2024 ANNUAL REPORT

MALAYSIAN ASSOCIATION OF HOTELS
Persatuan Hotel Malaysia

MALAYSIAN ASSOCIATION OF HOTELS
PERSATUAN HOTEL MALAYSIA
SINCE 1974
Anniversary
"Honouring Our History, Celebrating Our Future"

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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 to date.

PRESIDENTS

1974 - 2025



DATIN CHRISTINA TOH LAI FONG
2022 - PRESENT



DATO' N. SUBRAMANIAM
2020 - 2022



MOHAMAD HALIM MERICAN
ACTING PRESIDENT
2020



KAMARUDDIN BAHARIN
2019 - 2020



SAM CHEAH SWEE HEE
2014 - 2019



DATUK HJ. MOHD ILYAS BIN ZAINOL ABIDIN
2002 - 2014



AGUS SALIM
1996 - 2002



MAZLI MOHAMED
1996



TAN SRI DATO' AZMAN SHAH DATO' SERI HARON
1981 - 1996

ABU ZARIN ALIAS
1979 - 1980

EDDIE SH TAN
1977 - 1978

MOHD RAZALI MOHD YUSOFF
1975 - 1976

TK CHOO
1974 - 1975

FOREWORD
PRESIDENT



Dear Esteemed Members,

It is with great pleasure that we present MAH's Annual Secretariat Report 2024 edition covering the Association's achievements, key activities, and insights into the hospitality landscape.

2024 has been a pivotal year for Malaysia's tourism. We recorded an exceptional 38 million tourist arrivals, reflecting a 31.1% increase from 2023's 29 million and most notably, surpassed our pre-pandemic benchmark of 35 million in 2019. Tourism receipts followed suit, climbing to an impressive RM106.78 billion, a 43.7% year-on-year growth and a 20% increase over 2019 levels.

As for the hospitality industry, ADATA, MAH's analytics platform documented growth across the board for 2024 compared to the previous year. In 2024, our members recorded an average occupancy rate of 57.4%, a 4.5% improvement from the previous year, while Revenue Per Available Room (RevPar) rose to RM200, up from RM185 in 2023.

These encouraging figures signal a renewed global confidence in Malaysia's tourism ecosystem and present a promising outlook for expanded opportunities across all hotel segments. In light of this, it is crucial that we continue to uphold the highest standards of service excellence at our respective establishments, ensuring that the positive momentum leads to sustained growth and a reputation that benefits the entire industry.

As Malaysia's national hotel association, MAH plays a vital role in advancing the broader tourism ecosystem. Our ability to carry out this mission depends greatly on the unwavering support of our members and partners. On behalf of the association, I extend my heartfelt appreciation to MAH leadership, Secretariat, industry peers, and above all, our valued members, for your continued trust, dedication, and collaboration. It is through your steadfast commitment that we are able to pursue our shared vision in elevating the Malaysian hospitality industry standard of service to world renown.

Thank you.

DATIN CHRISTINA TOH
PRESIDENT

FOREWORD
HONORARY SECRETARY GENERAL



Dear Members and Industry Peers,

We are pleased to present to you, MAH's Annual Secretariat Report for the year 2024.

As we bring 2024 to a close, in reflection, it's truly has been an extraordinary year for both MAH and MAHTEC, defined by new progress, collaborations and initiatives that have made remarkable strides in elevating Malaysia's hospitality industry.

For MAH, the past year was especially meaningful as we celebrated our golden jubilee. To commemorate MAH's storied legacy, a lineup of events was hosted throughout the year where we honour industry pioneers, recognise rising talents and provide added value to our members.

MAH continues to be recognized as the Industry Lead Body for Hospitality by key government agencies. In 2024, our commitment to advancing Technical and Vocational Education and Training (TVET) received notable recognition. MAH was appointed as Chairman of JHITVET under the Ministry of Education and selected as an Industry Representative to JPPKK under the Ministry of Higher Education.

Building on our TVET initiatives, we are proud to announce a strategic collaboration this year with Polytechnics and Community Colleges (PolyCC) and the Langkawi hotel community during the LIMA international event. This partnership will offer students from institutions across Malaysia an invaluable opportunity to gain world-class, hands-on experience in the hospitality industry.

As for MAHTEC, the training and education arm of MAH, also made significant strides in 2024. The launch of the MAHTEC Virtual Academy, Malaysia's first AI-powered e-learning platform for hoteliers signals our intent to modernise workforce development and enhance accessibility to quality training. Our collaboration with Universiti Teknologi MARA (UiTM) to strengthen the MAHTEC Diploma programme further supports our goal to equip industry talent with relevant skills and recognised qualifications.

None of these achievements would be possible without the steadfast support of our members, partners, and the secretariat. Your ongoing trust in MAH has enabled us to push boundaries and pursue initiatives that delivers real value to the industry. Thank you for walking this journey with us, please continue to support MAH and MAHTEC as we move forward together with confidence and purpose.

Thank you.

DATO' MEGAT SHAHRUL AZMAN ABAS
HONORARY SECRETARY GENERAL

MEMBERS OF BOARD
2022 - 2025

PRESIDENT

DATIN CHRISTINA TOH

DORSETT KUALA LUMPUR

VICE PRESIDENT

CS LIM

LEGOLAND HOTEL

VICE PRESIDENT

DATO' KHOO BOO LIM

MACALISTER TERRACES

VICE PRESIDENT

SHIRLEY LAI

SFERA RESIDENCE KUALA LUMPUR CITY CENTRE

HON. SECRETARY GENERAL

DATO' MEGAT SHAHRUL AZMAN ABAS

FELDA RESIDENCE HOT SPRINGS

HON. TREASURER GENERAL

MAGGIE ONG

MH HOTEL IPOH

KEDAH/PERLIS CHAPTER CHAIRPERSON

EUGENE DASS

STARCITY HOTEL ALOR STAR

PENANG CHAPTER CHAIRPERSON

DATO' TONY GOH

ST. GILES WEMBLEY PREMIER HOTEL

PERAK CHAPTER CHAIRPERSON

TONY WONG

1969 BUSINESS SUITES

SELANGOR CHAPTER CHAIRPERSON

DATIN JASMINE ABDULLAH HENG

DORSETT GRAND SUBANG





KUALA LUMPUR CHAPTER CHAIRPERSON

BE LIM

THE GARDENS - A ST GILES SIGNATURE HOTEL & RESIDENCES

NEGERI SEMBILAN CHAPTER CHAIRPERSON

HAZIZ HASSAN

SUTERA HOTEL

MELAKA CHAPTER CHAIRPERSON

KHAIRULNIZAM KASIM

KINGS HOTEL MELAKA

JOHOR CHAPTER CHAIRPERSON

IVAN TEO

MILLESIME HOTEL

PAHANG CHAPTER CHAIRPERSON

PATRICK TEE

COPTHORNE CAMERON HIGHLANDS

TERENGGANU CHAPTER CHAIRPERSON

HJH SUAIBAH HARUN

PRIMULA BEACH RESORT

KELANTAN CHAPTER CHAIRPERSON

HJH MAIMUN MOHD HUSSAIN

SUDARA BEACH RESORT

SARAWAK CHAPTER CHAIRPERSON

JOHN TEO

MERITZ HOTEL

SABAH/LABUAN CHAPTER CHAIRPERSON

HAFIZAN WONG

PROMENADE HOTEL

MANAGEMENT COMMITTEE



PRESIDENT	*VICE PRESIDENT*	*VICE PRESIDENT*	*VICE PRESIDENT*	*HON. SECRETARY GENERAL*	*HON. TREASURER GENERAL*	*JOHOR CHAPTER CHAIRPERSON*	*NEGERI SEMBILAN CHAPTER CHAIRPERSON*	*SELANGOR CHAPTER CHAIRPERSON*
DATIN CHRISTINA TOH	CS LIM	DATO' KHOO BOO LIM	SHIRLEY LAI	DATO' MEGAT SHAHRUL AZMAN ABAS	MAGGIE ONG	IVAN TEO	HAZIZ HASSAN	DATIN JASMINE ABDULLAH HENG

BOARD MEETINGS



MANAGEMENT COMMITTEE MEETINGS 2024

16 January 2024	Hotel Royal Signature
19 April 2024	Crowne Plaza Kuala Lumpur City Centre
12 June 2024	Online Teams
12 August 2024	Royale Chulan Kuala Lumpur
04 October 2024	Pacific Sutera Hotel Kota Kinabalu
22 November 2024	Holiday Inn Melaka

BOARD MEETINGS 2024

19 April 2024	Crowne Plaza Kuala Lumpur City Centre
16 May 2024	M Resort & Hotel Kuala Lumpur
12 August 2024	Royale Chulan Kuala Lumpur
23 November 2024	Holiday Inn Melaka

CHAPTERS

KEDAH / PERLIS



Chairman:
Eugene Dass CHA — Starcity Hotel Alor Setar

Vice Chairman:
Adrian Chua — Aloft Langkawi Pantai Tengah

Hon. Secretary:
Anthony Dave — Royal Agate

Hon. Treasurer:
Hafiz Hashim — Rebak Island Resort

Committee Members:
L'wrence Bs Cheah — Hotel Grand Continental
Yvonne Dodds — Camar Resort Langkawi
Ismail Omar — Ombak Villa Langkawi

Chapter Secretariat:
Siti Nazihan Hj. Abd Rahman

PENANG



Chairman:
Tony Goh Nai Heng — The Wembley

Vice Chairmen:
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 Members:
Dato' Gulab Mahatam Rai — Lone Pine Hotel
Amran bin Taib — Berjaya Hotel Penang
Mohd Suffian Phoong — Hompton Hotel

Committee Members:
Melvin Ooi Hun Keong — The Prestige
Tan Hock Khiam — Aroma Business

Internal Auditor:
Lynne Choong Liew Lin — Bayview Hotel Georgetown

Chapter Secretariat:
John Kim

PERAK



Chairman:
Wong Yoke Shin — 1969 Business Suites

Vice Chairperson:
Dini Azima bt Mohamed Masum — Taiping Perdana Hotel
Tharamarajah A/L Thangavelu — Exelsior Hotel

Hon. Secretary:
Chah Chiang Hoong — French Hotel

Hon. Treasurer:
Lee Chai Yin — Tower Regency

Committee Members:
Chan Siew Lai — Regalodge Hotel

Committee Members:
Muhamad Hairil Kumaradas bin Abdullah — Symphony Suites Hotel
Jerome David Wong — Impiana Hotel Ipoh
Yuen Piew Chong Woon Haw — Golden Roof Hotel
Cheong Kee Wang — Travelodge Hotel

Internal Auditor:
Chee Sok Yee — MU Hotel

Chapter Secretariat:
Chah Chiang Hoong, Kenn

SELANGOR



Chairman:
Datin Jasmine Abdullah Heng — Dorsett Grand Subang

Vice Chairman:
Thomas Yap — Resort Suites at Bandar Sunway

Hon. Secretary:
Andrew Law — Eastin Hotel Kuala Lumpur

Hon. Treasurer:
Janet Leong — Hotel Primera Suites

Committee Members:
Wan Mohd Azahar — Pulse Grande Hotel
Eizac Chong — O'Boutique Suites
Melissa Tan — PJ De Inn

Committee Members:
Mohd Nazri Ahmad — Crystal Crown Hotel Petaling Jaya
Fadzly Hamzah — Hotel Tenera
Chris Moore — Le Meridien Petaling Jaya

Chapter Secretariat:
Francis Alberto

CHAPTERS

CHAPTERS

KUALA LUMPUR



Chairman:		Committee Members:	
B.E Lim	St Giles Gardens Kuala Lumpur	Jason S'ng	The FACE Suites / The FACE Style
Vice Chairmen:		Rajesh Daswani	Ramada Suites by Wyndham
Sazrul bin Fadzil	Hotel Royal Kuala Lumpur		
Mondi Mecja	Ascott Kuala Lumpur	Internal Auditor:	
Hon. Secretary:		Michael Quay	Cititel Mid Valley
Chua Adrian	Furama Bukit Bintang Kuala	Chapter Secretariat:	
Hon. Treasurer:		Eileen Cheah	
May Cheong	Hotel Royal Signature		
Committee Members:			
Bernard Sebastian	PARKROYAL Serviced Suites Kuala Lumpur		

NEGERI SEMBILAN



Chairman:		Committee Members:	
Haziz Hassan	Sutera Hotel Seremban / Sea Front Hotel	Jofhua Yeong	Tasik Villa International Resort PD
Vice Chairman:		Eddie Abidin	Palm Seremban Hotel
Muhammad Shazwan Suresh	PD Golf & Country Club	Chapter Secretariat:	
Hon. Secretary:		Haziz Hassan	
Andy Chong	D'Wharf Hotel & Serviced Residence		
Hon. Treasurer:			
Lee Min For	The Guest Hotel & Spa PD / Grandpa Hotel PD		

MELAKA



Chairman:		Committee Members:	
Khairulnizam Kasim	Kings Hotel Melaka	Fairuz Hilmi Ismail	Kings Green Hotel Melaka
Vice Chairman:		Ramasamy Kamalingam	Holiday Inn Melaka
Huzaidy Adnan	Imperial Heritage Hotel	Taufik Abdullah	Grand Swiss-Bel Hotel Melaka
Hon. Secretary:		Norehan Jamaludin	Sentral Riverview Hotel
Chelvakumar	Bayview Hotel Melaka	Amy Zain	Seri Costa Hotel Melaka
Hon. Treasurer:		Chapter Secretariat:	
Aebin Tai	Swan Garden Hotel	Christine Vaz	
Committee Members:			
Diana Ngieng	Venus Boutique Hotel		
Dato' Marco Seow	Bayou Lagoon Park Resort		
Izhar Ibrahim	Swan Garden Resort Melaka		

JOHOR



Chairman:		Committee Members:	
Ivan Teo	Millesime Hotel	Johnny Lau	Fraser Place Iskandar Puteri
Vice Chairman:		Co-opted Members:	
Indra Gandhi Pillai	Lotus Desaru Resort & Spa	Michael Bay	Rina Balinese Resort
Hon. Secretary:		Members:	
Callie Tan	Good Hope Hotel	Stephen Teo	Millesime Hotel
Hon. Treasurer:		Petrus Leong	Retired Hotel HR Specialist / Trainer
Sunny Soo	Pulai Springs Resort	Tan Li Peng	Belllo Hotel
Committee Members:		Chapter Secretariat:	
Vikneswary Mahalingam	Somerset Medini Iskandar Puteri	Yvonne Loh	
Tan Ai Lee	New York Hotel		

CHAPTERS

PAHANG



Chairman:		Committee Members:	
Patrick Tee Puat Heng	Copthorne Cameron Highlands	Sujeindran A/L Genngadaran	Avillion Cameron Highlands
Vice Chairman:		Mohd Robae Lubis bin	Grand Darul Makmur
Khew Choon Teck	First World Hotel	Hj. Mohamed Yusof	
Hon. Secretary:		Syed Ali Adnan	Hyatt Regency Kuantan Resort
Charles B Peter	Shahzan Hotel Kuantan	Chapter Secretariat:	
		Lina Mohd Noor	

TERENGGANU



Chairman:		Committee Members:	
Hajah Suaibah binti Harun	Primula Beach Hotel	Wan Nurdiyana bt Wan Mahyuddin	Sumai Hotel Apartment
Vice Chairman:		Rosma bt Harun	Felda Residence Kuala Terengganu
Wan Mohd Faizul bin Wan Abas	Duyong Marina & Resort	Arizahamalia binti Ahmad	Am Transit Inn
Hon. Secretary:		Chapter Secretariat:	
Abdul Hadi bin Alias	Paya Bunga Hotel	Noor Azlinda binti Puteh	
Hon.Treasurer:			
Noralizan A. Rahman	Permai Hotel		

KELANTAN



Chairman:		Committee Members:	
Hajah Maimun binti Mohd Hussain	Sudara Beach Resort	Hasbullah Che Omar	Crown Garden Hotel
Vice Chairman:		Hamzah bin Rosli	H Elite Design Hotel
Gan Yeong Shuoh	Grand Riverview Hotel	Zakaria bin Harun	Ibis Styles Hotel
Hon. Secretary:		Engku Morris bin	Holiday Villa
Muhammad Azrin	Jewels Hotel	Engku Hussin	Hotel & Suites Kota Bahru
Hon.Treasurer:		Azimin bin Ibrahim	Perdana Kota Bahru
Amer Ahmad	Renai Hotel	Chapter Secretariat:	
		Muhammad Azrin Zainal Abidin	

SARAWAK



Chairman:		Committee Members:	
John Teo	Meritz Hotel	Audry Wan Ullok	Telang Usan Hotel
Vice Chairmen:		Yvonne Saman	The Marian Boutique Lodging Hotel
Solo Cleophas	Merdeka Palace (MPHS)	Patrick Siqueen	Imperial Riverbank
Rahim Bugo	Damai Rainforest Resort	Lang Jai Lee	Tanahmas Hotel, Sibu
Hon. Secretary:		Internal Auditor:	
Olivia Ting	Meritin Hotel	Jule Tay	The Limetree Hotel
Hon.Treasurer:			
Mason Tang	Goldenbay Bintulu		

SABAH



Chairman:		Committee Members:	
Hafizan Wong	Promenade Hotel	Martin Kong	Sabah Tea Resort
Vice Chairman:		Chloe Loo	The Palace Hotel
Fiona Hagan	Shangri-La Rasa Ria	Eugene Chin	Tiara Labuan
Hon. Secretary:		Jeron Ortiz	Dreamtel Hotel Kota Kinabalu
Puvan Abdullah	Ibis Styles Kota Kinabalu Inanam	Internal Auditor:	
Hon.Treasurer:		Liamis bin Laukau	Klagan Regency Kota Kinabalu
Michael Tan	Grandis Hotel	Chapter Secretariat:	
		Puvan Abdullah	

SECRETARIAT



CHIEF EXECUTIVE OFFICER

Isaac Raj

GENERAL MANAGER

Noorfadhillah Ariffin

ADMINISTRATION

Mas Sira Abd Rashid
Senior Executive Administration

Izhan Zubir
Administrative Assistant

PROJECTS & EVENTS

Haswan Hassim
Projects & Events Manager

MEMBERSHIP

Hazlin Masli
Executive Membership

MARCOMM

Aliff Azzan
Senior Executive Marcomm

CREATIVE

Wan Norhazimah
Graphic Designer

FINANCE

Lim Tuck Fatt
Finance Manager

Afrin Afsanah
Finance Officer (MAH)

Wan Rasulluddin
Finance Officer (MAHTEC)

MAHTEC SDN BHD

Ken Cheah
Head of Learning & Development

Maszura Mihat
Senior Executive Learning & Development

Ammar Aqlan
Executive Learning & Development

REPRESENTATION & AFFILIATION

TOURISM MALAYSIA (TM)
Board of Director: Datin Christina Toh

DEPARTMENT OF SKILLS DEVELOPMENT (JPK)

Majlis Pembangunan Kemahiran Kebangsaan (MPKK)
Permanent Member: Shirley Lai
Alternate Member: Isaac Raj

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

Majlis Pertandingan Kemahiran Malaysia (MPKK)
Permanent Member: Isaac Raj
Alternate Member: Noorfadhillah Ariffin

HUMAN RESOURCES DEVELOPMENT CORPORATION (HRDC)

Sectorial Training Committee (STC): Hospitality
Chairman: Shirley Lai
Alternate Member: Isaac Raj

MINISTRY OF EDUCATION (MOE)

Jawatankuasa Teknikal Hubungan Industri TVET (JKTHI)
Chairman: Dato' Megat Shahrul Azman Abas
Co-Secretary: Noorfadhillah Ariffin

DEPARTMENT OF STANDARDS MALAYSIA (DSM)

Mesyuarat Kumpul Kerja Berkenaan Business Events(NSC 20 / TC 1 / WG 15)
Permanent Member: Datin Christina Toh
Alternate Member: Isaac Raj

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

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

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

DEPARTMENT OF POLYTECHNIC & COMMUNITY COLLEGE (JPPKK)

Department of Polytechnic & Community College (JPPKK)
Industry Advisor Committee (IAC): Dato' Megat Shahrul Azman Abas

GOVERNMENT INDUSTRY TVET COORDINATION BODY (GITC)

Goverment Industry TVET Coordination Body (GITC)
Board of Director: Datin Christina Toh
Alternate Member: Dato' Megat Shahrul Azman Abas

MALAYSIAN TOURISM FEDERATION (MTF)

Malaysian Tourism Federation (MTF)
Permanent Member: Datin Christina Toh
Alternate Member: Isaac Raj

ASEAN HOTEL AND RESTAURANTS ASSOCIATION (AHRA)

Asean Hotel and Restaurants Association (AHRA)
2nd Vice President & Member: Datin Christina Toh
Alternate Member: Dato' Megat Shahrul Azman Abas

ASEAN TOURISM ASSOCIATION (ASEANTA)

Asean Tourism Association (ASEANTA)
Treasurer & Member: Datin Christina Toh
Alternate Member: Dato' Megat Shahrul Azman Abas

TALENTCORP GROUP OF COMPANIES

MyMAHIR Future Skills Talent Council (CFSTC) - Hotel & Tourism Sector
Permanent Member: Isaac Raj
Alternate Member: Noorfadhillah Ariffin

MALAYSIAN COMPETITION COMMISSION (MyCC)

Panel in Technical Committee (TC) of Market Review on the Digital Economy Ecosystem
Panellist: Isaac Raj

GOVERNMENT AGENCY

MINISTRY OF TOURISM, ARTS & CULTURE MALAYSIA (MOTAC)











27.02.2024	Mesyuarat Kick Off Jawatankuasa Teknikal Pasukan Petugas Bersama Peringkat Menteri bagi membincangkan Kerjasama Pelancongan Malaysia-Thailand @MOTAC Putrajaya / Online.
27.05.2024	Penambahbaikan Tawaran Pembiayaan Tabung Pelancongan @ MOTAC Putrajaya.
06-08.06.2024	Sustainability Tourism Bengkel Semakan Semula Kursus Mesra Malaysia @ Vivatel KL.
19.07.2024	Sesi Libat Urus YAB Timbalan Perdana Menteri Bersama Pengiat Industri Pelancongan Bersempena Kempen Melawat Malaysia (VM2026) @ MOTAC Putrajaya.
30.09.2024	Sesi Libat Urus Bersama Penggiat Industri Pelancongan 2024 @ Menara Kuala Lumpur.
17.10.2024	Sesi Perjumpaan YB Menteri Pelancongan, Seni & Budaya Bersama Persatuan-Persatuan Hotel yang diiktiraf oleh MOTAC @ Parlimen Malaysia.
25.10.2024	Majlis Perasmian Karnival Cuti-Cuti Malaysia 2024 @ Kompleks Kraf KL.
19.11.2024	Sesi Libat Urus Bersama Persatuan Industri Perhotelan yang diiktiraf MOTAC berhubung Penambahbaikan Kriteria Penggredan Premis Penginapan Pelancong (PPP) @ MOTAC Putrajaya.

