

# Press Release



FOR IMMEDIATE RELEASE

## Marina Bay Sands marks another milestone with more industry awards

*Accolades in HR and Arts added to Integrated Resort's stellar results in tourism and hospitality*

**Singapore** (26 July, 2012) – Just seven months into 2012 and Marina Bay Sands has already received 44 noteworthy awards, surpassing the total of 42 awards received in 2011. The integrated resort (IR) has clinched 95 industry recognitions since its opening in April 2010, elevating its standing not only in Singapore's hospitality industry but also on the world stage.

The accolades saw Marina Bay Sands compete with the best in sustainability, architecture and design, arts, retail, dining and entertainment, spanning local, regional and international categories. In Singapore, Marina Bay Sands most recently bagged awards for its efforts in human resources, as well as the arts.

### **Training & Development**

Marina Bay Sands emerged tops among other attractions to clinch the highly distinguished **Workforce Skills Qualifications (WSQ) Most Supportive Employer Award 2012**. Awarded by the Singapore Workforce Development Agency (WDA), the IR is recognized for its strong emphasis on training its Team Members through the adoption of WSQ schemes and the hiring of WSQ graduates.

Marina Bay Sands has been a WSQ in-house Approved Training Organization since 2009 and has given more than 30,000 WSQ certificates to its trained Team Members to date. Last year, its HR Learning & Development team, collaborated closely with subject matter experts to conduct a total of 1,322 courses, an 89 per cent increase from the number of courses in 2010.

"We are very pleased that Marina Bay Sands is recognized as WSQ's Most Supportive Employer 2012. The award is a testament of our commitment in providing not just good jobs, but rewarding and professional long-term career paths for all our staff. To attain this, training is extremely vital. Our Learning and Development Team has been working tirelessly with WDA from Day 1, aligning our courses with the industry's best and in some cases, creating new curriculum for roles that were non-existent before we started operations. We also engaged external trainers and introduced innovative training platforms to make learning interactive and fun at Marina Bay Sands. While the end goal of training is service

excellence, it is a journey that will never cease. Training is a long-term commitment for Marina Bay Sands, and ever so important as we move into our third year of operations in Singapore,” said Mr. George Tanasijevich, Chief Executive Officer and President of Marina Bay Sands.

To fortify its training and development strategy, Marina Bay Sands has embarked on several efforts to help Team Members gain invaluable skills and competencies. New team members can look forward to attaining WSQ certification as Marina Bay Sands has begun mapping its 25 training manuals across different operational units to WSQ competencies. With this alignment, it means that new Team Members who undergo their first three months of on-the-job training can immediately receive their WSQ certificates once they complete their training.

Marina Bay Sands is also ramping up its talent management effort for existing staff. Team Members will have the opportunity to undergo a combination of in-house training programs and external WSQ certified training courses to help them upgrade their skills and move up the professional career track in a structured and accelerated pace.

Additionally, Marina Bay Sands has adopted unique ways to inculcate a service culture that is second to none. It has built from scratch an 11-episode reality TV series called ***The Service Challenge***. Produced entirely in-house, the captivating series showcases contestants from departments such as valet, housekeeping and concierge rising up to tasks they have never done before. Challenges came in the form of testing their attention to detail, customer service and knowledge of safety and operating procedures in different scenarios. The series is screened internally and in true reality TV fashion, Team Members will cast their votes for their favorite three contestants for the grand finale.

Said Mr. Tanasijevich, “As the company grows, we need to continue to innovate and adopt new and exciting ways to train and develop our Team Members. With *The Service Challenge*, we have moved training out of the traditional classroom setting and made the learning process fun and engaging, while still adhering to our high standards of service and customer satisfaction.”

### **Human Resources**

Besides being the most supportive employer, Marina Bay Sands is also awarded the ***WSQ HR Mentor Award*** by At-Sunrice GlobalChef Academy for its commitment in training WSQ’s culinary interns and apprentices. Executive Chef of Marina Bay Sands, Chef Christopher Christie also bagged the ***Chef Mentor Award***. He is recognized for his high degree of passion and dedication in imparting skills and knowledge to his trainees.

Marina Bay Sands further emerged as the winner of the ***WSH Risk Management (RM) Awards 2012***, an accolade presented by the Workplace Safety and Health Council and supported by the Ministry of Manpower. The IR is lauded for the effective implementation of risk management policies to enhance safety and health performance at its workplace.

