

NEWSTERNER

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A New Era for Malaysian Hospitality

Building on last year's achievements, MAH remains dedicated to enhancing guest experiences, driving operational excellence, and positioning Malaysia as a premier global travel destination.

This year, MAH will focus on fostering meaningful collaborations, introducing forward-thinking initiatives, and championing sustainability to address the evolving needs of the global hospitality landscape. With Visit Malaysia 2026 on the horizon, the opportunities ahead promise transformative growth for the industry.

Let's work together to create memorable experiences, achieve meaningful progress, and showcase the essence of Malaysian hospitality. Here's to an inspiring and successful 2025!





MAH Celebrates 50 Years of Excellence

The Malaysian Association of Hotels (MAH) commemorated its 50th anniversary with a series of significant events throughout 2024.

- MAH 50th Anniversary Gala Dinner & Awards Night 2024
- MAH Domestic Tourism Fair Series & Bazaar Jom Cuti-Cuti Malaysia
- Hospitality Leadership Conference 2.0
- MAH 50th Anniversary Run @ Port Dickson



MAH participated in the ASEAN Tourism Forum (ATF) 2025 in Johor, supporting Malaysia's ASEAN Chairmanship. Hosting a reception for ASEANTA and AHRA members, MAH fostered collaboration and dialogue. Committed to innovation and partnerships, MAH aims to elevate tourism standards and strengthen regional ties across the ASEAN hospitality industry.

Hotel TV Partner

Official Hotel Telco

Gold Partner

Silver Partner















Dear Readers,

Thank you for taking the time to read the inaugural edition of our new MAH newsletter. This initiative represents a key milestone in our commitment to fostering stronger communication and engagement within our vibrant community. We are thrilled to embark on this journey with you and aspire for this newsletter to become your trusted source for updates, insights, and inspiration in the editions ahead.



Reflecting on 2024: A Year of Milestones

The past year has been a truly remarkable one for MAH as we celebrated our 50th anniversary, marking half a century of advocacy and unwavering support for Malaysia's hospitality industry.

* A Year of Celebrations

To commemorate this milestone, we hosted a series of events and activities that brought our members together to celebrate and share in the success of our association. These occasions underscored the strength of our community and highlighted the legacy we have built together.

* A Meaningful Step Towards Sustainability

In June, MAH, in collaboration with SAIMATRIX Integrated and SGS Malaysia, launched the ESG Certification for Hotels and Resorts. Approved and supported by the Ministry of Tourism, Arts and Culture (MOTAC), this initiative is a pivotal step towards sustainability within the hospitality sector. Designed to align with the government's 2030 sustainability mandate, this certification equips hotels and resorts to meet evolving environmental standards and expectations.

★ Empowering Current and Future Hospitality Professionals

Throughout the year, MAH partnered with academic institutions to ensure aspiring hoteliers are well-prepared to meet industry demands. As Chair of HRD Corp's Sectorial Training Committee for Hospitality, MAH also unveiled the Industrial Skills Framework 2.0 (IndSF) for Hospitality. Building on its predecessor, this updated framework now encompasses:

- 61 job roles
- 48 certification programmes
- 378 specialised skills

This expanded scope provides a valuable resource for employees, employers, and training providers, driving professional development across the industry.



Gratitude and Looking Ahead

As we turn the page to 2025, we are deeply grateful to our members, whose unwavering support has been the foundation of our achievements. MAH's successes are your successes, and we thank you for standing with us throughout this journey.

The hospitality industry holds tremendous promise in the coming year. With Visit Malaysia 2026 on the horizon, 2025 presents a wealth of opportunities for growth and collaboration. Together, we can seize these prospects and make this year one of shared accomplishments, meaningful progress, and enduring excellence.

Let us move forward with renewed purpose and determination, united in shaping a brighter future for Malaysia's hospitality industry.



