



Awards Night Program

Invocation	GEUEL F. AUSTE , Lifetime Member, AHRM Founder, Prof. GFA (Great Fundamentals ASIA) Consulting Group
National Anthem	
Processional	22nd Mabuhay Awards Finalists
Opening Production Number	
Welcome Remarks	ARTHUR GINDAP - Regional General Manager - Philippines and Thailand, The Ascott Limited
Introduction of Keynote Speaker	MARIAN VILLAR-BARNES , AHRM Vice-President & Director of Talent & Culture, Sofitel Philippine Plaza
Keynote Speech	ALMA RITA JIMENEZ DOT Undersecretary, Tourism Regulation Coordination and Resource Generation Department of Tourism
Acknowledgement of the Keynote Speaker	JUDITH IMPERIAL - AHRM President, Executive Director, The Cravings Group ARLENE ORUGA - Asst. Director, Human Resource, The Ascott Limited
Presentation of 22 nd Mabuhay Awards Finalists	
Rank & File Heart of the House	DIVINE DELOS REYES — HR Director, Bellevue Hotel BENNY ROSALES — HR Director, Microtel Inns and Suites
Rank & File Front of the House	FERLYN LEYSON - AHRM PRO, HR Manager, AIM Conference Center ANDRE ALIP — AHRM Director, VP for Corporate HR Hotel H ₂ O & Manila Ocean Park
Supervisor	MYRNA REYES — AHRM Auditor, HR Director Lyceum of the Philippines University ATTY. ANTONIO FONTANILLA - AHRM Lifetime Member
Manager	ANGELINA BLANCO — AHRM Secretary, Dean Asian School of Hospitality Arts MANUEL PADILLA — HR Director Acuatico Beach Resort & Hotel
Introduction of Mabuhay Gold	JOSE MARI DEL ROSARIO Mabuhay Gold Awardee 2016 and President & CEO Microtel Development Corporation
Presentation of the Mabuhay Gold Award and Acceptance Speech	AHRM PRESIDENT JUDITH IMPERIAL, AHRM VP MARIAN BARNES, AND MR. JOSE MARI DEL ROSARIO presenting the award to MR. MICHAEL ALEXIS "AL" C. LEGASPI — President & Chief Executive Officer, AyalaLand Hotels & Resorts Corporation
Intermission Number	
Acknowledgement of the Judges	
Acknowledgement of the 2016 winners	
Announcement of Winners	
Rank & File Heart of the House	PAUL LIM SO - Secretary General, Philippine Travel Agencies Association ANNE MARIE JACINTO - Executive Director, Punlaan School ARLENE ALIPIO - Head, Manpower Planning and Monitoring Division, Department of Tourism
Rank & File Front of the House	DOREEN YU - Associate Editor, The Philippine Star ATTY. ANNA MARIA ABAD - Dean, College of Law, Adamson University WILHELM BOLTON - General Manager, Costa Group of Hotels
President's Message	JUDITH IMPERIAL - AHRM President, Executive Director, The Cravings Group
Announcement of Winners	
Supervisor	RENATO SERAPIO , Vice President - HR, FEU Manila ROWENA SAGAYSAY — President, Council of Hotel & Restaurant Educators of the Phils. (COHREP) NANCY GOTIDOC - President, Philippine Society for Training and Development (PSTD)
Manager	MERRIL YU - Mabuhay Gold Awardee 2013 & Board of Director, LBP Service Corporation CHONA CONCEPCION TORRE - SVP - Human Capital Group, Golden Arches Development Corporation ERNIE CECILIA - HR Consultant and Former PMAP President
Finale/Recessional	

Emcees:

ARLYN ALIÑO - AHRM Treasurer, HR Director - Island Cove Hotel & Leisure Park
ROMEO ADRIANO - HR Manager - The Ascott Limited





History of AHRM

The Association of Human Resources Managers in the Hospitality Industry (AHRM) was founded as an informal group in 1974 by four HR practitioners when there were only three major international hotels in the Philippines. The Hilton, the Hyatt and The Intercontinental. A fourth hotel, the Philippine Village was built that year to accommodate the candidates of Miss Universe Pageant, which was held in Manila the same year.

In 1976, the informal group grew to thirteen when the Philippine government offered incentives to hotel developers to build new hotels to accommodate the thousands of delegates expected for the International Monetary Fund (IMF) Congress. Among the chains that opened that year were Mandarin, Peninsula, Westin, Ramada, Holiday Inn, Silahis, Sheraton, Hotel Nikko, Manila Garden and Regent of Manila. Manila Hotel also reopened that year.

Between 1992-1995, more hotels opened in the country. The EDSA Shangri-La, The Manila Diamond, The Makati Shangri-La Manila, New World Hotel, the Heritage Hotel, Manila Gallerian Suites, Holiday Inn, Tagaytay Highlands, Evercrest Batulao and Punta Baluarte. The Association grew to 30 members then.

In 1993 the members initiated a change in the Association's name to its present name AHRM. It was originally named the Association of Personnel Managers of Philippine Hotels and Restaurant (APMHR). The new name was a play on the word "arm" or "bisig" which to the Association symbolizes services. The members felt the new name was more reflective of the nature of the industry it represented, the service industry.

In 1997, the first provincial chapter was founded in Cebu with an initial membership of ten establishments. In 1998, the second provincial chapter was founded in Davao, which had a membership base of fifteen.

In year 2000, AHRM became the host of the first ever "Asia Pacific Conference on Human Resources Management in Hotels and Restaurant", participated by over 200 HR executives from the Philippines and the Asia Pacific region. The conference was held at the EDSA Shangri-La Manila. In October 2012, the AHRM Cebu Chapter was reestablished with 38 member establishments.

AHRM Cebu Officers 2017 - 2018

COLLEEN BARCELONA - President
Asst GM and HR Manager, Plantation Bay Resort & Spa

MARIA RUNETTE RICO - Secretary
HRD Manager, Sarossa International Hotel

ELIZABETH LOPEZ - Treasurer
Director, Banilad Center for Professional Development (BCPD)

MARY JOY RUIZ-DAMONSONG - Auditor
HRD Manager, Crimson Resort and Spa Mactan

JONATHAN DELA CERNA - PRO
Instructor, UP Cebu

ISRAEL ABARRATIGUE - Director
Dean HRM, University of Visayas

EIZA FLORENTINO - Director
HR Director, Bluewater Marbago Beach Resort

MONINA PAULIN - Director
HRD Consultant

AHRM Davao 2017 - 2018

CHERRY O. CRISOSTOMO - President
HR Manager, SEDA Abreeza

JUNMAR BERNAS - Vice President
OIC HR, Marco Polo Davao

LAARNI TONGCO - Secretary
HR Officer, ALU Hotel

ANNALOU CUEVAS - Treasurer
Operations Manager, MICROTEL by Wyndham

IRISH MARIE ROMANO - Auditor
HR Officer, The Pinnacle Hotel & Suites

RACHEL GUINAN-PACAIDE - PRO
Individual

Board of Director:

JOSE GLEN GERMINO, Operations Manager, Camp Holiday Resort

Ex-Officio:

RANDY G. IBOT,
Hotel Manager, ALU HOTEL





MALACAÑAN PALACE
MANILA

Message

My warmest greetings to the **Association of Human Resources Managers in the Hospitality Industry (AHRM)** as it holds its **22nd Mabuhay Awards**.

I join AHRM in giving due recognition to employees and managers who have created real and meaningful changes in their respective pursuits. By upholding excellence in their line of work, the awardees have been role models to their colleagues. Their deeds symbolize what the country expects of this industry—bold, adaptive to change and innovative. Truly, the hospitality and human resources management sectors have been our proactive partners in bolstering our efforts in nation-building.

The government sees the potential of what this nation has to offer to the world. Thus, we have taken steps to relax travel restrictions and improve physical infrastructure so visitors can have a more hassle-free experience in the Philippines. Through a culture of outstanding service, I encourage each of you to take part in this worthwhile endeavor. Together, let us continue to inspire others and create a more dynamic tourism industry.

Congratulations to our awardees and I wish you all the best.


RODRIGO ROA DUTERTE

MANILA
27 November 2017

THE PRESIDENT OF THE PHILIPPINES





Message

Greetings to the Association of Human Resources Managers as you hold the 22nd Mabuhay Awards.

Filipino service is known to be one of the most reliable and hospitable worldwide because of the constant effort and cooperation of both the public and the private sector, who works tirelessly in producing top-performing and globally-competitive service providers in the country. We also attribute this success to all our human resource managers who ensures the welfare and well-being of our workers.

As you come together in this convention, may you inspire industry members to extend opportunities of employment to our fellow Filipinos in the margins. May this night of recognition also push you to work harder, not just for the hospitality industry, but for our entire nation.

Congratulations to all the awardees.

Mabuhay kayong lahat!

LENI ROBREDO

No. 100, 10th St, Barangay Mariana
New Manila, 1112 Quezon City
www.ovp.gov.ph | www.lenirobredo.com





Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila



Message

I join the officers and members of the Association of Human Resource Managers in the Hospitality Industry (AHRM) in “Celebrating the Icons of Filipino Hospitality” on your 22nd Mabuhay Awards.

Being the stewards of the manpower resource of a key employment generating sector in the country, your organization no less plays an important role in providing direction to workforce utilization in the tourism industry – a major player in providing better work opportunities to the Filipino people.

I laud your association for organizing a service excellence awards program which is considered the Philippines’ “Oscars” of the tourism and hospitality industry. Among other things, this undertaking helped a lot in fostering camaraderie and unity among your members from deluxe resorts and hotels, prestigious restaurant chains and academic institutions.

By recognizing and rewarding model employees, your association promotes outstanding service commitment in your industry.

As the government, private sector, and other stakeholders work together towards the creation of decent jobs, we need organizations such as yours to ensure that we produce the best of the best hospitality professionals in the country.

I commend the managers, supervisors, and rank and file employees who will be awarded for their excellent service. You are the models of Filipino hospitality at its best.

Congratulations to all!


SILVESTRE H. BELLO III
Secretary





Message

The Department of Tourism (DOT) joins the **Association of Human Resources Managers (AHRM)** as it presents the 22nd Mabuhay Awards on November 27, 2017 at the Grand Ballroom of the Ascott BGC Hotel, Taguig City.

As tourism remains one of the Philippine economy's bright spots under President Rodrigo R. Duterte's administration, it is crucial to take advantage of similar endeavours to further boost the industry's present 10.6 percent contribution to the country's GDP.

The Filipinos are not only the best hosts, but also the best tourism workforce globally. Renowned for our industry, resourcefulness and perseverance, we aim to deliver a promise of a more heartfelt and memorable Philippine tourism experience.

The DOT lauds AHRM for its continued support towards "service excellence for a sustainable future" as we all aspire for competent, well-motivated and highly-productive tourism workforce. The **Mabuhay Awards** is one of the mechanisms that will encourage and boost competitiveness amongst tourism professionals so as to excel in providing quality service and to give outstanding service commitment in the tourism and hospitality industry.

