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Umkh Ahi Sabaya

Persatuan Pengurusan Kompleks (PPK) Malaysia

newsnetwork

Newsletter of the Malaysian Association for Shopping and Flighter Complex Management



PRESIDENT'S MESSAGE



Dear Members

The next few months and year ahead will see more challenges and demands in our industry especially when shopping is not seen as the main priority for expenditure but PPK Malaysia is striding ahead with the CASC Conference in October 2008, themed very appropriately ASIAN SHOPPING CENTRES, CHALLENGES AHEAD. Yes, we have taken up

the challenge of organising the regional conference this year and are proud to have already confirmed a whole team of prominent industry players as our speakers and panelists – industry players and experts in their field who will share their experiences with us and perhaps, indicate the new directions of development. To All members and those involved in shopping, we look forward to your close support to attend the Conference and make it a success especially when it is now held on the home front, so do look out for details in our marketing brochures.

Whilst we are all here to make shopping work, we must be mindful of current fueling inflation and spiraling costs which have an impact on global economy across the board. Now is the time for all of us in the shopping industry to think of new ways to evolve in order to meet the challenges ahead of us - as there will most certainly be a change in the needs and expectations of consumer spending habits and we need to be sensitive and alert to react to the current scenario. Just look upon the present situation as an opportunity to develop new ideas and create angles to entice shoppers and adjust ourselves to new demands and challenges in the workplace – so now, who says the shopping industry is not an exciting and challenging business ?!

The sale period is also now back in town ! We are sure shoppers around town and throughout the country are looking forward to the big sale event of the year, Malaysia Mega Sale Carnival 2008 which promises to give a much needed impetus to perk up shopping centres.

We will see evolution in revolution and together we will surely make it work !

Warmest regards,

JOYCE YAP

President

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OUR MINISTERIAL VISITS

Visit by Minister of Tourism, 1 April 2008

With the dawning of the new political scenario since March 2008, the new Minister of Tourism, YB Datuk Seri Azalina Othman Said paid a visit to PPK's humble office in Damansara Intan. Our Advisors, YBhg Dato CK Teo and President, Ms Joyce Yap plus others briefed the Minister on PPK's role in the shopping industry and got to know senior officials over lunch. We do look forward to a closer relationship especially since shopping has steadily become a more prominent component of tourist expenditures, steadily growing from 25.7% to 26.6 % for 2006 and 2007 respectively.



← PPK is the voice for the shopping industry in Malaysia !!! explained Joyce.

← Lunch on talk.

← L to R: Kung Suan Ai, Committee Member; Evelyn Lee, Joyce Yap, YB Datuk Seri Azalina Othman Said, Tourism Minister; YBhg Dato CK Teo, Advisor; Chow Heng Wah, Treasurer; MK Foonng, Vice President. !

Meeting with the Minister of Housing and Local Government, 22 May 2008

Our Advisors and Exco also paid a courtesy visit to the newly appointed Minister of Housing and Local Government, YB Datuk Seri Ong Ka Chuan at his office where current issues of the shopping and property industry were explained to him.



← L to R: HC Chuan, Vice President; VV Ngeow, Advisor; YB Datuk Seri Ong Ka Chuan, Richard Chan, Advisor; Vincent Chong, Committee Member and Evelyn Lo.

CURRENT ISSUES

Valuers, Appraisers and Estate Agents Act 1981/Building and Common Property (Management and Maintenance) Act 2007

Vis-a-vis both the above legislation affecting practitioners in our industry, members who are not still not aware of recent developments are requested to refer to a series of articles in the media since April 2008 to date; these self-explanatory articles have been made available on our website, so log on to get the latest in the on-going saga ~~~~

Study on CCTV Link at Bandar Sunway, 28 April 2008

As members may be aware, the Ministry of Housing and Local Government (MOHLG) has informed shopping centres of the need to connect the CCTV systems in shopping centres to police headquarters with the purpose of better police response in the event of any incidents. Whilst to date various technicalities have yet to be resolved, MOHLG officials visited Sunway Pyramid Shopping Mall, Bandar Sunway recently and observed that the police station has a central monitoring system with external cameras installed at the roads and public areas of Bandar Sunway under their 'safe city' concept.