MAH At The Official Launch Of Visit Malaysia 2026 Campaign 6th January 2025

Visit Malaysia 2026 (VM2026) is a national initiative aimed at establishing Malaysia as a premier global tourism destination. Officially launched on 6th January 2025, the campaign unveiled its vibrant batik-patterned logo, the "Surreal Experiences" theme song, and its charming Malayan Sun Bear mascots, embodying the rich culture and biodiversity of the nation.

A key highlight of the launch was the recognition of the Malaysian Association of Hotels (MAH) as a strategic partner for VM2026, representing the hospitality sector. In this role, MAH is committed to:

- Utilising its extensive hotel network to bolster campaign initiatives.
- Upholding exceptional hospitality standards, reinforcing Malaysia's reputation for world-class service.
- Promoting Malaysia as a top-tier global tourism destination through innovative and collaborative efforts.

For hotels, VM2026 presents a valuable opportunity to boost occupancy, enhance international visibility, and contribute to a unified goal of showcasing Malaysia's unique appeal. As always, MAH is dedicated to working closely with MOTAC and other stakeholders to ensure the campaign's success and elevate Malaysia's position on the global tourism stage.



MAH At ASEAN Tourism Forum (ATF)2025 15th -16th January 2025

MAH participated in the ASEAN Tourism Forum (ATF) in Johor, in support of Malaysia's officially assuming the ASEAN Chairmanship for the year 2025. Founded in 1981, the ASEAN Tourism Forum (ATF) unites tourism ministers, government officials, industry leaders, and media from all ten ASEAN nations, under the theme "UNITY IN MOTION: SHAPING ASEAN'S TOURISM TOMORROW". While there, MAH also attended the launch of the ASEAN Travel Exchange (TRAVEX), a vital trade platform connecting buyers and sellers in the travel and hospitality sectors.

Beyond attending key sessions, MAH represented the Malaysian hospitality industry in high-level meetings with the ASEAN Hotel & Restaurant Association (AHRA), ASEAN Tourism Association (ASEANTA), and Malaysian Tourism Federation (MTF). These engagements reflect MAH's ongoing advocacy for collaboration and shared progress within the region.

To further strengthen ties within the ASEAN tourism community, MAH hosted a welcome reception for members of ASEANTA and AHRA. As the Treasurer of ASEANTA and the 2nd Vice President of AHRA, MAH leveraged this gathering to nurture relationships, encourage open dialogue, and facilitate collaboration. The dinner provided an invaluable platform for exchanging ideas and aligning efforts to elevate tourism and hospitality standards across ASEAN.

MAH remains steadfast in its commitment to advancing regional tourism, fostering innovation, and championing partnerships that contribute to a thriving and resilient ASEAN hospitality industry.









HONOURING OUR HISTORY, CELEBRATING OUR FUTURE

As we step into 2025, the Malaysian Association of Hotels (MAH) reflects with pride on the monumental celebrations of our golden anniversary in 2024. Marking five decades of dedication to Malaysia's hospitality industry, MAH has grown from humble beginnings into a cornerstone of the nation's tourism sector, proudly serving as Malaysia's official national hotel network.

The 50th-anniversary celebrations were filled with vibrant events and impactful initiatives, each underscoring our mission to act as the united voice of the industry. These efforts have strengthened our role in promoting, protecting, representing, and advancing the interests of our members while contributing to the continued growth of Malaysia's broader hospitality landscape.

As we move forward, MAH remains committed to building on this legacy of excellence, fostering innovation, and driving collaboration within the industry for years to come.

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As MAH's golden anniversary celebrations draw to a close, we extend our heartfelt gratitude to the cornerstone of our journey—our members. Your steadfast support has been the driving force behind our achievements, enabling us to reach this remarkable milestone. Words alone cannot convey the depth of our appreciation for the trust and confidence you have placed in us.

The accomplishments of this milestone year are a testament to your commitment and belief in our mission. We are privileged to serve as the unified voice of the hospitality industry, championing initiatives that promote, protect, represent, and elevate the interests of our members and Malaysia's broader hospitality landscape. For five decades, we have proudly stood by your side, and we eagerly anticipate continuing this partnership as we shape the future together.