Together, let us invest in our people's education, skill-building capacities, and institutionalization of a human resource recognition system to reward deserving tourism professionals in their outstanding contributions to raise the standards and qualifications of the tourism workforce in the country.

On behalf of the DOT, my warmest congratulations to the 22nd Mabuhay Awardees!




WANDA CORAZON TULFO-TEO
Secretary





Message

My warmest felicitations to the Association of Human Resource Managers (AHRM) in the Hospitality Industry for the holding of your 22nd Mabuhay Awards. Service remains an integral part of tourism business. Our tourism destinations become more appealing and memorable to our tourists because of the warm and friendly interaction they experience with our hospitality service providers. Focusing on the **human element** of the visitor experience is a collaborative effort which involves all the actors in the organization.

I would like to commend the AHRM in continuously striving to instill service excellence in the hospitality industry through Mabuhay Awards, where exemplary performance of hoteliers and associates are acknowledged. May I also congratulate all finalists for the different award categories. You are all winners in your own right. We take our hats off to all of you who symbolize the Filipino brand of service – hospitality at its warmest.

I wish AHRM all the success in all its undertaking.

Mabuhay!


ALMA RITA JIMENEZ
Undersecretary

Tourism Regulation, Coordination &
Resource Generation (TRCRG)





Association of Human Resources Managers
in the Hospitality Industry

Message

There are a lot of things to be proud of as a Filipino. We are known all over the world for our singers, our theater actors, our writers, our dancers. Just recently, during the gala night of the 50th ASEAN anniversary, Filipino talent and creativity shined on stage. But what a lot of people do not know, or see up front, is the passionate commitment of thousands of Filipinos behind the scenes who proved to the world that our hospitality is the best there is.

I have heard a lot of stories during the ASEAN celebration. Our hotels were full of visitors who came from all over the world. Aside from appreciating Filipino culture and cuisine, I have heard positive stories on the heart-warming hospitality shown by our Filipino hoteliers, managers, supervisors, front of house and heart of house staff. Our foreign friends have expressed that they have not seen a Filipino hospitality worker frown or get angry amidst the challenging tasks of serving VIP visitors. To smile is truly a Filipino way of showing that we care. Making sure that our guests are comfortable is our utmost goal. Tunay na maipagmamalaki ang Pinoy!

Thus, it is on this positive note that we welcome the staging of another edition of the Mabuhay Awards, which is now on its 22nd year. We celebrate the "icons" of our industry and we are continually inspired and motivated by their stories and accomplishments. Without them, our industry may not be as vibrant and exciting as it is. To all of them who have gone before us, we honor them by remembering their legacies.

As you may now know, the AHRM or the Association of Human Resources Managers in the Hospitality Industry, is the country's premier professional organization of HR practitioners. Thus, the Mabuhay Awards is the most prestigious as it only celebrates the best of the best. Aside from the strict screening, judging and interview, our finalists have shown what true Filipino hospitality is all about. This we have shown during major events, such as the ASEAN 50.

Mabuhay to the newest finalists and awardees of the Mabuhay Awards. May all of you become icons of hospitality in the future. Mabuhay!


Judith B. Imperial
AHRM President

Executive Director The Cravings Group





Association of Human Resources Managers
in the Hospitality Industry

Message

2017 marks the year that The Ascott Limited Philippines is given the privilege to host the best of the best in the hospitality industry through the Association of Human Resources (AHRM). It is with great pleasure to be hosting the Mabuhay Awards at Ascott Bonifacio Global City Manila as this is something close to my heart as a Mabuhay Gold Awardee.

The Ascott Limited Philippines is one of the largest hospitality companies in the country with seven operating properties, and another nine under development. Our commitment to the Philippines is deep rooted and today we are reaping the results of this our commitment as we drive towards our vision of thirty properties nationwide by 2020.

Through the years we are proud to have had our very own nominated for their work and this year, we are again honored to have some of our best talents recognized in this prestigious event. Here in Ascott, we aim to aid in the growth and progress of the careers of our associates, thus it is with deep joy that we see them greater reaching heights and excelling in their respective departments. I would like to take this opportunity to recognize all Ascott associates who day in and out give their passionate best to deliver a WOW stay experience to our guest as well as serving each other to ensure a best-company workplace.

The theme for this year, “Celebrating Icons of Filipino Hospitality”, is something that I personally passionately support – the innate warm hospitality of Filipinos supported by excellent training and guidance truly elevates the quality of work which then translates to a delightful stay experience of our valued guests. It is fitting that we are able to celebrate these icons as we continue to recognize those that are currently thriving in their respective fields.

To the nominees for this year, I would like to congratulate all of you for making it this far and we wish you the best of luck.

To the organizing committee and to all the officers and members of the AHRM, congratulations on another successful Mabuhay Awards event. On behalf of The Ascott Limited Philippines, we extend our sincerest thanks for creating a platform for the exceptional talents in the hospitality industry to be recognized as they truly deserve.

And to all those that aspire to become nominated for the Mabuhay Awards, always remember that if you love what you do and if you possess the passion and determination to keep delivering the best quality of work in your jobs – you have already made it and the recognition will follow.

Keep the Faith!

ARTHUR G GINDAP

Regional General Manager

The Ascott Limited, Philippines & Thailand





Association of Human Resources Managers
in the Hospitality Industry

Message

It is a privilege to be part of the 22nd Mabuhay Awards, along with the debut of The Ascott Limited in hosting this prestigious event. This year the Association of Human Resources (AHRM) graciously allowed a non-HR to be the Chairperson for this very important event in our industry, entitled "Celebrating Icons of Filipino Hospitality". The Philippines is rich in talent, with warmth and genuineness at the very core of the individuals. Therefore, it's ideal that we gather once year to celebrate and recognize the icons of Filipino Hospitality and shower them with accolades that they absolutely deserve. With the continuous growth of our industry, we rely greatly on the members of AHRM to continue to push the service levels to new heights and ensuring a growing pipeline of talent who continues to deliver the warmth of the Filipino.

On behalf of The Ascott Limited, we salute all the participating establishments, their respective leaders and colleagues for putting recognition at the forefront of their values and ensuring a commitment to provide a platform in which their people can shine.

To the members, officers and board of AHRM along with the members of the 22nd Mabuhay Awards Committee, thank you for your support and ensuring we, the participating establishments continue to recognize our talents and show our appreciation to their continuous hard work and efforts. It was an absolute pleasure to work alongside such a committed and passionate association which cares so dearly for the people in which the industry relies so heavily on.

To the panel of judges, we greatly appreciate you taking time out of your busy schedules. We are honored to have your support and thank you for allowing us to present to you the most important assets of our industry.

To Ascott Bonifacio Global City Manila and the Philippines colleagues within The Ascott Limited, my special thanks to you for always extending your support to AHRM. It was inspiring to share the journey with you and be immersed in the passion and excitement you all showcased as we made arrangements to debut as the host of this prestigious event.

And finally, the nominees, congratulations on being the best of the best and serving as an inspiration to others as you continue to scale to greater heights in the hospitality industry.

PHILIP BARNES

General Manager

Ascott Makati, Somerset Millennium Makati, and Somerset Alabang Manila

Chairman of the 22nd Mabuhay Awards





About the Mabuhay Awards

It was in 1984 that AHRM mounted its 1st major service excellence awards program called "Gawad Lingkod Award", recognizing the best rank and file staff in the hotel restaurant industry.

In 1995, the Association took a bold step by enhancing the recognition program to include supervisors and managers. AHRM modified the Gawad Lingkod concept and renamed the recognition program "Mabuhay Awards". AHRM also honors an exemplary executive the 'Mabuhay Gold-Hotelier/Restaurateur Award' for his/her outstanding contribution to the industry in general.

Over and above the objective of recognizing and rewarding exemplary staff in the industry. The Mabuhay Awards also promotes outstanding service excellence commitment among Filipino hospitality industry professionals.

In 2012, the awards have been opened to non-AHRM members and, therefore, hotels, resorts, restaurants and event places all over the country may now participate in this noble annual service excellence awards program.

Also in 2012, AHRM recognized and appreciated greater success of the Mabuhay Awards if the Chairperson was also the General Manager of the host hotel. This is because of his easy and speedy access and approval for any logistical requirements of the Committee.

Hence, this year's Mabuhay Awards Committee Chairperson is Mr. Philip Barnes, General Manager, Ascott Makati, Somerset Millennium Makati, and Somerset Alabang Manila.





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AyalaLand HOTELS AND RESORTS

MICHAEL ALEXIS “AL” C. LEGASPI

President & Chief Executive Officer of AyalaLand Hotels & Resorts Corporation

Al Legaspi has more than 25 years of experience in both the private and public sectors of the travel industry. This includes stints in globally branded hotels, as well as in the government’s tourism promotion arm.

Al joined Ayala Land, Inc. (ALI) in 1997 and has since held various senior positions in its Sales, Property Management and Hotel & Resorts groups. Currently, he is the President and Chief Executive Officer of AyalaLand Hotels and Resorts Corporation (AHRC) which is tasked to develop, expand and oversee the company’s portfolio. Under his leadership, from an initial 2 hotels, this portfolio has grown to 14 hotels and 9 resorts, with 15 more properties currently under development in key destinations in the Philippines.

Al also sits as President of the owning companies of Holiday Inn & Suites Makati, Fairmont & Raffles Hotels Makati, Cebu City Marriott, and AHRC’s owned and managed Seda hotel chain. Concurrently, he is Chairman of the El Nido Resorts Group, and is also Vice President and Director of the Philippine Hotel Owners Association.

Al is a graduate of the Philippine Science High School and University of the Philippines, Diliman. He is happily married to Vera Legaspi and has two children – Francis and Lorenzo.