Kajian Keberkesanan Kawal Selia Dalam Mendepani Isu & Cabaran Industri Pelancongan di Malaysia:

09.01.2024	Jemputan Sesi Perbincangan Kumpulan Berfokus (FGD) 6 Peringkat Zon Tengah (Penggiat Industri Pelancongan) untuk Kajian Keberkesanan Kawal Selia Dalam Mendepani Isu & Cabaran Industri Pelancongan di Malaysia @ Dorsett Putrajaya.
22.02.2024	Kajian Keberkesanan Kawal Selia Dalam Mendepani Isu & Cabaran Industri Pelancongan di Malaysia @ MOTAC Putrajaya.

TOURISM MALAYSIA (TM), MOTAC



26.03.2024	Mega Sales Campaign meeting @ Tourism Malaysia.
26.03.2024	Cuti-Cuti Malaysia Packages meeting @ Tourism Malaysia.
29.04.2024	Presentation by Tourism Malaysia & Discussion with the Industry @ Sheraton Imperial Hotel KL.
03.05.2024	Domestic Tourism Engagement Session @Tourism Malaysia.
28.05.2024	Visit by VMY2026 Secretariat @ Wisma MAH.
04.06.2024	Sesi Libat Urus Bersama Penggiat Industri Pelancongan Minat Khas @ Hotel Royal Signature KL.

ISLAMIC TOURISM CENTRE, MOTAC

22.04.2024	Sesi Libat Urus & Perbincangan Pasukan Petugas Khas bagi Membangun & Mempromosikan Malaysia sebagai Hub Transit Umrah di Rantau Asia @ Le Meridien Putrajaya.
29.05.2024	Sesi Libat Urus & Perbincangan Pasukan Petugas Khas bagi Membangun & Mempromosikan Malaysia sebagai Hub Transit Umrah di Rantau Asia Bil 2/2024 @ Doubletree by Hilton Lakeside Putrajaya.

MINISTRY OF HUMAN RESOURCES (MOHR / KESUMA)



28.08.2024	Sesi Libat Urus Belanjawan 2025 KESUMA Bersama Pihak Industri & Pemegang Taruh @ WTC Kuala Lumpur.

DEPARTMENT OF SKILLS DEVELOPMENT (JPK), (MOHR / KESUMA)

13.06.2024	Bengkel Sesi Libat Urus untuk peningkatan Sistem Pensijilan Kemahiran Malaysia (SPKM) Tahap 6-8: Pindaan Akta Pembangunan Kemahiran Kebangsaan 2006 @ Pulse Grande Putrajaya.
16.07.2024	Mesyuarat Kerja Jawatankuasa Teknikal Penilaian Standard (JTPS) bagi Bidang Culinary Arts Craftmanship (Tahap 4-5) @ Sama-Sama KLIA Hotel.
29.08.2024	Mesyuarat Kerja Jawatankuasa Teknikal Penilaian Standard (JTPS) bagi Bidang Culinary Arts Craftmanship (Tahap 4- 5) Fasa Dua Standard Practice, Standard Content & Curriculum of Competency Unit @ Doubletree by Hilton Lakeside Putrajaya.
13.11.2024	Majlis Anugerah Tangan Emas Perdana Menteri (MATEPM) & Anugerah Tokoh Mahir (ATM) 2024 @ Perbadanan Putrajaya.

MAH as an Industry Lead Body (ILB) - 2022 - 2024

24.01.2024	Mesyuarat Penyelarasan bagi Pelaksanaan Aktiviti ILB 2024 (Online).
03.04.2024	Taklimat Pengenalan Dashboard ILB dalam sistem MySPIKE (Online).
01.08.2024	Mesyuarat Penyelarasan Pelaksanaan Aktiviti Sistem Pensijilan Kemahiran Malaysia Bersama Badan Peneraju Industri (ILB) @ Cyberjaya.

Seminar Tripartite

05.03.2024	Seminar Tripartite (3 penjuru) antara Industri, Pusat Latihan & Pendidikan TVET dan Agensi Kerajaan bagi Tahun 2024 @ Palm Garden Hotel.
04.12.2024	Program Tripartite Engagement Session 2024 (Outcome) & Majlis Pertukaran Dokumen Memorandum Persefahaman (MOU), JPK @ Sama-Sama Hotel KLIA.



Majlis Pembangunan Kemahiran Kebangsaan (MPKK)

02.04.2024	Majlis Penyerahan Watikah Pelantikan Anggota MPKK Sesi 2024-2027@ Wisma PERKESO Putrajaya.
09.05.2024	Mesyuarat Majlis Pembangunan Kemahiran Kebangsaan (MPKK) Bil 1/2024 @ Hotel Palm Garden.
27.08.2024	Mesyuarat Majlis Pembangunan Kemahiran Kebangsaan (MPKK) Bil. 2/2024 @ Pulse Grande Hotel.
05.12.2024	Mesyuarat Majlis Pembangunan Kemahiran Kebangsaan (MPKK) Bil 3/2024 @ Premiera Hotel KL.
08.10.2024	Bengkel Libat Urus Jawatankuasa Kerja (JKK) Majlis Pembangunan Kemahiran Kebangsaan (MPKK) Tahun 2024 @ The Everly Putrajaya.



Majlis Pertandingan Kemahiran Malaysia (MPKK)

24.01.2024	Bil 1/2024 @ Kompleks Setia Perkasa, KESUMA.

PEMBANGUNAN SUMBER MANUSIA BERHAD (HRD CORP), (MOHR / KESUMA)

24.01.2024	Soft Launch & Engagement Session of The National Training Week (NTW) 2024 @ Hilton KL
29.05.2024	HLC 2.0: Launching IndSF @ Wisma HRD Corp.
11.06.2024	HRD Corp Central Regional Seminar Series – Roadmap to VMY2026 @ Crystal Crown PJ.
30.09.2024	Opening Ceremony of National Human Capital Conference & Exhibition 2024 @ MITEC.
03.10.2024	ASEAN Skills Forum by HRD Corp @ M Resort & Hotel KL.
25 – 27.11.2024	ASEAN Years of Skills 2025 Planning Workshop @ Berjaya Times Square Hotel.

MINISTRY OF FINANCE (MOF)



09.07.2024	Majlis Libat Urus Belanjawan 2025 @ MOF.

ROYAL MALAYSIAN CUSTOMS DEPARTMENT, MINISTRY OF FINANCE (MOF)



08.01.2024 Sesi Libat Urus Bersama Pihak Persatuan Berkaitan Kenaikan Kadar Cukai Perkhidmatan bagi Perkhidmatan Penginapan yang disediakan oleh Hotel @ Jabatan Kastam Malaysia .

11.06.2024 4th Malaysia Tax Policy Forum (MTPF).
05.09.2024 Sesi Perbincangan Bersama Pihak Persatuan Berkaitan Business Nature Industri Penginapan yang melibatkan Penempahan Penginapan Melalui Orang Ketiga @ Jabatan Kastam Malaysia (JKDM) Putrajaya.

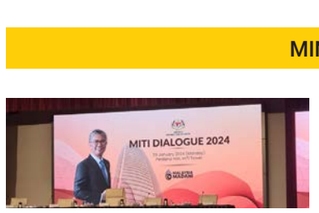
MINISTRY OF EDUCATION (MOE)



03.05.2024 Mesyuarat Jawatankuasa Hubungan Industri TVET, Kementerian Pendidikan Malaysia Bil.1/2024.



25.06.2024 Mesyuarat Jawatankuasa Teknikal Hubungan Industri Bidang Hospitaliti Bil. 2/2024 @ Oakwood Hotel.



08.08.2024 Mesyuarat Jawatankuasa Teknikal Hubungan Industri Bidang Hospitaliti Bil. 3/2024 @ Kolej Vokasional ERT Setapak, Kuala Lumpur.

MINISTRY OF INTERNATIONAL TRADE & INDUSTRY (MITI)

29.01.2024 MITI Dialogue 2024 @ Dewan Perdana, Menara MITI KL.
11.03.2024 Sesi Perbincangan Berhubung Pemasangan Pengecas Kenderaan Elektrik di Pasaraya / Kompleks Beli Belah & Hotel @ Menara MITI KL.

DEPARTMENT OF STANDARDS MALAYSIA (DSM), MITI

31.07.2024 Sesi Konsultasi Draf Malaysia Standard (DMS) ISO/FDIS 56001 Innovation Management System – Requirement @ Bangi Resort Hotel.



1) Mesyuarat Kumpulan Kerja Berkenaan Business Events (NSC 20 / TC 1/ WG 15)
25.06.2024 Bil.1/2024 via Online.
14.11.2024 Bil.2/2024 via Zoom.

2) Mesyuarat Jawatankuasa Teknikal Pengurangan Aset & Fasiliti (NSC 25 / TC 7)
15.08.2024 Bil.1/2024, Hybrid (Online & Menara Cyber Axis, Cyberjaya).

3) Mesyuarat Jawatankuasa Standard Kebangsaan Berkenaan Tourism, Exhibitor & Hospitality Services (NSC 20)
06.11.2024 Bil.1/2024 @ MOTAC Putrajaya.

4) Mesyuarat Jawatankuasa Teknikal Berkenaan Tourism & Related Services (NSC 10 / TC 1)
19.03.2024 Bil 1/2024 @ Menara Cyber Axis, Cyberjaya.

5) Mesyuarat Kumpulan Kerja (WG) berkenaan Halal Food (NSC 09/TC1/WG1)
20.02.2024 Bil 1/2024 @ JAKIM.

DEPARTMENT OF POLYTECHNIC & COMMUNITY COLLEGE (JPPKK), MOHE



04.09.2024 Majlis Penasihat Industri Politeknik dan Majlis Perasmian Program INDex POLYCC 2024 @ Politeknik Ungku Omar, Perak.
17.10.2024 Jemputan Majlis Anugerah Akademia Politeknik & Kolej Komuniti (AA POLYCC) Tahun 2024 @ Impiana Hotel Ipoh, Perak.

DEPARTMENT OF PERSONAL DATA PROTECTION MALAYSIA, MINISTRY OF COMMUNICATIONS



15.02.2024 Sesi Libat Urus bagi Cadangan Pindaan Perintah Pelindungan Data Peribadi Peraturan (Golongan Pengguna Data) Akta Pelindungan Data Peribadi (Akta 709) – Pelancongan & Hospitaliti @ Putrajaya.
21.05.2024 PDPA Briefing @ Putrajaya.
28.05.2024 PDPA Meeting @ Wisma MAH.
12.06.2024 Sesi Kunjungan Hormat dan Maklum Balas terhadap Cadangan Pindaan. Perintah Perlindungan Data Peribadi Peraturan (Golongan Pengguna Data) Akta Perlindungan Data Peribadi 2010 [Akta 709] @ Kompleks Kementerian Komunikasi.

MALAYSIAN COMMUNICATION & MULTIMEDIA COMMISSION (MCMC), MINISTRY OF COMMUNICATIONS

02.09.2024 Discussion – Awareness Session to Hotel Providers on Content of in-house broadcasting via Online.
27.11.2024 Awareness Program for in-house Broadcasting Service by Hotel Providers in Malaysia via Online & MCMC Centre Cyberjaya.

MALAYSIAN INTELLECTUAL PROPERTY CORPORATION (MYIPO), MINISTRY OF DOMESTIC TRADE & COST OF LIVING (KPDN)



01.10.2024 Sesi Libat Urus (Persatuan Pengguna Karya Berhakcipta): Garis Panduan Pengendaliaan Organisasi Pengurusan Kolektif (CMO) di bawah Akta Hak Cipta 1987 @ MyIPO PJ, Selangor.

MALAYSIAN COMPETITION COMMISSION (MyCC), MINISTRY OF DOMESTIC TRADE & COST OF LIVING (KPDN)



20.08.2024 MyCC Focus Group Discussion on Online Travel Agency Market @ Hilton Kuala Lumpur.
23.10.2024 Technical Committee Meeting No.1 for Market Review & the Digital Economy under Competition Act 2010 @ MyCC's Meeting Room, KL.

MINISTRY OF HEALTH MALAYSIA

18.01.2024 Taklimat Rang Undang-Undang Kawalan Produk Merokok Demi Keselamatan Awam 2023 @ Bilik Mesyuarat Utama, Kementerian Kesihatan Malaysia.

MINISTRY OF HOUSING AND LOCAL GOVERNMENT





30.01.2024 Sesi Libat Urus Berhubung Penganjuran Pertandingan "Toilet of The Year 2024" @ KPKT Putrajaya.
10.07.2024 Mesyuarat Penyelarasan Maklumat Kolam Renang Persendirian bagi kategori Hotel @ KPKT Putrajaya.
14.10.2024 Majlis Anugerah "Toilet of The Year Award" Tahun 2024 / TOTYA 2024 @ Sheraton Imperial Hotel KL.

MINISTRY OF ECONOMIC

29.02.2024 - 02.03.2024 Kongres Ekonomi Bumiputera 2024 (KEB 2024) anjuran Kementerian Ekonomi dengan kerjasama Kementerian Kemajuan Desa dan Wilayah serta Majlis Amanah Rakyat @ Pusat Konvensyen Antarabangsa Putrajaya (PICC).

MINISTRY OF SPORTS



28.08.2024 Kunjungan Kerja & Sesi Perbincangan Potensi Kerjasama Strategik Bahagian Pembangunan Kemahiran Belia (BPKB), Kementerian Belia & Sukan (KBS) @ Wisma MAH.

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

10.01.2024 Amari Kuala Lumpur.
24.07.2024 Shangri-La Kuala Lumpur.
28.11.2024 Hilton Petaling Jaya.

GOVERNMENT INDUSTRY TVET COORDINATION BODY (GITC)



• GITC Board of Directors' Meeting:

05.03.2024 No.1/2024 @Wisma FMM / Online.
18.04.2024 No.2/2024 @ Wisma FMM / Online.
11.07.2024 No.3/2024 @ Wisma FMM / Online.

05.01.2024 Strategy Implementation Programme of the Ministry of Higher Education with YAB Prime Minister and YB Minister of Higher Education – invite GITC Members.
02.04.2024 GITC Roundtable Discussion on the way forward for industry driven TVET in Malaysia @ Dewan FMM, Bandar Sri Damansara KL.
31.12.2024 GITC – Collaboration on MATTA Talent Expo @ Wisma MAH.

MALAYSIAN TOURISM FEDERATION (MTF)

20.06.2024 MTF @ MATTA Office.
01.07.2024 MTF Meeting @ MATTA Office.
11.12.2024 MTF Meeting @ Avani Sepang Goldcoast.

ENERGY COMMISSION

27.02.2024 Sesi Ketiga Bengkel Kumpulan Kerja Kajian Pembangunan Pelan Tindakan Kecekapan Tenaga Negara (NEEP 2.0) @ Bangi Resort Hotel.
01.08.2024 Building Energy Intersity (BEI) Benchmarking for Hotel in Malaysia Webinar.

MyMAHIR, TALENTCORP








11.09.2024 MyMAHIR Future Skills Talent Council - Hotel & Tourism Sector Meeting No.1/2024.
13.11.2024 MyMAHIR Talentcorp Meeting @ PJ, Selangor.
11.09.2024 MyMAHIR Future Skills Talent Council - Hotel & Tourism Sector Meeting No.1/2024.
13.11.2024 MyMAHIR Talentcorp Meeting @ PJ, Selangor.
09.12.2024 MyMAHIR Future Skills Talent Council (FSTC) – Hotel & Tourism Sector (Hospitality Think Tank Session) @ M World Hotel PJ.

TOURISM PRODUCTIVITY NEXUS, MALAYSIA PRODUCTIVITY CORPORATION





14.02.2024 Sesi Strategik & Mesyuarat Jawatankuasa Pemantauan Nexus Produktiviti Pelancongan (TPN) @ Dewan Seminar, Aras G, Menara PRISMA Putrajaya.
22 - 23.04.2024 Tourism Sustainable Forum by TPN @ Putrajaya.
05 - 06.06.2024 Sustainability Tourism Forum @ Putrajaya.
24.06.2024 Program Productivity Week: Levelling up Regional Productivity Bersempena Peluncuran Laporan Produktiviti 2024 @ Wyndham Grand Bangsar KL.
02.10.2024 Tourism Productivity Nexus Governing Committee Meeting 2/2024 @ Armada PJ.
09 - 10.10.2024 Sustainable Tourism @ Doubletree by Hilton Lakeside Putrajaya.

OTHER MEETINGS

16.07.2024 Sesi Libat Urus Bagi Kajian Penggunaan Standard & Pematuhan di dalam Organisasi di Malaysia @ Royale Chulan Damansara
14.08.2024 Understanding Trademark Law: Strategies for Combating Infringement and Counterfeiting Webinar.
01.10.2024 Program Seminar Peranan & Tindakan Agensi Terhadap Keselamatan & Ketenteraman Awam di WPKL @ Institut Perindustrian KL.
07.10.2024 Sesi Perbincangan Bengkel Perancangan Modul Kursus Jangka Pendek, SKM Hospitaliti dengan Kerjasama MOTAC & ASWARA bersempena Tahun Melawat Malaysia 2026 via Online.
15.10.2024 Sustainable Tourism Seminar Pekerja Asing: Sumbangan Ekonomi & Ancaman Keselamatan @ KDN Putrajaya.
28.10.2024 Perasmian Program Latihan Water Confidence & Teknik Penyelamatan Di Air @ Glory Beach Resort PD, Negeri Sembilan.
06.11.2024 Mesyuarat Geran Industri Pelancongan Tahun Melawat Selangor 2025 @ Bangunan Darul Ehsan, Selangor.



03.12.2024 Bengkel Perbincangan Kumpulan Berfokus bagi Kajian Strategi Peranan Perkongsian Awam & Swasta (PPP) dalam Kelestariaan Perdanaan Institusi TVET di Malaysia @ UKM Bangi.
05.12.2024 Majlis Peluncuran Garis Aturan Kerja Fleksibel & Bengkel Kelestariaan Kehidupan Bekerja @ M Resort & Hotel KL.

INFORMA MARKETS MALAYSIA SDN BHD



18.07.2024 Press Conference: FHM Borneo Edition 2024 & 24th Sabah Hospitality Fiesta @ Sabah International Convention Centre.
26.09.2024 Opening Ceremony FHM – Borneo Edition 2024 @ Sabah International Convention Centre.

INTERNATIONAL REPRESENTATION

ASEAN HOTEL AND RESTAURANTS ASSOCIATION (AHRA)

MAH Representatives:
1) Official Member and 2nd Vice President: Datin Christina Toh
2) Alternate Member: Dato' Megat Shahrul Azman Abas

23.01.2024 AHRA Board & AGM Meeting, Vientiane, Laos.
06.06.2024 AHRA Board Meeting, via Zoom.
22.08.2024 AHRA Board Meeting, Queen Sirikit National Convention Centre (QSNCC), Bangkok, Thailand.