Thank you for your unwavering trust, enduring support, and shared vision. Together, let's embark on the next chapter of growth, innovation, and success.



MAH Celebrates 50 Years of Excellence

MAH 50th Anniversary Gala Dinner & Awards Night 2024 A Grand Kickoff

The celebration of MAH's golden anniversary began in spectacular fashion with the 50th Anniversary Gala Dinner & Awards Night on May 17, 2024. This memorable evening brought together over 800 distinguished guests for a night of elegance, camaraderie, and recognition.

Amidst exceptional cuisine and captivating entertainment, the event spotlighted the industry's finest through the presentation of three prestigious awards. The MAH Lifetime Award honored pioneering hoteliers whose visionary leadership has transformed Malaysia's hospitality sector into an economic cornerstone. Meanwhile, the Hotel Management Grand Prix and Hotel Employee Awards celebrated the rising stars whose innovation and dedication promise a bright future for the industry.

This glittering occasion served as a grand tribute to the rich legacy and exciting potential of Malaysia's hospitality sector, setting the stage for a year of milestones and festive celebrations.









MAH Domestic Tourism Fair Series & Bazaar Jom Cuti-Cuti Malaysia Showcasing Malaysia



In 2024, MAH proudly launched the inaugural Domestic Tourism Fair, a groundbreaking initiative designed to create value for members, promote domestic tourism, and inspire Malaysians to rediscover their homeland.

Spanning three dynamic locations - Kuala Lumpur (Bukit Jalil), Penang, and Johor (Johor Bahru) — the series captivated audiences and delivered outstanding results.

1

MDTF KL 6th - 7th July 2024

The journey began in July at Bukit Jalil, Kuala Lumpur, where the fair exceeded all expectations, drawing over 25,000 visitors. With more than 110 booths featuring hotels, travel agencies, and other tourism players, the event was a hub of exclusive travel deals, live performances, and exciting giveaways. Attendees enjoyed unforgettable experiences, and the fair achieved an impressive RM2.5 million in sales revenue, with projected future sales surpassing RM5.5 million.



2



MDTF Penang 23rd - 25th August 2024

In August, the series continued with a vibrant spin-off in Penang, blending cultural richness with tourism promotion. Highlights included mesmerising performances and interactive activities.

The Penang edition also embraced a meaningful Corporate Social Responsibility (CSR) initiative, supporting the Penang Association for the Rehabilitation of the Disabled by providing them with a platform to showcase their work and raise funds for their cause.

3

MDTF Johor 15th - 17th November 2024

The grand finale unfolded in November at Mid Valley Southkey in Johor Bahru. True to its theme, "Percutian Mewah dengan Harga Rahmah" (Luxury Vacations at Affordable Prices), the event attracted enthusiastic crowds from Malaysia and neighboring Singapore.

With unbeatable travel deals and an electric atmosphere, the Johor Bahru edition brought the Domestic Tourism Fair series to a triumphant close, cementing its reputation as a powerful driver of domestic tourism and local economic growth.





Hospitality Leadership Conference 2.0 Elevating Industry Discourse

In August, MAH hosted our highly anticipated Hospitality Leadership Conference 2.0, which drew over 300 senior leaders and hoteliers from across the country. This year's conference explored critical and emerging themes in the industry, including leadership, talent retention, digital transformation, sustainable tourism, and mental wellness.

Featuring six expertly curated tracks led by esteemed subject matter experts, the event facilitated a dynamic exchange of ideas and strategies. As a congregation of Malaysia's finest hospitality leaders, the conference cemented its reputation as a transformative platform, poised to realign the sector's trajectory and influence its collective goals for years to come.



MAH 50th Anniversary Run @ Port Dickson A Grand Finale

The grand finale of MAH's golden anniversary celebrations took place on December 1, 2024 with the MAH 50th Anniversary Run, set against the picturesque backdrop of Tasik Villa International Resort in Port Dickson. This lively event welcomed 400 spirited participants across two categories, creating a vibrant morning of energy, camaraderie, and a shared passion for healthy living.