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| 2017 | MICHAEL ALEXIS "AL" C. LEGASPI
President & Chief Executive Officer,
AyalaLand Hotels & Resorts Corporation | 2007 | ARTHUR GINDAP
Regional General Manager, The Ascott Limited-Philippines |
| 2016 | JOSE MARI DEL ROSARIO
President & Chief Executive Officer,
Microtel Development Corporation | 2006 | SUSANA GUERRERO
President and Founder, The Cravings Group |
| 2015 | ATTY. ROBERTO P. LAUREL
President, Lyceum of the Philippines University (LPU) | 2005 | LUCIO TAN
President, Century Park Hotel |
| 2014 | MARINELA GUERRERO-TRININAD
Chief Executive Officer, The Cravings Group | 2004 | EVELYN PANTIG
Secretary, Department of Tourism |
| 2013 | MERRIL YU
Chief Executive Officer, Y & S 1874 Investment and Development
Board Director, LBP Services Corporation | 2003 | LORENZO ED VALENCIANO
General Manager, Taal Vista Hotel |
| 2012 | BOBBY HORRIGAN
Managing Director, Enderum Hospitality
and General Manager of Acacia Hotel Manila-Alabang | 2002 | EDGARDO CARPIO
General Manager, Century Park Hotel |
| 2011 | PABLO LOGRO
President, Chef Logro's Institute of Culinary Kitchen Services | 2001 | RICHARD GORDON
Secretary, Department of Tourism |
| 2010 | LETICIA DELARMENTE
Dean, School of Hotel, Restaurant and Institution Management
De La Salle-College of Saint Benilde | 2000 | MINA GABOR
Secretary, Department of Tourism |
| 2009 | PEGGY ANGELES
Regional Sales and Marketing Director,
Shangri-la Hotels & Resorts | 1999 | GLENDA BARRETO
President, Via Mare |
| 2008 | VANESSA SUATENGCO
Resident Manager, EDSA Shangri-la Manila | 1998 | TRINIDAD ENRIQUEZ †
President, D & E Group |
| | | 1997 | LARRY CRUZ †
President, Lic Restaurant Group |
| | | 1996 | PERFECTO QUICHO
General Manager, Hyatt Regency Manila |

1996 -
2017





21st Mabuhay Awards



MELODY ABAYA

Guest Services Officer – Club Lounge
 — *Hyatt City of Dreams Manila*
Front of the House

HYATT
 CITY OF
 DREAMS
 MANILA

“It has been a remarkable year, and I am grateful for all the support given to me. To the 21st Mabuhay Awards, thank you for believing in me and seeing my potential. To my General Manager, Mr. Peter Sullivan, and my entire Hyatt City of Dreams Manila family, I truly felt loved and cared for ever since we opened the hotel, during my pregnancy, and until this day. I am missing all of my colleagues at work, and am excited to be back in service on January. Ever since winning the Front of the House category, I have never been more so passionate and motivated to work each day. With a comfortable work environment and the feeling of genuine happiness, it has made my pregnancy surprisingly smooth and easy while enjoying my purpose of serving our guests. From the bottom of my heart, thank you all so much.”

REYNOSO V. INTERTAS, JR.

Public Relations Assistant for Digital Media & Graphics
 — *Diamond Hotel Philippines*
Heart of the House

DH
 DIAMOND HOTEL
 PHILIPPINES

“Winning the Heart of the House Award gives me immense pride for successfully representing Diamond Hotel Philippines in the AHRM 21st Mabuhay Awards. I am extremely joyful to live in such a once in a lifetime moment standing onstage that evening. I felt that the Mabuhay Award gave me another validation for my hard-work and that working the ‘extra hour’ and walking the ‘extra mile’ had all paid off.”



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21st Mabuhay Awards



MICHELLE LACANLALE

Team Leader - the Cafe
— *Hyatt City of Dreams Manila*
Supervisor

HYATT
CITY OF
DREAMS
MANILA

“To the AHRM and Hyatt City of Dreams family it’s a great privilege and honor to be part of the 21st Mabuhay Awards thank you for all the trust and support. To my fellow hoteliers truly hard work together with goals and dedication really pays off. We are the inspiration of the future hoteliers the millennials they are looking at us let’s inspire and motivate them by showing the importance of teamwork, consistency and loving what we do by sharing our passion in this industry. Let’s guide and show our fellow hoteliers the importance of genuinely Filipino hospitality with care. Like what we’ve always practice in Hyatt “We care for people so they can be their best.”

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DANIEL M. CONVOCAR

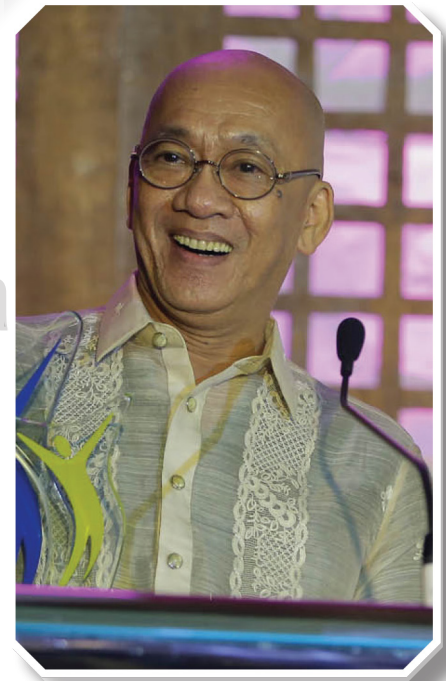
Executive Housekeeper
— *Holiday Inn Manila Galleria*
Manager

The Mabuhay Awards came at the very culmination of my hotel career. It was totally unexpected. Throughout my service life, I work very closely with my staff and they know that what drives me and gives me fulfillment is for guests to recognize the sincere efforts of my team; for guests to have a great and memorable experience as a result of our service. That was enough recognition for me.

Thus, receiving the Mabuhay Award from the judges who are stalwarts in the industry they belong to felt so unreal. Chaired by no less than Atty. Josephus Jimenez, his words before making the announcement was truly humbling.

I am very grateful for the nomination and support of Holiday Inn Galleria’s Management and staff, and acknowledge the AHRM for this recognition from my peers and the entire hospitality industry.

Now retired as a hotel practitioner, I commit to continue my role to help imbibe to new players the true meaning of Filipino hospitality. That their knowledge, experiences, beliefs, values and attitudes must revolve around this culture. I believe that this will remain to be the key for Filipino hoteliers to go even beyond being world class.





Rank & File ■ Heart of the House



Arabejo, Jennifer J.
Sales Person - Room Service
— *The Heritage Hotel Manila*



Jenny has been working with the company for 23 years and consistently displays the initiative and attitude of a great quality worker. She is the type who works hard behind the scene but the quality of her work is noticeably excellent due to her commitment and perseverance.

Her mature disposition and serene aura amidst pressure and challenges create a peaceful and stable atmosphere in her section. She shows motherly affection and concern for young hospitality professionals and generously shares her knowledge and experience.

Through the years, she has cultivated and earned for herself a reputation for delivering consistent quality customer service, putting to heart and practicing the hotel's Outstanding Service experience themes.



Ceriola, Maria Janella D.
Housekeeping Attendant
— *The Ascott Limited*



Motivated, Jubilant, and Committed. She challenged the norm graduating as Magna Cum Laude at De La Salle College of Saint Benilde, and started her career in the hospitality industry as a Housekeeping Attendant. She is always at her best and ensures that she is on top of everything she does. With so much passion for her job, she earned numerous commendations, which also contributed to positive reviews and gaining more loyal guests of the property, making Ascott Bonifacio Global City Manila the Philippines' Leading Serviced Apartment, given by the World Travel Awards. Her hardwork and dedication paved way for her promotion as Housekeeping Supervisor in 2017.



Dio, Adrian S.
Housekeeping Associate
— *Linden Suites*



"Adrian is a man who speaks with integrity, thinks with sincerity and acts with dignity. He is ethically motivated to perform his duties and responsibilities in an efficient and truthful manner. He wholeheartedly surrenders every item he found no matter the monetary value. He is the recipient of our 2016 Associate of the Year award because of his passion, uprightness and loyalty. Adrian embodied The Linden Suites' Core Values and continues to exceed beyond what is expected of him".



Hernandez, Lailanie R.
Accounts Payable Associate
— *Costa Pacifica Baler*



Lanie is an indispensable employee by always doing extra mile for the Company. She was a scholar of the owner and she has witnessed the progress of the hotel from 10 rooms to 106 rooms. January 2016, she was awarded as Employee of the Month and she became nominee for Employee of the Year Heart of the House last December 2016. She also received Loyalty Award for her 8 years of service to the owner. Because of her excellent performance and loyalty, she has merited with salary increase effective March 1, 2016. Apart from her hard work and adaptability, she also shares with the organization her talents in singing, dancing and hosting. She came from Batangas but fell in love with Baler where she is settled now with her own family.

F I N A L I S T S





Rank & File ■ Heart of the House



Mabandos, Ronald D.

Credit & Collection Agent

— **Sofitel Philippine Plaza Manila**



Ronald plays a vital role in the team. He continues to facilitate business success by ensuring that sales are converted to revenues, enhancing working capital and mitigating risk. His manager recognizes him as an asset to the Company. A highly engaged individual that would always demonstrate zest and optimism. It is his enthusiasm that creates an environment of good will and provides a positive role model for others. His positive attitude is most valued by his superiors and co-ambassadors and that also makes their job more pleasant and fun to do each day.



Mabanta, Rannie

Housekeeping Attendant

— **Amanpulo Resort**

AMANPULO

An exceptional role model for the Housekeeping team and the rest of Amanpulo, Rannie has proven that he has what it takes to live up to the reputation of a world-class Aman employee. He was hired on March 10, 1995 and in his 22 years of service he has received numerous awards. He was recognized / awarded as the Service Champion of the Year 2016 for Rank & File Heart of House Category. He was also given a 5, 10 and 20 years of Service Loyalty Award.

He is dedicated not only to ensuring guests receives the highest care possible, but he also makes sure his team does the same. He's also trains his team in providing the highest form of housekeeping services, something that Aman does not take lightly.



Madriñan, Ronaldo N.

Commis 1

— **Midas Hotel and Casino**



Chef Ronald or CHEF KUYA (as fondly called in the team) is very popular in the organization because of his persona-extraordinaire. He influences others to be happy and content thru his friendly and positive attitude at work. He never fails to greet anyone in the team with a joyous heart. No doubt that his amazing personality can create delicious appetizers,

as his words to describe his passion to serve others --- "I want to reach-out to my guests thru my masterpiece of appetizers made out of love and passion." --- He won the title of 2016 Midas Heroes & Gems - Model Associate for Rank & File, Heart of the House Category.



Mariano, Madelene Kay C.

Kitchen Coordinator

— **Crowne Plaza Manila Galleria**



Kay is the right hand of the Executive Chef, reporting daily on all important information involving the kitchen. Aside from her duties, Kay does an extra mile and spearheads the National Sanitation Foundation (NSF) for all 13 nationwide stores of Costa Coffee. When it comes to staff's policies and procedures, Kay maintains a strict mindset so that compliance of systems is not compromised. She separates her professional from personal attitude because she believes that her job, although not as prestigious, is a key position. But she maintains harmony and friendship with them.





Rank & File - Heart of the House



Martinez, Albert C.
Public Area Attendant
— City of Dreams Manila



Albert is meticulously proficient in preserving the glossy marble floors and impeccable carpets in City of Dreams Manila. He voluntarily trained his colleagues on how to apply tools and proper techniques that will make work easier and ensure productivity. He did this by putting together and sharing his knowledge in order for the team to provide excellent service to our guests; a selfless act that he did and continually does without expecting anything in return. He is now a potential candidate for Public Area supervisor. Luck smiled on Albert when his name was announced as the Grand Winner for City of Dreams Manila's 2017 The President's Award – Heart of the House, Rank & File category.