ASEAN TOURISM ASSOCIATION (ASEANTA)

MAH Representatives:
1) Official Member and Treasurer: Datin Christina Toh
2) Alternate Member: Dato' Megat Shahrul Azman Abas

09.05.2024 ASEANTA AGM & Board Meeting, Sapporo, Japan.

ENDORSEMENT & SUPPORT ON EVENTS

FHA - FOOD & BEVERAGE 2024

by Informa Markets Singapore
23 - 26.04.2024 Singapore Expo.

4TH HOSPITALITY MALAYSIA CONFERENCE (HMC) 2024



by Hospitality Asia Media
12 - 13.06.2025 Kuala Lumpur Convention Centre.

3RD GLOBAL CULINARY CHALLENGE MALAYSIA (GCCM 2024)

by Global Culinary Challenge Malaysia (GCCM 2024)
02 - 04.07.2024 Malaysia International Trade & Exhibition Centre (MITEC).

MALAYSIAN INTERNATIONAL FOOD & BEVERAGE TRADE FAIR 2024

by Constellar Exhibitions Malaysia Sdn Bhd
17 - 19.07.2024 Kuala Lumpur Convention Centre.

FHA - HoReCa 2024

by Informa Markets Singapore
22 - 25.10.2024 Singapore Expo.

HOTELIERS CONFERENCE 2024

by MEF & AHE
05 - 06.11.2024 Connexion Conference & Event Centre, Nexus, Bangsar South, KL.

RETAIL SOLUTION EXPO (RESONEX) 2024



by Accelerator Resources Sdn Bhd
07 - 09.11.2024 Pavilion Bukit Jalil Exhibition Centre.

SUSTAINABLE ACTION CONFERENCE 2024 (2.0) (SAC 2024)

by Control Union (Malaysia) Sdn Bhd
21.11.2024 Sunway Resort Hotel.

REPRESENTATIVE AS MODERATOR / SPEAKER / PANELLIST

HEX TALK 2024

by Taylor's University
30.05.2024 Opening Remarks by Datin Christina Toh.

FHA - HoReCa 2024

by Informa Markets Singapore
22 - 25.10.2024, Singapore Expo
Panellist of AHRA Representative: Datin Christina Toh.

SIDANG IDEA MALAYSIA (MYIDEAS) SIDANG SELARI 6: TVET BERKEMAHIRAN TINGGI: (HIGH SKILLED TVET)



by Jabatan Pendidikan Politeknik dan Kolej Komuniti, Kementerian Pendidikan Tinggi Malaysia
27.11.2024 Panellist: Dato' Megat Shahrul Azman Abas.

MEMORANDUM OF UNDERSTANDING



LAUNCH OF ESG CERTIFICATE FOR MALAYSIAN HOTELS & RESORTS

14 JUNE 2024 - MAH launched the ESG (Environmental, Social, and Governance) Certification for hotels and resorts, in collaboration with SGS Malaysia and SAIMATRIX INTERGRATED with endorsement by MOTAC. This initiative equips hotels with the tools to meet the government's ESG standards by 2030, demonstrating MAH's commitment to sustainable tourism.



MOU SIGNING WITH YAYASAN FELDA FOR ENHANCED LEARNING AND EDUCATION OPPORTUNITY

13 AUGUST 2024 - This agreement focuses on two key areas: improving employment opportunities for Felda graduates and offering advanced training courses for its students and staff. Under this MOU, MAH supported the placement of Felda graduates in hospitality roles and, through MAHTEC, collaborate with Yayasan Felda to provide advanced training to enhance their skills and knowledge.



MOU SIGNING WITH HALAL DEVELOPMENT CORPORATION TO BOLSTER HALAL ECOSYSTEM IN HOSPITALITY

13 AUGUST 2024 - This MOU aim to foster the involvement of the hotel industry in advancing Malaysia's Halal ecosystem. Through this MOU, several Halal-related training programs were offered to hoteliers, enhancing their participation and contribution to this emerging sector.



TRANSFORMING TOURISM: MATTA AND MAH COLLABORATE TO DRIVE TOURISM GROWTH IN MALAYSIA

13 AUGUST 2024 - In an effort to further strengthen industry ties and collaboration, MAH signed a Memorandum of Understanding (MoU) with the Malaysian Association of Tour and Travel Agents (MATTA) to promote tourism growth together through various industry-led initiatives such as MATTA Fair, talent development programs, and Visit Malaysia 2026 promotional roadshows.

INDUSTRY ENGAGEMENT & OUTREACH



COLLABORATED WITH TOURISM MALAYSIA AND ITC TO LAUNCH MY RAMADAN EXPERIENCE HOTEL PACKAGE

15 JANUARY 2024 - The Ministry of Tourism, Arts and Culture (MOTAC) through Tourism Malaysia had partnered with MAH alongside the Malaysian Association of Hotel Owner (MAHO) and the Islamic Tourism Centre (ITC), to launch the *My Ramadan Experience* hotel package. This initiative harnessed industry expertise to curate a comprehensive list of hotels that offered attractive accomodation packages during the holy month.



SUPPORTING ORGANISATION AT TAYLOR'S UNIVERSITY HOSPITALITY EXECUTIVE FORUM (HEX) TALK 2024

29 MAY 2024 - Taylor's University hosted the Hospitality Executive Forum (HEX) 2024, featuring an esteemed lineup of hospitality experts who discussed talent acquisition, culture shifts, and industry transformation. MAH supported the event, with President Datin Christina Toh delivering the opening speech, emphasizing the need for innovative HR practices and new approaches to recruitment and talent retention.



ASSOCIATION PARTNER OF HOSPITALITY MALAYSIA CONFERENCE 2024

12 - 13 JUNE 2024 - As the official association partner of the Hospitality Malaysia Conference (HMC), MAH contributed to discussions on the dynamic growth and transformation of the hospitality sector. The event, part of the Hospitality Asia Event Series, featured three specialized summits addressing key industry challenges.



SUPPORTED PROGRAM LATIHAN MADANI: PILOT TRAINING FOR PERSONS WITH DISABILITIES

09 AUGUST 2024 - MAH, in collaboration with YB Senator Isaiah's office and Tropicana Academy, organized a 5-day culinary skills program under Program Latihan Madani. This initiative, announced in Budget 2024, provided training for micro-SMEs and vulnerable communities. The program concluded with a graduation ceremony, with MAH facilitating employment placements for participants of the program, into the hospitality sector.

INDUSTRY ENGAGEMENT & OUTREACH



LAUNCH OF HRD CORP INDSF 2.0 FOR HOSPITALITY

13 AUGUST 2024 - To ensure that the competencies of our hotel industry personnel are up-to-date and aligned with the highest standards, both locally and globally, HRD Corp, MAH, and MyBHA jointly revamped the Industrial Skills Framework for Hospitality. The second edition was officially introduced and launched during MAH Hospitality Leadership Conference 2.0.



MAH x LHDN COMPLIMENTARY WEBINAR ON E-INVOICING FOR THE HOSPITALITY INDUSTRY

24 SEPTEMBER 2024 - A complimentary webinar on e-invoicing, tailored for the hospitality sector, was hosted by MAH in collaboration with the Inland Revenue Board of Malaysia (LHDN). The session guided participants through the new e-invoicing process, ensuring readiness for compliance.



MAH REPRESENTED AT FHA-HORECA: THE FUTURE OF HOSPITALITY SEMINAR

22 OCTOBER 2024 - MAH was invited to participate as one of the esteemed panelists for the Future of Hospitality Seminar, organized by Food & Hotel Asia – HoReCa (FHA-HoReCa). Represented by President Datin Christina Toh, the discussions revolved around key challenges in Malaysia's hotel industry and strategies to adapt to new travel trends and emerging markets.



SUPPORTED HOTELIER CONFERENCE 2024 BY MEF

05 - 06 NOVEMBER 2024 - MAH supported the Hoteliers Conference 2024, organized by the Association of Hotel Employers Peninsular Malaysia (AHE) and the Malaysian Employers Federation (MEF). The conference addressed evolving HR challenges in the hospitality sector and provided crucial insights to equip industry leaders while emphasizing industrial harmony.



PARTICIPATION IN MYIDEAS FORUM - FESTIVAL IDEA PUTRAJAYA

27 NOVEMBER 2024 - MAH participated in the TVET Berkemahiran Tinggi – Mendepani Ekonomi MADANI forum, organized by PolyCC during their Festival IDEA Putrajaya 2024. MAH's Honorary Secretary General, Dato' Megat Shahrul Azman Abas, shared his insights on TVET's role and potential in shaping Malaysia's hospitality sector.



INDUSTRIAL ADVISORY MEETING AND LAUNCH OF INDEX POLYCC 2024

04 SEPTEMBER 2024 - MAH, represented by our Hon. Secretary General, Dato' Megat Shahrul Azman Abas, was present to give his input as a member of the Industrial Advisory Council for Department of Polytechnic & Community College (JPPKK), Ministry of Higher Education (MOHE). The meeting was then followed by the launch of INDEX POLYCC a platform that allows MOHE and JPPKK to interact directly with industry stakeholders, enhancing cooperation and strategic alignment to better serve the needs of the workforce.



CO-ORGANISE THE BARTENDERS & MIXOLOGY COMPETITION 2024

07 - 09 NOVEMBER 2024 - In partnership with the Mixology Alliance of MFBEA and Xcerator, MAH co-organized the first-ever Bartender & Mixology Competition at RESONEX. The event served as a dynamic platform to highlight the budding artistry, creativity, and technical skills of local bartenders and mixologists. The event aimed to nurture the growth of local talent and preserve Malaysia's bartending techniques and mixology knowledge, which are increasingly at risk of being lost over time.



MAH x HRD CORP REGIONAL BRIEFING SERIES - ROADMAP TO VISIT MALAYSIA 2026

YEAR ROUND - MAH, together with HRD Corp, conducted a series of regional seminars to equip hoteliers and employers with updated knowledge, skills, and strategies for Visit Malaysia 2026.

Sessions held:

- Central Region: 11 June 2024, *Crystal Crown Hotel.*
- Southern Region: 24 July 2024, *Bayou Lagoon Park Resort.*
- East Coast: 24 September 2024, *Online Session.*

INDUSTRY ENGAGEMENT & OUTREACH



WEBSITE (www.hotels.org.my)

Serving as the organization's main representation online, the MAH Website features a simple and ergonomic design that is compatible with all forms of browsers and operating systems. Populated with important news on the hospitality industry, MAH's recent activities and accurate relevant information, the website serves as an excellent medium to uphold the organisation's mission of being the voice of the industry.

HOTELJOBS PORTAL (https://hoteljobs.my/about/)

Malaysian Association of Hotels and Reliance College have collaborated to deliver a specialist portal that will provide Malaysian the necessary employment and education opportunities to jumpstart their career in the hospitality industry. MAH members can advertise their jobs vacancies in the specialist portal for free. Don't miss out on this opportunity to fill your roster with the new hopefuls of the industry.



As of the end of 2024:

- **Total jobs posted: 1400+**
- **Total registered job seekers on the portal: 9000+**



FACEBOOK (www.facebook.com/Mahotel)

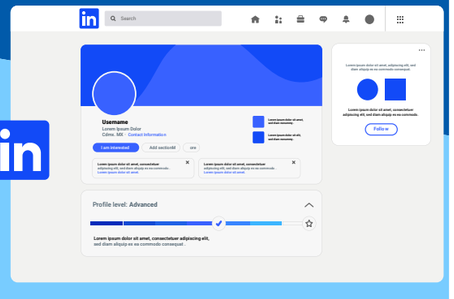
MAH continues to administer its Facebook Page and regularly keeps it updated with the latest events, press release & statements MAH in the News, as well as industry related news.

- **Engagements as of the end of 2024: 15K likes / 17K followers**

LINKEDIN (www.linkedin.com/company/malaysian-association-of-hotels/)

Similar to the Facebook Page, the LinkedIn profile is regularly updated with the latest events, Press Release & statements MAH in the News, as well as industry related news.

- **Engagements as of the end of 2024: 4,777 followers**





ELETRONIC DIRECT MAIL (EDM)

MAH utilizes several specialized email accounts to reach out to members and non-members. The emails are:

- **MAH News - news@hotels.org.my**

Disseminate news about the industry, as well as invites to various events and projects.

- **MAHTEC - mahtec.professional@hotels.org.my**

Information and invitation on Training & Development.

MAH IN THE NEWS



Melaka hoteliers oppose to heritage tax hike, says MAH

By RSN MURALI

NATION

Saturday, 22 Jun 2024 6:03 PM MYT

MELAKA: Hoteliers here are up in arms over the steep increase in heritage tax imposed by the state government.





TOURISM

Hotels reap benefits of higher tourist arrivals

Tourism expenditure exceeding pre-pandemic levels

"It is forecast that the hotel inventory will expand by an additional 15% to 38,000 rooms, with around 10 hotels boasting 5,737 rooms expected to be completed in 2023. It is a good sign that more hotels are opening."



CONTINGENCY

'NO RULE SET ON CHECK-IN/OUT TIMES'

Hotel operators decide based on operational needs, say industry players



Not a practical turnaround time, says hotelier



Motac check on check-ins

Ministry to monitor timing of guests coming and leaving hotels

By RSN MURALI

PRESS RELEASES

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

- **11 March 2024, MAH Event** - MAH Tourism Fair press release (pre-event).
- **18 May 2024, MAH Event** - MAH 50th Anniversary Gala Dinner & Awards Night.
- **14 June 2024, Industry Related** - Towards ESG Certification for Malaysian Hotels & Resorts.
- **17 July 2024, MAH Event** - MAH Domestic Tourism Jom Cuti-Cuti Malaysia 2024: Inaugural event a resounding success!
- **15 August 2024, MAH Event** - Breaking records! MAH Hospitality Leadership Conference 2.0 concludes!
- **27 August 2024, MAH Event** - Bazaar Jom Cuti-Cuti Malaysia 2024 a runaway success!
- **19 October 2024, Industry Related** - MAH calls for stronger support for hospitality sector in national budget 2025.
- **21 October 2024, Industry Related** - 23-hours stay not feasible - MAH calls for realistic solutions amid manpower shortages and rising operational costs.
- **08 November 2024, MAH event** - MAH Tourism Fair heads to Johor Bahru - Closing out the year with unbeatable offers.
- **03 December 2024, MAH Event** - MAH 50th Anniversary Fun Run concludes.

SURVEYS

As an integral tool for industry insights, MAH facilitated surveys throughout the year to gather data and perspectives from members and stakeholders. These surveys served to monitor industry trends, identify challenges, and inform policy recommendations.

- **15 February 2024, MEF** - Survey on Labour Shortage in the Private Sector.
- **07 March 2024, MOH** - Hotels with Smoking Lounges/ Bars.
- **10 June 2024, MIDA & MOTAC** - Proposal for New Hotel Equipment and Machinery to be Granted Import Duty Exemption.
- **13 June 2024, MOTAC** - 4G & 5G Internet Facilities in Tourist Accomodation Premises in Conjuction with Visit Malaysia 2026 (VM 2026).
- **25 July 2024, SPAN** - Monthly Water Consumption Rate for Year 2023.
- **31 July 2024, MEF** - MEF Salary Survey for Executives and Non Executives 2024.
- **19 August 2024, MEF** - MEF Fringe Benefits Survey 2024.
- **18 October 2024, BNM** - Members' Expectation for the Outlook of the Hotel Industry.
- **19 November 2024, Jabatan Keselamatan & Kesihatan Pekerjaan (JKKP)** - Cross-Sectional Study Questionnaire of the Study of Occupational Health Services Financing.
- **06 December 2024, TalentCorp** - [FSTC SURVEY] Job Analysis Survey for MAH Members by TalentCorp.
- **20 December 2024, Malaysia Competition Commission (MyCC)** - Hotel's Experience with OTAs (Online Travel Agencies) by MyCC.

MEMBERSHIP PROFILE

CHAPTER	NEW MEMBERS 2024				BY STAR RATING					ORCHID	OTHERS / UNRATED	TOTAL ORDINARY		ASSOC.	GRAND TOTAL
	TOTAL	HOTELS	ROOMS	ASSOC.	5 Star	4 Star	3 Star	2 Star	1 Star			HOTELS	ROOMS		
PERLIS	1	1	20				1	3	1	1		6	267		6
KEDAH	5	5	642		9	17	11	3	1		12	53	7740	1	54
PENANG	3	3	731		18	27	20	5	2	1	27	100	16439	6	106
PERAK	4	3	99	1	2	12	22	9	3	3	19	70	7006	1	71
SELANGOR	21	8	1381	13	21	21	17	7		2	27	95	18468	42	137
PUTRAJAYA	1	1	480		7	4						11	3253		11
KUALA LUMPUR	20	11	1874	9	38	40	35	5	4		46	168	42521	36	204
NEGERI SEMBILAN	2	2	149		5	12	7	5	2		7	38	5709	1	39
MELAKA	3	3	992		6	19	23	7		1	12	68	9456		68
JOHOR	4	4	403		8	23	30	5	4	1	26	97	18700	2	99
PAHANG	4	4	191		8	17	20	6	1		18	70	9989		70
TERENGGANU	2	2	295		2	7	13	5	2		8	37	3977		37
KELANTAN	2	2	70		1	5	6	3			4	19	2123		19
SARAWAK	5	4	801	1	7	23	31	7	2		23	93	13472	2	95
SABAH	3	2	440	1	12	15	33	6	5		17	88	12815	1	89
LABUAN	0				2		4	2		1	3	12	1184		12
GRAND TOTAL	**80**	**55**	**8,568**	**25**	**146**	**242**	**273**	**78**	**27**	**10**	**249**	**1,025**	**173,119**	**92**	**1,117**

WELCOME

NEW MEMBERS 2024

ORDINARY MEMBERS

AGC ECO RESORT ..... SELANGOR
ARCADIA BEACH RESORT ..... SABAH
ARENA PREMIER HOTEL ..... NEGERI SEMBILAN
BINTANG COLLECTIONZ HOTEL ..... KUALA LUMPUR
BIRKIN INTERNATIONAL HOTEL MELAKA ..... MELAKA
CITADINES CONNECT CECIL GEORGETOWN PENANG ..... PENANG
CITADINES WATERFRONT KOTA KINABALU ..... SABAH
CITIN HOTEL LANGKAWI ..... KEDAH
CITY RISE HOTEL ..... SARAWAK
COURTYARD BY MARRIOTT KUALA LUMPUR SOUTH ..... KUALA LUMPUR
COVE 55 SANTUBONG ..... SARAWAK
CROWNE PLAZA KUALA LUMPUR CITY CENTRE ..... KUALA LUMPUR
CROWNE PLAZA PENANG STRAITS CITY ..... PENANG
DJ CITI PLAZA HOTEL & SUITES ..... TERENGGANU
FIVES HOTEL MELDRUM ..... JOHOR
FOX HOTELS GLENMARIE SHAH ALAM ..... SELANGOR
GOPENG GLAMPING PARK ..... PERAK
HAKO HOTEL TUTA ..... JOHOR
HOLIDAY VILLA BEACH RESORT & SPA CHERATING ..... PAHANG
HOTEL GRAND CONTINENTAL LANGKAWI ..... KEDAH
HOTEL HALLMARK LEISURE ..... MELAKA

HOTEL INDIGO KUALA LUMPUR ON THE PARK ..... KUALA LUMPUR
HOTEL SALAAM SUITES ..... KELANTAN
HYATT CENTRIC CITY CENTRE KUALA LUMPUR ..... KUALA LUMPUR
IBIS STYLES SEPANG KLIA ..... SELANGOR
KIREINA GENTING VILLA ..... PAHANG
LALANG RESORT AND SPA ..... KELANTAN
MARRIOTT RESORT PERHENTIAN ..... TERENGGANU
METROSTAR HOTEL KUALA LUMPUR ..... KUALA LUMPUR
MOXY PUTRAJAYA ..... PUTRAJAYA
OZO MEDINI MALAYSIA ..... JOHOR
PARKROYAL A'FAMOSA MELAKA RESORT ..... MELAKA
PENANG MARRIOTT HOTEL & MARRIOTT EXECUTIVE APARTMENTS ..... PENANG
RAINTREE BOUTIQUE HOTEL ..... SELANGOR
RAMADA ENCORE BY WYNDHAM CHINA TOWN ..... KUALA LUMPUR
RED VELVET INN HOTEL ..... KUALA LUMPUR
REMINGTON HOTEL ..... JOHOR
SEMENYIH ECO VENTURE RESORT & RECREATION ..... SELANGOR
SENTOSA VILLA RESORT ..... PERAK
SENTRAL VIEW HOTEL BINTULU ..... SARAWAK
SHERATON KUCHING HOTEL ..... SARAWAK
SOLESOR KAMPONG BEACH RESORT ..... NEGERI SEMBILAN
SRI PAUH NATURAL MOTEL ..... PERLIS
SUMMIT HOTEL SUBANG USJ ..... SELANGOR
SUNWAY SANCTUARY ..... SELANGOR
TEEDO HOTEL KUALA LUMPUR ..... KUALA LUMPUR
THE BOATHOUSE PULAU TIOMAN ..... PAHANG
THE REGENCY HOTEL SERI WARISAN TAIPING ..... PERAK
THE RIYAZ LAVANYA LANGKAWI ..... KEDAH
THE VILLA LANGKAWI ..... KEDAH
TIOMAN DIVE RESORT ..... PAHANG
TRIBECA SERVICED HOTEL ..... KUALA LUMPUR
TUNE HOTEL KLIA AEROPOLIS ..... SELANGOR
UTM HOTEL & RESIDENCE ..... KUALA LUMPUR
WINGS BY CROSKE RESORT LANGKAWI ..... KEDAH