HAPPENINGS

PPK SUPERSTAR KARAOKE 2008

◀ Waiting in the wings
 ▶ With a team name like 'Sure Win', Lowell belts out a winning Chinese love song
 ▶ Guest performer by recording artiste and music composer, Mr Cheng Lee (also our one of our judges)
 ▶ PPK's superstars (L to R): Raja Satriu, Mohd Zairi, Nelly Goo, Mohd Zahrudin, Cheng Lee, Lovell Ho, Joyce Yap, Doreena Chew and Tan Jin King.

Held on 27 March 2008, the above saw singers, members and supporters converging at GSC Pavilion KL for an enjoyable sing-out. A total of 14 'wannabe-superstars' took up the musical challenge with a repertoire of English, Malay and Chinese songs with the Challenge Trophy being awarded to Team "Sure Win" (any coincidence ?) from Pavilion KL ~ sure looks like we have our in-house performers all ready for future annual dinners, yes?!

23rd AGM: 29 March 2008

Our very own PPK elections saw the majority of Exco and committee members being re-elected back into office - well done for a good job during the last term! Well, there should never a lull period in malls and with already more than 200 meetings under our belt during last year, we are looking forward to even more busy and exciting times ahead?!



▶ Committee Members (including current and former): Seated L to R are Stanley Kok, Secretary; MK Fong, VP 1; Joyce Yap, President; HC Chan, VP2; HW Chow, Treasurer; Kung Suan Ai, Asst. Secretary and Jenny Chan, Southern Region Representative.

▶ A meeting of old pals (L to R): Joyce Yap, Eva Hew, Agnes Tan and Mimi Chang
 ▶ L to R: Josephine Lim and Winnie Sam sharing a sweet smile with everyone
 ▶ Goh Aik Liang stressing a point - an AGM deal with serious business, too!

▶ Our own superstar testing out the mike (Lowell Ho)
 ▶ The funny man in colourful costume
 ▶ Pretty belles make a pretty picture
 ▶ The night owls painting the town
 ▶ Street performers strutting their stuff

MALAYSIA GP SALE: 1-30 March 2008

Shoppers who stayed up late on 21 March 2008 for late night discounts during the recent Malaysia GP Sale at Berjaya Times Square KL and Pavilion KL were rewarded by Starbucks voucher redemptions sponsored by Shopping Malaysia Secretariat. All present were entertained by myriad activities, from buskers, R & B mystique dancers to diabolo shows so it was fun, fun, fun all night long!

SEMINARS, CONFERENCES & EVENTS

CASC Conference 2008
Asian Shopping Centres, Challenges Ahead
 29-31 October 2008 at OneWorld Hotel,
 Bandar Utama, Petaling Jaya

How will shopping centres survive and thrive in the face of rising costs in Asia and globally ?

Themed **Asian Shopping Centres, Challenges Ahead**, we are working very hard right now, assembling a veritable group of respected and well-experienced speakers for the October conference from countries like India, Thailand, Philippines, Indonesia, Singapore, China and hopefully, even USA.

Challenging times are certainly ahead in Malaysia and most parts of Asia, with fuelling inflation and other circumstances; the scenario will see a scramble towards re-invention and re-positioning where the work place will become even more demanding Explore this and more in the conference programme which covers 2-days of information sharing by speakers followed by a 1-day visit to prominent shopping centres in the Klang Valley.

Do look out for our announcements, so don't be late and let's make it a date !

SHOP, EAT AND REJUVENATE!

Everything will go superbly well if shoppers just do that at the **MALAYSIA MEGA SALE CARNIVAL now running from 5 July to 1 September 2008!** From retail merchandise to F & B outlets to a relaxing experience at the spa or lounge – what else can shoppers ask for? The Shopping Malaysia Secretariat has certainly planned an overall sale ambience for shoppers, with simultaneous launches at 5 malls, beginning from Sunway Pyramid, 1 Utama, Mid Valley Megamall/The Gardens to Berjaya Times Square and culminating at Pavilion KL. Look out for mall walkabouts, tourist privilege cards, exciting contests, performances and discounts galore!



