
Hajah Suaibah Harun: Chairman

INTERVIEW RTM SLOT SELAMAT PAGI MALAYSIA AT JEMBE TEGANU KITA
Wan Mohd Faizul bin Wan Abas: Vice Chairman

MAJLIS PELANCARAN BULAN KEBANGSAAN DAN KIBAR JALUR GEMILANG 2023 PERINGKAT NEGERI TERENGGANU ORGANIZED BY PEJABAT SETIAUSAHA KERAJAAN NEGERI TERENGGANU
Wan Mohd Faizul bin Wan Abas: Vice Chairman

PANEL STAR RATING MOTAC FOR DELIMA REDANG RESORT
Abdul Hadi Alias: Secretary

FACILITATION FOR SEMINAR ORGANIZED BY IFCA
Wan Mohd Faizul bin Wan Abas: Vice Chairman

PANEL STAR RATING MOTAC FOR PERHENTIAN ISLAND RESORT
Zarinul Hisham bin Kassim: Committee Member

PANEL STAR RATING MOTAC FOR GRAND CONTINENTAL HOTEL
Noralizan A Rahman: Treasurer

PERTANDINGAN PERMAINAN TRADISIONAL RAMPAI SARI ORGANIZED BY PAYANG WALK
Hajah Suaibah Harun: Chairman
Noralizan A Rahman: Tresurer

LIVE STREAMING MANIS FM
Hajah Suaibah Harun: Chairman

CHAPTER'S INITIATIVE / TRAINING

CSR PROGRAM: CONTRIBUTION SESSION FOR SCHOOL BAG - DUN ALUR LIMBAT
The "Contribution Session for School Bag – Dun Alur Limbat" event, organized in collaboration with State Tourism Exco, YB Ustaz Wan Ariffin, aimed to assist 100 students from Dun Alur Limbat by providing them with essential school bags. The primary objective was to alleviate the financial burden on families within the community, ensuring that every child has access to the necessary school supplies.

STAAH SEMINAR: THE BIG CONNECT
Half-day seminar held at Hotel Grand Puteri, Kuala Terengganu with 30 participants from hotels member that exclusively sponsored by STAAH.

SEMINAR FOR HOTELIERS
Organised by MAH Terengganu Chapter. The course: 'Mencari Keberkatan Di Dalam Pekerjaan'. It is a half-day seminar held at Hotel Grand Puteri, Kuala Terengganu with 50 participants from hotels members.

TAKLIMAT: TRANSISI KE ARAH PELABURAN MAMPAN DAN LESTARI
It is a half day seminar at Primula Beach Hotel and organised by MIDA.

KELANTAN CHAPTER

CHAPTER COMMITTEE

CHAIRMAN: **HAJAH 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: **AMER AHMAD**	**RENAI HOTEL**
COMMITTEE MEMBER:	
HASBULLAH BIN CHE OMAR	**CROWN GARDEN HOTEL**
HAMZAH BIN ROSLI	**H ELITE DESIGN HOTEL**
ZAKARIA BIN HARUN	**IBIS STYLES HOTEL**
BADRUL HISHAM ISHAK	**HOLIDAY VILLA HOTEL & SUITES KOTA BHARU**
MOHD IQMAL BIN MUSLIM	**PERDANA KOTA BHARU**









CHAPTER'S PROJECT / EVENTS / ACTIVITES

PROGRAM CERAMAH KERJAYA | 08.02.2023, KOLEJ POLY-TECH MARA KOTA BHARU

- KPTM is an establish education centre in Kelantan offering major courses including hospitality & tourism industry.
- Talk Session held with the students from Diploma Pengurusan Pelancongan. A total of 100 students & 10 lecturers participated.
- Objective – Sharing our experience on the topics and guide them for future career.
- 4 members represent the Association:

1. Chairperson, Puan Hajah Maimun Hussain – Perception & Behaviour Towards Hospitality
2. Vice Chairperson, Ms Gan Yeong Shuoh – How to Become a Successful Entrepreneurs / CEO
3. Hon.Secretary, En Muhammad Azrin Zainal Abidin – Career in Hotel / Tourism Industry
4. Committee Member, En Badrul Hisham Ishak – Career Focus & Methodology

RENEWAL AND NEW APPLICATION OF HOTEL STAR | 27.02, 9-11.7.2023, CROWN GRADEN HOTEL, IBIS STYLES HOTEL, H ELITE DESIGN HOTEL & CRYSTAL LODGE