ASSOCIATE MEMBERS

ACCELERATOR RESOURCES SDN BHD ..... SELANGOR
AQUASWIFT WATER TECHNOLOGIES SDN BHD ..... SELANGOR
BELIMO AUTOMATION MALAYSIA SDN BHD ..... SELANGOR
BERIBU JAYA SDN BHD ..... SELANGOR
BOTATO VISION SDN BHD ..... SELANGOR
BRILLIANCE INSURE SDN BHD ..... KUALA LUMPUR
COMPASIA SDN BHD ..... KUALA LUMPUR
DD TECHNICHE SDN. BHD ..... SELANGOR
EASTERN DECORATOR SDN. BHD. (AKEMI) ..... KUALA LUMPUR
FUTURE DREAM ACADEMY SDN. BHD. ..... KUALA LUMPUR
GAS MALAYSIA RETAIL SERVICES SDN BHD ..... KUALA LUMPUR
INFINITE HOSPITALITY GROUP (MALAYSIA) SDN BHD ..... SARAWAK
JOTUN PAINTS (MALAYSIA) SDN BHD ..... SELANGOR
LAUNDRY CARE SDN BHD ..... SELANGOR
NOBLE SCHOOL CITY CAMPUS ..... PERAK
PANORAMA TV ASIA BROADCAST SDN BHD ..... SELANGOR
PASTRY WORLD SDN BHD ..... KUALA LUMPUR
PROPULSION POOLS SDN BHD ..... SELANGOR
PURESOLUTIONS SDN BHD ..... KUALA LUMPUR
RUIJIE MALAYSIA SDN. BHD. ..... KUALA LUMPUR
SABAH INTERNATIONAL CONVENTION CENTRE (SICC) ..... SABAH
STRATEGIC ECOMMERCE SERVICES SDN BHD ..... SELANGOR
STREAMVISION SDN BHD ..... SELANGOR
THE SLEEPING SOLUTIONS (HOPS BY Q-TRON) ..... KUALA LUMPUR
TOTAL MANPOWER SDN BHD ..... SELANGOR

CHAPTERS' ANNUAL GENERAL MEETINGS

	TUESDAY, 30 JANUARY	SWAN GARDEN RESORT
	WEDNESDAY, 31 JANUARY	PACIFIC REGENCY PORT DICKSON
	TUESDAY, 06 FEBRUARY	DORSETT GRAND SUBANG
	WEDNESDAY, 07 FEBRUARY	IBIS STYLES HOTEL
	MONDAY, 19 FEBRUARY	SHAHZAN HOTEL KUANTAN
	FRIDAY, 23 FEBRUARY	BERTAM RESORT PENANG
	MONDAY, 26 FEBRUARY	PERMAI HOTEL KUALA TERENGGANU
	THURSDAY, 29 FEBRUARY	SYMPHONY SUITES
	FRIDAY, 1 MARCH	MELIA KUALA LUMPUR
	MONDAY, 4 MARCH	THE WATERFRONT HOTEL
	TUESDAY, 5 MARCH	THE PACIFIC SUTERA
	FRIDAY, 8 MARCH	DAYANG BAY RESORT
	THURSDAY, 14 MARCH	PONDEROSA GOLF & COUNTRY RESORT

NATIONAL ANNUAL GENERAL MEETING

Date: 17 May 2024

Venue: M Resort & Hotel Kuala Lumpur

Attendees:

190 Ordinary members attended the assembly with 110 proxy, brought in a total quorum of 300 members (minimum quorum required was 256 members).

Pictures:



PROJECTS & EVENTS

MAH 50TH ANNIVERSARY GALA DINNER & AWARDS NIGHT 2024

Date: 17 May 2024
Venue: M Resort & Hotel Kuala Lumpur

MAH marked a historic milestone this year as it celebrated its golden jubilee with a grand gala dinner that brought together over 800 distinguished guests. Alongside the feasts and merriment, the night also saw the presentation of 3 prestigious awards.

<u>Recipients of MAH Lifetime Achievement Awards</u>

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

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

Mr. Sam Cheah Swee Hee
2014 - 2019
UCSI Hotel Kuching

YBhg. Dato' N. Subramaniam
2020 - 2022
PCB Resort



<u>MAH Hotel Management Grand Prix 2024 Winning Teams</u>

Champion:
Team Go Getters,
from Hilton Kuala Lumpur

1st Runner Up:
Team The Sentral,
from Hotel Sentral KL

2nd Runner Up:
Team Grand Hyatt KL,
from Grand Hyatt Kuala Lumpur

3rd Runner Up:
Team The Kippers,
from KIP Hotel









<u>MAH Hotel Employee Awards Recipients (State Champion)</u>

Kedah / Perlis Chapter
Muhammad Syahir bin Sobri
Senior Re:Fresh Talent Coach
@ Aloft Langkawi Pantai Tengah

Penang Chapter
Norhidayah binti Kamaluddin
F&B Captain
@ The Wembley - A St Giles Hotel Penang

Perak Chapter
Azieasmanarima a/p Pandak Azian
Housekeeping Supervisor
@ Grand Kampar Hotel

Selangor Chapter
Asmariyana binti Bahari
Maintenance Supervisor - AV
@ Royale Chulan Damansara

Kuala Lumpur Chapter
Monica binti Malek
Housekeeping Supervisor
@ Pavilion Hotel

Negeri Sembilan Chapter
Basri bin Hamid
Senior Sport & Recreation Officer
@ Ancasa Residence Port Dickson

Melaka Chapter
Muhammad Nazeem bin Shamsuddin
Senior Front Office Assistant (Night Officer)
@ Rosa Hotel Melaka

Johor Chapter
Norfaizah binti Shahri
F&B Supervisor
@ Pulai Spring Resort

Pahang Chapter
Muhammad Shahrul Shalikin bin Mazlan
Account Officer
@ Royale Chulan Cherating

Terengganu Chapter
YM Tengku Muhammad Nashrudin bin Tengku Abdul Rahman
Technician Supervisor
@ Royale Chulan Cherating

Kelantan Chapter
Nurul Najihah binti Shafie
Reservation Assistant
@ Perdana Kota Bahru

Sarawak Chapter
Nur Farahzatul Zaharah binti Mohamad Farizan
Senior Reservation
@ Raia Hotel & Convention Centre Kuching

Sabah / Labuan Chapter
Priceal Sharon Jamain
Resident Naturalist
@ Shangri - La Rasa Ria

<u>Hotel Employee Award - Young Rising Star</u>
Nurul Najihah binti Shaffie
Kelantan Chapter

<u>Hotel Employee Award - Tourism Ambassador</u>
Priceal Sharon Jamain
Sabah / Labuan Chapter

<u>Hotel Employee Award - National Champion of the Year 2024</u>
Monica Malek
Kuala Lumpur Chapter







PROJECTS & EVENTS

HOSPITALITY LEADERSHIP CONFERENCE 2.0

Date: 19 August 2024

Venue: Royale Chulan Kuala Lumpur

The highly anticipated second edition of the MAH Hospitality Leadership Conference (HLC) concluded with a great success on 19th of August, 2024. Organized by Malaysian Association of Hotels (MAH), the conference attracted over 300 attendees, including high-level hoteliers and senior leaders from the hospitality and related industries across the country.

The opening ceremony was graced by the esteemed presence of Yang Berhormat Khairul Firdaus Akhbar Khan, Deputy Minister of Tourism, Arts, and Culture Malaysia, who served as the Guest of Honour. Other notable attendees included Mr. Samuel Lee Thai Hung, Tourism Malaysia Deputy Director General of Promotions (II); Dr. Rony Ambrose Gobilee, Chief Strategy Officer of HRD Corp; and YBhg. Dato' Sri Ahmad Shaberry Cheek, Chairman of FELDA.

Conference Sessions
This year's conference featured six tracks, each led by esteemed subject matter experts, focusing on leadership, talent retention, digital and sustainable tourism, and mental wellness in the hospitality industry.

Track #1 The Future Proof Leader: Beyond Competencies to Capabilities

Speaker; Mr. KC Yan, ITD World
Known for his leadership, Mr. KC Yan is an executive coach specializing in transformative leadership development with over 20 years of experience empowering leaders and organizations globally.

Track #2 Chasing Growth with an Empowered Workforce

Speaker; Ms. Xiulin Loo, Aon's Human Capital Solutions Southeast Asia

With 15 years of experience, Ms. Loo specializes in executive compensation strategy, corporate governance, and incentives plan design, focusing on empowering workforce growth.

Track #3 Digital Tourism: Navigating the Future of Tourism & Hospitality

Speaker; Ms. Arifah Sharifuddin, Malaysia Digital Economy Corporation (MDEC)
Ms. Arifah oversees digital transformation initiatives within Malaysia's tourism sector and has extensive experience in digital marketing and strategic planning.

Track #4 Sustainable Tourism & Building Capacity

Speaker; Adjunct Professor Anthony Wong, University Utara Malaysia and Taylor's University

A tourism pioneer since 1973, Professor Wong renowned for his leadership in ecotourism and sustainability has received global recognition.

Track #5 Beyond the Smile: Navigating Mental Health in the Hospitality Industry

Speaker; Professor Dato' Dr. Andrew Mohanraj Chandrasekaran, Malaysian Mental Health Association

Professor Dato' Dr. Andrew Mohanraj, with over 25 years of experience, is known for his contributions to mental health policy, education, and public awareness.

Track #6 Mental Health: Illness or Weakness?

Speaker; Ms. Madiha Fuad, Plus Vibes

Ms. Madiha is an international speaker and entrepreneur, recognized as one of the Women of the Future Global 50 Rising Stars in ESG in 2022. She leads impactful healthtech initiatives focusing on mental health and women empowerment.





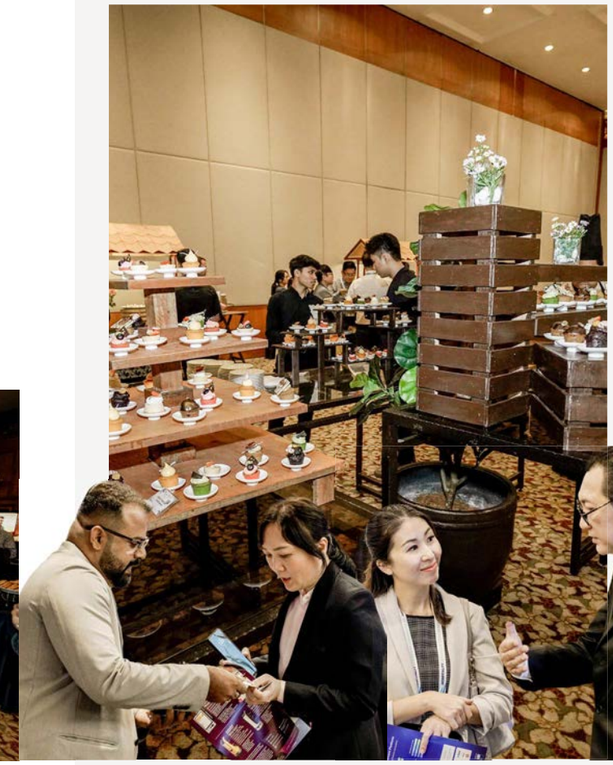


NETWORKING COCKTAIL

Venue: Royale Chulan Kuala Lumpur

Date: 19 August 2024

The networking Cocktail event held in conjuction with HLC2024 emerged as a premier gathering within the Malaysian Association of Hotels. Taking place at Royale Chulan Kuala Lumpur right after HLC2024, this soirée brought together nearly 200 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. This event not only celebrated the success of HLC 2024 but also hightlighted MAH's commitment to creating valuable networking opportunities for its esteemed members.



PROJECTS & EVENTS

MAH 50TH ANNIVERSARY RUN

Date: 01 December 2024

Venue: Tasik Villa International Resort Port Dickson

MAH's 50th Anniversary Run concluded with resounding success on Sunday, 1st December 2024, marking fitting finale to the Malaysian Association of Hotels' (MAH) year-long golden anniversary celebrations. Held at the scenic Tasik Villa International Resort, Port Dickson, the event attracted a crowd of enthusistic runners, 400 people strong competing across four categories.

The Fun Run was not designed only to commemorate MAH's five decades of advocacy but also to foster connections among members, raise awareness of the association's role to the general public and promote healthy living.

Congratulations to Our Top Runners! —

MAH proudly congratulates the top runners in each category for their exceptional performances:

10km Male;

1. Gautham a/l Vadivelu
2. Joshua Nicol a/l Vincent
3. Jensen a/l Julian
4. Norazri Zainee bin Ibrahim
5. Mohamad Azzuan bin Mohamad Fauzi
6. Lim Wee Boon
7. Lee Choon Man
8. Low Keng Sin
9. Aniq bin Kamarul Amir
10. Muhammad Ridzuan bin Abdullah Sani

10km Female;

1. Iriz Qistina Mohd Ezry
2. Tan Siow Yin
3. Akma Omar
4. Ting Hui Ling
5. Hafizah binti Mohd Arshad
6. Soh Mei Ling
7. Lock Yann Ching
8. Esther Rishma Sundram
9. Putri Sabreena binti Sulaiman
10. Chin Yen Fern

5km Male;

1. Daren James Nair a/l Rodney James
2. Vijiyasanggaran Rajendran
3. Sabinesshver a/l Arul Thever @ Ganesan
4. Amer Firash Isaac Zuhayr bin Amer Fahmie
5. Prasheelan Raj a/l Pusparajan
6. Lonw Meng Chuen
7. Mohd Azharolnizam bin Aminudin
8. Muhammad Naim Safwan bin Mohd Rosli
9. Amirul bin Ahmad Faisal
10. Leong Man Zhong

5km Female;

1. Rammiyah a/p Balasingam
2. Harshani Rajendran
3. Kirthana Devi a/p Ravi
4. Sariah binti Salleh
5. Ellysya Eliya Natasya binti Mohd Ezry
6. Lee Theng Theng
7. Norliza binti Mohd Nor
8. Nurul Nazuin binti Mohd Afandi
9. Nur Athirah binti Mohamad Samsudin
10. Lim Pei Yi



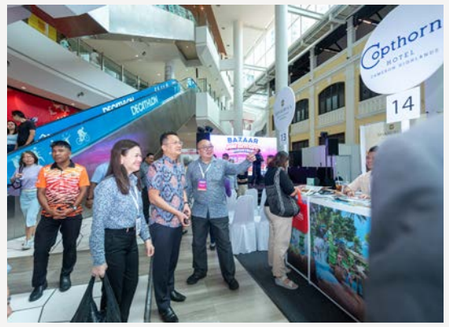






MAH DOMESTIC TOURISM FAIR (MDTF)

The MAH Domestic Tourism Fair (MDTF) 2024 successfully reinforced our commitment to boost domestic tourism and support hotel members through three impactful editions across Malaysia. The event began at Pavilion Bukit Jalil on 06 – 07 July, followed by the "Bazaar Cuti-Cuti Malaysia" edition at Gurney Paragon Mall, Penang from 23–25 August, and concluded with the Johor Edition at Mid Valley Southkey on 15–17 November. With over 200 booths across all three locations, MDTF 2024 provided a premier platform for MAH members and tourism partners to promote their products directly to consumers, strengthening brand presence and driving travel interest among the Malaysian public.

















RESEARCH & DEVELOPMENT

ADATA: MAH DATA ANALYTICS PLATFROM

MAH members enjoy exclusive access to MAH Data Platform at https://app.a-data.co/ 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

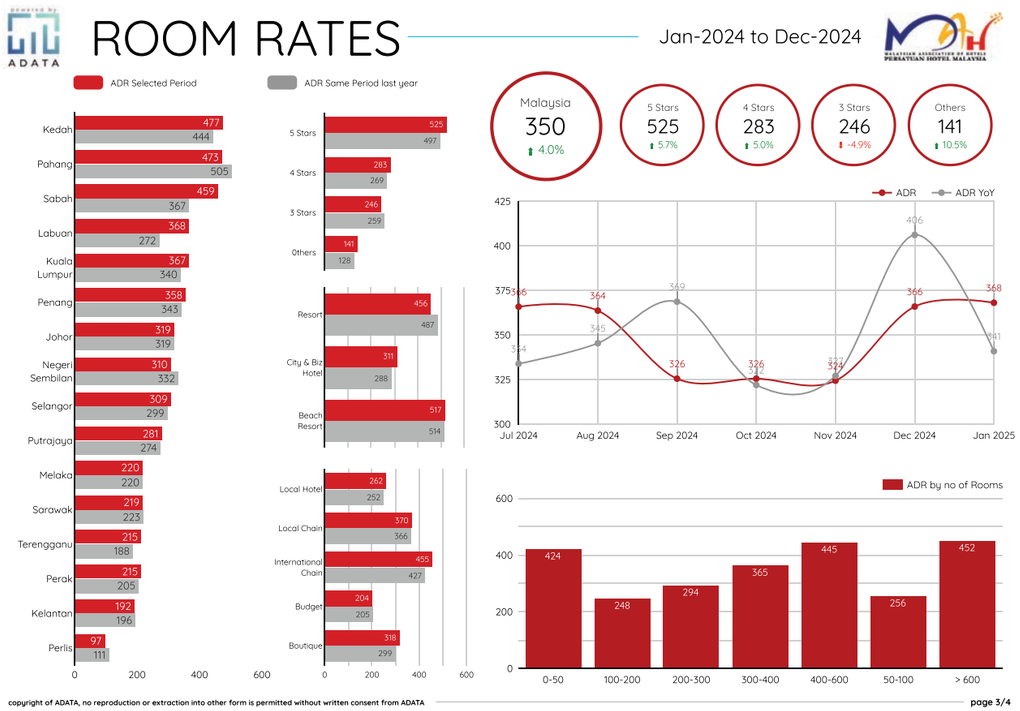
Invites to online hotel **data analytics** webinars & tutorials

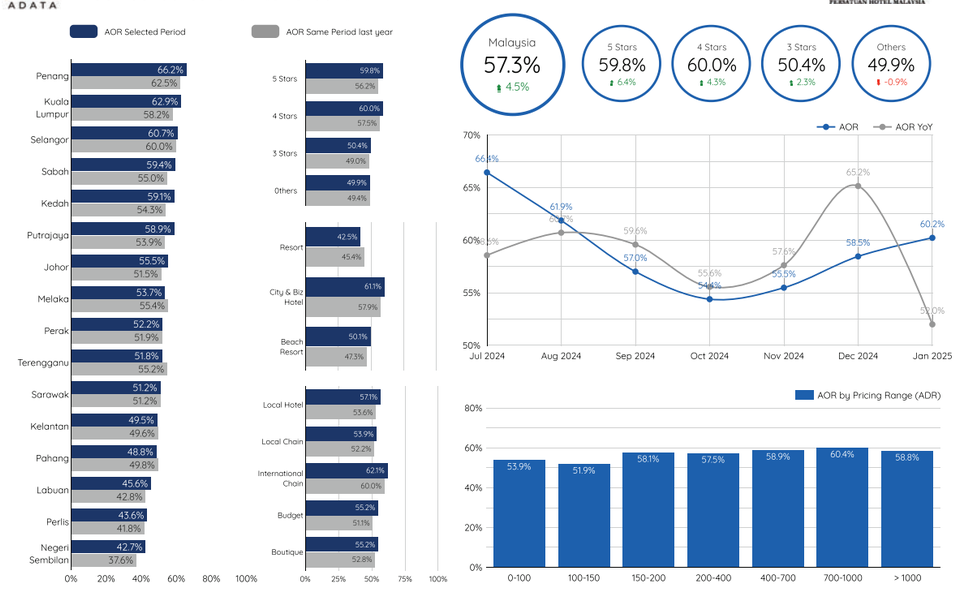
Real-time access data

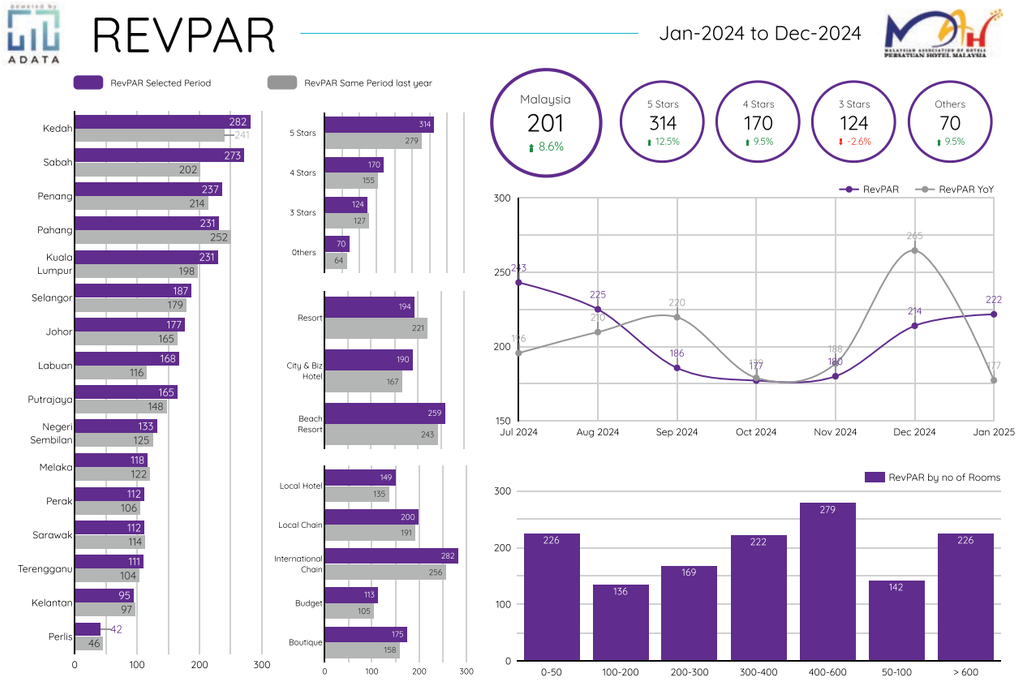
Guaranteed **data confidentally**

Continuous growth and value add to member hotels

More info: https://www.a-data.co/#home_page
To register (FREE!): WhatsApp to 012-294 8477 or email mah.admin@a-data.co:







MALAYSIAN ASSOCIATION OF HOTELS
TRAINING AND EDUCATION CENTRE

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.