Onas, Gary P.
Fan, Coil, Unit (FCU) Technician
— Century Park Hotel Manila



Century Park Hotel
Manila

GARY has the ability to take a high level of responsibility, initiative, and strong sense of accountability for his department. Using his skills, he is not afraid to try new solutions to almost all technical problems he encountered. He is the MacGyver of the hotel. His vigor and enthusiasm are inspiring. You cannot miss his presence when he is around.



Ragos, Karizza Aizle B.
Commis 1
— Hyatt City of Dreams Manila



Karizza may look tough but she is a kindhearted individual who is always ready to assist her colleagues. You can depend on her to lead the group whenever her supervisor is not around. Her reliable leadership and presence ensures that the operation will still run smoothly. Karizza is very creative. Her culinary creations add life to the buffet area, an enhancement which the guests love. Her passion for motorcycles is channeled to humanitarian efforts as part of a motorcycle rider group that organizes fundraising rides for charity. Her desire to uplift the lives of the people around her is shown through her involvement in sports activities in their local government units and her engagement with various company activities.



Renacia, Reynaldo D.
Cafeteria Attendant
— The Bellevue Hotel Manila



Rey is known for his jovial attitude and positivity in life. A seasoned man who has remained humble, resilient and hopeful despite the handful of challenges he has experienced over the years. He has displayed his passion for service and dedication to his role in the organization. Due to his diligence and dedication, Rey is one of the role models and respected persons in the organization.

FINALISTS





Rank & File ■ Heart of the House



Saballa, Darson N.

POMEC Technician
— **Radisson Blu Cebu**

Always so full of energy and ready with a humorous quip to lighten any situation, Darson is a positive force of enthusiasm in the POMEC team.

Excellent in time management and skilled in crafting, painting, and repurposing of materials and old equipment, Darson's participation in the hotel's outreach programs — the Adopt-A-School campaign and the refurbishment of a drop-in center at the Inayawan Sanitary Landfill — have been the most considerable.

Awarded Star of the Month in April 2015, and the Bright Spot of the Month awardee in February 2017. Darson has participated in environmental programs such as clean-up drives and tree planting activities, a man who is truly an advocate in the hotel's Responsible Business campaigns.



Sande, Mariafe T.

Linen Attendant
— **The Bayleaf Intramuros**



Working with minimal supervision, Mariafe is a well-loved Linen attendant for 4 years now at The Bayleaf Intramuros. She gives a genuine smile and makes the guests and co-employees feel welcome everytime. She comes to work on time and extends her duty just to finish her daily tasks. No typhoon can stop her from reporting for work and there's no instance that she declines to do an assigned tasks for her.



Socrates, David S., Jr.

Commis 1-Pastry
— **Marriott Hotel Manila**

Calm, soft-spoken and artistic. This is how David is often described by his peers and superiors. He creates a positive aura while in the kitchen area as smiling comes easy for him, and he loves listening to music to help him triumph over the stresses of work. When his creativity strikes, he can come up with different cake designs and make impromptu sketches while discussing with the guest.

Aside from being an extremely reliable and tireless worker, David is also very resourceful. He goes his own way, whenever necessary, to buy ingredients, tools, and other equipment needed to create his fondant cakes.



Tuang, Antonio Dela Cruz

Carpenter
— **Holiday Inn Manila Galleria**



Tony treats his fellow coworkers with the same utmost level of respect no matter what position they have. For him, everyone must be respected and given help if needed. Aside from the value of respect, Tony believes in cooperation and unity in the workplace. He demonstrates responsibility and honesty by making sure he gets the work done at the end day. Aside from the Winning Ways award, Tony also received a Perfect Attendance for year 2016.





Rank & File - Heart of the House



Umali, Elmin Joy A.
Security Office Secretary
— *Diamond Hotel Philippines*



Aside from her many duties as Secretary, Joy indefatigably fulfills her role as Chairman of the UGNAYAN Council – the Hotel’s Labor-Management Forum. Since elected Chairman, she has developed and strengthened her relationship with her fellow workers. Their respect and confidence in her increased when she became the medium to voice out to the management their opinions and sentiments. Joy has earned the trust and cooperation of her colleagues enabling her to organize hotel-wide extra-curricular activities. Joy’s very active leadership in UGNAYAN speaks well of her admirable willingness to share her skills, knowledge, talents and personal time with her colleagues.



22nd Mabuhay Awards

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Rank & File ■ Heart of the House



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Rank & File ■ Heart of the House



ALIPIO, Arlene A.
Head, Manpower Planning and Monitoring Division
Department of Tourism

- Board Advisor (Alternate) 2018
Tourism Industry Board Foundation, Inc.
- DOT Alternate Representative
ASEAN Tourism Professional Monitoring Committee
- 32 years in government service handling tourism standards, tourism investment, tourism manpower training, tourism marketing (2006-2012) and ASEAN negotiations in trade in services

JACINTO, Anne Marie N.
Executive Director
Punlaan School

- Completed one year course in French in Miramonte, Montreux Switzerland.
- Earned her degree in Psychology at the University of the Philippines, Magna Cum Laude.
- Finished her Masters in Education with highest honors at the University of Navarre, Spain.
- A Thesis Mentor and faculty member of the School of Education in the University of Asia and the Pacific.
- The Executive Director of Punlaan School, pioneered the Dual Training Scholarship Program in Hospitality and Culinary Arts.



SO, Paul Lim
Secretary General
Philippine Travel Agencies Association (PTAA) 2017-2018

- Tourism Industry Board Foundation Inc. (TIBFI) Vice Chairperson, 2017-2018
- Tourism Industry practitioner for 40 years, Travel Agency owner.
- Consultant to the DOT, CHED and TESDA in the policy formulation, training of new practitioners, consultant to the tourism industry concerns, mentor to many of the upcoming industry players
- Author of *Philippine Tourist Destinations*, 2nd Ed.
- Tourism Professor in *Travel Management and Operations* for 20 years.
- DOT Accredited trainer for more than two decades on *Travel Management and Tour Operations*. Trainer for the Filipino Brand of Service of the DOT.

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Rank & File ■ Front of the House

HYATT
CITY OF
DREAMS
MANILA

Coronado, Jam Kristine P.

GSO- Concierge

— Hyatt City of Dreams Manila

Being part of the Concierge team, Jam is in a department where women are outnumbered by men. Nonetheless, Jam serves as the guide of the team. She is well respected and is considered as the “Tita” or “Ate.” Colleagues are very comfortable with her as a source of sound advice and constructive feedback. She can easily coordinate tasks with the team while guests find comfort and security through her assistance. Jam has a knack for instantly recognizing guests by face and name and remembering their detailed preferences from previous engagements. This shows how much effort she exerts in understanding the guests and anticipate their needs.



Corvera, Catherine R.

Guest Services Agent, FO

— Century Park Hotel Manila

Century Park Hotel
Manila

Service with a touch of hospitality is the brand of CATHY. Her welcoming and calm demeanor make the guest feel at home. Her smile is sincere; she is professional. What she says, she commits. She is careful on things she promised. When CATHY is on duty, one is assured that any work load at hand will be done without a hitch, consistently.

CROWNE PLAZA
MANILA GALLERIA

De Jesus, Razul T.

Event Banquet Supervisor

— Crowne Plaza Manila Galleria

Razul is an Events Banquet Supervisor who believes in the power of training and how it can help their whole team. Courtesy and respect top Razul’s principles in dealing with guests. The workplace is what he considers as his home away from home. He is very much at ease after having been working at the hotel for more than a decade. In 2016, Razul was awarded the Winning Ways Superstar of the year for his hard work and dedication.



Dicolano, Faisal A.

Waiter

— The Cravings Group

Cravings

Faisal’s humble beginnings and true to life story of being deprived in life has led him to where he is now in his service career. His over-all aura generated consistent guest commendations, ensuring that their dining experience is exceptionally exceeding customers’ needs and expectations. All of his gestures are shown with sincerity, appropriately described as “service with a heart.” Faisal promotes good Filipino values to the youth, and since he has both worlds- a restaurant service career, and community involvement, these truly enable him to continue serving and inspiring others.





Rank & File ■ Front of the House



Guanzon, Pegielyn B.
Host, Guest Service
— *The Ascott Limited*



Passionate, Efficient, and Joyful. Pej endeavors to enhance guests' experience, especially for the VIP and long-staying guests, from pre-arrival, arrival, in-stay experiences, departure until the time she welcomes them back to the property. She is a Front Desk Officer, Concierge, Events Organizer, and Cheerleader rolled in one. As Pej would always say, "Be the reason someone smiles today." The Ascott Host initiatives and activities she organized has significantly contributed to high customer satisfaction scores of the property, with the team earning the Property Excellence Award in 2016 – being the best Citadines property worldwide.



Lumbres, Michael G.
Officer, First Aid & Safety
— *City of Dreams Manila*



Having Michael as a member of the Emergency Preparedness and Response Team is an assurance that fast, efficient, and competent first aid services will be provided to guests and employees of City of Dreams Manila. He has exemplified true dedication in his job and consistently delivers much more than what is expected of him. Saving lives is no ordinary feat. Only those with pure heart and willing to go an extra mile can do so. Michael did not only save the lives of our guests and patrons but also the completeness of their families. Michael is truly an exceptional hotelier and another great proof to this is that he is also a finalist in this year's Asean Hotelier Awards.



Madrigal, Macylyn M.
Reservations Agent
— *Midas Hotel and Casino*



Macy's pleasing personality is a reflection of her love to serve others. The passion and enjoyment in what she does as a Front Office Agent, molded her as the true symbolism of Filipino Hospitality. --- "I stand by my belief of being in the service industry and staying true to it." --- this is her words of inspiration for all the members of the Midas Hotel and Casino Team – such a humble heroism in the service of others. She won the title of 2016 Midas Heroes & Gems - Model Associate for Rank & File, Front of the House Category.



Malayas, Jose Marlon M.
Port Attendant / Driver
— *Microtel by Wyndham Boracay*



Jose Malayas is a pioneer employee of Microtel by Wyndham Boracay. From opening date up to present, he serves as Port Attendant / Driver, personally welcoming and assisting VIPs, guests (local & foreign tourists), government officials, and stakeholders of the Company. He is the first Microtel staff that the guests encounter as soon as they land in Caticlan/Kalibo airport. He comes to work fresh, energetic, upbeat every day, and spawns new ideas & suggestions that help make Microtel Boracay's working environment so unique.

We have known Marlon to be an honest, forthright employee. He does his job with the least supervision, and has proven to be a trustworthy employee in terms of accomplishing his tasks efficiently.

Marlon is a member of MAGKASANGA Boracay Chapter - a volunteer group that assists people during disasters and calamities in the island, and do weekly clean up in the shores of Boracay.

Coming from a low-income family, his childhood honed his resilient character. He had great responsibilities at an early stage in life, had to work and skip school, be independent, and this motivated him to pursue his dreams and achieve his goals in life.

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Rank & File ■ Front of the House



Salem, Wilson L.