The run brought together MAH members, local residents, and fitness enthusiasts in a heartwarming display of unity and community spirit. It served as a powerful reminder of the lasting connections and positive impact MAH continues to cultivate within the hospitality industry and the wider Malaysian community.









A Year of Transformation and Progress at MAHTEC

As we step into 2025, it's the perfect time to reflect on 2024—a year that marked significant transformation and progress for MAHTEC. Defined by bold new initiatives and remarkable achievements, 2024 was an extraordinary chapter in our journey.

From groundbreaking projects to innovative solutions, the strides we made last year have set the stage for even greater success in 2025. Many of the initiatives introduced in 2024 will continue to evolve and reach their full potential in the year ahead, creating more opportunities for professional growth and industry transformation.

As we embrace this promising new year, we remain steadfast in our commitment to empowering the hospitality industry and supporting your success. We invite you to stay connected and watch for the exciting developments MAHTEC has in store—from cutting-edge training solutions to expanded opportunities for advancement.

Thank you for being an integral part of our journey. Together, let's continue shaping a brighter, more innovative future for hospitality in Malaysia.



Key Highlights of an Extraordinary Year 2024

MAHTEC Virtual Academy (MVA) Driving Digital Transformation

Recognising the rapid shift toward digitalisation, MAHTEC proudly launched the MAHTEC Virtual Academy (MVA)—Malaysia's first AI-powered e-learning platform tailored for the hospitality industry. This innovative platform leverages artificial intelligence to deliver personalised, self-paced learning experiences aligned with industry needs, including the comprehensive IndSF 2.0 framework, which encompasses six key competencies. Fully HRD Corp-claimable, MVA offers one of the most cost-effective solutions for hospitality professionals seeking to reskill and upskill without the constraints of traditional training. By integrating AI, MVA enhances learning efficiency and ensures that hospitality professionals stay ahead in a rapidly evolving industry.



ESG Certification for Hotels and Resorts

Advancing Green Workplaces

With sustainability becoming a central focus in the global hospitality industry, MAHTEC has taken a leading role in advancing green workplaces through the ESG Certification for Hotels and Resorts. Spearheaded by MAH and endorsed by MOTAC, this pioneering certification provides a measurable framework to guide hotels and resorts toward environmentally responsible practices, social equity, and sound governance. This initiative aligns with Malaysia's 2030 sustainability goals, reinforcing the hospitality sector's commitment to a greener future.



Strategic Partnership with Universiti Teknologi MARA (UiTM)

Elevating Professional Growth

The MAHTEC Executive Diploma in Hospitality Management has long been recognised as an industry benchmark for hotelier excellence. Established in 1995, this prestigious credential is awarded to participants who successfully complete nine certification training series covering key functions within the hospitality sector. In December 2024, MAHTEC partnered with Universiti Teknologi MARA's Faculty of Business and Tourism Management to elevate the program further. Each certification series now incorporates UiTM's academic expertise, featuring guest professors who provide in-depth theoretical insights. This collaboration ensures a well-rounded education that blends academic rigor with practical, work-based learning.









MAHTEC CERTIFICATE EXECUTIVE DIPLOMA IN HOSPITALITY MANAGEMENT 2025



PREREQUISITES:

- 1. Minimum 12-months hospitality working experience.
- 2. To attend each month 2-days per certificate program. Full attendance is required.
- 3. Submission of individual assesment and case study group presentation.
- 4. A passing mark of 70% is required to be eligible for the certificate.
- 5. Executive Diploma participants are entitled to 12 months of MVA (e-Learning follow-up progress)
- 6. HRD Corp claimable program RM 1,999+ (for 2-days) and RM 2,599+ (for 3-days) per certificate per month
- 7. For Non-Malaysian, payment will be made directly to MAHTEC









Appointment of Key Opinion Leaders (KOL)Empowering MAH Leadership

To foster consistent learning and development nationwide, MAHTEC introduced the appointment of Key Opinion Leaders (KOL). These accomplished hoteliers, representing MAH Chapters across Malaysia, serve as ambassadors for professional growth in their regions.