CORE VALUES

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

MORE THAN JUST ACADEMICS

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 training programs such as American Hotel & Lodging Educational Institute (AHLEI), MAHTEC Executive Diploma in Hospitality Management and certificate(s) level as well as our public program(s) to serve the needs of industry.

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.

DIRECTORS



DATIN CHRISTINA TOH	DATO' KHOO BOO LIM	CS LIM	SHIRLEY LAI	DATO' MEGAT SHAHRUL AZMAN ABAS	MAGGIE ONG

SECRETARIAT



CHIEF EXECUTIVE OFFICER	GENERAL MANAGER	HEAD OF LEARNING & DEVELOPMENT	FINANCE MANAGER	SR. EXECUTIVE LEARNING & DEVELOPMENT	EXECUTIVE, LEARNING & DEVELOPMENT	FINANCE OFFICER
ISAAC RAJ	NOORFADHILLAH ARIFFIN	KEN CHEAH	LIM TUCK FATT	MASZURA MIHAT	MUHAMMAD AMMAR AQLAN	WAN RASULLUDDIN WAN AZIZ

2024 KEY HIGHLIGHTS

PLACE @ MAHTEC
Professional Learning Adults & Continuing Education

Revenue
2024 = RM1,051 M

Gross Profit Margin %
2024 = RM59%

Participants
2024 = 1725

NO.	TRAINING CATEGORIES	TOTAL TRAINING	%	TOTAL ATTENDEES	%
1	AHLEI PROFESSIONAL CERTIFICATION	3	3%	17	1%
2	MAHTEC CERTIFICATE	7	7%	82	5%
3	PUBLIC PROGRAM (PHYSICAL)	25	26%	251	15%
4	PUBLIC PROGRAM (ONLINE)	4	4%	106	6%
5	CHAPTER PROGRAM	15	16%	416	24%
6	IN-HOUSE PROGRAM	37	39%	812	47%
7	MAHTEC VIRTUAL ACADEMY (MVA)	5	5%	41	2%
	TOTAL	96	100%	1725	100%

WEBSITE



KEY AREAS OF COMPETENCIES

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 competencies include:

- AHLEI - Professional Certification Program
- Professional Certificate MAHTEC - UiTM Executive Diploma
- MAHTEC Virtual Academy
- ESG Certification for Hotels & Resorts
- Gamification
- Mind-Wellness
- Higher Education (APEL.Q Program) by HELP University
- Series of Public Program for Hotel Industry



MOU SIGNING & COLLABORATION



Memorandum of Understanding (MoU) Signing Strengthens Collaboration between MAHTEC and the Faculty of Hotel & Tourism Management, Universiti Teknologi MARA (UiTM) Faculty of Hotel & Tourism Management.

MAHTEC marked a significant milestone during the Hospitality Leadership Conference (HLC) 2.0 held at Royale Chulan Kuala Lumpur on 13 August 2024. The highlight of the event was the formal signing of a Memorandum of Understanding (MoU) between MAHTEC and the Faculty of Hotel & Tourism Management, Universiti Teknologi MARA (UiTM), demonstrating a strengthened commitment to ongoing collaboration and mutual development.

This partnership seeks to enhance the Executive Diploma program by tapping into the expertise of the faculty lecturers from the Faculty of Hotel & Tourism Management.



Towards ESG Certification for Malaysian Hotels & Resorts

Malaysia's hospitality industry took an important step towards sustainable tourism with the launch of the ESG (Environmental, Social, and Governance) Certification for hotels and resorts. This new initiative was created through a partnership between the Malaysian Association of Hotels (MAH), SGS Malaysia, and SAIMATRIX INTEGRATED. The event took place at Dorsett Grand Subang on 14 June 2024, and featured a press conference, the signing of a Memorandum of Understanding (MoU), and the unveiling of the ESG Certification video.







Trainings Conducted as An Introduction to the ESG Certification

Few hotels namely, WEIL Hotel, Dorsett Grand Subang and Copthorne Hotel Cameron Highlands started their ESG Certification journey by taking basic ESG training with SAIMATRIX INTEGRATED, conducted by MAHTEC. This first step helped them understand the certification requirements and learned about ESG principles. The training gives them a clear idea of what is expected, so they can assess their readiness and commitment to the process.



WEIL Hotel Takes a Step Towards Sustainability with ESG Certification

Congratulations to WEIL Hotel!

A big shoutout to WEIL Hotel for becoming the first hotel to complete the first stage of the ESG Certification for Hotels & Resorts.

From energy-saving initiatives to eliminating plastic bottles, composting food waste, and even creating eco-friendly cleaning solutions, WEIL Hotel is well on their way to be the first ESG certified hotel in Malaysia. Their passion and commitment to sustainability are truly inspiring.

An audit briefing was held on 08 November 2024, between WEIL Hotel and the Malaysian Association of Hotels (MAH), SGS Malaysia, and SAIMATRIX INTEGRATED to progress to the next stage of the ESG Certification process.



Signing of Memorandum of Understanding between Malaysian Association of Hotels (MAH) and Halal Development Corporation Berhad (HDC)

This MoU between Malaysian Association of Hotels (MAH) and Halal Development Corporation Berhad (HDC) is designed to encourage the hotel industry's involvement in advancing Malaysia's Halal ecosystem. The agreement will offer a range of Halal-related programs and training conducted by MAHTEC to hoteliers, boosting their engagement and contribution to this growing sector. The signing ceremony took place during Hospitality Leadership Conference (HLC) 2.0 on 13 August 2024, at Royale Chulan Kuala Lumpur.



Introducing the MAHTEC Virtual Academy (MVA): A New Era of Learning!

The launching of Malaysia's first AI-powered online learning platform, the MAHTEC Virtual Academy (MVA), and the signing of the Memorandum of Agreement (MoA) took place on 13 August 2024, during the Hospitality Leadership Conference (HLC) 2.0 at Royale Chulan Kuala Lumpur. This marked a significant collaboration between the Malaysian Association of Hotels Training and Education Centre (MAHTEC) and Awantec Systems, bringing 24/7 eLearning access to the hospitality industry and paving the way for enhanced educational opportunities and growth.

The MVA AI-driven learning experience offers a personalized and adaptive educational journey tailored to each learner's needs. Using advanced algorithms, it tracks progress and behavior, providing real-time feedback, recommendations, and curated programs. This approach ensures learners receive the right level of challenge and support, improving engagement and understanding. The platform's user-friendly interface and interactive features create an engaging learning environment, while its ability to adjust performance helps optimize results. The focus areas include front office, housekeeping, revenue management, sales & marketing, hotel & general management, and maintenance. Additionally, the programs are endorsed and curated for INDSF-HRDCORP, ensuring they align with industry standards and meet specific workforce development needs.

MALAYSIAN ASSOCIATION OF HOTELS TRAINING AND EDUCATION CENTRE

TRAINING & ACTIVITIES



PUBLIC AND IN-HOUSE TRAINING PROGRAMS

Total of 37 In-House programs and 29 public programs (physical & online) were conducted for MAH members in 2024, with total of 1,169 participants.



MAHTEC CERTIFICATE PROGRAMS

There was no intake for the Executive Diploma in 2024. However, MAHTEC successfully conducted 7 individual certificate programs, with a total of 82 participants throughout the year.

Looking ahead, the Executive Diploma Program has been enhanced through a collaboration with the Faculty of Hotel & Tourism Management, Universiti Teknologi MARA (UiTM). The first intake for this upgraded program is scheduled to begin in February 2025.



CHAPTER TRAINING PROGRAMS

MAHTEC together with respective chapters' Training Coordinators had successfully organized 15 training programs throughout 2024, with total of 416 participation for members. Thumbs up to active chapter for their great support!



AHLEI PROFESSIONAL CERTIFICATION PROGRAMS

MAHTEC had successfully organized three AHLEI Professional Certification programs in 2024 with 17 participants.

CHA®: Certified Hotel Administrator in April 2024.
CFBE®: Certified Food and Beverage Executive in July 2024.
CHRM®: Certified Hospitality Revenue Manager in October 2024.



WEBINAR ON MAHTEC VIRTUAL ACADEMY (MVA)

Date: 19 June 2024
Venue: Zoom Platform



WEBINAR ON E-INVOICING

Date: 20 & 27 June 2024
Venue: Zoom Platform



WEBINAR ON ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) CERTIFICATION FOR HOTELS & RESORTS

Date: 18 July 2024
Venue: Zoom Platform



WEBINAR ON BOOST REVENUES, BOOKINGS, PROFITABILITY & OPTIMIZE REVENUE FOR YOUR HOTEL WITH AI

Date: 29 August 2024
Venue: Zoom Platform



WEBINAR ON PERSONAL DATA PROTECTION ACT (PDPA)

Date: 18 December 2024
Venue: Zoom Platform

MALAYSIAN ASSOCIATION OF HOTELS
TRAINING AND EDUCATION CENTRE

LEARNING & DEVELOPMENT CALENDAR 2025



mahtec@hotels.org.my +603 4252 5332 +6012 301 8477 www.mahtec.com.my malaysiantrainingeducationcentre

PROGRAM	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
EXECUTIVE DIPLOMA IN HOSPITALITY MANAGEMENT												
Certificate in Hospitality Sales & Marketing	23 - 24											
Certificate in Hospitality Supervision		10 - 11										
Certificate in Housekeeping Operations & Management			3 - 4									
Certificate in Financial Management in Hospitality Industry				16 - 18								
Certificate in Food and Beverage Management					7 - 8							
Certificate in Human Resources Management						4 - 5						
Certificate in Tourism Management & Hospitality Introduction							1 - 2					
Certificate in Front Office Operation								4 - 5				
Certificate in Event Management									8 -9			
PUBLIC PROGRAMS												
A Roadmap To Mental Health Well-Being					5 - 6							
Adopt Changes & Transform Your Performance											26 - 27	
Bullying & Sexual Harassment in the Workplace									8 - 9		19 - 20	
Changing Mind Set for Service Excellence			24 - 25									
Customer Service - Active Listening Training		10 - 11										
Customer Service Excellence for Front of the House	20 - 21			22 - 23					8 - 9			10 - 11
Cybersecurity for Non IT Personnel		10 - 11				18 - 19			29 - 30			10 - 11
Developing High Performing Team								13 - 14		29 - 30		
Digital Marketing & Social Media			12 - 13				1 - 2			15 - 16		
Effective Communication for Hoteliers							9 - 10	20 - 21			19 - 20	
E-Invoice Concept and Action Plans for Hoteliers	22					25					5	
Elevated Fine Dining Service Techniques	8 - 9			17 - 18								22 - 23
Elevating Customer Experience Journey												1 - 2
Emotional Intelligence (EQ) In Leadership						23 - 24						
Emotional Intelligence For Successful Management And Leadership	15 - 16							18 - 19				
Engineering & Preventive Maintenance					5 - 6				22 - 23			
English for Hospitality Communication		10 - 11		17 - 18		23 - 24						3 - 4
ESG for Hospitality Industry		19 - 20		28 - 29			21 - 22			27 - 28	12 - 13	
Essential Leadership Core Comptencies						11 - 12						
Executive Certificate for Duty Manager	20 - 21				5 - 6			27 - 28			17 - 18	
F&B Recipe Costing And Selling Price (SP) Setting				16 - 17					10 - 11			
F&B Service Excellence		26 - 27			7 - 8				18 - 19		24 - 25	
Finance for Non-Finance Executive	8 - 9							27 - 28		13 - 14		
Food & Beverage Cost Control			12 - 13			25 - 26					5 - 6	
Food & Beverage Digitalization					7 - 8						17 - 18	
Food and Beverage Service Skill & Customer Services	15 - 16											
Food Handling And Hygiene Practices In Hospitality			6 - 7				28 - 29		3 - 4			
Food Safety Management System				22 - 23			2 - 3			1 - 2		
FORENSIC SALES - Profiling, Investigating, Discovering & Servicing Sales								25 - 26				
Fundamentals of Fire Protection System				14 - 15								
Hazard Analysis Critical Control Point (HACCP)						16 - 17					5 - 6	
Healthcare Laundry & Linen Operation					14 - 15							
High Impact Customer Service & Complaints Handling					14 - 15	4 - 5						
Hospitality Revenue Management				10 - 11			7 - 8			29 - 30		17 - 18
Hospitality Security Management			19 - 20			9 - 10		18 - 19				
Hotel Service Excellence		18 - 19							1 - 2			

MALAYSIAN ASSOCIATION OF HOTELS
TRAINING AND EDUCATION CENTRE

LEARNING & DEVELOPMENT CALENDAR 2025



mahtec@hotels.org.my +603 4252 5332 +6012 301 8477 www.mahtec.com.my malaysiantrainingeducationcentre

PROGRAM	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Housekeeping Leadership Supervisory Skills		21 - 22				9 - 10			18 - 19			
Image Empowerment Workshop			19 - 20		7 - 8					23 - 24		
Income Audit				10 - 11					24 - 25			
Interpersonal Communication Skills			24 - 25									
Laundry and Linen Room Operations and Management		24 - 25								8 - 9		15 - 16
Managing Customer Services												22 - 23
Managing Employee Discipline and Performance								6 - 7		23 - 24		
Managing Gen Y & Z Leadership			24 - 25									8 - 9
Managing Misconduct, Discipline and Domestic Inquiry		26 - 27										
Managing Termination										13 - 14		
Millenial Concept of Food & Beverage Management					19 - 20			13 - 14			10 - 11	
Occupational Safety & Health Management for Hospitality (OSHA)		12 - 13						4 - 5				15 - 16
OTA Control & Maximizing Sales Results		20 - 21		28 - 29			14 - 15			1 - 2		
Personal Mastery for Effective Leadership & Execution									22 - 23			
Professional Grooming and Office Etiquette	8 - 9					11 - 12	16 - 17		24 - 25			15 - 16
Professional Room Attendant			10 - 11					11 - 12				3 - 4
Re-aligning Sales Strategies										8 - 9		
S.M.A.R.T Budget				14 - 15			16 - 17					
Strategic Planning & Management for Department Head							9 - 10					17 - 18
Supervisory Management Development					26 - 27					27 - 28		
Sustainable Hotel Facility Management	6 - 7				26 - 27		21 - 22					8 - 9
Talent Management for HR & Training Manager					22 - 23				10 - 11		12 - 13	
The Amazing Protocol & Delight Service		18 - 19					7 - 8				10 - 11	
The Excellent Hospitality Services	13 - 14		19 - 20		19 - 20						3 - 4	
To be a Great Host			10 - 11					20 - 21				
Training Analysis								6 - 7				22 - 23
Turning Complaints to Compliments	6 - 7						14 - 15					
Uncompromising Security Standard										15 - 16		
Understanding Housekeeping Operations	15 - 16						23 - 24					
Understanding Profit & Loss (P&L) for Non-Finance						18 - 19						
Understanding the Employment Act 1955				16 - 17								
Unlocking the Dialogue The Art of Interactive Communication	13 - 14											
Upskilling Managers on Leadership Development & Employee Engagement			6 - 7			16 - 17						
ONLINE / WEBINAR												
E-Invoice Concept and Action Plans		19	12	30								
AHLEI CERTIFICATE												
Certified Food & Beverage Executive (CFBE)		17 - 21								13 - 17		
Certified Hotel Administrator (CHA)				21 - 25					22 - 26			
Certified Room Division Executive (CRDE)					5 - 9							
Certified in Hotel Revenue Management (CHRM)						9 - 13						
Certified Guest Services Professional (CGSP)								11 - 12				

MALAYSIAN ASSOCIATION OF HOTELS
TRAINING AND EDUCATION CENTRE



CHAPTERS REPORTS

KEDAH / PERLIS CHAPTER















CHAPTER COMMITTEE

Chairman:
Eugene Dass CHA — Starcity Hotel Alor Setar

Vice Chairman:
Adrian Chua — Aloft Langkawi Pantai Tengah

Hon. Secretary:
Anthony Dave — Royal Agate

Hon. Treasurer:
Hafiz Hashim — Rebak Island Resort

Committee Members:
L'wrence Bs Cheah — Hotel Grand Continental
Yvonne Dodds — Camar Resort Langkawi
Ismail Omar — Ombak Villa Langkawi

Chapter Secretariat:
Siti Nazihan Hj. Abd Rahman

REPRESENTATION

Jawatankuasa Tetap Pelancongan & Kebudayaan Kedah
In Alor Setar

Eugene Dass: Committee

TRAINING

12 AUGUST 2024
Domestic Inquiry Talk & HR Leaders Meeting with Dato Ajit Singh in Dash Resort
- Attend by HR Leaders from Member's Hotel (18 pax).
- From 10.00am till 3.00pm.

28 AUGUST 2024
OSHA for Hospitality Industry Training by MAHTEC in Dayang Bay Resort
- Attend by 25 participants.

04 SEPTEMBER 2024
Amazing Protocol & Delight Service Training by MAHTEC in Dayang Bay Resort
- Attend by 24 participants.

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

16 JANUARY 2024 | PEJABAT MENTERI BESAR PERLIS
Courtesy Visit to Perlis MB's Office & Members Hotel in Perlis
- The visit involves committee members, Perlis's hotel members & in attendance of BPEN from Perlis State.
- Meet up with new appointed Perlis MB.
- Discussing on contribution & engagement in between MAH Chapter with government under hospitality and Tourism sector in Perlis.
- Supporting Perlis for Visit Perlis Year 2024.
- Fyna Motel & Putra Brasmana Kuala Perlis.

18 JANUARY 2024 | UUM SINTOK, KEDAH
Meeting with UUM on Student Attachment & Programme Certification For Chapter
- Discussing on collaboration in between UUM & MAH Kedah/Perlis Chapter.
- Creating opportunity for hotelier under members hotel to get recognized certification & on the same time to offer UUM's student with more internship offer in members hotel.

30 APRIL 2024 | KOMPLEKS SUKAN LADA, LANGKAWI
Majlis Rumah Terbuka Aidilfitri Peringkat Daerah Langkawi Tahun 2024
- 23 hotels (chapter members) participate in this event providing meals to all Langkawian who attending the Open house.
- Hotels being given lot for each of them & they also participate in Best Booth Competition held during the events.

6 JULY 2024 | MAH TOURISM FAIR, BUKIT JALIL CONVENTION CENTRE
- Chapter participate by sponsoring 4-Chapter members to join the exhibition as an exposure.
- Networking, business meet up & direct meet up with consumers or agents.

15 AUGUST 2024 | KONVOI KEMBARA JIWA MERDEKA, LANGKAWI DISTRICT
Langkawi District Merdeka Charade 2024 in Dataran Mar-Mar, Langkawi
- Hotel members joining by sending 01 car per hotel during the convoy session & go around Langkawi Island and last pit stop in Dataran Tanjung Rhu together with other goverment agencies and local authorities.

04 SEPTEMBER 2024 | DAYANG BAY RESORT LANGKAWI
Meet up with New Chief of Kedah MOTAC: Mr Shahril in Dayang Bay Resort, Langkawi
- To create better networking with Kedah MOTAC.
- To share opinion on Star Rating which involves MOTAC, MAH Chapter & few other goverment agencies.