Waiter
— *The Bellevue Hotel Manila*



Wilson is known for the warmth, hospitality and importance he makes his guests feel whenever they dine at Phoenix Court. He ensures to leave a positive impression to his guests which make them come back and seek for him whenever they do. His passion and love for what he does exude whenever he is on the floor. He is an integral part of the Phoenix Court service culture.



Samson, Michael N.

Room Service Waiter
— *Holiday Inn Manila Galleria*



People can no longer doubt Michael's loyalty as he has been with the company for 18 years now. He can be trusted well and he is President Duterte's personal butler last June 2016 when the president checked in at the hotel. Michael won several awards like, Winning Ways Superstar and Employee of the Year: Front of House Category for Holiday Inn Manila Galleria last year. He was also awarded with perfect attendance for the 3rd Quarter of 2016. It has been Michael's habit to always give his best shot to please the guests and his superiors.



Sayno, Jeric B.

Guest Services Officer
— *Diamond Hotel Philippines*



As a Guest Services Officer (GSO) and Butler, Jeric has a long list of commendations from hotel guests as well as from VVIPs. As a Butler, he was able to serve President Ollanta Humala of Peru (APEC), Prime Minister Nguyen Xuan Phuc of Vietnam (ASEAN Summit) and Vietnam Foreign Minister Pham Binh Minh just to name a few. All his works and services rendered to the VVIPs were all recognized and left a lasting impression. On top of his excellent performance as GSO and Butler, his exceptional artistic talent has been quite beneficial to the hotel. He designs and personally decorates welcome arches, hotel lobby and ballroom displays, staff uniform, costumes and props for the hotel's major events such as International Food Festivals, National Days, Chinese New Year, Easter, Valentine's Day, etc. Jeric is an amiable person and is always willing to assist his co-workers be it job related or just simply sharing his artistic skills.



Sycip, Zara Jayne A.

Villa Chef
— *Amanpulo Resort* AMANPULO

While Amanpulo's reputation has steadily grown to see it become one of the world's greatest island resort destination, so too has that of the chef of our villa, Zara Jayne Sycip. Chef Zara has helped propel Amanpulo's status to new heights among our discerning clientele through constant research and improvement of their menu. She was hired on May 10, 2014 and during her 3 years of service, she was recognized / awarded as the Service Champion of the 3rd Quarter and Service Champion of the Year 2016 for Rank & File - Front of the House Category.

With a restless approach to development, Chef Zara is one of the most active chefs in the island, whom not only satisfies her guest palate but her leaders as well. She does not contain her knowledge on cooking to herself, but shares it with other chefs and. She demonstrates team player behavior and sees individual growth as important to her group's success. She has an enthusiastic, energetic, and positive behaviour that the guest can easily observe.





Rank & File ■ Front of the House

S O F I T E L
HOTELS & RESORTS

PHILIPPINE PLAZA MANILA

Viana, Roberto B.

Executive Floor Butler

— **Softel Philippine Plaza Manila**



With over 20 years of experience, Robert has developed a critical eye in providing outstanding service. He anticipates guests' needs by keen observation and noting their preferences. He does not wait for the guests to make request instead he creates the guests request through suggestions and a high level for execution. Apart from pampering guests, he also demonstrates remarkable care for the Imperial Residence treating it as his own and is very much involved in the upkeep of the luxurious suite room.



Yu, Rojie A.

Reservations Sales Agent

— **Radisson Blu Cebu**

Radisson BLU
CEBU

Rojie "RJ" Yu is a registered nurse by education, but a true hotelier by heart. He first discovered hospitality over three years ago when he was employed by the hotel as an on-call nurse. Since his transition from the medical field to sales and marketing, RJ has consistently, and considerably, contributed to revenue generation.

In 2016, RJ was commended for being the top up-seller for Rooms, achieving an impressive incremental revenue of PHP 2.3 million. In the same year, he won the award for Bright Spot of the Year for Front of the House, an accolade bestowed only on the hotel's employee of the year.

Pleasant, trustworthy, and knowledgeably sharp in all of the hotel's products and services, RJ carries out his responsibilities with dedication, enthusiasm, and with the same ardent passion for service since his first day on the job.

22nd Mabuhay Awards

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Rank & File - Front of the House



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Rank & File ■ Front of the House



ABAD, Atty. Anna Maria D.
Dean, College of Law
Adamson University

- Earned her law degree from the University of the Philippines in 1990.
- 1st Place recipient of the Sabido Foundation Award for Best Legal Research Paper.
- Former Vice-Dean of the Lyceum of the Philippines University College of Law
- Together with her father, she has co-authored the Compendium on Labor Law
- Member of the Board of Trustees of La Consolacion College.
- Managing Partner of Abad Abad and Associates Law Office

BOLTON, Wilhelm “Bollie” V.
General Manager, Costa Group of Hotels
Baler, Quezon

- South African but a Filipino at heart.
- He grew up in a restaurant environment and with international experience in England, Switzerland, and Sardinia Italy.
- His passion for understanding cultures especially Filipino culture and close collaboration with human capital has garnered him much success in his field.
- He has been engaged in conceptualizing, managing, training, pre-opening, rehabilitation of resorts and hotels for over 30 years now.
- Former F&B Director for Sun City, Marketing & Sales Director for Holiday Inn South Africa, General Manager for Holiday Inn South Africa.
- Former General Manager of Balesin Islands in Quezon
- Bachelors Degree in Hotel Management at the University of Wits (South Africa)
- Marketing Diploma from the University of Johannesburg (RAU)



YU, Doreen G.
Associate Editor, The Philippine Star

- Graduate of Bachelor of Arts major in English and Creative Writing, at the University of the Philippines, Magna Cum Laude
- 2002 Jose P. Rizal Awardee for Excellence in Journalism
- Juror, Metro Manila Christian Film Festival, 2008 and 2009
- Panelist and speaker, roundtable on ASEAN-Korean relations, 2017 Jeju Forum on Peace and Prosperity, Jeju, South Korea
- Board secretary, Ballet Philippines Foundation, Inc.

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Supervisor



Aguimbang, Marlon A.

Security and Safety Officer
— *Holiday Inn Manila Galleria*



Excellent leadership is one of Marlon's strengths. He values his people by encouraging and motivating them to do better. Marlon is a person of good morale who supports and cares for his team in every way. He made history being the first annual winner for the Winning Ways Superstar from the Security and Risk Department in a span of 2 years service.



Bandalles, Mark Vincent V.

Team Leader- Engineering
— *Hyatt City of Dreams Manila*



Mark is a serious-looking yet very helpful individual. He is proactive and analytical. He does not quickly jump to conclusions but deals more with identifying root causes for him to come up with solutions that are appropriate for a given situation or engineering concern. With his analytical and can-do attitude, he was able to provide definitive solutions to recurring engineering issues in the hotel, thus contributing to the improvement of guest overall experience. Mark is family-oriented and always has his family's welfare in mind with whatever decision or action he takes.



Calles, Antonio A.

Banquet Supervisor
— *Radisson Blu Cebu*



Antonio "Tony" Calles is one of the two solid pillars that keep the hotel's banquet team on point each time, every time. Whether the event he's handling is an intimate gathering of 10 persons, or a massive convention with 1,500 delegates, Tony manages each assignment with the finely-honed skill of the over 3-decade hotelier that he is. Awarded Supervisor of the Year in 2015, and a Bravo awardee for his service contributions to the ASEAN conventions, Tony's name has become synonymous with guest commendations on Medallia.

Meticulously thorough yet equally nurturing and approachable, Tony's keen eye for detail significantly contributed to the success of distinguished events, such as the Asia-Pacific Economic Cooperation (APEC) convention in 2015, the ASEAN Senior Officials Meeting (SOM) in April and July 2017, and the highly celebrated offsite-catered wedding of Blake Go and Divine Lee in August 2017.



Ciervo, Freddie G.

Lead Technician
— *City of Dreams Manila*



Freddie is a mentor to his subordinates. He gives clear instructions and guides them through the process. Also, he is appreciated by his peers as he is a team player; always ready to give his full support to any projects of the team. He is selfless in providing his time and talents to achieve a common goal. As part of pre-opening team, he is involved in the handover of guestrooms. He resolved many issues of foul smell and water leaks. He is very knowledgeable in troubleshooting defects and damages noted during construction. Luck was on his side when he bested all other Supervisors across City of Dreams Manila and received the City of Dreams Manila's 2017 The President's Award Supervisor – Heart of the House Category.





Supervisor



Donguines, Matan D.
Engineering Supervisor
— *The Ascott Limited*



Matan is serving Ascott for almost 2 decades now, being one of the pioneer employees of Somerset Millennium Makati, which opened in the year 2000. His familiarity of all Engineering equipment and mastery of Engineering policies and procedures make him the property's go-to person in Engineering. He recently joined the pre-opening team of Ascott's 7th property in the Philippines, Citadines Millennium Ortigas Manila. Excellent in both hardware and Heartware, he always strives to exceed residents' expectations by being attentive to their needs and delight them with special Ascott Moments.



Gallito, Romel G.
Chef de Partie- Pastry
— *The Bayleaf Intramuros*



Chef Romel has been a Chef de Partie - Pastry at The Bayleaf Intramuros for 6 years now. His best motivation to his team is to lead by example. He is an excellent mentor and he shares his knowledge and skill to his staff. He is reliable and consistent in his work that he can produce quality products inspite of equipment malfunctions and lack of manpower.

Chef Romel is well-loved not only by the kitchen staff but also by his co-employees at the hotel. He is humble, soft-spoken and approachable.



Icaro, Michael R.
Head Chef, Century Tsukiji
— *Century Park Hotel Manila*



"MIKE" possesses a passion and commitment to impart and share his creative ideas, skills, and knowledge to his subordinates. He graciously shares his passion for cooking even to guests. He welcomes them with his cute smile. He is not also discouraged during difficult situations because he believes it is best to stay involved with his people during challenging times.



Indus, Maria Estela G.
Operations Supervisor
— *Microtel by Wyndham General Santos*



Estela Indus is the Operations Supervisor of Microtel by Wyndham Gensan. She started as a Front Desk staff of Microtel Davao in 2009, then was promoted to Team Leader. When Microtel Gensan opened in 2013, she was assigned to become part of the opening team as Front Office Supervisor. She now supervises the Operations team, making sure that all departments perform their roles well so that guests will have a great experience. She leads trainings, motivates and coaches her staff to enhance her team's productivity and promote effective customer service. Because of her competence, hard work and dedication, she helped the hotel gain strong patronage from business and leisure travelers in Gensan, and earn excellent reviews from TripAdvisor (2015-2017 TripAdvisor Certificate of Excellence recognition)

Estela is trustworthy and can be relied on to make sound decisions especially when top management is not in the property to help her decide. She demonstrates strength and flexibility in handling challenging situations in hotel operations e.g. different cultures, emergencies, complaints, while maintaining composure under pressure.