KOLs champion lifelong learning initiatives, ensuring the continuous elevation of hospitality standards and fostering leadership excellence at the local level.





Complimentary Webinars Celebrating MAH's Legacy

In celebration of MAH's 50th anniversary, MAHTEC hosted a series of complimentary webinars for the hospitality community. Covering critical topics such as e-invoicing, ESG certification, and the Personal Data Protection Act, these sessions featured insights from government officials and subject matter experts.

Entirely funded by MAHTEC, these webinars highlighted our commitment to equipping the hospitality industry with valuable knowledge and resources.

MAHTEC is poised for an even more impactful year in 2025. Among the many exciting initiatives on the horizon is the launch of MAHTEC's new corporate website in January.

Designed to serve a broader audience beyond MAH members, this platform will be a definitive resource for learning and development within Malaysia's hospitality sector.





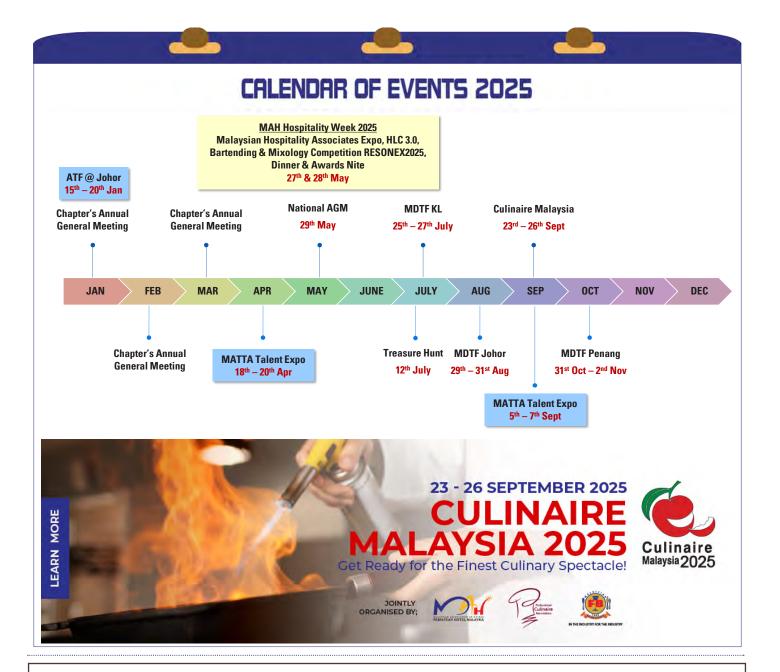


Updated: 17.01.2025



MAHTEC LEARNING & DEVELOPMENT CALENDAR 2025

	TRAINING LIST	TRAINER	DATE	FEE PER PERSO
AHLEI CERTIFICATE	CERTIFIED FOOD & BEVERAGE EXECUTIVE (CFBE)	DR JIMMY CHOW	17, 18, 19, 20, 21	RM 5,500.
MAHTEC UITM CERTIFICATE	CERTIFICATE IN HOSPITALITY SALES AND MARKETING	EUGENE	24 & 25	RM 1,999.
PUBLIC	THE EXCELLENT HOSPITALITY SERVICES	MARY LOURDES	3 & 4	RM 1,599.
	ENGLISH FOR HOSPITALITY COMMUNICATION	LOURDES	12 & 13	RM 1,599.
	CUSTOMER SERVICE - ACTIVE LISTENING TRAINING	NOREMI	12 & 13	RM 1,599.
	CYBERSECURITY FOR NON-IT PERSONNEL	ARUSOTHY	17 & 18	RM 1,599.
	OCCUPATIONAL SAFETY & HEALTH MANAGEMENT FOR HOSPITALITY (OSHA)	DR BALAN	12 & 13	RM 1,599.
	THE AMAZING PROTOCOL & DELIGHT SERVICE	SAM SUGUNASINGAM	18 & 19	RM 1,599.
	HOTEL SERVICE EXCELLENCE	HENNY ONG	18 & 19	RM 1,599.
	ESG FOR HOSPITALITY INDUSTRY	DR BALAN	19 & 20	RM 1,599.
	TRAINING ANALYSIS	HENNY ONG	24 & 25	RM 1,599.
	LAUNDRY & LINEN ROOM OPERATION & MANAGEMENT	ZAHARIN	24 & 25	RM 1,599
	EMOTIONAL INTELLIGENCE FOR SUCCESSFUL MANAGEMENT AND LEADERSHIP	SAM SUGUNASINGAM	24 & 25	RM 1,599
	SUSTAINABLE HOTEL FACILITY MANAGEMENT	ANATHAN	26 & 27	RM 1,599.
	F&B SERVICE EXCELLENT	AMERJIT SINGH	26 & 27	RM 1,599
	MANAGING MISCONDUCT, DISCIPLINE AND DOMESTIC INQUIRY	ERNEST	26 & 27	RM 1,599
