

ANNEX A

The Singapore Tourism Awards 2021 Finalists

Customer Service Excellence	
Category	Finalist
Customer Service Excellence for Attractions	<b>Mr Calantog Gain Mark Olmedo</b> <i>Certis Cisco Aviation Security Pte Ltd</i>
	<b>Mr Han Jun</b> <i>Certis Cisco Aviation Security Pte Ltd</i>
	<b>Ms Limbaring Irene Grace Yonson</b> <i>Certis Cisco Aviation Security Pte Ltd</i>
	<b>Ms Nur Ilyiani Binte Razali</b> <i>Sentosa Development Corporation</i>
Customer Service Excellence for Hotels	<b>Ms Freida Ng Li Qi</b> <i>Quincy Hotel, Far East Hospitality</i>
	<b>Ms Sofia Muju Franklin</b> <i>Rendezvous Hotel Singapore</i>
	<b>Mr Suresh Kumar</b> <i>Amara Sanctuary Resort Sentosa and Amara Singapore, Amara Holdings</i>
	<b>Ms Yong Ching Yi Yvette</b> <i>The Seacare Hotel, Seacare Co-operative Ltd</i>
Customer Service Excellence for Food and Beverage	<b>Mr Ashley David Towpich</b> <i>Resorts World Sentosa</i>

	<b>Ms Marie Abegail Jumao-as</b> <i>RC Hotels, Fairmont Singapore</i>
	<b>Mr Ryan Haque Doulay</b> <i>Sofitel Singapore Sentosa Resort and Spa</i>
	<b>Ms Sobresida Gina Lubos</b> <i>25 Degrees Burgers &amp; Liquor Bar, GCH Pte Ltd</i>
Customer Service Excellence for Retail	<b>Mr Abdul Qadir Bin Minhat</b> <i>Resorts World Sentosa</i>
	<b>Ms Chansey Tan Hui Ting</b> <i>Resorts World Sentosa</i>
	<b>Mr Goh Qi Zhen</b> <i>Lagardère Travel Retail Singapore</i>
	<b>Mr Muhammad Azhar Bin Mohd Zulkifli</b> <i>Resorts World Sentosa</i>
Customer Service Excellence for Transport	<b>Ms Gowri D/O Veren</b> <i>SMRT Trains</i>
	<b>Ms Joy Rajagopal</b> <i>SMRT Trains</i>
	<b>Mr Subramaniam S/O Rajoo</b> <i>SMRT Roads</i>
	<b>Mr Voon Boon Hin</b> <i>SMRT Roads</i>
Customer Service Excellence for Tourist Guiding	<b>Mr Colin Goh Zhen Yu</b> <i>Let's Go Tour Singapore</i>

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	<b>Mr Darius Phee</b> <i>Monster Day Tours, Woopa Travels</i>
	<b>Mr Robin Loh</b> <i>Let's Go Tour Singapore</i>
	<b>Mr Tan Jun Wei (Jeff)</b> <i>Monster Day Tours, Woopa Travels</i>



Experience Excellence (Leisure)	
Category	Finalist
Outstanding Attraction Experience	<b>Canopy Park, Jewel Changi Airport</b> <i>Jewel Changi Airport</i>
	<b>Kiztopia</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</b> <i>Jigger &amp; Pony</i>
	<b>Slake</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</b> <i>Frantzén Group</i>
Outstanding Hotel Experience	<b>Duxton Reserve Singapore, Autograph Collection</b> <i>Marriott International</i>
	<b>Lloyd's Inn Singapore</b> <i>Lloyd's Inn Singapore</i>
	<b>Shangri-La Rasa Sentosa, Singapore</b> <i>Shangri-La International</i>
Outstanding Shopping Mall Experience	<b>Jewel Changi Airport</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)</b> <i>Tribe Tours Pte Ltd</i>
	<b>Fascinating World of Aviation PLUS Exclusive Hangar Tour</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 2020</b> <i>Culture Cartel Pte Ltd</i>
	<b>Standard Chartered Singapore Marathon 2020</b> <i>IRONMAN Asia Pte Ltd</i>

Experience Excellence (MICE)	
Category	Finalist
Outstanding Event Venue Experience	<b>Marina Bay Sands Expo &amp; Convention Centre</b>
Outstanding Event Organiser	<b>Milken Institute Asia Center</b> <i>for Milken Institute Asia Summit 2020</i>
	<b>Messe Berlin (Singapore) Pte Ltd</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</b> <i>Experia Events Pte Ltd</i>

Enterprise Excellence	
Category	Finalist

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

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



	<b>Marina Bay Sands</b>
	<b>Mr Ian Soh</b> <i>Mandarin Oriental, Singapore</i>
	<b>Mr Loo Sew Min</b> <i>Resorts World Sentosa</i>
	<b>One Farrer Hotel</b>
	<b>Resorts World Sentosa</b>
	<b>SATS-CREUERS Cruise Services Pte Ltd (SCCS) &amp; Star Cruise Travel Services Pte Ltd (Star Cruise)</b>
	<b>Shangri-La Hotel, Singapore</b>
	<b>Shangri-La's Rasa Sentosa Resort &amp; Spa, Singapore</b>

*\*All listings are in alphabetical order as at 21 June 2021*