FINALISTS





Supervisor

SOFITEL
HOTELS & RESORTS
PHILIPPINE PLAZA MANILA

Laya, Emerson N.
Food & Beverage Supervisor
— Sofitel Philippine Plaza



Emerson started with the Hotel as a Service Attendant and one year later as a Captain Waiter. In 2015, he was promoted as F&B Supervisor for Spiral. Through the years that Emerson has been working in the hotel, he has shown great potential and has become a reliable team leader. Emerson is seen as one of the most hardworking Supervisors. He believes that being a good role model is one of the most effective ways in gaining the trust and respect of his colleagues. His utmost priority at work is to be able to effectively train and mobilize his team to work in achieving the hotel's goals and to promote skills and character development for his team.



Magtibay, Carmelita T.
Steward Supervisor
— Diamond Hotel Philippines

DIAMOND HOTEL
PHILIPPINES

Weng is the only female steward of the hotel. Although her field is dominated by men, through sheer hard work and dedication, she proved her worth and was promoted as supervisor. She ensures that she is a role model to her subordinates. She believes that she should follow first before she can make the rest follow. She manages to work in harmony with all staff related to her function, despite her making sure that she still strictly supervises her staff and that all duties are performed accordingly. Although her job entails a lot of physical and mental work, and most of the time she is exhausted, she still manages to provide service with a genuine smile.

Island Cove
HOTEL AND LEISURE PARK

Malimban, Edna Z.
Accounting Supervisor
— Island Cove Hotel and Leisure Park



Edna has always shown a knack for quick-thinking, especially when presented with challenging situations. Having gone through system changes, leadership changes, and even company rebranding, she has always remained to be a valuable leader and member of the Island Cove team. Even as she maintains confidentiality of so many matters, she is still everyone's go-to-person.

Moreno, Frederic S.
Concierge Supervisor
— The Heritage Hotel Manila

THE HERITAGE HOTEL
MANILA



Eric has a very strong passion to work in the hospitality industry. He shows excellent organizational skills, outstanding work ethics and ability to work equally well in team-oriented and self-directed environments.

With his 17-year tenure, he delivers the same enthusiasm and energy as that of a first-comer. He interacts and initiates guest engagement to get to know them well and delivers outstanding personalised service. Eric is well-liked because he is a good team player, listens and cooperates with staff to deliver positive results and welcomes suggestions and positively accepts changes in his workplace.





Supervisor



Perez, Katherine C.
Hotel Nurse
— *AG New World Manila Bay Hotel*



Kathy is not a hotelier by profession but a Registered Nurse. Her role is focused on attending to the medical needs of our guests and colleagues but beyond this, she volunteers to take on additional responsibilities that are even outside of her job description such as assistance on government benefits and hotel employee events. With open arms, Nurse Kathy would always lend a hand to help her team members and has been consistently contributing in the delivery of HR's goals. Beyond her call of duty, Kathy is always there to assist. She is always there whenever needed even after her duty hours and at times willingly sacrifices her day-off in extending her services especially during emergencies. Alongside with what she does, her positive aura and motherly care has always been recognized. She would even be requested by some of our regular guests as they are delighted by her accommodating behavior, her genuine passion to help others, and her selfless attitude.



Quiambao, Marissa V.
Sr. Front Desk Supervisor
— *Costa Pacifica Baler*



Marissa has been a star in the Front Office Department. She has been commended several times by our guests as they wrote in guest comment cards. She started from the ranks and has become a good model for career growth to all other employees. She won in the very first Supervisor of the Year competition of Costa Pacifica last December 2015. Because of her great contribution in increasing daily revenue and in leading her team, she was promoted from Frontdesk Supervisor to Senior Frontdesk Supervisor last December 2016. Apart from her excellent performance, she shares with the organization her talent in hosting and MVP-skill in Volleyball. She enjoys her life living in her hometown with her family while working at Costa Pacifica.

AMANPULO

Rodriguez, Melinda
Senior Spa Therapist
— *Amanpulo Resort*



Melinda is a multi-awarded employee with over 18 years of world class service with Amanpulo. She started working with Amanpulo on September 03, 1999. In her 18 years of service, she was recognized / awarded as Service Champion of the Year 2016 for the Supervisory Front of House Category, Model Employee of the Year 2007 for Rank & File Category, Model Employee for the 3rd and 4th quarter of 2007, Model Employee of the Month of May 2003. She was also given 5, 10 & 15 years of Service Loyalty Award. Mely is an expert of wide range of spa treatments. She also trains new therapists and continually upgrades the skills of all therapists among her team.

She has delivered world-class spa treatments to our discerning guests throughout this time, and is now in charge of training therapists to ensure that they follow the exceptional standards that are demanded at Amanpulo. She develops close professional relationships with many high profile guests. She has many repeat customers who she has treated over the years and she is a crucial element for the stay of many of our highest repeat guests.



Sapitan, Napoleon C.
Housekeeping Supervisor
— *Crowne Plaza Manila Galleria*



Since the opening of Crowne Plaza Manila Galleria back in 2005, Napoleon has made it his personal advocacy to coach his subordinates to new knowledge and skills for their professional success. Napoleon keeps a professional yet fatherly relationship to his co-workers. He always imparts his knowledge and values to his subordinates.

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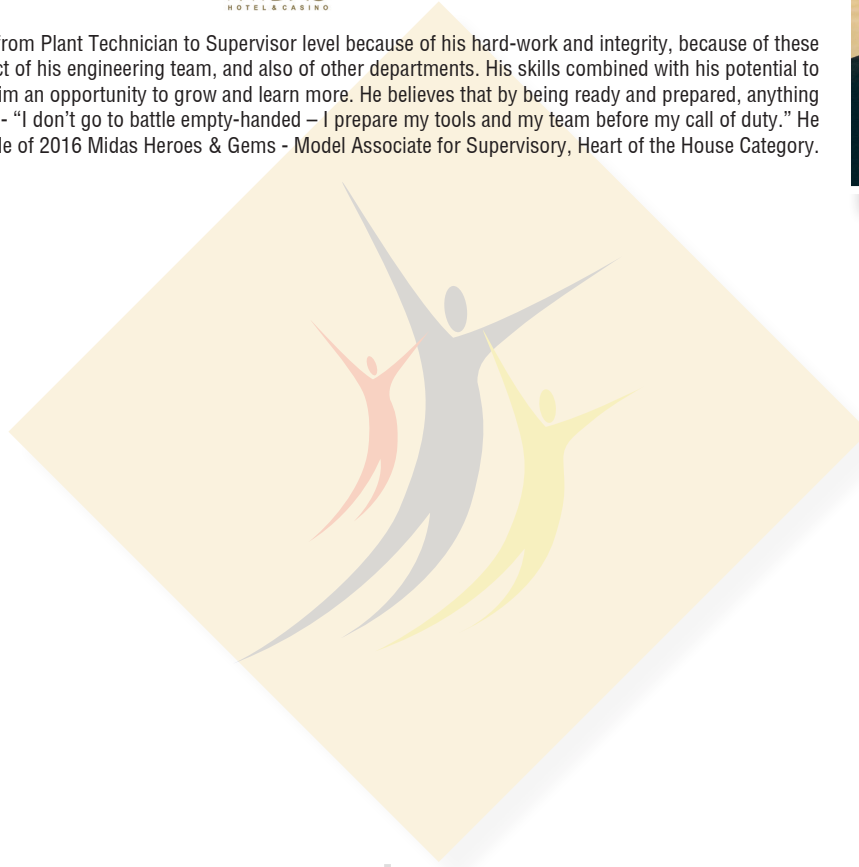
Supervisor



Sunga, Virgilio D.
Maintenance Supervisor
— *Midas Hotel and Casino*



Virgilio or Boy rose from Plant Technician to Supervisor level because of his hard-work and integrity, because of these traits he gained respect of his engineering team, and also of other departments. His skills combined with his potential to lead people provided him an opportunity to grow and learn more. He believes that by being ready and prepared, anything is possible, Boy said - "I don't go to battle empty-handed - I prepare my tools and my team before my call of duty." He won the title of 2016 Midas Heroes & Gems - Model Associate for Supervisory, Heart of the House Category.



22nd Mabuhay Awards

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Supervisor



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Supervisor



GOTIDOC, Nancy R.

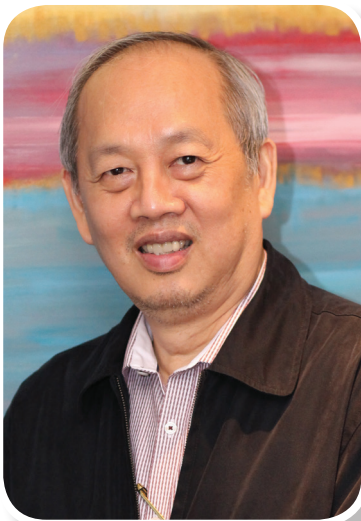
President, Philippine Society for Training and Development (PSTD)

- The Head of Talent Management and Executive Development and the Deputy HR Business Partner of Customer Retail Services of Meralco.
- Her career and expertise are in the areas of Learning and Development, Talent Management and Leadership Succession, Organization Development and Transformation.
- A Certified Assessor of Center for Creative Leadership for their Benchmarks 360 and Certified in Coaching for Greater Effectiveness.

SAGAYSAY, Dr. Rowena P.

President, Council of Hotel and Restaurant Educators of the Philippines (COHREP)

- An academic consultant and administrator with over fifteen years' experience in educational management coupled with relevant experience in hospitality business operations.
- A quality management systems consultant
- Former Dean, National University, BSHRM Department
- Professor at the School of Business and Tourism Southville International School.
- Part-time Professor at St. Scholastica's College, Assumption College, and College of the Holy Spirit.



SERAPIO, FPM, CEC, Renato L.

*Vice President- Human Resources
FEU Manila*

Has more than 35 years experience in the Human Resources Management profession and has held various positions as an HR practitioner in various local and multinational companies.

- Consultant in Organization Development, Human Resources Management and Executive Coaching.
- People Management Association of the Phil (PMAP) Vice President 2004-2006 and Director 2014-2016
- Senior Vice President-Corporate Human Resources of Siemens, Inc. 1997-2008 where he was responsible for the overall Human Resource Management for Siemens Group of Companies in the Philippines.
- Served as Director of the Philippines Society for Training and Development 2001.
- In 1989, Human Resource Manager of YKK Zipper Philippines, Inc. and was also responsible for information systems development which involved activities in the design of an integrated information system and the evaluation of software and hardware requirements.
- In 1994, Vice President for Message Handling Services of EasyCall Philippines, Inc.
- Bachelor of Science in Industrial Management Engineering with a minor in Mechanical Engineering from the De La Salle University.
- Professional Designation in Systems Analysis from the University of California, Los Angeles.
- Fellow in Personnel Management in March 2002 by the Philippines Society of Fellows (PSOF) in Personnel Management.
- Certification as an Executive Coach in September 2008 from AIMS International.





Manager



Abundancia, Katrina P.