### Arts

Marina Bay Sands, a first time donor and winner, was among 14 other organizations conferred the highest title of 2012 Patron of the Arts Award – ***Distinguished Patron of the Arts***. Marina Bay Sands was recognized for its efforts in educating and inspiring members of the public with artworks along the Marina Bay Sands Art Path and international renowned exhibitions that it brings to the iconic ArtScience Museum.

### MICE

Adding to Marina Bay Sands' list of MICE related awards is the ***Best International Hotel 2012 Pinnacle Award*** from the readers of Successful Meetings. The 2012 Pinnacle Awards are the mark of excellence for meeting destinations, hotels and conference centers.

### Retail and Food & Beverage

The IR's soaring standards in service-related sectors are also recognized. The Shoppes at Marina Bay Sands attained the award for ***RLI International Shopping Center for 2012***.

Marina Bay Sands' celebrity chef restaurants, the finest in the food & beverage industry, have also shown excellent results in the first half of the year. Waku Ghin was ranked 39<sup>th</sup> in ***The World's 50 Best Restaurants in 2012*** and its bartender, Mr. Akihiro Eguchi clinched the ***Diageo Reserve World Class, Singapore Winner*** position.

CUT won the ***Best Celebrity Chef Restaurant (Western)*** at the G Restaurant Awards 2012, while Chef Justin Quek of Sky of 57 was also voted the ***Chef of the Year*** by local and regional readers of I-S Magazine.

### Tourism & Hospitality

The Banyan Tree Spa Marina Bay Sands clinched Hot List's 2012 ***35 Best New Spas in the World***, awarded by Conde Nast Traveler. Finally, Marina Bay Sands also won the 25<sup>th</sup> Association of Southeast Asian Nations (ASEANTA) Awards for ***Best New Attraction – Wonder Full***.

### Sustainability

Earlier this year, Marina Bay Sands won the prestigious national award, ***Green Mark Gold Award*** by the Building and Construction Authority in Singapore. The IR's green efforts such as energy and water efficiency, environmental protection, indoor environmental quality and green innovations were recognized through this honor. This symbolic recognition confirms the company's commitment in incorporating eco-friendly practices into its daily operations.

A full list of its awards listings can be found in the Annex.

###

**About Marina Bay Sands Pte Ltd**

Marina Bay Sands is the leading business, leisure and entertainment destination in Asia. It features large and flexible convention and exhibition facilities, 2,560 hotel rooms and suites, the rooftop Sands SkyPark, the best shopping mall in Asia, world-class celebrity chef restaurants and an outdoor event plaza. Its two theaters showcase a range of leading entertainment performances including world-renowned Broadway shows. Completing the line-up of attractions is the ArtScience Museum at Marina Bay Sands which plays host to permanent and marquee exhibitions. For more information, please visit [www.marinabaysands.com](http://www.marinabaysands.com)

**For media enquiries**

Leow Fang Yi  
Joyce Siew

(+65) 6688 0269 / [fangyi.leow@marinabaysands.com](mailto:fangyi.leow@marinabaysands.com)  
(+65) 6688 1043 / [joyce.siew@marinabaysands.com](mailto:joyce.siew@marinabaysands.com)

