

**ANNEX A**

**The Singapore Tourism Awards 2021 Finalists and Recipients**

Customer Service Excellence	
Customer Service Excellence for Attractions	<b>Calantog Gain Mark Olmedo (Recipient)</b> <i>Certis Aviation Security</i>
	<b>Han Jun</b> <i>Certis Aviation Security</i>
	<b>Limbaring Irene Grace Yonson</b> <i>Certis Aviation Security</i>
	<b>Nur Ilyiani Binte Razali</b> <i>Sentosa Development Corporation</i>
Customer Service Excellence for Hotels	<b>Freida Ng Li Qi (Recipient)</b> <i>Quincy Hotel, Far East Hospitality</i>
	<b>Sofia Muju Franklin</b> <i>Rendezvous Hotel Singapore</i>
	<b>Suresh Kumar</b> <i>Amara Sanctuary Resort Sentosa and Amara Singapore, Amara Holdings</i>
	<b>Yong Ching Yi Yvette (Recipient)</b> <i>The Seacare Hotel, Seacare Co-operative Ltd</i>

Customer Service Excellence for Food and Beverage	<b>Ashley David Towpich</b> <i>Resorts World Sentosa</i>
	<b>Marie Abegail Jumao-as</b> <i>RC Hotels, Fairmont Singapore</i>
	<b>Ryan Haque Doulay</b> <i>Sofitel Singapore Sentosa Resort and Spa</i>
	<b>Sobresida Gina Lubos (Recipient)</b> <i>25 Degrees Burgers &amp; Liquor Bar, GCH Pte Ltd</i>
Customer Service Excellence for Retail	<b>Abdul Qadir Bin Minhat (Recipient)</b> <i>Resorts World Sentosa</i>
	<b>Chansey Tan Hui Ting</b> <i>Resorts World Sentosa</i>
	<b>Jimmy Goh Qi Zhen</b> <i>Lagardère Travel Retail Singapore</i>
	<b>Muhammad Azhar Bin Mohd Zulkifli</b> <i>Resorts World Sentosa</i>
Customer Service Excellence for Transport	<b>Gowri D/O Veren (Recipient)</b> <i>SMRT Trains</i>
	<b>Joy Rajagopal</b> <i>SMRT Trains</i>
	<b>Subramaniam S/O Rajoo</b> <i>SMRT Roads</i>
	<b>Voon Boon Hin</b> <i>SMRT Roads</i>

Customer Service Excellence for Tourist Guiding	<b>Colin Goh Zhen Yu (Recipient)</b> <i>Let's Go Tour Singapore</i>
	<b>Darius Phee</b> <i>Monster Day Tours, Woopa Travels</i>
	<b>Robin Loh</b> <i>Let's Go Tour Singapore</i>
	<b>Tan Jun Wei (Jeff) (Recipient)</b> <i>Monster Day Tours, Woopa Travels</i>

Experience Excellence (Leisure)	
Outstanding Attraction Experience	<b>Canopy Park, Jewel Changi Airport</b> <i>Jewel Changi Airport</i>
	<b>Kiztopia (Recipient)</b> <i>Kiztopia Pte Ltd</i>
	<b>National Gallery Singapore</b> <i>National Gallery Singapore</i>
	<b>S.E.A. Aquarium™</b> <i>Resorts World Sentosa</i>
Outstanding Casual Dining Experience	<b>Good Luck Beerhouse</b> <i>Good Luck Beerhouse</i>
	<b>Jigger &amp; Pony (Recipient)</b> <i>Jigger &amp; Pony</i>
	<b>Slake (Recipient)</b> <i>Slake Pte Ltd</i>
Outstanding Fine Dining Experience	<b>Odette</b> <i>The Lo &amp; Behold Group</i>
	<b>Restaurant Labyrinth</b> <i>Restaurant Labyrinth</i>
	<b>Zén (Recipient)</b> <i>Frantzén Group</i>