Sr. Sales Manager
— *Radisson Blu Cebu*



Katrina “Kat” Abundancia exemplifies the qualities of an outstanding Manager. She is hardworking, meticulous, generous and passionate. Her commitment to the success of the three Carlson Rezidor properties in the Philippines (Cebu, Davao and Clark) drove her to exceed her target of PHP 46 million in revenue, and achieve 103% in sales in 2016. Kat’s dedication to her work and to the hotel’s guests are constantly cited on Medallia (a customer satisfaction survey site), and by the hotel’s General Manager. Kat manages responsibilities by heart taking ownership of work challenges, and efficiently resolving guest concerns at her level.



Bisuña, Joanna G.

Revenue Director
— *The Bellevue Hotel Manila*



Annie possesses all the essential qualities of an effective Manager. Her expertise in her field, admirable ability to grasp situations to make good decisions and her unrelenting passion to teach make her a very reliable Revenue Director. She is a person of wit and positivity who generously shares her knowledge and expertise to help her staff perform at their best. Her presence brings confidence to her team as she can make the most complicated guest’s request appear light and trivial through her good judgment, communication skills and charisma.



PHILIPPINE PLAZA MANILA

Cruz, Annalyn A.

Room Reservations Manager
— *Sofitel Philippine Plaza Manila*



With almost 25 years in the hotel industry, Anne believes that working with empathy is more important than with great knowledge and skills. Even at the back of the house, Anne knows the great impact they have where service delivery to the clients is concerned. She believes that working with a heart and with commitment is the basic component to this. Anne’s long term goal is to impart her knowledge to future hoteliers (especially the millennials) as a way of paying it forward and continuous commitment to the industry.

Dela Cruz, Cindylane P.

Duty Manager
— *Midas Hotel and Casino*



Resilience is one of the so many words to describe Cindy, her strong-hold to courage and her values about selfless service made her invulnerable to hardships and difficulties in her job. According to Cindy – “Because of hardships, I almost gave up, but my heart is telling me otherwise – because being of service to others makes me happy.” These inspiring words is a potential wake-up call to other members of the team that whenever there are hardships, we just need to look inside our heart and find happiness in what we do, then this will make us become stronger. She won the title of 2016 Midas Heroes & Gems - Model Associate for Managerial, Front of the House Category.

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Manager



De Los Reyes, Nathaniel Jo E.
Sales Manager - Event Booking Center
— *Marriott Hotel Manila*



A specialist in strategic planning and event management, Neil has the ability to identify unique client needs and tailor product offering, re-frame strategy, and grow new markets. He is strong in building customer interactions into actionable insights with established techniques, capitalizing on creativity to achieve targets despite timelines and budgets. As such, he has contributed 78% significant growth in catering/banquet revenue since January 2017.

Focused on developing team skills and confidence, manages his time efficiently, demonstrates professionalism and is always conscientious about the quality of his work.



Enriquez, Eric S.
Duty Manager
— *Century Park Hotel Manila*



ERIC's core competencies where he excels are his quality decision-making and problem solving ability. Customer relation is his #1 job; he excels at this too. As the Duty Manager, his integrity is vital; he is entrusted with information and instructions that are sometimes on a need to know basis only. He is worthy of the trust Management has bestowed on him.



GREEN SUN

Flores, Jo-ann D.
Rooms Division Manager
— *Green Sun Hotel*



Being hospitable is innate to Jo-Ann, the kind that reflects a service that does not ask something in return. A service that is simply unconditional - genuine service with a heart. A leader, a mentor and a friend – she always find ways to go above and beyond the call of duty to help her team and peers. Despite her youth, Jo-Ann has shown a tenacity that is uncommonly seen in today's workplace. She speaks her mind and is ready with suggestions that will benefit the company. She has displayed wisdom in choosing when to simply listen and follow directions but able to speak with her immediate superior with mutual respect. A trait that is crucial for executing tasks in the organization. She is a warrior who accepts duties and challenges and remarkably overcomes and conquers it. An outstanding pioneer of the hotel, she has made an immense contribution in our growth and success and still shows fervent desire to continuously improve her skills and finds ways to create a positive impact to the business.



Ladac, Jose P.
Head, Engineering Dept
— *The Ascott Limited*



An Engineer, a leader, a mentor, and a friend. Totie, as he is fondly called, is a key member of Somerset Alabang Manila Pre-opening Team. With his excellence, hardwork and dedication, he managed to complete all requirements for both Engineering and Security Department. These accomplishments significantly contributed to Somerset Alabang Manila being awarded as the 2016 Best Pre-opening Property in Ascott Group worldwide.

As a Manager, he leads by example, and always strives for the best. He also involves himself in guest relations and other activities that will enhance every resident's experience. He takes the customer feedback mechanism seriously and can be counted on to decide swiftly and judiciously on matters concerning the guests' experience. With his efforts and contributions, Somerset Alabang Manila is now #1 in Customer Service among 7 Ascott properties in the country, and is also the leader among the property's competitors in the South.





Manager



Martin, Roy B.
General Manager
— *Microtel Baguio*



Roy B. Martin contributed significantly to the improved overall business performance of the 3 hotels under his leadership by maintaining high occupancy levels in Microtel Cabanatuan & Tarlac, and ending Microtel Baguio's 2016 occupancy at 80%. Due to the consistent high occupancy of Microtel Baguio over the past years, the owners decided to expand the hotel from 60 to 92 rooms to accommodate increased demand.

In 2016 Roy received his CHA (Certified Hotel Administrator) designation from the American Hotel & Lodging Educational Institute, one of only 16 hoteliers in the Philippines to have that distinction. He is also currently a Board of Director of the Tourism Infrastructure and Enterprise Zone Authority (TIEZA).

Roy is well-loved and respected by his peers and subordinates, because of his great dedication and passion to the hospitality industry. Many people are inspired by his drive to succeed - starting as a Houseman, Florist Assistant and over the years moved up the ladder until he assumed the General Manager position.

Product and service quality under his leadership are exceptional. TripAdvisor has recognized Microtel Baguio for 7 consecutive years earning them the TripAdvisor Certificate of Excellence (2012-2017), TripAdvisor Hall of Fame Award 2015, and several other recognitions from Booking.com.



Monzones, Crystal Kathleen M.
Asst Front Office Manager
— *Novotel Manila Araneta Center*



"Committed in making everyone feel welcome and valued, Crystal ensures that each guest is engaged and assisted with care regardless of the social status. She exemplifies nurturing and enabling leadership. She is visible on the floor and tirelessly encourages her team to exceed expectations and raise the bar. She believes in discipline and consistency as keys to be an effective leader. Her recent appointment as TESDA Trainer and Assessor, she hopes to inspire and train aspiring hoteliers especially those who have no means to study in a formal school."

Quimson, Ronnie Rey O.
Health Club Manager
— *AG New World Manila Bay Hotel*



Ronnie is an inspiration to his team and others as he started as a casual employee then eventually rose from the ranks to head his department. Though not a hotelier by profession, his enthusiasm to continuously learn more about our industry contributes to his enduring success story. A leader who is both humble and optimistic; he is always the first one to respond in resolving challenges, emergencies, and guest complaints. Being first and foremost a fitness guru, Ronnie takes charge to improve our fitness centre operations by introducing promotions and enhancements to our equipment making it a consistent revenue generating department. He has the advocacy to personally monitor the physical training and health of guests, gym members, and fellow colleagues particularly our management team. He believes in training and developing his own people to strengthen the succession planning in his team. A very likeable person in our company, he is known to be approachable and dependable even among the other departments.



Quindoy, Jacqueline V.
Asst FO Manager
— *Hyatt City of Dreams Manila*



Jacq, as we call her, is very "motherly" to the team. They hold her in high regard and with respect. Everyone approaches her with ease. To understand her team better, she takes time to check on them, be it for work or short personal informal chats, which her colleagues really appreciate. For Jacq, communication and training are very important to ensure smooth operations. Her motherly nature is demonstrated not only to her colleagues but also to guests. Guest commendations often mention how she took care of families and kids. Her engagements with them made them feel like family which made them love the hotel more.

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Manager



Reyes, Marcela M.
Purchasing Manager
— *Crowne Plaza Manila Galleria*



As a Purchasing Manager, Marcy's most important contribution can be listed as effectively haggling and winning negotiations to secure savings for the company. As a leader, she promotes the concept of "One Team, One Family" and helps her staff grow their career and level up. Ms. Reyes was a recipient of the 2016 IHG Brand Hearted Award - a recognition given to finance and support group. She was also bestowed as the Centennial Outstanding Alumna last March 2013 by Pasig Catholic College. During 2013, she was awarded as Crowne Plaza Manila Galleria and Holiday Inn Manila Galleria's Manager of the year.



Talegon, Bonifacio M.
Executive Housekeeper - Public Area
— *City of Dreams Manila*



Bonn is a selfless person. He lives and breathes hospitality and service. He is effortless and generous in giving world-class hospitality and service from the heart to anyone he encounters. He gets along well with everyone regardless of position or rank. He practices fairness among his subordinates – favoritism is not in his vocabulary and he never tolerates repetitive mistakes. He is a man of action and always looks for a possible solution for every issue rather than pass on the blame. The best testament of his being a hotelier is when he was announced as the grand winner of COD Manila's 2017 The President's Award – Heart of the House Managerial category.



Philbert G. Togle
Security Manager
— *Diamond Hotel Philippines*



Philbert has weathered 25 years in the hotel in various capacities prior to becoming the head of Security. As a former Head Concierge and Duty Manager, he embodies the principles of Hospitality and Service, balancing the same with Security mentality. He believes that securing guests actually is a direct way of showing care for their welfare. For several important events in the hotel, Philbert and his team played significant roles in the successful securing of foreign delegations alongside with the various branches of government. His skills in coordinating security operations guaranteed the Heads of States' complete safety from any harm or possible untoward incidents. Management has always openly expressed their appreciation for his excellent work especially during critical and highly sensitive international events such as the 2017 ASEAN Ministerial Summit and ASEAN Leader's Summit, 2015 APEC and Papal Visit.





Manager



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Manager



CECILIA, Ernie O.

HR Consultant and Former PMAP President

- Has 42 years of experience and training in human resources management and consulting. He has held key HR posts in United Laboratories, Inc., Caltex (Philippines), Inc., and San Miguel Corporation, from 1975 to 2000. He went into full-time consulting practice in 2001
- Executive Director, People Management Association of the Philippines (PMAP) in 2013.
- President, PMAP 1999.
- Chairs the Human Capital Committee of the American Chamber of Commerce of the Philippines (AMCHAM)
- Co-Chairman of the Technical Working Group (TWG) on Labor Policy and Issues of the Employers Confederation of the Philippines (ECOP).
- Regular columnist of the Philippine Daily Inquirer, the AMCHAM Business Journal, and the People Manager.
- Author of six books and 400 articles.
- PMAP Awardee Diplomat in People Management (DPM), "Best Newspaper Columnist of the Year" in 2011 and 2012 for his Sunday Inquirer column.
- Faculty at PMAP's Center for Human Resources Management (CHRM), and the graduate school of UST, the Jose Rizal University and the Lyceum of the Philippines University, and UP- SOLAIR
- President and CEO of EC Business Solutions and Career Center, a human resource consulting firm.