14 SEPTEMBER 2024 | DATARAN MAR-MAR LANGKAWI
Langkawi District Merdeka Charade 2024 in Dataran Mar-Mar, Langkawi
- Total of 26 hotels involve with the number of contingents 53 pax.

CHARITY AUCTION
- An auction has been done during Chapter Year End Dinner in Pelangi Beach Resort.
- Total collection of RM 6,659.
- This collection will be used for CSR program or funds towards the needs.

FLOOD DONATION
- States flood contribution under MAH Care Program.
- RM 5,000 being hand over to Dato' Salleh Saidin (Kedah Tourism Exco).

COLLABORATIVE EVENTS DISCUSSIONS
- Collaborative events discussions between HRD Corp x MAH.

COURTESY VISIT
- Courtesy visit to Perlis MB's Office.

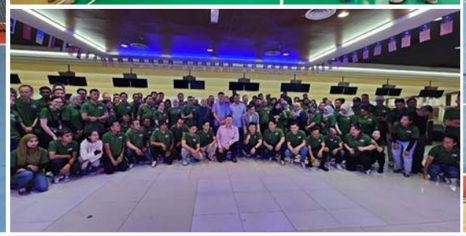
CHAPTER MEET UP
- Chapter Meet up with Dato' Salleh Saidin, Kedah Tourism Exco in Bayview Hotel Langkawi.

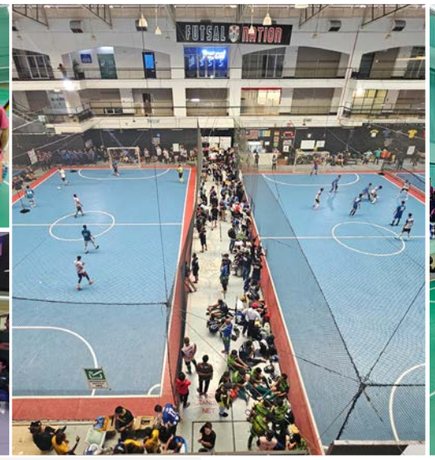
PENANG CHAPTER













CHAPTER COMMITTEE

Chairman:
Dato' Tony Goh Nai Heng — The Wembley

Vice Chairmen:
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 Members:
Dato' Gulab Mahatam Rai — Lone Pine Hotel
Amran bin Taib — Berjaya Hotel Penang
Mohd Suffian Phoong — Hompton Hotel
Melvin Ooi Hun Keong — The Prestige
Tan Hock Khiam — Aroma Business Hotel

Internal Auditor:
Lynne Choong Liew Lin — Bayview Hotel Georgetown

Chapter Secretariat:
John Kim

REPRESENTATION

Penang Global Tourism (PGT)
Dato' Tony Goh: Board Of Director

Penang Hoteliers Association (PHA)
Dato' Tony Goh: Advisor

Crime Consciousness & Public Safety Society (CCPSS)
Dato' Tony Goh: Deputy Chairman

Malaysian International Chamber Of Commerce And Industry (MICCI)

TRAINING

11 - 12 JUNE 2024
MAHTEC: Hospitality Supervision
- Fully sponsored training by MAH Penang Chapter.
- 2 full days' seminar @ Cititel Penang.
- 30 participants from 30 members of MAH PG.

10 - 11 JULY 2024
MAHTEC: Housekeeping Leadership Skills.
- Fully sponsored training by MAH Penang Chapter.
- 2 full days' seminar @ Royale Chulan Penang.
- 30 participants from 30 members of MAH PG.

27 SEPTEMBER 2024
MAHTEC: E-invoicing for Hoteliers
- Fully sponsored training by MAH Penang Chapter.
- Full day seminar @ Eastin Hotel Penang.
- 45 participants from 45 members of MAH PG.

10 - 11 OCTOBER 2024
MAHTEC: Engineering & Preventive Maintenance
- Fully sponsored training by MAH Penang Chapter.
- 2 full days' seminar @ Hompton by the Beach.
- 30 participants from 30 members of MAH PG.

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

15 OCTOBER 2024 | FUTSAL NATION D'PIAZZA MALL
MAH PG Chapter Inter-Hotel Futsal Tournament 2024
- To create a vibrant and inclusive Futsal event that unites hotel members from different properties and promotes friendship amongst hotelier in Penang.
- A total of 24 Hotels that has sent out their own teams and is organized by Hompton by the Beach.
- The Tournament was held for one full day from 8am till 6pm with Shangri-La's Golden Sands being the Champion; Penang Marriott as 1st Runner-up; Raia Inn as 2nd Runner-up and Rasa Sayang as 3rd Runner-up.
- A total of 3 trophies and 40 medals were given, with 10 Gold, 10 Silver, 20 Bronze, 1 Champion trophy, 1 1st Runner-up trophy, 1 2nd Runner-up trophy.

10 SEPTEMBER 2024 | ASPIRATION CENTRE @ SUNSHINE SQUARE LEVEL 5
MAH Inter-Hotel Bowling Tournament 2024 @ Aspiration Centre Sunshine Square
- To create a vibrant and inclusive annual Bowling Tournament that unites all hotel members to participate and showcase the skills and promotes friendship amongst hotelier in Penang.
- Event is organized by year 2023 winner Rasa Sayang.
- Participated by 28 teams from various hotel at a total of 112 participants.
- A total of 14 trophies were given. 5 prize money for: Champion @ RM 1400; 1st runner-up @ RM1,000; 2nd runner-up @ RM700; Best male @ RM 350; Best Female @ RM350.
- Champion goes to Hard Rock Hotel; 1st runner-up to G Hotel Gurney; 2nd runner-up to Rasa Sayang.

13 JUNE 2024, 20 JUNE 2024 | RELAU SPORTS COMPLEX
MAH Inter-Hotel Badminton Tournament 2024 @ Relau Sports Complex
To create a vibrant and inclusive Badminton Tournament that unites all hotel members to participate and showcase the skills and promotes friendship amongst hotelier in Penang.
- Event is organized by past year 2017 winner Olive Tree Hotel Penang.
- Participated by 19 teams from various hotel at a total of 152 participants.
- The Tournament was held for two full days.
- A total of 4 trophies and 32 medals were given. 4 prize money for: Champion @ RM 1500; 1st runner-up @ RM1,000; 2nd runner-up @ RM700; 3rd runner-up RM 550;
- Champion goes to Olive Tree; 1st runner-up to Parkroyal; 2nd runner-up to DoubleTree.

MAH FLOOD DRIVE WITH YB PHEE SYN TZE
- MAH launched own initiative in collect all the essentials and food supplies to those affected by the flood in Kedah, Kelantan and Terengganu.
- Working in partnership with YB Phee Syn Tze.
- Approximately RM38,000 worth of essentials and food supplies contributed.
- Items donated were: Linens, Drinking Water, Cup Noodles, Toilet Rolls, Bath Soap, Biscuits, Toothbrush & Diapers.
- Participating Hotels: Cititel Penang, MAH PG Chapter, St Giles, Angsana Teluk Bahang, Hompton by the Beach, Hotel Sentral Georgetown, Hotel Sentral Seaview, Qanova Group, Citadines Perai & Georgetown, Granite Hotel, Lexis Suites, Eastin Hotel Penang, Bayview Georgetown, Neo+, G Hotel, Amari SPICE, Ascott Gurney, Mei Hotel Penang, Berjaya Hotel Penang.

FLIGHT CEREMONY AT PENANG INTERNATIONAL AIRPORT
- Juneyao Air Inaugural Flight Shanghai-Penang.
- Shanghai Airlines Inaugural Flight Ceremony.
- Airasia ShenZhen – Penang Inaugural Flight.
- Loong Air Xi'an – Penang Inaugural Flight.

PENANG INTERNATIONAL FOOD FESTIVAL
- Penang International Food Festival 2024 @ Beach Street.

PERAK CHAPTER







CHAPTER COMMITTEE

Chairman:
Wong Yoke Shin — 1969 Business Suite

Vice Chairperson:
Dini Azima bt Mohamed Masum — Taiping Perdana Hotel
Tharamarajah A/L Thangavelu — Exelsior Hotel

Hon. Secretary:
Chah Chiang Hoong — French Hotel

Hon. Treasurer:
Lee Chai Yin — Tower Regency Hotel & Apartments

Committee Members:
Chan Siew Lai — Regalodge Hotel
Muhamad Hairil Kumaradas bin Abdullah — Symphony Suites Hotel
Jerome David Wong — Impiana Hotel Ipoh
Yuen Piew
Chong Woon Haw — Golden Roof Hotel
Cheong Kee Wang — Travelodge Hotel

Internal Auditor:
Chee Sok Yee — MU Hotel

Chapter Secretariat:
Chah Chiang Hoong, Kenn

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

01 JANUARY 2024 | VISIT PERAK 2024
- Tourism Perak launches "Visit Perak 2024" & Welcoming the New Year 2024 at North Village @ Silverlakes Village Outlet, Batu Gajah.

12 JANUARY 2024 | RAIL TOURISM
- Tourism Perak launches "Pakej Rail Tourism" in collaboration with Keretapi Tanah Melayu Berhad (KTMB) @ Laman Budaya Taiping.

19 JANUARY 2024 | #PROMISINGPERAK
- Tourism Perak officiates #PromisingPerak special tourism voucher in conjuction with Visit Perak 2024. 15 selected hotels under MAH Perak took part in this special program.

01 MARCH 2024 | MyCEB
- Invitation to briefing of the Malaysia Convention & Exhibition Bureau (MyCEB) @ Kementerian Pelancongan Seni dan Budaya Negeri Perak.

16 MAY 2024 | LAWATAN TAPAK KE PASIR SALAK ECO RESORT
- Lawatan tapak ke Pasir Salak Eco Resort di Wilayah Kampung Pasir Salak, Mukim Pasir Salak, Daerah Perak Tengah bersama Delegasi Malaysia Associaiton of Hotels Cawangan Perak.

25 JUNE 2024 | PENGELASAN PREMIS
- Pemeriksaan pengelasan premis penginapan pelancongan @ Pangkor Laut Resort, Lumut, Perak.

27 JUNE 2024 | PENGELASAN PREMIS
- Pemeriksaan pengelasan premis penginapan pelancongan @ The Banjaran Hotspring Retreat @ 1, Persiaran Lagoon, Sunway 3, Ipoh, Perak.

15 JULY 2024 | NETWORKING SESSION
- Networking session with MAH Perak members & PSER (Perbincangan Pembangunan Semula Pasir Salak Eco Resort).

25 AUGUST 2024 | FUTSAL TOURNAMENT
- MAH Perak Chapter Inter-Hotel Futsal Tournament 2024.

NETWORKING SESSION WITH ISLAMIC TOURISM CENTER, MOTAC
- STG Tea House Cafe.
- MAH Perak Chapter Networking session with Mr. Nizran Noordin, Diretor General of Islamic Tourism Center, MOTAC.
- Introduction of Islamic Tourism Month.
- Increasing MFAC signups for Perak Hotels.

PAHANG CHAPTER







CHAPTER COMMITTEE

Chairman:
Patrick Tee Puat Heng — Copthorne Cameron Highlands

Vice Chairman:
Khew Choon Teck — First World Hotel

Hon. Secretary:
Charles B Peter — Shahzan Hotel Kuantan

Committee Member:
Sujeindran A/L Genngadaran — Avillion Cameron Highlands
Mohd Robae Lubis bin Hj. Mohamed Yusof — Grand Darul Makmur
Syed Ali Adnan — Hyatt Regency Kuantan Resort

Chapter Secretariat:
Lina Mohd Noor

REPRESENTATION

Coordination Meeting On International Tourism Expo Pahang (MIT Pahang) At Tourism Pahang
Patrick Tee: Committee

Coordination Meeting On International Tourism Expo Pahang (MIT Pahang) At Tourism Pahang
Charles B Peter: Committee

Matta Fair Opening Ceremony At Kuantan City Mall
Charles B Peter:

Launching Of MIT Pahang At Hotel Sheraton Imperial Kuala Lumpur
Patrick Tee: Committee

Mesyuarat Penyelarasan Malaysia International Tourism Expo Pahang (MIT Pahang) at Tourism Pahang

Meeting with MOTAC Pahang at Corpthorne Hotel on updating business and impact on unregistered hotels

Seminar Kesedaran Pelancongan dan Hospitaliti Mesra - Muslim (Muslim-Friendly Tourism and Hospitality - MFTH) di Pahang by Islamic Tourism Centre at Grand Darul Makmur

Majlis Pelancaran MIT Pahang at Hotel Sheraton Imperial Kuala Lumpur

Jemputan Mesyuarat Penyelarasan Malaysia International Tourism Expo Pahang (MIT-Pahang) Bil.5 at Tourism Pahang

Business to Business (B2B) Networking Dinner "Sempena Lawatan Familiarisasi Pemain Industri Pelancongan China at Swiss-Belhotel Kuantan by MATTA Pahang

Mesyuarat Penyelarasan Malaysia International Tourism Expo Pahang (MIT-Pahang) Bil. 6 at AC Marriot Kuantan

Mesyuarat Penyelarasan Malaysia Malaysia International Tourism Expo Pahang (MIT-Pahang) Bil. 7 at Zenith Hotel Kuantan

TRAINING

18 - 19 DECEMBER 2024
Food & Beverage Skills and Customer Service Training
- Sponsored by Pahang Chapter.
- 2 days training.
- 26 participants.

SELANGOR CHAPTER















CHAPTER COMMITTEE

Chairman:
Datin Jasmine Abdullah Heng — Dorsett Grand Subang

Vice Chairman:
Thomas Yap — Resort Suites at Bandar Sunway

Hon. Secretary:
Andrew Law — Eastin Hotel Kuala Lumpur

Hon. Treasurer:
Janet Leong — Hotel Primera

Committee Members:
Wan Mohd Azahar — Pulse Grande Hotel
Eizac Chong — O'Boutique Suites
Melissa Tan — PJ De Inn
Mohd Nazri Ahmad — Crystal Crown Hotel Petaling Jaya
Fadzly Hamzah — Hotel Tenera
Chris Moore — Le Meridien Petaling Jaya

Chapter Secretariat:
Francis Alberto

REPRESENTATION

Datin Jasmine Abdullah Heng
- Chairperson - Yayasan MRCB.
- Vice President - Malaysian Association of Hotels Owners (MAHO).
- Board Member of Tourism Selangor.
- Board Member of Kiwanis Club of Bukit Kiara.
- Board Member of Taylor's University Advisory Panel.

En. Fadzly Hamzah
- Industry Advisory Panel - Politeknik Metro Kuala Lumpur.
- CEO @ POLYCC - Kementerian Pendidikan Tinggi, Jabatan Pendidikan Politeknik & Kolej Komuniti.

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

06 FEBRUARY 2024 | DORSETT GRAND SUBANG
ANNUAL GENERAL MEETING 2024
- Total members attended the AGM was 46 comprising 39 ordinary members and proxies with 7 associate members were present.
- Total of 7 associate members took up exhibition booths with 4 did their product presentation after the said AGM.
- Networking session and cocktail was served after the AGM where most of the members visited the exhibition booths and a great networking evening.

26 MARCH 2024 | PJ SEKSYEN 2C-2D, PETALING JAYA
SEKUKUH IKATAN, SEINDAH RAMADHAN
- A CSR project by MAHSEL for the less fortunate during Ramadhan month was held on 26th March 2024 for Persatuan Rumah Anak-anak Yatim (Hajjah Kamariah) where children was treated with "Juadah Buka Puasa".
- Event lead by Ms. Mellisa Tan and present together was Mr. Thomas Yap and Mr. Eizac Chong.

20 JULY 2024 | WANGSA BOWL, ONE UTAMA, PETALING JAYA
BOWLING COMPETITION
- Bowling Competition among the chapter members was held on 20th July 2024 at Wangsa Bowl, One Utama, Petaling Jaya.
- Total of 31 teams with 93 talented players from 23 hotels participated.
- Champion Team was Le Meridien Petaling Jaya, 1st Runner-Up was Movenpick Hotel & Convention Centre KLIA and 2nd Runner-Up was The Saujana Hotel Kuala Lumpur.

05 OCTOBER 2024 | DORSETT GRAND SUBANG
A SILVER TOUCH BY MAHSEL
- MAHSEL contributed RM5,000 as a donation to Pusat Dialisis Touch Petaling Jaya in aid to their project "Sweat 2 Smile 2024" for the needy and underprivileged kidney patients.
- Event was attended by Datin Jasmine Abdullah Heng, Mr. Thomas Yap and Ms. Melissa Tan.
- Sessions of "Sweat 2 Smile" @ line dance & aerobic was held prior to the finale where many NGO's came forward to give a helping hand towards this good cause including MAHSEL.
- The event managed to raised RM306,000 for Pusat Dialisis Touch Petaling Jaya.

16 NOVEMBER 2024 | NEW VISION BADMINTON ACADEMY, PETALING JAYA
BADMINTON TOURNAMENT
- Total of 32 teams from 27 hotels with 256 talented badminton players participated which was a whole day event.
- Champion Team was Eastin Hotel Kuala Lumpur, 1st Runner-Up was Le Meridien Putrajaya, 2nd Runner-Up was Holiday Inn Sepang and 3rd Runner-Up was One World Hotel

05 DECEMBER 2024 | HOTEL TENERA
HALAL SEMINAR
- A collaboration seminar with Jabatan Agama Islam Selangor (JAIS) in providing our members the knowledge and latest updates on Halal for hotels.
- Exclusively sponsored Trainers fee by MAHSEL and participants pay for One full-day meeting package fee.
- Total of 36 participants from 18 hotels attended this seminar.

12 DECEMBER 2024 | LE MERIDIEN PETALING JAYA
INDULGE, REFRESH & UNWIND TOGETHER EVENT @ YEAR END COCKTAIL
- Event was held at Roof Top, Le Meridien Petaling Jaya.
- Attended by 80 members comprising of ordinary & associate members including invited guest from the Tourism Industry.
- The evening saw many hoteliers catching up with each another in this time of season greetings and networking with our associate members.

28 & 30 DECEMBER 2024 | INSPIRING THE FUTURE OF THE CHILDREN THROUGH CREATIVITY, PLAY & LEARNING
- MAHSEL, Kiwanis Club Bukit Kiara and LEGO Malaysia jointly organized a CSR programme on 28 & 30 December 2024.
- A total of 500 Lego set (LEGO City, LEGO Super Mario, LEGO Star Wars, LEGO Disney & LEGO Friends) was distributed to the representative from Yayasan TZA, Pusat Khidmat Ahli Parlimen Segambut, PDK Nur Kasih Pemanis, PDK Sinar Mutiara Kemelah, PDK Sinar Cahaya Redong and Pra Sekolah Pendidikan Khas.

TRAINING

18 - 19 NOVEMBER 2024
Hospitality Revenue Management Training
- Exclusively sponsored Trainers fee by MAHSEL and participants pay for Two full-days meeting package fee.
- Total of 33 participants from 24 hotels benefited from this training.

17 DECEMBER 2024
E-Invoice Concept & Action Plan
- Exclusively sponsored Trainers fee by MAHSEL and participants pay for One full-day meeting package fee.
- Total of 25 participants from 20 hotels participated.

KUALA LUMPUR CHAPTER



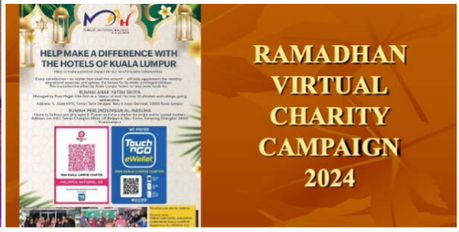












CHAPTER COMMITTEE

Chairman:
B.E. Lim — St Giles Gardens Kuala Lumpur

Vice Chairmen:
Sazrul bin Fadzil — Hotel Royal Kuala Lumpur
Mondi Mecja — Ascott Kuala Lumpur

Hon. Secretary:
Chua Adrian — Furama Bukit Bintang Kuala Lumpur

Hon. Treasurer:
May Cheong — Hotel Royal Signature

Committee Members:
Bernard Sebastian — PARKROYAL Serviced Suites Kuala Lumpur
Jason S'ng — The FACE Suites / The FACE Style
Rajesh Daswani — Ramada Suites by Wyndham Kuala Lumpur City Centre
Daniyal Ng — The RuMa Hotel & Residences)

Internal Auditor:
Michael Quay — Cititel Mid Valley

Chapter Secretariat:
Eileen Cheah

REPRESENTATION

Dewan Bandaraya Kuala Lumpur (DBKL) Tourism Committee
Mr. B E Lim: Member

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

06 FEBRUARY 2024, 15 FEBRUARY 2024, 29 APRIL 2024 & 26 JULY 2024 | GET-TO-KNOW MEMBERS & NETWORKING LUNCH / EVENING COCKTAILS SERIES
- Focused group invitational lunch meetings with newly-admitted Ordinary members and new GM appointments as part of Welcome / Hello networking.