▲ Josee Teo, with guest of honour, Yng Cho Neo, Honourable Deputy Director General, Ministry of Tourism and Arts, and the Managing Director of MACEDS Malaysian Association of Convention and Exhibition Organisers and Suppliers (MACEDS) at the Annual Dinner of MACEDS Malaysian Association of Convention and Exhibition Organisers and Suppliers on 29 April 2008.



IALOGUE WITH TNB

▲ Found after an exciting lunch, round 1 to the H.C. Chan, VP 2, Joyce Yee, President, and Aze Abd Rafeed, Chief Engineer (E1) and M&E Group, VP 1.

PPK was invited by Tenaga Nasional Bhd (TNB) for a dialogue on 17 June 2008 to discuss the current scenario of ever-rising fuel costs and impending increase in electricity tariffs. Further to our recent survey on same, and together our affiliate, Associated Chinese Chamber of Commerce and Industry Malaysia (ACCIM), we will be submitting a joint memorandum to the authorities proposing mitigating measures for our industry...

Certification Course in Shopping and Highrise Complex Management:

April 2008 at Sunway Pyramid Convention Centre, Petaling Jaya

↔ **Marketing and Leasing** ↔ **Administration, Finance and Human Resource** ↔ **Operations and Maintenance**

With continuing good response from shopping centre and highrise personnel, it would really seem that our certification sessions conducted since 2002 are on the right track to producing better trained and educated personnel in shopping centres! Well, as human resource is a much valued asset in just about all industries, it is our aspiration to nurture and encourage the up-and-coming generation to enter our industry and continue to contribute towards the progress and development of shopping centres; so to all participants, if shopping is your passion, continue being in fashion!

NEXT sessions commencing soon at JW Marriott Kuala Lumpur ~

- Mon 4 August – Tues 5 August 2008: Marketing & Leasing, Parts 1 & 2
- Wed. 6 August 2008: Administration, Finance & Human Resource, Parts 1 & 2
- Thurs. 7 August – Fri 8 August 2008 : Operations & Maintenance, Parts 1 & 2

For more details, do call our Secretariat at 03-77276202 or access our website: pckm.org.my

↔ **Part 2 Marketing & Leasing** ↔ **Overwhelming response from Part 1 Marketing & Leasing**



↔ **Part 1 Operator's module participants overwhelmed, as usual!**

↔ **The Part 2 Co-creation de-hands**

↔ **The user-friendly car park**

↔ **At the operators' site visit - yes, the pipes are really so huge!**

↔ **Many heads make the project work!**

Security & Safety Seminar, 25-26 June 2008 @ Cititel Hotel, Mid Valley City, Kuala Lumpur

