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**TREETOPS EXECUTIVE RESIDENCES BAGS MULTIPLE AWARDS AT EXCELLENT SERVICE AWARD ( EXSA) 2013 FOR 8<sup>th</sup> CONSECUTIVE YEAR**

Singapore, 18 November 2013 ó A celebrative afternoon of service excellence and recognition to the staff at Treetops Excellence residences who emerged the tops of Singapore's cream of the crop in service excellence. The staffs at Treetops received top accolades at the awards presentation of the Singapore Excellent Service Awards 2013, held this afternoon at the NUS University Cultural Centre, with Mr. Teo Ser Luck, Minister of Trade & Industry as the Guest-of-Honour for the event.

For the 8<sup>th</sup> Consecutive year of performance excellence, Treetops's staff worked to achieve a total of 46 awards to include 13 Stars, 21 Gold and 11 Silver Awards as well as a finalist for the Outstanding Star Award for Hospitality. The award winning team comprises of staff from Guest Services, Security, Housekeeping, F&B and Sales, which has seen substantial year on year growth since their consecutive wins from 2006.



Dr Andy Nazarechuk, Dean of American Degree Programme, Taylors University, Member of Singapore Hotels Association (SHA) presenting the '2013 Excellent Service Award' to the General Manager of Treetops Executive Residence, Mr. Tay Hock Soon and the Star Award winners.



The afternoon's festivities culminated with the announcement of the finalists for one of the most prestigious award of Award Ceremony. Mr. Desmond Wong of Guest Services, with his exemplary service in going the extra mile for guests, received recognition on stage together with 44 other National Super Star award nominees.

We are glad to note of the increasing numbers of our staff being recognized yearly. The team has done us proud and are committed to delivering better service as we see them progress from silver to gold award status and eventually a star status service personnel. For 8 consecutive years, we have been doing better and better each year. Well done team! beamed Mr. Tay Hock Soon, General Manager at Treetops, who is pleased with the results from the continuous efforts put in by all staff. To celebrate this joyous moment at Treetops Executive Residence, the winners and staff of Treetops gathered at its compound to have a heart warming internal celebration where the Excellent Service Awards Certificates and Badges were individually presented by Treetops General Manager, Mr. Tay Hock Soon to each award winner.



Group Picture of all the EXSA winners with General Manager of Treetops Executive Residence, Mr. Tay Hock Soon at the Treetops Executive Residence



#### About EXSA

The Excellent Service Award (EXSA), a national award managed by SPRING Singapore, recognizes individuals who have made outstanding service contributions. It aims to develop service models for staff to emulate and create service champions to differentiate Singapore as a premier tourist destination of choice. It also strives to motivate industry players to constantly design and construct exceptional experiences for the guests, as well as to recognize and reward such innovators as the best in their fields.

#### ABOUT TREETOPS EXECUTIVE RESIDENCES

Launched in September 2000, Treetops Executive Residences is managed by DTZ Debenham Tie Leung Hospitality Management Services. Located at Orange Grove Road, in close proximity from Singapore's shopping and entertainment hub, Orchard Road, Treetops provides a resort-style living catering to the body, mind and soul of its guests in the heart of the city. With 60 percent of the estate land landscaped with 200 exotic plant species, the refreshing sight of evergreen foliage greets guests all year round. A wide range of amenities and services are also available to take care of guests' daily, recreational and business needs. Treetops has thus become one of the leading serviced apartments in Singapore, a preferred choice of home for senior managers and leisure travelers round the world.

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