



ANNEX B

Case Study: Retrofitting of Shangri-La Hotel Singapore

Shangri-La Hotel Singapore is the first hotel retrofitting project supported by STB. To redesign work processes at its Horizon Club Lounge, the hotel will centralise its kitchen and lounge, and retrofit the lounge's area.

The hotel expects to enjoy man hour savings of up to 45 per cent in the service and culinary functions, from the introduction of self-service options and the redesign of back of house processes.