- A hotel star rating system is a widely recognized method used to classify and categorize hotels based on their overall quality, amenities, services, and facilities. It provides a standardized way for travelers to gauge the level of comfort and luxury they can expect from a particular hotel.
- Four hotels were involved in the renewal process for three-star ratings (CGH & CL), as well as a new application for a four-star rating under HEDH, along with Ibis Styles applying for a three-star rating. Consequently, these hotels successfully completed the necessary requirements and were granted the corresponding star ratings.
- 3 members represent the association to join the star rating committee members to inspect at participated hotels:

1. Chairperson, Puan Hajah Maimun Hussain – Crown Garden Hotel
2. Hon. Secretary, En Muhammad Azrin Zainal Abidin – H Elite Design Hotel & Crystal Lodge
3. Committee Member, En Badrul Hisham Ishak – Ibis Styles Hotel

MAH FOOTBALL TOURNAMENT 2023 EAST COAST QUALIFYING AT KAJV ARENA TUALANG MANIR, KUALA TERENGGANU | 12.10.2023, SUDARA BEACH RESORT

- MAH Football Tournament 2023 will be the culmination of a year of matches among MAH's 13 chapters nationwide.
- The MAH East Coast Chapters round involved Kelantan, Terengganu & Pahang. The Match was held in Kuala Terengganu.
- In the east coast qualifying round, Terengganu won, 2nd Runner- Up was Kelantan and Third Place goes to Pahang.

DINNER & CLOSING CEREMONY WITH MEDIA / BLOGGERS FAM TRIP FOR BACHOK HERITAGE | 15.10.2023, SUDARA BEACH RESORT

- Officiate by YB Datuk Kamarudin Md Nor (EXCO Pelancongan, Kebudayaan, Kesenian & Warisan Negeri Kelantan).
- Kelantan has 15 major tourist destinations that are classified into attractions and products. Each of these places has a history, culture and heritage that set them apart from others. These tourist destinations are now under the Jejak Warisan Bachok, the literal translation of which is Bachok heritage trail.
- The destinations cover various interests such as arts and society, handicrafts, Islamic history and architecture. The interesting places under product are:

1. Jelawat state constituency women development centre, SENDI studio and gallery, Kota Pengkalan Datu, Kubang Telaga home stay, Akademi Nik Rashiddin, Atap Singgora small and medium industry.

MAH KELANTAN CHAPTER LADIES HI TEA WITH ELLA | 08.12.2023, GRAND RIVERVIEW HOTEL

One of our main yearly events for raising fund of our association

- One of our main yearly event to raise funds for our association.
- We invite Malaysian Queen of Rock, Ella and received overwhelming respond from the public.
- All members were fully cooperated, assisted by the Hotel Sales & Marketing Team.

CHAPTER'S REPRESENTATION

KELANTAN TOURIST INFORMATION CENTRE
Hajah Maimun Hussain: Committee Member
Gan Yeong Shuoh: Committee Member
Muhammad Azrin: Committee Member

KOLEJ POLY-TECH MARA KOTA BHARU
Tourism / Hospitality
Hajah Maimun Hussain: Appointed Speaker
Gan Yeong Shuoh: Appointed Speaker
Muhammad Azrin: Appointed Speaker
Badrul Hisham Ishak: Appointed Speaker

FALKUTI HOSPITALITI, PELANCONGAN & KESEJAHTERAAN, UNIVERSITI MALAYSIA KELANTAN
Muhammad Azrin Zainal Abidin: Industry Appointed Speaker

TOURISM MALAYSIA, MOTAC KELANTAN
Hajah Maimun Hussain: Star Rating Panel Team
Muhammad Azrin Zainal Abidin: Star Rating Panel Team
Badrul Hisham Ishak: Star Rating Panel Team

CHAPTER'S INITIATIVE / TRAINING

FOOD KITCHEN PROGRAM
Launched CSR project in partnership with Raja Food Kitchen at Jalan Hospital Kota Bharu, distributing dry kitchen food essentials to those in need at Rantau Panjang, Pengkalan Chepa and Kuala Krai for 300 pax.

MAH KELANTAN CARES 2023
We launched our very own MAH Cares Program for distributing essentials and food supplies to those in need among our members. Each members helped in identifying and compiling the names of the beneficiaries, whom we then personally deliver aid to their house.

BACK TO SCHOOL PROGRAM
Charity Program to poor family at Mydin Tunjung Kota Bharu – Collaboration with Ex Students SMKB & Jabatan Kesenian dan Kebudayaan Negara Negeri Kelantan.

