

ANNEX A

The Singapore Tourism Awards 2021 Finalists

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

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

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



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

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

Outstanding Leisure Event	Culture Cartel 2020 <i>Culture Cartel Pte Ltd</i>
	Standard Chartered Singapore Marathon 2020 <i>IRONMAN Asia Pte Ltd</i>

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

Enterprise Excellence	
Category	Finalist

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

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

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

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