Outstanding Hotel Experience	<b>Duxton Reserve Singapore, Autograph Collection</b> <i>Marriott International</i>
	<b>Lloyd's Inn Singapore (Recipient)</b> <i>Lloyd's Inn Singapore</i>
	<b>Shangri-La Rasa Sentosa, Singapore (Recipient)</b> <i>Shangri-La International</i>
Outstanding Shopping Mall Experience	<b>Jewel Changi Airport (Recipient)</b>
	<b>The Shoppes at Marina Bay Sands</b> <i>Marina Bay Sands</i>
Outstanding Tour Experience	<b>Bukit Brown at Sunset</b> <i>Jane's Singapore Tours Pte Ltd</i>
	<b>牛车水 Murders (Chinatown Murders) (Recipient)</b> <i>Tribe Pte Ltd</i>
	<b>Fascinating World of Aviation PLUS Exclusive Hangar Tour (Recipient)</b> <i>Xperience DMC Pte Ltd</i>
	<b>Let's Go Kelong Experience</b> <i>Let's Go Tour Singapore Pte Ltd</i>
Outstanding Leisure Event	<b>Culture Cartel Digital 2020</b> <i>Culture Cartel Pte Ltd</i>



	<b>Standard Chartered Singapore Marathon 2020 (Recipient)</b> <i>IRONMAN Asia Pte Ltd</i>
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Experience Excellence (MICE)	
Outstanding Event Venue Experience	<b>Sands Expo and Convention Centre (Marina Bay Sands)</b>
Outstanding Event Organiser	<b>Milken Institute Asia Center (Recipient)</b> <i>for Milken Institute Asia Summit 2020</i>
	<b>Messe Berlin (Singapore) Pte Ltd (Recipient)</b> <i>for TravelRevive</i>
Outstanding Business Event	<b>IEEE International Conference on Computational Electromagnetics (ICCEM)</b> <i>Resorts World Sentosa</i>
	<b>Singapore Airshow 2020 (Recipient)</b> <i>Experia Events Pte Ltd</i>

Enterprise Excellence	
Outstanding Marketing Idea	<b>Virtual Sentosa (Recipient)</b> <i>Sentosa Development Corporation</i>



	<p><b>“Make Time For A Holiday” Campaign</b> <i>Sentosa Development Corporation</i></p>
	<p><b>Doraemon’s Time-Travelling Adventures in Singapore</b> <i>National Museum of Singapore</i></p>
	<p><b>No Scream Challenge (Recipient)</b> <i>Skypark Sentosa by AJ Hackett (Bungy Holdings Singapore Pte Ltd)</i></p>
Outstanding Business Innovation	<p><b>Aqua Gastronomy</b> <i>Resorts World Sentosa</i></p>
	<p><b>Marina Bay Sands</b></p>
	<p><b>Pico Art International Pte Ltd</b></p>
	<p><b>Zouk Clarke Quay Pte Ltd (Recipient)</b></p>

Special Recognition Awards	
Category	Finalist
Special Award for Sustainability	<b>Mandai Park Holdings (Recipient)</b>
	<b>Marina Bay Sands</b>
	<b>Paya Lebar Quarter</b>
	<b>Resorts World Sentosa (Recipient)</b>
Special Award for Most Exemplary Employer	<b>Capella Hotel, Singapore</b>
	<b>Far East Hospitality Management</b>
	<b>Gardens by the Bay (Recipient)</b>
	<b>Marina Bay Sands</b>
	<b>Wildlife Reserves Singapore (Recipient)</b>
Special Award for Community Care	<b>CapitaLand</b>



(Business and Individuals)	<b>Mandarin Oriental, Singapore</b>
	<b>Marina Bay Sands (Recipient)</b>
	<b>Ian Soh (Recipient)</b> <i>Mandarin Oriental, Singapore</i>
	<b>Loo Sew Min (Recipient)</b> <i>Resorts World Sentosa</i>
	<b>One Farrer Hotel</b>
	<b>Resorts World Sentosa (Recipient)</b>
	<b>SATS-Creuers Cruise Services Pte Ltd (SCCS) &amp; Star Cruises (Recipient)</b>
	<b>Shangri-La Singapore</b>
	<b>Shangri-La Rasa Sentosa, Singapore</b>

*\*All listings are in alphabetical order as at 23 July 2021*