CSR ACTIVITY
Distribution Food & Necessity Items to poor unfortunate family at Kampung Kedondong Pasir Mas.

SARAWAK CHAPTER

CHAPTER COMMITTEE

CHAIRMAN:	
JOHN TEO	**MERITZ HOTEL**
VICE CHAIRMAN:	
SOLO CLEOPHAS	**SERI SIMANGGANG**
RAHIM BUGO	**PERMAI RAINFOREST**
HON. SECRETARY:	
OLIVIA TING	**MERITIN HOTEL**
HON. TREASURER:	
MASON TANG	**KUCHING PARK HOTEL**
COMMITTEE MEMBER:	
YVONNE SAMAN	**THE RANEE BOUTIQUES SUITES**
AUDRY WAN ULLOK	**TELANG USAN HOTEL**
PATRICK SIQUEEN	**THE IMPERIAL RIVERBANK**
LANG JAI LEE	**TANAHMAS HOTEL SIBU**
INTERNAL AUDIT:	
JULIE TAY	**THE LIMETREE HOTEL**

CHAPTER SECRETARIAT:
PRISCILLA JANE AK CLEOPAS









CHAPTER'S PROJECT / EVENTS / ACTIVITES

GLOBAL SIA SITOK VACATIONS CAMPAIGN | 01.05.2023 – 16.07.2023

- A collaboration between MAH Sarawak Chapter and Sarawak Tourism Board
- The event provided an opportunity for participating tourism businesses in Sarawak to attract more visitors to the state and promote their offerings
- The campaign offered MYR900,000 worth of redeemable vouchers and ran from from the start of May to mid-July 2023.
- A total of 51 merchants were involved offering 147 packages that visitors can redeem via the EnjoySarawak App.

FOOTBALL MATCH | 03.09.2023, KOTA KINABALU

- Solo Cleophas has led the Sarawak Chapter football team in training and also to Kota Kinabalu for match. Sabah won. It was a good friendly match.

CHAPTER'S REPRESENTATION

SARAWAK TOURISM BOARD (STB)
Mr John Teo: Board Member

SIA SITOK SARAWAK TRAVEL CAMPAIGN 2023
Mr John Teo: Committee

CURTIN UNIVERSITY FALCUTY OF BUSINESS ADVISORY BOARD MEETING
Mr John Teo: Committee

MIRI CITY COUNCIL MEETING ON 2023-2024. EVENTS HAPPENINGS FOR MIRI
Mr John Teo: Committee

MIRI BUSINESS EVENT COMMITTEE MEETING
Mr John Teo: Committee

BORNEO SUSTAINABLE DEVELOPMENT GOAL SUMMIT AS PENALIST
Mr John Teo: Committee

SARAWAK TOURISM FEDERATION NETWORKING DINNER 2023

INTER-AGENCY TOURISM COLLABORATION MEETING NO.1/2023

KARNIVAL TEMU DUGA KHAS PERHOTELAN MALAYSIA SEMENANJUNG DAN NEGERI SARAWAK

CHAPTER'S INITIATIVE / TRAINING

UPSKILLING & RESKILLING OF INDUSTRY PLAYERS

- F&B Service: Held on 11 and 12 September 2023 at the GoldenBay Hotel Bintulu, with an attendance of 20 participants.
- Culinary Skills Development Program: Conducted on 5 and 6 October 2023 at UCSI University Kuching Campus, drawing the participation of 17 individuals.
- Housekeeping Service Skills: Executed on 9 and 10 October 2023 at RH Hotel Sibu, with 19 enthusiastic participants in attendance.
- Guest Service Management: Hosted on 23 and 24 October 2023 at Meritz Hotel Miri, with 20 industry professionals actively engaging in the sessions.