17 FEBRUARY & 23 FEBRUARY 2024 | MAH KL "LET'S SING!" COMPETITION
- Organised to showcase singing talents from KL hotels.
- Participated by 49 associates from 28 hotels.
- Independent panel of judges from Musicians for Musicians.
- Top three winners won cash prizes worth RM1,000 / RM500 and RM300

23 JUNE 2024 | MAH KL FUTSAL TOURNAMENT 2024
- A total of 48 teams from 36 hotels.
- Friendly Match between Team MAH KL GMs with Team Tourism Kuala Lumpur (comprising MOTAC KL/Putrajaya, Tourism Malaysia Central Region & MATIC) – Team MAH KL won 3-2
- RESULTS:

1. Champion: Grand Millennium Kuala Lumpur (Team A)
2. 1st runner-up: The RuMa Hotel & Residences (Team B)
3. Joint 2nd runners-up: Concorde Kuala Lumpur / Shangri-La Kuala Lumpur (Team A)

20 OCTOBER 2024 | MAH KL BADMINTON TOURNAMENT 2024
- Participated by 36 teams from 28 hotels
- RESULTS:

1. Champion: Four Seasons Kuala Lumpur (Team A)
2. 1st runner-up: World Trade Centre (Team A)
3. 2nd runner-up: Holiday Inn Expresss KLCC
4. 3rd runner-up: Four Seasons Kuala Lumpur (Team B)

13 DECEMBER 2024 | YEAR-END MEMBERS COCKTAIL EVENING
- Annual year-end Members Cocktail evening for networking.
- Attended by 60 members and guests.
- Guest-of-Honour: YBhg Datuk Dr Yasmin Mahmood, Chairman of Tourism Malaysia.

23 JANUARY, 30 APRIL, 14 JUNE, 28 AUGUST 2024 | MAH KL SECURITY MANAGERS' MEETINGS
- Organised by Chapter's Security Sub-committee as scheduled meetings with PDRM, Bomba, OSHA, Ministry of Human Resource and other regulatory agencies.
- Attended by hotels' Safety & Security Directors/Managers.
- Special acknowledgement to: Le Meridien Kuala Lumpur / Crowne Plaza KLCC / Days Hotel & Suites / Holiday Inn Express KLCC for hosting the meetings.

JANUARY - DECEMBER 2024 | MOTAC STAR-RATING HOTEL INSPECTIONS (RENEWAL / NEW APPLICATIONS)
- Participated as panel member of MOTAC monthly star-rating inspections at various hotels.
- Total hotels inspected: 42.

RAMADHAN VIRTUAL CHARITY FUND-RAISING CAMPAIGN 2024
- Campaign period from 10 March – 30 April 2024.
- Collective effort by all MAH KL member-hotels conducted through virtual fund-raising and donations using the TouchNGo digital QR.
- Campaign tent-cards were printed and sent to hotels for display at front-desk/restaurant counters to inform guests appealing for donations of any amount.
- Beneficiaries: Rumah Anak Yatim Shifa (a wakaf-founded home for 25 children & college-age students in Taman Suria Setapak) and Rumah Perlindungan Al-Nasuha (home to over 50 children and single/unwed mothers in Taman Changkat Mulia, Batu Caves)
- Each home received RM4,000.

MAH KL CHRISTMAS CHARITY PICKLEBALL TOURNAMENT 2024
- Inaugural sporting event introduced into recreational sporting calendar and doubling up as a year-end CSR programme.
- Participation from 22 teams.
- Total proceeds from participating teams donated to two beneficiaries: Stepping Stone Living Centre and Rumah Kebajikan Baitul Ehsan Al-Khairi.
- Total donation raised: RM11,000.

TRAINING

05 - 06 JUNE 2024
Best Halal Practices (fully sponsored by KL Chapter)
- Conducted through MAHTEC.
- 30 participants.

30 - 31 JULY 2024
OTA Control & Maximising Sales Results (fully sponsored).
- Conducted through MAHTEC.
- 30 participants.

31 JULY 2024
Kursus Mesra Malaysia – Empowering Tourism Industry with Positive Mindset
- Hosted by MOTAC Kuala Lumpur/ Putrajaya.
- 5 participants.

20 - 21 AUGUST 2024
Income Audit (fully sponsored)
- Conducted through MAHTEC.
- 30 participants.

02 - 03 SEPTEMBER 2024
Accreditation For MOTAC Star-Rating Panel Assessors
- Hosted by MOTAC Kuala Lumpur/ Putrajaya.
- 2 participants.

19 NOVEMBER 2024
E-Invoicing For Hotel Industry (fully sponsored)
- Conducted through MAHTEC.
- 30 participants.

NEGERI SEMBILAN CHAPTER















CHAPTER COMMITTEE

Chairman:
Haziz Hassan — Sutera Hotel Seremban / Sea Front Hotel

Vice Chairman:
Muhammad Shazwan Suresh — PD Golf & Country Club

Hon. Secretary:
Andy Chong — D'Wharf Hotel & Serviced Residence

Hon. Treasurer:
Lee Min For — The Guest Hotel & Spa PD / Grandpa Hotel PD

Committee Members:
Jofhua Yeong — Tasik Villa International Resort PD
Eddie Abidin — Palm Seremban Hotel

Chapter Secretariat:
Haziz Hassan

REPRESENTATION

Star Rating Panellist / Inspector: Haziz Hassan

TRAINING

12 AUGUST 2024
Domestic Inquiry Talk & HR Leaders Meeting with Dato Ajit Singh in Dash Resort
- Attend by HR Leaders from Member's Hotel (18 pax).
- From 10.00am till 3.00pm.

28 AUGUST 2024
OSHA for Hospitality Industry Training by MAHTEC in Dayang Bay Resort
- Attend by 25 participants.

04 SEPTEMBER 2024
Amazing Protocol & Delight Service Training by MAHTEC in Dayang Bay Resort
- Attend by 24 participants.

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

31 JANUARY 2024 | PACIFIC REGENCY BEACH RESORT PORT DICKSON
- MAH AGM Meeting

06 FEBRUARY 2024 | MYDIN SEREMBAN 2
Inter-Hotel Bowling Tournament
- The bowling tournament held at Mydin Seremban 2 participating hotels in Negeri Sembilan.

20 FEBRUARY 2024 | PORT DICKSON
Cosmos Holiday Bangladesh Family Trip
- Assist in Cosmos Holiday Bangladesh visit in Port Dickson.

02 MARCH 2024 | TASIK VILLA INTERNATIONAL RESORT PORT DICKSON
MAH NS Food Festival 2024
- MAH NS Food Festival 2024 was held at Tasik Villa International Resort Port Dickson. All hotels in Negeri Sembilan were participated in the event.
- The hotels were introduced their signature dish and promoting Buffet Ramadan Voucher.

08 JUNE 2024 | PD WATERFRONT
Walkabout Premis Bersih, Bebas Asap Program
- Walkabout Premis Bersih, Bebas Asap Program by KKM.
- KKM officer were doing the visit on 10 outlets in PD Waterfront.

27 JUNE 2024 | VILLEA HOTEL PORT DICKSON
Sukan Rakyat
- Sukan Rakyat was held on 27th June 2024 and the venue is at Villea Hotel.
- Organized by HR Committee

02 OCTOBER 2024 | PORT DICKSON GOLF & COUNTRY CLUB
- MAH NS Committee Lunch Invitation With New OCPD.

MAH NS AND MATTA NS MOU SIGNING CEREMONY
- Held at Palm Seremban Hotel on 22 February 2024.

MAH NS AND COSMOS HOLIDAY BANGLADESH MOU SIGNING CEREMONY
- Held at Tasik Villa International Resort Port Dickson on 23 February 2024.







MELAKA CHAPTER















CHAPTER COMMITTEE

Chairman:
Khairulnizam Kasim — Kings Hotel Melaka

Vice Chairman:
Huzaidy Adnan — Imperial Heritage Hotel

Hon. Secretary:
Chelvakumar — Bayview Hotel Melaka

Hon. Treasurer:
Aebin Tai — Swan Garden Hotel

Committee Members:
Diana Ngieng — Venus Boutique Hotel
Dato' Marco Seow — Bayou Lagoon Park Resort
Izhar Ibrahim — Swan Garden Resort Melaka
Fairuz Hilmi Ismail — Kings Green Hotel Melaka
Ramasamy Kamalingam — Holiday Inn Melaka
Taufik Abdullah — Grand Swiss-Bel Hotel Melaka
Norehan binti Jamaludin — Sentral Riverview Hotel

Chapter Secretariat:
Christine Vaz

REPRESENTATION

Star Rating Panellist:
1. Khairulnizam Kasim
2. Tai Aebin
3. Diana Ngieng

Mesyuarat Penyelarasan Kempen Promosi Tahun Melawat Melaka 2024 & E-Perkhidmatan Bagi Tahun 2024.

Mesyuarat Penyelarasan Program Libat Urus Penggiat Industri Perhotelan Negeri Melaka bersama Universiti Geomatika Malaysia Melaka & Site Visit.

Mesyuarat Penyelarasan Promosi Jualan Istimewa @ 24hb Setiap Bulan Sempena Tahun Melawat Melaka Tahun 2024 Anjuran Penggiat Industri Pelancongan di Kings Hotel Melaka.

TRAINING

17 - 18 JANUARY 2024
Kursus Protokol, Etiket Sosial Dan Pengurusan Majlis at Grand Swiss Bel-Hotel Melaka
- Two days seminar with 20 paxs of MAH Melaka Chapter Members.

25 - 26 APRIL 2024
Inspirational Leadership Training at Swan Garden Resort Melaka
- Two days seminar with 20 paxs of MAH Melaka Chapter Members.

25 - 26 JULY 2024
Do Your T.I.M.E – Strategies for Effective Time and Stress Management Training at Hotel Sentral Riverview Melaka
- Two days seminar with 20 paxs of MAH Melaka Chapter Members.

16 - 17 OCTOBER 2024
Contract Law for Non-Legal Professional for the Hotel Industry at Grand Swiss Bel-Hotel Melaka
- Two days seminar with 20 paxs of MAH Melaka Chapter Members.

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

29 APRIL 2024 | DOUBLETREE BY HILTON MELAKA
MAH Melaka Chapter Sesi Libat Urus bersama PDRM
- This event is to create awareness to the members.
- Besides PDRM the chapter has invited Bahagian Promosi Pelancongan(BPP), Pihak Berkuasa Tempatan (PBT) dan Kementerian Perdagangan Dalam Negeri & Hal Ehwal Pengguna (KPDNKK) as well.
- 16 hotels had participated in this event (Kings Hotel Melaka, Puri Hotel Melaka, Pantai Puteri Hotel Melaka, Bayou Lagoon Park Resort Melaka, Ames Hotel, Grand Swiss Bel-Hotel Melaka, Holiday Inn, Kobemas Hotel Melaka, Christee Suites Melaka, Double Tree Hotel Melaka, MITC Hotel Melaka, Casa Del Rio Melaka, The Straits Hotel Melaka & Rosa Melaka.

14 MAY 2024 | HOTEL PURI MELAKA
MAH Melaka Chapter Blood Donation Campaign
- This event is open to all members & the public.
- We had almost 30 persons turn out for this event.

15 DECEMBER 2024 | TF HOTEL MELAKA
MAH Melaka Chapter Waiter Race 2024
- The goal of the competition is clear -

a. Supporting and enlivening the Year of Visiting Melaka 2024.
b. Give hotel workers and students the opportunity to show their skills and abilities in this event.
c. Revealing the "fun elements" in the hospitality career.

- The route of this race is along the Melaka River .
- Chan Mari Chan Restaurant > up the bridge from Kampung Morten > ending at Tun Fatimah Hotel.
- The distance is approximately 1.6 km.
- Participation Categories are Individual Men, Women, and Teams (each team consisting of four(4) participants – 2 males and 2 females).
- Participating hotels are Birkin International Hotel, MITC Hotel Melaka, Grand Swiss Bel-Hotel Melaka, Bayview Hotel Melaka, Casa Del Rio, Hotel Sentral Melaka, Kobemas Hotel Melaka, Hotel Sentral Riverview Melaka, Seri Costa Hotel Melaka, Baba House Melaka.

MAH MELAKA CHAPTER ORPHANAGE VISIT IN CONJUNCTION WITH HARI RAYA AIDILFITRI 2024
- Seven (7) hotels together with MAH Melaka Chapter had given food, goodie bags, dry items, milk powder and pampers for the children.
- Hotel that had contributed are Puri Hotel, Bayview Hotel, DoubleTree by Hilton, Liumen Hotel, Grand-Swiss Bel-Hotel, Venus Boutique Hotel & Mercury Hotel.
- The event was a successful event and the children was happy.

MAHTEC LEARNING
- MAHTEC learning & development showcase 2024.

THE MALAYSIA BOOK OF RECORDS
- Jemputan menghadiri majlis penganugerahan *"The Malaysia Book of Records"* di Melaka Wonderland Theme Park.

PERISTIWA PENGISYTIHARAN TARIKH KEMERDEKAAN PERSEKUTUAN TANAH MELAYU
- Jemputan ke Majlis Memperingati Tarikh Kemerdekaan Persekutuan Tanah Melayu di Memorial Pengisytiharan Kemerdekaan Bandar Hilir Melaka.

HOTEL EMPLOYEE AWARDS
- Interview session for Hotel Employee Awards at Swan Garden Resort Melaka.

FESTIVAL KUIH TRADISIONAL
- Jemputan ke Majlis Perasmian Penutup Festival Kuih Tradisional & Pelita Raya Melaka 2024 di Laman Belia, Sungai Rambai Melaka.

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 Members:
Vikneswary Mahalingam — Somerset Medini Iskandar Puteri
Tan Ai Lee — New York Hotel
Johnny Lau — Fraser Place Iskandar Puteri

Co-opted Member:
Michael Bay — Rina Balinese

Members:
Stephen Teo — Millesime Hotel
Petrus Leong — Retired Hotel HR Specialist / Trainer
Tan Li Peng — Belllo Hotel

Chapter Secretariat:
Yvonne Loh

REPRESENTATION

Johor Tourist Association (JTA)
Ivan Teo: Committee Member

Johor - Indonesia Business Chamber
Ivan Teo: Committee Member

Malaysia China Business Association
Ivan Teo: Vice President

Ministry Of Tourism & Culture (MOTAC)
Petrus Leong: Star Rating Panel Member

Human Resources Development Fund (HRDF)
Petrus Leong: Southern Region Focus Group

Ministry Of Tourism & Culture (MOTAC)
Steven Teo: Star Rating Panel Member

Ministry Of Tourism & Culture (MOTAC)
Michael Bay: Star-Rating Panel Member

Human Resources Development Fund (HRDF)
Michael Bay: Trainer

Malaysian Association Of Hotel Owners (MAHO)
Indra Gandhi Pillai: Johor Representative

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

24 APRIL 2024 | LE GRANDEUR PALM RESORT
MAH GAMES 2024
The Games:
- Bowling – 26 Hotels on 24 April at Le Grandeur Palm Resort as launching of MAH Games 2024.
- Futsal – 29 Hotels on 21 May at Daiman Sports Sri Skudai.
- Badminton – 29 Hotels on 24 July at Daiman Sports Sri Skudai.
- Telematch – 23 Hotels on 21 August at Tanjung Puteri Resort

Overall MAH Games Champion:
1. 1st Place – Le Grandeur Palm Resort.
2. 2nd Place – Sunway Big Box.
3. 3rd Place – KSL Hotel & Resort.
4. 4th Place – DoubleTree by Hilton JB.

24 JULY 2024 | GRAND PARAGON HOTEL
INFLUENCER MARKETING WORKSHOP & FORUM
- MAH Johor & BrandCulture PR Agency organised a half-day Influence Marketing Workshop & Forum.
- 60 participants including Hotel Managers, Marketing Communications Directors / Managers, Key Executives and Director of Sales, Key Sales Personnel attended.
- The topics of the day provided insights on the current trends, challenges and pitfalls of Influencer Marketing, particularly geared to the environment of bloggers and influencers in Johor.

9 OCTOBER 2024 | GATEWAY GARDEN MEDINI, ISKANDAR PUTERI
MAH JOHOR CHAPTER RUN 2024
- The 7km Run was flagged off by the Menteri Besar of Johor, Datuk Onn Hafiz Bin Dato' Ghazi, who led the hoteliers for the first 4km run.
- A total of 776 hoteliers from 39 hotels participated.
- It was a high protocol event as the MB was accompanied by the City Mayor, newly-appointed District Officer, heads of Johor Tourism and MOTAC (Southern Region), and two State EXCOs (one of Health & Environment and the other of Culture & Heritage).
- The event was covered by all mainstream media, in line with announcements by MB on the impending Visit Johor Year in 2026 and the important role hotels play in boosting tourism for Johor.

Overal MAH Run 2024 Hotel Champions:
- 1st Place: KSL Hotels & Resort.
- 2nd Place: Pulai Springs Resort.
- 3rd Place: New York Hotel.
- 4th Place: Holiday Villa City Centre Johor Bahru.

29 OCTOBER 2024 | DEWAN KENCANAPURI PULAI SPRINGS RESORT
MAH JOHOR GALA DINNER 2024
- Themed Night *"Gala Tropicana"*.
- Broke record with a total of 55 tables sold, attended by 45 hotels in Johor.
- Highest support from vendors who took up 8 exhibition booths and purchase of tables.
- Featured Singaporean talk show Mediacorp celebrity comedian, Hossan Leong.
- Hotel Talent Show: 6 hotels submitted videos of team performances and 3 was chosen to present to compete during the Dinner.
- 1st Place: Legoland
- 2nd Place: Westin Desaru Coast.
- 3rd Place: Anantara Desaru Coast.

TOGETHER FEEDING THE NEEDY
- A joint collaboration between MAH Johor Chapter and the Social Hero Foundation. A total of 15 member hotels undertook to provide 200 packed food lunches every Saturday for 6 months, to feed those below the Poverty Line Index (PLI) in and around Johor Bahru.

HASA AWARDS
- HASA (Hotel Awesome Service Award) 2024, to inspire quality service among hotel employees by recognizing and celebrating outstanding customer service.
- It is unlike the usual Employee of the Year Award in that its criteria for winning is specific to the extra mile that hotel employees will go to ensure comfort or provide a memorable experience to guests staying at their respective hotels.
- Recognition aims to value-add to their resume thereby distinguishing them within the industry, that would ensure longevity and growth in their hotel careers.
- 17 of the most outstanding employees were identified and recognition was given during the MAH Annual Gala Dinner on 29 October 2024 at Pulai Springs Resort.
  ~ Westin Desaru Coast, Sand & Sandals Beach Resort & Spa, Pulai Springs Resort, Sunway Big Box Hotel, Ramada by Wyndham Meridin, Legoland Hotel, Grand Paragon Hotel, New York Hotel and Fraser Place Puteri Harbour.

MAH JOHOR Safety & Security Group
- The 1st meeting of member hotels' Safety & Security heads and key personnel was held to form a sub-committee.
- A chat group was created and managed by Committee Member Johnny Lau and VP CS Lim, to facilitate sharing of information / discussions on issues related to safety & security; risk management topics among member hotels careers.

TRAINING

16 JANUARY - 28 MAY 2024
- A series of short Online Training programmes for hotel employees on Hotel Orientation covering diverse subjects on basics.
- Topics: How hotels work, personal grooming & hygiene, basic hospitality services, fire safety & communicable diseases, Do's and Don't's, basic seelling techniques, handling guest complaints, basic social skills.
- A total of 50 employees joined the online training.

07 FEBRUARY - 29 MAY 2024
- A series of short Online Training programmes for hotel employyes on Basic Conversational / Workplace English.
- Topics: Greeting the Guest, Assisting the Guest, Directing the Guest, Answering the Guest and Describing Facilities to the Guest.

27 MARCH 2024
- Industrial Focus Group that aimed to address the training needs and challenges faced by the Accommodation Services Sector.
- Organised by HRDCorp Southern Region in collaboration with MAH Johor Chapter.

23 - 30 JULY 2024
- HASA Campaign Training.
- In line with the HASA Awards, hotel nominees are required to undergo a minimum number of 4 hour's of training as one of the criteria for selection.
- The training was run in 3 parts.

29 - 31 JULY 2024
- OSH-C Coordinator Workshop at Lotus Desaru Beach Resort.
- Based on Occupational Safety & Health (Amendment) Act 2022 in collaboration with OSH Trainer & Consultant/HRDCorp Certified Trainer of ITS Management.

21 AUGUST 2024
- Mental Health Awareness Talk.
- Focus on maintaining emotional balance to manage stress and conflict through mindfulness practices.

28 AUGUST 2024
- Star-rating briefing for 4-5 star hotels.
- Purpose was to brief hotels who are due to be rated by the Star Rating Panel on salient requirements and prior reparations for hotel inspections.
- A total of 27 persons attended.
- The briefing was held at New York Hotel.

