

PLAZA PREMIUM GROUP JOURNEY @ ACI WAGA 2019

This year's ACI WAGA was held at AsiaWorld Expo in Hong Kong and Plaza Premium Group is delighted to meet with many industry friends in addition to forging relationships with new potential partners. Thanks to ACI – Brand Director Mei Mei Song was honoured to moderate a panel of like-minded airport specialists, including Muna Al-Ghanim of Abu Dhabi Airports, Chapman Fong of Airport Authority Hong Kong, Carlos Criado of Corporacion Quiport, Karen Ellis of San Antonio International Airport and Claire Donnellan of Sydney Airport, to delve into the subject matter of the “Customer Experience Revolution.”

The discussion was fruitful and the group has reached a consensus that change is definitely taking flight with all airports being onboard. In addition to digitalisation and the ever-growing popularity of social media, airports must constantly listen and observe to ensure services and facilities are enhanced to meet with travellers' expectations. Also importantly, every partner within the airport eco-system needs to nurture a culture that customer experience is embedded in every team member's DNA – from top to bottom. Ultimately, airports and partners like Plaza Premium Group must go beyond to innovate ideas and stay ahead of the game.

Plaza Premium Group has also staged an entertaining dinner at its Airport World Trade Centre Club (AWTCC) to gather airport and airline partners to enjoy a night full of laughter with award-winning Chinese cuisine prepared by the Group's global culinary team.



Song Hoi-see giving a speech on stage



Plaza Premium Group Executives with C K Ng, Fred Lam and Vivian Cheung of Airport Authority Hong Kong



Plaza Premium Group team toasting with partners and VIPs at The Terrace, AWTCC



Plaza Premium Group Executives with Frank Chan Fan from Transport and Housing Hong Kong, Angela Gittens and Patti Chau from ACI World, Lee Seow Hiang of Changi Airport and Sheikh Aimen bin Ahmed Al Hosni of Oman Airports



Mei Mei Song moderating a panel on "The Customer Experience Revolution" with leading airport representatives



Shane Wilkins from Plaza Premium Group with Andrew Walsh from Treasury Wine Estate



Song Hoi-see with Kun-yuh Sheu from Taipei International Airport, Hung-pin Sun and Hsiao-te Hsu from Taoyuan International Airport Corporation



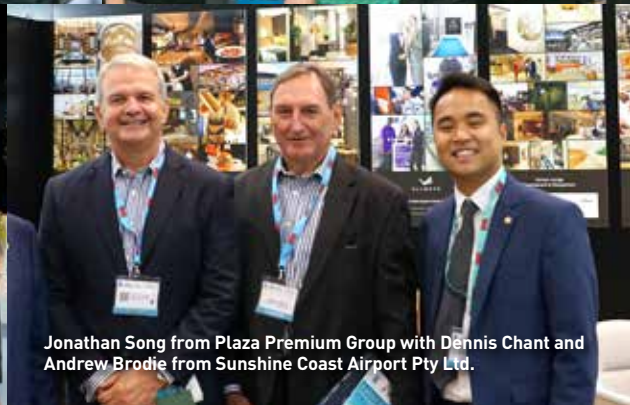
Linda Song and Jenny Zhang from Plaza Premium Group with Patti Chau from ACI and Joanne Cheung from SATS HK



Linda Song from Plaza Premium Group with Henry Borbolla and Matrice Ellis-Kirk from DFW International Airport, Kinney Chan from Kinney Chan and Associates and Masanao Tomozoe of Centrair



Eric Lau, General Manager Hong Kong of Plaza Premium Group with Theresa Fleidl from Munich Airport



Jonathan Song from Plaza Premium Group with Dennis Chant and Andrew Brodie from Sunshine Coast Airport Pty Ltd.



Song Hoi-see with Tan Sri Bashir Ahmad Abdul Majid of GMR Airports India and Emmanuel Menanteau of Kansai Airports Japan



Mei Mei Song from Plaza Premium Group with Muna Al-Ghanim of Abu Dhabi Airports, Carlos Criado of Corporacion Quiport, Karen Ellis of San Antonio International Airport, Claire Donnellan of Sydney Airport and Chapman Fong of Airport Authority Hong Kong

ITB CHINA

ITB China, a travel exhibition exclusively focused on the Chinese markets brings together industry professionals from all over the world. During a sharing section at the event, our Regional General Manager and Business Development Director Jenny Zhang shared Plaza Premium Group’s evolution through the past 20 years to become the world leader in airport hospitality along with plans for future expansion in the China market.

GLOBAL FOOD SERVICE SUMMIT ASIA

Plaza Premium Group’s Director of Culinary Shane Wilkins spoke about “The Future of Travellers and Airport Dining” at the Global Food Service Summit Asia 2019 in Shanghai. Shane not only emphasised the company’s global culinary team and glocal concept but also our initiative to meet and exceed travellers’ concerns regarding sustainability and innovation through our partnerships and collaboration with environmental friendly organisations.



Angela Li, Karen Cheung, Polly Wan, Song Hoi-see, Jenny Zhang, Arnold Hong and Maggie Leung from Plaza Premium Group



Shane Wilkins, Director of Culinary at Plaza Premium Group presenting at Global Food Service Summit Asia 2019 in Shanghai



Jonathan Song and Song Hoi-see speaking at PTE London



Song Hoi-see speaking at FAB 2019 in Dallas Fort Worth

PTE LONDON

Jonathan Song, our Business Development Director discussed “Airport Hospitality: One Size Does Not Fit All” at this year’s Passenger Terminal Expo in London, echoing our Group’s mission in creating a seamless and holistic airport hospitality journey and ultimately making travel better for global travellers. Jonathan further delved into travel habits of different kinds of travellers such as the different needs of a business traveller, the importance of taking demographic into consideration in order to personalise airport experience. The Passenger Terminal Expo and Conference has firmly established itself as the most highly regarded airport conference in the world.

FAB 2019

The Group’s Founder & CEO Song Hoi-see joined the annual Food and Beverage (FAB) 2019 Conference & Awards at Dallas Fort Worth International Airport to discuss about “Walking the Walk on Innovation in Airport Dining” in June. Together with industry leaders, Geoff Alexander, President of Wow Bao and Regynald G. Washington, President, Paradies Lagardere Dining Division, Song shared our visions of food and beverage innovation. Song emphasised the importance of going glocal, curating food and beverage offerings, mindful eating and sustainable travel and the importance of establishing partnerships when serving international travellers from around the world.