	HOUSEKEEPING LEADERSHIP SUPERVISORY SKILLS	SAM SUGUNASINGAM	21 & 22	RM 1,599.
ONLINE	E-INVOICE CONCEPT AND ACTION PLANS FOR HOTELIERS	SHERMAINE	19	RM 324.
	MARCH			3 4-1. 7
	TRAINING LIST	TRAINER	DATE	FEE PER PERSO
MAHTEC UITM CERTIFICATE	CERTIFICATE IN HOSPITALITY SUPERVISION	CANNY TAN	24 & 25	RM 1,999.
PUBLIC	UPSKILLING MANAGERS ON LEADERSHIP DEVELOPMENT & EMPLOYEE ENGAGEMENT	ERNEST	6 & 7	RM 1,599.
	FOOD HANDLING & HYGIENE PRACTICES IN HOSPITALITY	AMERJIT SINGH	6 & 7	RM 1,599.
	TO BE A GREAT HOST	CANNY TAN	10 & 11	RM 1,599.
	PROFESSIONAL ROOM ATTENDANT	ZAHARIN	10 & 11	RM 1,599.
	DIGITAL MARKETING & SOCIAL MEDIA	ARUSOTHY	12 & 13	RM 1,599
	FOOD AND BEVERAGE COST CONTROL	MUHAMMAD	12 & 13	RM 1,599
	IMAGE EMPOWERMENT WORKSHOP	NATHANIEL TAN	19 & 20	RM 1,599
	THE EXCELLENT HOSPITALITY SERVICES	MARY LOURDES	19 & 20	RM 1,599
		THIRUWARAN	19 & 20	RM 1,599.
	HOSPITALITY SECURITY MANAGEMENT	1000 100 101 102 101		The second secon
	HOSPITALITY SECURITY MANAGEMENT SUPERVISORY MANAGEMENT DEVLOPMENT	HENNY ONG	24 & 25	RM 1,599
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			24 & 25 24 & 25 24 & 25	RM 1,599. RM 1,599.





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Stay Connected:



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Secretariat:

Chief Executive Officer: Isaac Raj General Manager: Fadhillah Ariffin Senior Executive: Aliff Azzan

Media Agency: Adelston Media Sdn Bhd

Malaysian Association of Hotels (MAH) is the umbrella body for hotels in Malaysia formed in 1974 and initially established by a group of concerned and dedicated hoteliers to bring about a more dynamic hospitality industry aimed at building a workforce of highly skilled, innovative and disciplined individuals. MAH, as the official national network for the hotel industry, represents more than 1000 hotels throughout Malaysia supplying more than 150, 000 rooms which is over half of the total number of hotel rooms available as guest accommodation in this country. With 13 chapters across the nation, MAH acts as the voice of the industry, working as one body to promote, protect, represent and advance the interests of our members.

- * Advertising opportunities are now available in MAH Newsletter. For advertising enquiries, please contact
- MAH's MarComm at marcomm@hotels.org.my or
- Adelston Media at mahnewsletter@adelstonmedia.com.