TERENGGANU CHAPTER















CHAPTER COMMITTEE

Chairman:
Hajah Suaibah binti Harun — Primula Beach Hotel

Vice Chairman:
Wan Mohd Faizul bin Wan Abas — Duyong Marina & Resort

Hon. Secretary:
Abdul Hadi bin Alias — Paya Bunga Hotel

Hon. Treasurer:
Noralizan A. Rahman — Permai Hotel

Committee Members:
Wan Nurdiyana bt Wan Mahyuddin — Sumai Hotel Apartment

Rosma bt Harun — Felda Residence Kuala Terengganu

Arizahamalia binti Ahmad — Am Transit Inn

Chapter Secretariat:
Noor Azlinda binti Puteh

REPRESENTATION

Ministry Of Tourism, Arts And Culture Malaysia
Hajah Suaibah Harun: Certified Panel Assessor For Star Rating (1-5 Stars) For Hotels

Ministry Of Tourism, Arts And Culture Malaysia
Wan Mohd Faizul Bin Wan Abas: Certified Panel Assessor For Star Rating (1-5 Stars) For Hotels

Ministry Of Tourism, Arts And Culture Malaysia
Noralizan A. Rahman: Certified Panel Assessor For Star Rating (1-5 Stars) For Hotels

Ministry Of Tourism, Arts And Culture Malaysia
Abdul Hadi Alias: Certified Panel Assessor For Rating (1-5 Stars) For Hotels

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

26 JUNE 2024 | KOMPLEKS TUANKU NUR ZAHIRAH (KTZN) IN KAMPUNG TANJUNG BUNUT, KUALA TERENGGANU
Water Taxi River Cruise
- On June 26, 2024, MAH Terengganu, led by Chairperson Puan Hajah Suaibah Harun and several Exco members, participated in the "Water Taxi River Cruise" program to Sembang-Sembang Pelancongan, organized by the Terengganu Tourism Association (PPNT) in collaboration with Yayasan Tuanku Nur Zahirah (YTNZ).
- Held from 2:00pm to 5:00pm at Kompleks Tuanku Nur Zahirah (KTNZ) in Kampung Tanjung Bunut, Kuala Terengganu, the program aimed to introduce KTNZ and promote royal songket products while fostering discussions to enhance the tourism sector. Participants travelled via Payang Water Taxi, creating a unique tourism experience.
- This event provided an opportunity for MAH Terengganu to engage in informal discussions with other industry stakeholders, exchanging ideas to promote Terengganu's cultural heritage and further strengthen collaboration in the tourism sector.

06 - 07 JULY 2024 | PAVILION BUKIT JALIL, KUALA LUMPUR
MAH Tourism Fair 2024
- The MAH Tourism Fair 2024, organized by MAH National, was successfully held on July 06 - 07, 2024, from 9:00am to 10:00pm at Pavilion Bukit Jalil, Kuala Lumpur. The event aimed to promote domestic tourism and highlight the unique offerings of the hospitality industry, including Terengganu's attractions under the "Beautiful Terengganu" campaign.
- Six hotels from Terengganu participated in the fair: Primula Beach Hotel, Permai Hotel, Sumai Hotel & Apartment, The Qamar Paka, Paya Bunga Hotel, and Duyong Marina & Resort. These hotels used the platform to promote their services and attract visitors to the state.
- This initiative, supported by MAH Terengganu and the Terengganu State Tourism Department, demonstrated strong collaboration in boosting Terengganu's visibility as a key player in the domestic tourism market.

03 - 05 AUGUST 2024 | BATAM, INDONESIA
FAM Trip to Batam, Indonesia
- MAH Terengganu, led by Chairperson Puan Hajah Suaibah Harun and supported by six Exco members, embarked on a significant initiative to collaborate with travel agents in Batam, Indonesia. This delegation acted as ambassadors to promote Terengganu as a premier tourism destination.
- The team successfully held face-to-face discussions with 10 dynamic travel agents based in Batam, focusing on strengthening partnerships and creating mutual opportunities. These discussions highlighted the unique tourism offerings of Terengganu, including its rich cultural heritage, pristine natural attractions, and diverse activities, tailored to meet the interests of Indonesian travelers.
- This collaboration is part of MAH Terengganu's ongoing efforts to expand its market reach and position Terengganu as a key destination for international visitors, particularly from Indonesia. By fostering direct engagement with influential stakeholders in Batam's tourism industry, the initiative aims to increase tourist arrivals from Indonesia and boost the state's economy.
- The efforts made during this visit underscore MAH Terengganu's commitment to driving innovative and impactful strategies in the tourism sector. This program is expected to create a positive ripple effect, fostering long-term relationships with Batam's travel industry and further elevating Terengganu's appeal in the international tourism market.

21 DECEMBER 2024 | PUNCAK GAMELAN, PRIMULA BEACH HOTEL
Majlis Ramah Mesra Pelancongan & Kebudayaan
- The Majlis Ramah Mesra Pelancongan & Kebudayaan, held on December 21, 2024, organized by Tourism Terengganu, marked a significant step toward strengthening collaboration between Terengganu and Kelantan in the tourism and cultural sectors. The event provided a platform for leaders and stakeholders from both states to discuss shared opportunities and challenges, aiming to elevate the tourism and cultural landscape of the East Coast region.
- The ceremony was graced by the presence of esteemed dignitaries, including:
  - YB Datuk Razali bin Idris, Chairman of the Terengganu Exco on Tourism, Culture, Environment, and Climate Change.
  - YB Datuk Kamarudin bin Md Nor, Chairman of the Kelantan Exco on Tourism, Culture, Arts, and Heritage.
  - YB Sulaiman bin Sulong, Deputy Chairman of the Terengganu Exco on Tourism, Culture, Environment, and Climate Change.
  - YB Zameri bin Mat Nawang, Deputy Chairman of the Kelantan Exco on Tourism, Culture, Arts, and Heritage.
- Representatives from the Malaysian Association of Hotels (MAH) Terengganu Chapter also played a prominent role in the event:
  - Puan Hajah Suaibah Harun, General Manager of Primula Beach Hotel and Chairman of MAH Terengganu.
  - En Wan Mohd Faizul bin Wan Abas, Vice Chairman of MAH Terengganu.
  - Puan Arizahamalia, Internal Auditor of MAH Terengganu.
- The event featured discussions on joint initiatives to promote heritage, arts, and tourism in the East Coast, emphasizing the preservation of cultural traditions while fostering economic growth through sustainable tourism. It also highlighted the strategic importance of cross-border collaboration to enhance the region's attractiveness as a travel destination.
- The gathering reaffirmed the commitment of both states to working together in driving innovation, celebrating cultural diversity, and ensuring the longevity of their shared heritage. Special thanks were extended to all participants and contributors for their dedication to making this initiative a resounding success.
- This engagement not only showcased unity but also set the foundation for continued cooperation in achieving long-term tourism and cultural objectives.

MAH TERENGGANU AND TM COLLABORATION FOR HOTEL INDUSTRY SOLUTIONS
- On July 2, 2024, MAH Terengganu collaborated with Telekom Malaysia (TM) to host a presentation showcasing TM's latest products designed to benefit the hotel industry.
- Held at The Grand Puteri Hotel in Kuala Terengganu, the presentation featured products such as Unifi Internet, Smart Internet, Digital Marketing Solutions (DMS), Unifi Mobile, Unifi TV, and other innovative TM solutions aimed at enhancing hotel operations and guest experiences.
- This collaboration highlighted the potential of digital solutions to provide significant advantages for hoteliers.

TRAINING

11 - 15 AUGUST 2024
- Cyber Security - Key to Overcome Crisis in the Age of Disruption.
- Date: 11 - 15 August 2024.
- Venue: Primula Beach Hotel.
- Participants: 25 hoteliers.
- This intensive five-day course focused on the critical role of cybersecurity in the hospitality sector, addressing how hotels can overcome crises in an increasingly digital and disruptive age. With the rapid adoption of digital technologies in hotel operations, participants explored strategies to safeguard sensitive information and maintain operational continuity.

29 SEPTEMBER - 03 OCTOBER 2024
- Artificial Intelligence: Harnessing the Power of AI in Autonomous Systems.
- Date: 29 September - 03 October 2024.
- Venue: Primula Beach Hotel.
- Participants: 25 hoteliers.
- This five-day program delved into the transformative potential of Artificial Intelligence (AI) in revolutionizing hotel operations. Participants gained insights into how AI-driven technologies can enhance efficiency, reduce costs, and elevate guest experiences through automation.

KELANTAN CHAPTER















CHAPTER COMMITTEE

Chairman:
Hajah Maimun binti Mohd 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 Members:
Hasbullah bin Che Omar — Crown Garden Hotel
Hamzah bin Rosli — H Elite Design Hotel
Zakaria bin Harun — Ibis Styles Hotel
Engku Morris bin Engku Hussin — Holiday Villa Hotel & Suites Kota Bahru
Azimin bin Ibrahim — Perdana Kota Bahru

Chapter Secretariat:
Muhammad Azrin Zainal Abidin

REPRESENTATION

Kelantan Tourist Information Centre
Hajah Maimun: Committee Member
Gan Yeong Shuoh: Committee Member
Muhammad Azrin: Committee Member

Kolej Poly-Tech Mara Kota Bharu
Hajah Maimun: Tourism / Hospitality Appointed Speaker
Gan Yeong Shuoh: Tourism / Hospitality Appointed Speaker
Muhammad Azrin: Tourism / Hospitality Appointed Speaker

University Malaysia Kelantan (Faculty Of Hospitality, Tourism & Wellness)
Muhammad Azrin Zainal Abidin: Industry Appointed Speaker

Ministry Of Tourism, Arts And Culture Malaysia (Motac)
Hajah Maimun Hussain: Star Rating Panel Team
Muhammad Azrin Zainal Abidin: Star Rating Panel Team
Wan Aznan Wan Ahmad: Star Rating Panel Team

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

28 - 30 JANUARY 2024 | KELANTAN - SINGAPORE TRAVEL AGENCIES BUSINESS-TO-BUSINESS (B2B) PROGRAM
- Objective Of Program: Promoting the hotel products / facilities and offering special packages to the travel agents in Singapore.

26 MARCH 2024 | MAH KELANTAN CHAPTER - MAH HOTEL EMPLOYEE AWARDS 2024 SELECTION SESSION HELD AT PERDANA KOTA BHARU
- The objective of this award is to acknowledge and give recognition to the Most Outstanding Employee in a hotel and recognize by rewarding people who have shown drive, dedication and passion for the hospitality industry.

27 APRIL - 02 MAY 2024 | KELANTAN-INDONESIA TRAVEL AGENCIES BUSINESS-TO-BUSINESS (B2B) PROGRAM
- The objective of this program is promoting the hotel products / facilities and offering special packages to the travel agents in Pekan Baru Riau, Bukit Tinggi & Padang Indonesia.

14 MAY 2024 | DISCUSSION BETWEEN MALAYSIAN ASSOCIATION OF HOTELS (MAH) KELANTAN CHAPTER AND UNIVERSITY MALAYSIA KELANTAN (FACULTY OF HOSPITALITY, TOURISM & WELLNESS)
- The collaboration involves student placement in hotels, training preparation aspects, apprenticeship projects and others
- This program offers an exciting platform for students to showcase their research findings and fosters academic exchange and meaningful discussions among members.

23 SEPTEMBER 2024 | KELANTAN TOURIST INFORMATION CENTRE
- Participated in B2B session with Travel Agent from Singapore with all the Kelantan Tourism Industry player at Kota Bharu, Kelantan.
- The objective of this program is promoting the hotel products / facilities and offering special packages to the travel agents in Singapore.

01 DECEMBER 2024 | MAH KELANTAN CHAPTER CARE PROGRAM
- In collaboration with MAH Kelantan Chapter for the association's CSR program, Uniting 18 hotels under MAH Kelantan Chapter.
- This collaborative effort prepared around 500 packed meals for distribution to flood victims which has been cut off (accessible only by HGV and 4x4).
- A total around 250 victims, included 3 paralyzed, have sought refuge at this mosque. With small dinghy connecting mosque to the main road.
- Together, we stand stronger, spreading hope and care to those in need. - Hotel & Crystal Lodge

MAH KELANTAN CHAPTER CARES 2024 CSR PROGRAM - DISTRIBUTION OF FOOD PACKS TO THE STAFF UNDER MAH KELANTAN CHAPTER AT H ELITE DESIGN HOTEL
- We launched our very own MAH Cares Program for distributing essentials and food supplies to those in need among our members, especially during Ramadhan Month.
- Each members' staff was identified by committees of MAH Chapter Kelantan and the care packages were personally delivered to them.

MAH KELANTAN CHAPTER CARES 2024 CSR PROGRAM - A HEARFELT INITIATIVE AT MASJID PAK KERAL TUMPAT
- In collaboration among the members, this CSR program uniting 18 hotels across Kelantan collaborating effort prepared around 500 packed meals for distribution to flood victims which have been cut off (accessible only by HGV and 4x4).
- A total around 250 victims, included 3 paralyzed, have sought refuge at this mosque. With small dinghy connecting mosque to the main road.
- Together, we stand stronger, spreading hope and care to those in need.

FOOD KITCHEN PROGRAM
- Supporting CSR project in partnership with Raja Food Kitchen at Jalan Hospital Kota Bharu, distributing food and essentials to those affected by flood in Tumpat, Kelantan.

SARAWAK CHAPTER















CHAPTER COMMITTEE

Chairman:
John Teo — Meritz Hotel

Vice Chairmen:
Solo Cleophas — Merdeka Palace (MPHS)
Rahim Bugo — Damai Rainforest Resort

Hon. Secretary:
Olivia Ting — Meritin Hotel

Hon. Treasurer:
Mason Tang — Goldenbay Bintulu

Committee Members:
Audry Wan Ullok — Telang Usan Hotel
Yvonne Saman — The Marian Boutique Lodging Hotel
Patrick Siqueen — Imperial Riverbank
Lang Jai Lee — Tanahmas Hotel, Sibu

REPRESENTATION

Sarawak Tourism Board
John Teo: Board Member

TRAINING

August 2024
- The Malaysian Association of Hotels Sarawak Chapter (MAHSC) is proud to announce the successful completion of its Capacity Building training programs, an initiative generously supported by the Ministry of Tourism, Creative Industry, and Performing Arts Sarawak. These efforts align with the state's Post-COVID Development Strategies 2030 (PCDS 2030), aiming to enhance the skills and competencies of tourism industry players across Sarawak.
- Since the launch of these initiatives, MAHSC has diligently executed a series of training programs, resulting in the upskilling of approximately 262 hoteliers throughout the state.

Capacity Building For Tourism Industry Players - 2023
- In 2023, MAHSC carried out four comprehensive training programs over two days each, successfully training 77 hoteliers. The programs focused on the following areas:

• Food & Beverage Service.
• Housekeeping Service Skills.
• Culinary Skills Development Program.
• Guest Service Management.

Capacity Building For Tourism Industry Players - 2024
- Building on the previous year's success, MAHSC expanded its training efforts in 2024, delivering nine targeted programs that trained 185 hoteliers. These programs included:

• Culinary Skills Development Program.
• Farm-to-Table Culinary Training.
• Sustainable Gastronomy Certification.
• Understanding Revenue & Cost Management in F&B.
• Fundamental Health & Safety in Hospitality.
• Guest Service Management (in Mandarin).
• Housekeeping Service Skills.
• Digital Guest Experience Enhancement.
• Digital Transformation in Hospitality.

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

01 JANUARY 2024 | COMMITTEE MEETING
- STB Stakeholder Engagement Meeting.

17 JANUARY 2024 | COMMITTEE MEETING
- STB Committee Meeting.

19 JANUARY 2024 | COMMITTEE MEETING
- STB BOD Meeting.

22 MARCH 2024 | UNIVERSITY MIRI
- Curtin University Miri Advisory Board Meeting.

20 -22 JULY 2024 | GASTRONOMY FESTIVAL
- Sarawak Gastronomy Festival at Hills - SAGO Fest.

06 JULY 2024 | TOURISM FAIR
- MAH Tourism Fair at Pavillion Bukit Jalil.

26 JULY 2024 | NETWORKING
- SBF Networking with Chemsain

27 SEPTEMBER 2024 | 9TH SARAWAK HORNBILL TOURISM AWARS 2019 - 2023
- Recognising excellence, innovation and commitment, these awards showcase Sarawak's diverse offerings and promote quality service. A panel of distinguish selection committee ensures that the awards symbolize dedication to driving the state's vibrant tourism industry to high standards.

28 SEPTEMBER 2024 | FOOD AID
- Food Aid Sarawak Event at Pullman Hotel.







SABAH / LABUAN CHAPTER











CHAPTER COMMITTEE

Chairman:
Hafizan Wong — Promenade Hotel

Vice Chairman:
Fiona Hagan — Shangri-La Rasa Ria

Hon. Secretary:
Puvan Abdullah — Ibis Styles Kota Kinabalu Inanam

Hon. Treasurer:
Michael Tan — Grandis Hotel

Committee Members:
Martin Kong — Sabah Tea Resort
Chloe Loo — The Palace Hotel
Eugene Chin — Tiara Labuan
Jeron Ortiz — Dreamtel Hotel Kota Kinabalu

Internal Auditor:
Liamis bin Laukau — Klagan Regency Kota Kinabalu

Chapter Secretariat:
Siti Nazihan Hj. Abd Rahman

REPRESENTATION

Sabah Tourism Board
Hafizan Wong: Industrial Support Committee

TRAINING

28 - 29 NOVEMBER 2024
- Housekeeping Operation & Management.

18 - 19 DECEMBER 2024
- Certificate in Front Office.

EVENTS / ACTIVITIES / PROJECTS / INITIATIVES

05 MARCH 2024 | AGM
- Sabah/Labuan Chapter AGM at Pacific Sutera Kota Kinabalu.

10 FEBRUARY 2024 | STATE LEVEL CHINESE NEW YEAR CATERING SERVICE
- MAH Members provided catering services to 7000 guests at the Sabah International Convention Centre in conjunction with the State Government's Chinese New Year celebration.

28 MARCH 2024 | IFTAR WITH TOURISM BODIES
- Breaking of Fast (Iftar) with Tourism Bodies at Hilton Kota Kinabalu - Sabah Tourism Board, Sri Pelancongan Sabah, Tourism Malaysia, MOTAC and Sabah Convention Bureau.

7 APRIL 2024 | TOURISM INDUSTRY STRATEGIES
- Sabah Tourism Board Engagement with Tourism Industry on 2025 Strategies and Initiatives.

6 - 7 JULY 2024 | MAH TOURISM FAIR KUALA LUMPUR
- Sabah Chapter participated with the support of STB with 8 participating hotels taken up 4 booths.

21 SEPTEMBER 2024 | FAMILY DAY
Family Day Activity in conjunction with MAH's 50th Anniversary.

FOOD AND HOSPITALITY MALAYSIA BORNEO EDITION (FHM)
- The inaugural Food and Hospitality Malaysia (FHM) Borneo Edition took place at the Sabah International Convention Centre, organized by the Malaysian Association of Hotels Sabah/ Labuan Chapter (MAH), FHM, and the Asian Tourism Institute (ATI).
- This year's theme, Cultivating Solutions for the Food & Hospitality Industry, brought together 33 international exhibitors alongside 97 Malaysian participants, including 33 from Sabah.
- The event was graced by the Guest of Honour, YB Datuk Christina Liew, Minister of Tourism, Culture, and Environment.

24TH SABAH HOSPITALITY FIESTA
- The 24th Sabah Hospitality Fiesta (SHF) was held at the Sabah International Convention Centre (SICC) in Kota Kinabalu. Organized by the Malaysian Association of Hotels (MAH) Sabah and Labuan Chapter in collaboration with Asian Tourism International (ATI) College, the event highlighted Sabah's hospitality talents and innovations.
- This year's SHF was co-located with the inaugural Food and Hospitality Malaysia (FHM) Borneo Edition 2024, a trade-only exhibition aimed at connecting buyers and sellers in the food and hospitality industries. The partnership elevated the event's profile, providing greater exposure to local talent.
- The fiesta hosted competitions across categories such as artistic displays, food and beverage (F&B) challenges, hot cooking contests, and service-based activities. Highlights included Decorated Dummy Wedding Cakes, Pastry Showpieces, Bartender Flair Duos, Barista Challenges, and Bed Making Competitions.
- Over 400 participants from 29 hotels, 9 restaurants, 15 educational institutions, and 2 teams from Brunei, the event drew wide participation.
- Sabah's Tourism Minister, Datuk Christina Liew, proposed inviting international participants from countries like Indonesia, Brunei, Japan, and Korea in future editions to promote networking, competition, and Sabah as a culinary destination.
- Additionally, 130 exhibition booths allowed exhibitors to showcase products and services, fostering industry networking and business growth.
- The fiesta successfully celebrated Sabah's hospitality industry, offering a platform for talent development and professional collaboration.



MALAYSIAN ASSOCIATION OF HOTELS

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