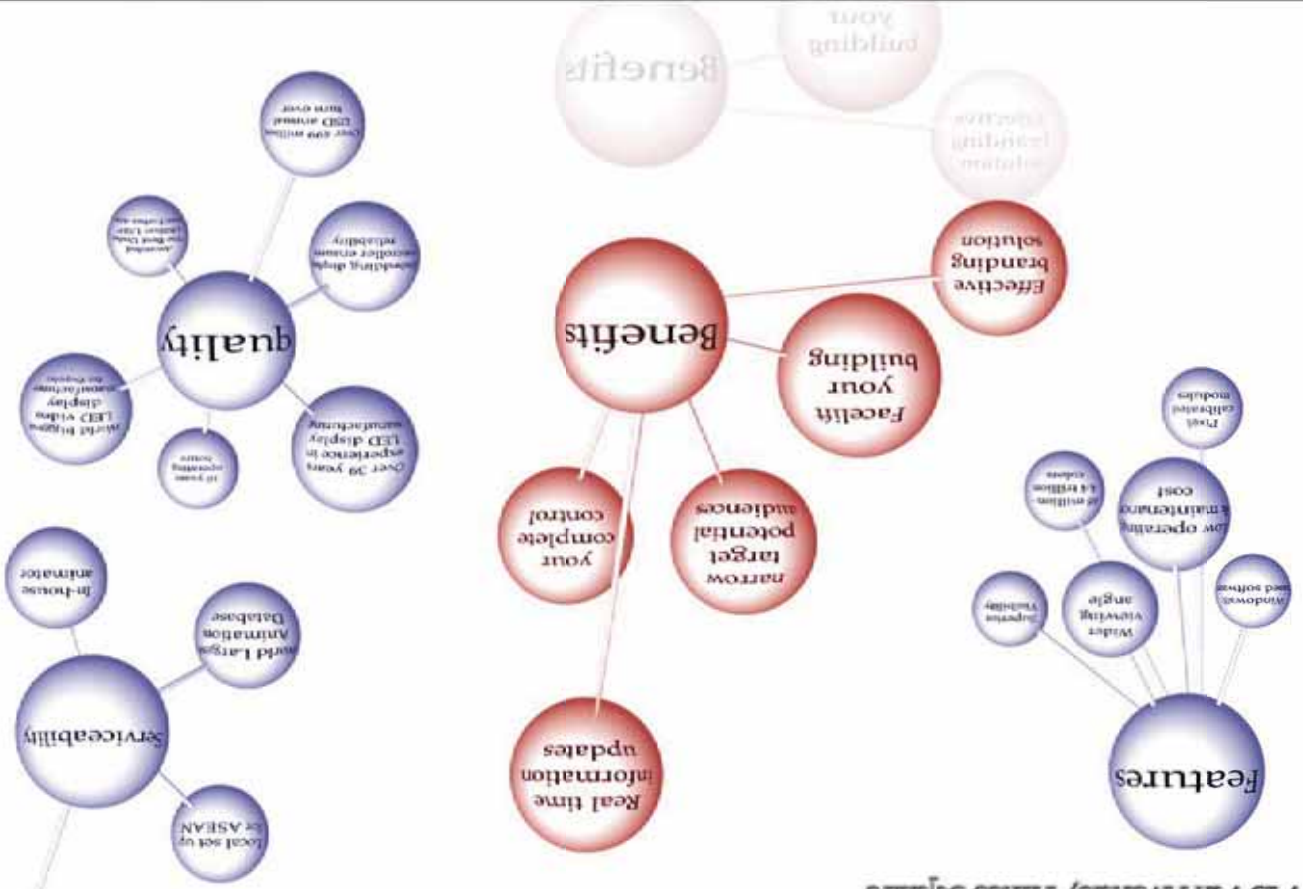
Striding ahead with the annual training seminar, the recent session saw an attendance of 40 security and safety personnel picking up tips from our long-time in-house security and safety personnel plus other trainers. As all the participants will tell you, it is indeed a golden opportunity to glean first-hand learning experience from these well respected and well-learned hands-on practitioners!



↔ **One of our Trainers, Zahirun Adlin b Zainal Abidin, Mid Valley City Security Manager (Operations) Support Association (Medical Emergency Medical Support Association) demonstrates how to help a choking victim**
↔ **Seven Wong from MBRSA**
↔ **Security Manager (Operations) Support Association (Medical Emergency Medical Support Association) demonstrates how to help a choking victim**
↔ **On target, the fun was good!**



↔ **ALL trainees feeling secure and safe!**



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- IOI Mart
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- Council of Asian Shopping Centres (CASC)

CAM	Certified Administration Manager
CMM	Certified Marketing Manager
COM	Certified Operations Manager
CCM	Certified Complex Manager

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- International Council of Shopping Centres (ICSC)
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- Pearl Point Shopping Mall
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- Subang Parade
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- Sunway Carnival Mall
- Sunway Pyramid
- Suria KLCC
- Terminal One Shopping Mall
- The Gardens
- The Mall
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