

Activities –Dining together

Management dining with team members



Activities – Garage Sale for Charity



Activities – Team Building



Outcomes for Centara

- Support our expansion
- Increase guest satisfaction
- Increase employees' commitment
- Reduce turnover rate and hiring cost
- Support our goal to be “Employer of Choice”



Food for thought - HCD

- **Why do we feel that we do it all alone?**
- **How can we, governments/educators/industry, work together better?**
- **How do we increase our communications?**



PATA and HCD

- PATA Education and Training Committee
- PATA Foundation for HDC
- PATA met with Daw Aung San Suu Kyi in July 2012



“PATA’s initiatives were applauded and the importance of capacity building via tourism initiatives was emphasized!”



KHOB KHUN KA!

Ben Montgomery
Director of Business Relations Management
Centara Hotels & Resorts