TORRE, Chona Concepcion L. **Senior Vice President for Human Capital Group, Golden Arches Development Corporation (McDonald's Philippines)**

- Has 34 years of McDonald's experience starting as crew when she was still studying Hotel and Restaurant Administration at the University of the Philippines, Diliman. Leads the People Strategy that drives business results for McDonald's Philippines.
- Chona's Human Resources experience includes working at the McDonald's Corporation headquarters in Oak Brook, Illinois, USA for 6 years.
- She was the Director for the Middle East and Southeast Asian countries.
- She is an accredited Situational Leadership facilitator from the Blanchard Headquarters in San Diego, California.
- A member of the Board of Trustees of the 2017 People Management Association of the Philippines (PMAP).
- Led the joint Assessment with DOLE. McDonald's was awarded the Certificate of Compliance on General Labor Standards and Occupational Safety & Health Standards. The first in the Quick Service Restaurant Industry.
- Founding member of HR Foodlink - an organization of HR professionals in the Quick Service Restaurant industry



YU, Merril F.

**International Hotelier, Mentor, Motivator, Talent Developer
Board Director, LBP Service Corporation**

- Mabuhay Awards Gold Awardee 2013.
- Board Director, LBP Service Corporation
- CEO, Y & S 1847, a total hospitality and organizational solutions company
- An international hotelier learned and honed his craft with leading hotel brands such as: Four Seasons Hotels, The Peninsula Group, MGM to name a few. Senior roles including VP Hotels, Exec Director, General Manager and Resident Manager in San Francisco, Auckland, Jakarta, Hong Kong, Shanghai, Kota Kinabalu, Las Vegas, Xiamen and Manila.
- From 2004 to 2007, developed, opened and managed China's biggest hotel, Xianglu GRAND Xiamen with 1,525 guestrooms.
- In 2007, led Philippine's largest conglomerate, SM Group's entry into hotels, convention centers and gaming as Senior VP, SM Investment Corporation; in 2008 as President for SM Hotels and in 2009, Executive VP of SM Hotels & Entertainment.
- In 2010, conceptualized, pre-opened and managed Hullett House, Hong Kong which won Travel & Leisure's 21st Best New Hotel in the World and awarded 1 star Michelin.
- Craft Trainer Awardee from Hotel & Catering, UK, National Register of on-the-job trainers for New Zealand Hotel & Catering Industry Training Board.
- Popular speaker for companies & schools -
- Since 2010, Merril has given insight by talks, seminars and programs to over 7000 professionals, professors and students in Manila, Cebu, Hong Kong and Singapore.
- Graduate of Choate, Duke University and AIM's Executive Program in Advanced Marketing Management





2017 AHRM

DIRECTORS



Judith Imperial
AHRM PRESIDENT
Executive Director, The Cravings Group



MARIAN BARNES
AHRM VICE-PRESIDENT
Director for Talent & Culture
Sofitel Philippine Plaza



ANGELINA BLANCO
AHRM SECRETARY
Dean
Asian School of Hospitality Arts (ASHA)



ARLYN ALIÑO
AHRM TREASURER
Human Resources Director
Island Cove Resort And Leisure Park



MYRNA REYES
AHRM AUDITOR
Director of Human Resources
Lyceum University of the Philippines



FERLILIAN LEYSON
AHRM PRO
Human Resources Manager
AIM Conference Center



ANDRE ALIP
AHRM DIRECTOR
VP - Human Resources
Manila Ocean Park & Hotel H₂O





Organizing Committee

Mabuhay Awards 2017



Overall Chairman — **PHILIP BARNES**, General Manager, Ascott Makati, Somerset Millennium Makati, and Somerset Alabang Manila

Director – In- Charge — **JUDITH IMPERIAL** - Executive Director, The Cravings Group

Screening — **ANGELINA BLANCO** - Dean, Asian School of Hospitality Arts

Programme — **MARIAN VILLAR-BARNES** - Director for Human Resources, Sofitel Phil Plaza

Ways and Means — **ARLYN ALIÑO** - HR Director, Island Cove and Leisure Park
— **ANDRE ALIP** - Vice President for Corporate Human Resources, Manila Ocean Park and Hotel H₂O

Souvenir Programme — **JUDITH IMPERIAL** - Executive Director, The Cravings Group
ANGELINA BLANCO - Dean, Asian School of Hospitality Arts

Registration and Invitation — **KATRINA RULONA** - HR Manager, Novotel Manila Araneta Center

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1978 - 2017

- Judith Imperial** — The Cravings Group
Andre Alip — Manila Ocean Park & Hotel H₂O
Vic Alcuaz — NARRA Hospitality, Inc.
Rosa Manalo — Pan Pacific Manila
Connie Velasco — InterContinental Manila
Choy Baltazar — Dusit Thani Manila
Anabelle Ochoa — The Cravings Group
Vic Alcuaz — Hospitality Headhunter, Trainer and Consultant
Tony Fontanilla — Century Park Hotel
Vanessa Suatengco — The Manila Hotel
Merce Santos — Westin Philippine Plaza
Lettie Delarmente — Hotel Nikko Manila Garden
Gee Mayuga — InterContinental Manila
Vic Alcuaz — Hyatt Regency Manila
Rene Sarmiento — The Peninsula Manila
Bernardo Corpuz — The Manila Hotel
Ester Garcia — Westin Philippine Plaza
Senecio Ayong — Holiday Inn Manila
Rene Calleja — Sarkies Tours

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August Meeting – Marriot Hotel Manila



The Venerables Atty. Tony Fontanilla and Geuel Auste going strong.



AHRM Meeting at the Sofitel Philippine Plaza Manila
January 2017





AHRM Cebu Chapter members during their 2016 Christmas party gathering with Colleen Barcelona, AHRM Cebu President (3rd from left) and Mr. Bobot Coday (2nd from right, second row), AHRM Cebu Immediate Past President.



AHRM Cebu Chapter 33rd GMM with speaker and AHRM member Atty. Manolette Fel E. Dinsay (6th from left, 2nd row) who talked about D. O. 174 (updates on ENDO)



Induction of 2017-2018 AHRM Officers held at Seda Abreeza, with President Randy G. Ibot of ALU HOTEL



AHRM Davao Officers with Vic Alcuaz and Angie Blanco at Microtel by Wyndham Davao.





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AUG Meeting –
Marriot Hotel
Manila



Oath Taking of New Members Midas Hotel, Crimson Hotel, Bizu, Green Sun Hotel





Corporate | Lifetime | Individual

Acuatico Beach Resort & Hotel
 AIM Conference Center
 Amanpulo Resort
 Anya Hospitality
 ASHA Asian School of Hospitality Arts
 Ascott Makati and Ascott BGC Manila
 Astoria Plaza Hotel
 AyalaLand Hotel and Resorts Corporation
 The Bayleaf Hotel
 Bellevue Hotel Manila
 Bizu Patisserie
 The Cravings Group
 Century Park Hotel Manila
 Costa Pacifica Resort Baler
 Crimson Hotel Manila
 Crowne Plaza Manila Galleria
 Holiday Inn Manila Galleria
 Diamond Hotel Philippines
 De La Salle College of Saint Benilde
 Dusit Thani Manila
 Dusit Hospitality Management College Manila
 Emilio Aguinaldo College
 El Nido Resorts
 Fairmont Raffles Hotel Makati
 FEU Manila
 Fraser Place Manila
 Heritage Hotel Manila
 Holiday Inn Makati
 Hotel H2O & Manila Ocean Park
 Island Cove Hotel & Leisure Park
 Linden Suites
 Luxent Hotel
 Lyceum of the Philippines University
 Lyceum of the Philippines Cavite
 Manila Hotel
 Marco Polo Hotel Manila
 Marriott Hotel Manila
 Manila Polo Club
 Microtel Inns and Suites
 Midas Hotel and Casino
 One Pacific Place Hotel Makati
 New World Hotel Makati
 New World Hotel Manila Bay
 Novotel Manila Araneta Center
 Pan Pacific Manila
 Philippine International Convention Center (PICC)
 Punlaan School
 Raintree Hospitality Group
 Rockwell Hotels
 Seda Hotel BGC
 Sofitel Philippine Plaza Manila
 Southville International School Affiliated with Foreign Universities
 Southville International School & Colleges
 The Picasso Boutique serviced Residences
 University of Sto. Tomas (UST)
 Vivere Hotel and Resort
 Waterfront Manila Pavilion Hotel and Casino

Lifetime Members

Vic Alcuaz
 Rollie Estrada †
 Anabelle Ochoa
 Angie Blanco
 Antonio Fontanilla
 Geuel Auste

Individual Members

Charlie Garcia
 Claire Delarmente
 Yollie dela Cruz

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Honorary Members

Ed Valenciano — Mabuhay Gold Awardee, 2003

Vanessa Suatenco — GM, Diamond Hotel Philippines, Mabuhay Gold Awardee, 2008

Lettie Delarmente — Mabuhay Gold Awardee, 2010

Cebu Chapter

Abaseria Deli & Café
ACT
Adventure Café
Alpa City Suites
Banilad Center for Professional Development
Be Resorts
Benedicto College
Bluewater Maribago Beach Resort
Cebu City Marriot Hotel
Cebu Grand Hotel
Cebu White Sands Resort & Spa
Costabella Tropical Beach Resort
Crimson Resort & Spa Mactan
Golden Prince Hotel
Harolds Hotel

Jpark Island Resort & Waterpark
Laguna Group of Companies
Marco Polo Hotel
Moevenpick Resort and Spa
Montebello Villa Hotel
Plantation Bay Resort & Spa
Quest Hotel & Conference Center-Cebu
San Remigio Beach Club
Sarrosa International Hotel
Southwestern University
The Mayflower Inn
University of San Carlos
University of the Philippines
Waterfront Airport Hotel
Waterfront Cebu City Hotel & Casino

Davao Chapter

Alu Hotel
Big 8 Corporate Hotel, Tagum City
Banana Beach (Hijo Resources Corporation) – Tagum City
Camp Holiday Resort And Recreation Area – Island Garden City of Samal
Jade Dragon's Suite
Microtel By Wyndham Davao
Park Inn By Radisson
Seda Abreeza Hotel (Southcrest Hotel Ventures, Inc.)
The Pinnacle Hotel And Suites
The Ritz Hotel At Garden Oases
The Royal Mandaya Hotel
Waterfront Insular Hotel Davao (Davao Insular Hotel Company)
Leandro's Catering Services
Joji Ilagan Career Center Foundation, Inc.
Mary Mediatrix of All Graces Academy, Inc., Davao Del Sur
Mindtech – Tagum City
Northlink Technological College, Panabo City
Philippine Women's College
St. Mary's College of Tagum
STI – Tagum
University of Mindanao – Matina Campus
University of Mindanao – Tagum City