**Annex of Awards from January through to July 2012**

<u>Award Name</u>	<u>Awarded by</u>	<u>Details</u>
Best New Tourist Attraction – Wonder Full	Association of Southeast Asian Nations	25th ASEANTA Awards for Excellence 2012
Best Business Hotel – Singapore Award	Business Destinations	Hotel Awards 2011
2011 Gold Circle Award – Marina Bay Sands	Agoda.com	Agoda Gold Circle Awards 2011
Best Therapeutic Steam Treatment - Banyan Tree Spa Marina Bay Sands	BAZAAR Spa Awards 2012	BAZAAR Singapore
Most Opulent Body Treatment - Banyan Tree Spa Marina Bay Sands	BAZAAR Spa Awards 2012	BAZAAR Singapore
T+L 500	Travel + Leisure	Voted by readers for the ultimate collections of world's best hotels and resorts
Asia Pacific Hotel of the Year	Travel Distribution World Asia conference	Budgies & Travel Awards
Best Social Media & Mobile Engagement	Travel Distribution World Asia conference	Budgies & Travel Awards
Best Shopping Centers Awards – The Shoppes at Marina Bay Sands	Singapore Tatler	Best of Singapore 2012
Best Museums Awards – ArtScience Museum	Singapore Tatler	Best of Singapore 2012
Best Hotel Nightclub (World) Winner – Ku De Ta at Marina Bay Sands Singapore	Travel + Leisure India & South Asia	India's Best Awards
Best Luxury Resort (World) 1st Runner Up – Marina Bay Sands	Travel + Leisure India & South Asia	India's Best Awards
Most Preferred Venue – Asia	EventConnect.com	2011 EventConnect.com Preferred Supplier Awards
Top Hotels of 2011	Gogobot.com	Top 100 Hotels 2011
Best Architecture	Budget Travel	One of 11 New Hotel Wonders
The 35 Best New Spas in the World – Banyan Tree Spa Marina Bay Sands	Conde Nast Traveler, US	Hot List 2012
Elle Beauty IT List 2012 – Banyan Tree Spa Marina Bay Sands	Elle	Elle Beauty IT List
Green Mark Gold	Building and Construction Authority	BCA Green Mark for Buildings Award

<u>Award Name</u>	<u>Awarded by</u>	<u>Details</u>
<i>Gourmet Team Challenge</i> Bronze  <i>Individual Challenge</i> Class 3A-Chocolate Show Piece – Silver Plated Dessert – Silver Class 15 Neptune Catch – Gold Class 6 Plated Appetizers – Gold Class 8 Plated Main Course - Gold	Food and Hotel Asia (FHA)	FHA Culinary Challenge
2012 At-Sunrice GlobalChef© Award – Stephane Istel (db Bistro Moderne)	At-Sunrice GlobalChef Academy	The GlobalChef Award 2012
Best Celebrity Restaurant Western (Award of Excellence) – CUT	The Peak Selections: Gourmet and Travel	G Restaurant Awards 2012
Ranked 39 – Waku Ghin	Restaurant Magazine	The World's 50 Best Restaurants 2012
Chef of the Year – Justin Quek	I-S Magazine	I-S Readers' Choice Award 2012
Best Exhibition or Arts Event - Dali— Mind of a Genius	I-S Magazine	I-S Readers' Choice Award 2012
Best Spa – Banyan Tree Spa	I-S Magazine	I-S Readers' Choice Award 2012
Best Bar/Best Rooftop Bar – Ku Dé Ta	I-S Magazine	I-S Readers' Choice Award 2012
Top Hotel Production in Singapore for 2011 – Diamond Award	Rakuten Travel	Top Hotel Production in Singapore for 2011
Outstanding Hotel Partner Award	Booking.com	Top 15 outstanding hotel partner in Singapore.
Second Runner-Up for 18th Golden Cup Bartending Competition – Mr. Kazuhiro Chii, Waku Ghin	International Bartenders Association and Bartenders Association of Taiwan	18th Golden Cup Bartending Competition
Diageo Reserve World Class, Singapore Winner – Mr. Akihiro Eguchi, Waku Ghin	Diageo	Diageo Reserve World Class
Winner – Marina Bay Sands	Workplace Safety and Health Council	WSH Risk Management Awards 2012
RLI International Shopping Centre 2012 - The Shoppes at Marina Bay Sands, Singapore	Retail and Leisure International	The Global RLI Awards 2012
WSQ Most Supportive Employer - Winner	Singapore Workforce Development Agency	Tourism and F&B WSQ Awards 2012
WSQ HR Mentor Award	At-Sunrice GlobalChef Academy	WSQ HR Mentor Award
Chef Mentor Award	At-Sunrice GlobalChef Academy	WSQ HR Mentor Award

2012 Pinnacle Award	Successful Meetings	2012 Pinnacle Awards
2012 Distinguished Patron of the Arts Award	National Arts Council Singapore	2012 Patron of the Arts Award
Special Awards – Best New Restaurant, CUT	Wine & Dine Singapore	Wine & Dine Singapore's Top Restaurants 2012
Special Awards – Most Innovative Menu (Asian), Waku Ghin	Wine & Dine Singapore	Wine & Dine Singapore's Top Restaurants 2012