SABAH / LABUAN CHAPTER

CHAPTER COMMITTEE

CHAIRMAN:	
HAFIZAN WONG	**PROMENADE HOTEL**
VICE CHAIRMAN:	
FIONA HAGAN	**SHANGRI-LA RASA RIA**
HON. SECRETARY:	
PUVAN ABDULLAH	**IBIS STYLE KOTA KINABALU INANAM**
HON. TREASURER:	
MICHAEL TAN	**GRANDIS HOTEL**
COMMITTEE MEMBER:	
MARTIN KONG	**SABAH TEA RESORT**
CHLOE LOO	**THE PALACE HOTEL**
EUGENE CHIN	**TIARA LABUAN**
KRISHNAN MOGAN	**HOTEL SHANGRI-LA KOTA KINABALU**
JERON ORTIZ	**DREAMTEL HOTEL KOTA KINABALU**
KEN THIEN	**PAN BORNEO HOTEL**
INTERNAL AUDITOR:	
JASON GAN	**SEVEN HOTEL**









CHAPTER'S REPRESENTATION

ENGAGEMENT SESSION CUM NETWORKING HRDCORP
Hafizan Wong: Ahli Mesyuarat

PERBINCANGAN BERSAMA PIHAK BERKEPENTINGAN DALAM MENGHADAPI KEMASUKAN SEMULA PELANCONG LUAR NEGARA - CHAIRED BY DBKK MAYOR
Hafizan Wong: Ahli Mesyuarat

BRIEFING SESSION ON ENERGY AUDIT WITH SIRIM
Hafizan Wong: Ahli Mesyuarat

ENGAGEMENT WITH TOURISM PLAYERS BY SABAH TOURISM BOARD
Hafizan Wong: Ahli Mesyuarat

SESI LIBAT URUS KAJIAN SEPARUH PENGGAL (KSP RM KE-12) AT SICC
Hafizan Wong: Ahli Mesyuarat

SABAH TOURISM FEDERATION
Hafizan Wong: Ahli Mesyuarat

CHAPTER'S INITIATIVE / TRAINING

23RD SABAH HOSPITALITY FIESTA 2023

- The Sabah Hospitality Fiesta, held annually in Sabah, is a dedicated celebration of the hospitality industry, with a specific focus on food and beverage.
- Serves as a platform for professionals and enthusiasts to showcase skills, share experiences and highlight Sabah's culinary and cultural heritage.
- Features culinary competitions, demonstrations and exhibitions, attracting participants from the hospitality sector.
- The 23rd edition in 2023 had the theme "My Cuisine, My Culture" and took place on a large scale at the Sabah International Convention Centre.
- Collaboration from the Malaysian Association of Hotels (MAH) Sabah / Labuan Chapter & Asian Tourism International (ATI) College.
- A total of 325 contestants participated, showcasing various skills within the hospitality industry during the fiesta.

- **KURSUS EKSEKUTIF HALAL DI PROMENADE | 31.07.2023 - 04.08.2023**
- **BENGKEL PEMASARAN EKELAS USAHAWAN 2023 BY SWEPA | 02.02.2023**
- **SESI TAKLIMAT MENGENAI ORANG BERTANGGUNGJAWAB - ENERGY COMMISSION SABAH | 26.06.2023**

CHAPTER'S PROJECT / EVENTS / ACTIVITES

COUTESY VISIT TO MINISTER OF TOURISM, CULTURE & ENVIRONMENT | 29.03.2023, MINISTRY OF TOURISM, CULTURE & ENVIRONMENT, KARAMUNSING

- Committee members made a courtesy visit to YB Datuk Christina Liew, who was reappointed as the Minister of Tourism, Culture and Environment in Sabah.

IFTAR / BREAKING THE FAST WITH TOURISM BODIES | 19.04.2023, PROMENADE HOTEL

- MAH hosted an event for breaking the fast in collaboration with the Ministry of Tourism, Arts and Culture (MOTAC), Tourism Malaysia and the Sabah Tourism Board.
- This event served not only as a moment of unity but also as an opportunity for networking, fostering collaboration and strenghtening relationships within the tourism and hospitality sectors in Kota Kinabalu.

COURTESY CALL TO MEET THE YANG DI PERTUA OF MAJLIS UGAMA ISLAM SABAH | 26.06.2023, MAJLIS UGAMA ISLAM HQ, SEMBULAN

- Engaged in discussion with YDP MUIS, Datuk Seri Panglima Haji Yahya bin Haji Hussin on Halal Certification process for member's hotels application.

HALAL EXECUTIVE CERTIFICATION COURSE BY SIRIM | 31.07.2023 - 04.08.2023, PROMENADE HOTEL

MAH FOOTBALL TOURNAMENT | 20.09.2023, JOHOR

MEETING WITH PERBADANAN LABUAN ON 'MAJLIS TINDAKAN PELANCONGAN LABUAN 2023' | 20.12.2023, LABUAN

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PERSATUAN HOTEL MALAYSIA

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T: 603-4251 8477 | W: www.hotels.org.my | E: info@hotels.org.my