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Issue 24 Jan - Mar 2014

Quarterly Travel Newsletter

by Sri Sutra Travel Sdn Bhd



恭賀新禧

**JEWELS
IN THE OCEAN**
SRI LANKA & MALDIVES
A HOLIDAY GUIDE

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**GALLOPING
INTO THE
YEAR OF
THE HORSE**

WISHING ALL OUR READERS A HAPPY NEW YEAR 2014

inside

Chinese New Year

06

The Lunar New Year begins this 31 January 2014. With such anticipation for prosperity and longevity, the family tradition is very much alive among its Chinese patrons where the merriments is shared by giving away hongbaos and dressing in red. The event is made even more familial with a sumptuous dinner on the eve of the grand celebrations followed by a rowdy and tempestuous lighting of fire crackers, which is a symbol of wealth and grandeur.



Domestic Highlight

14

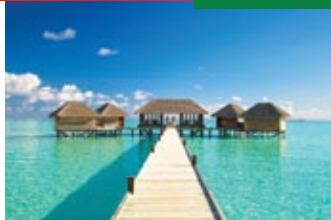
It's just the start of the colourful and exciting Visit Malaysia Year 2014 campaign. With more than 360 days to go, domestic travel will be the talk of the town on everyone's lips from now on until December. A holiday planned within the country will always promise great value and great fun. In this issue we bring to the fore our enchanting islands story stretching from the West to the East of the peninsular and across the South China Seas to Sabah and Sarawak.



A Maldivian Retreat

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Bejeweled in the vast Indian Ocean's escaping archipelago, the Maldives provokes an enticing dream destination for honeymooners, scuba enthusiasts, adventure seekers and nature lovers. Let Sutra beckons your New Year wish list to a place you never want to miss. 'Tis the time to be blissed!



Getting To Know You

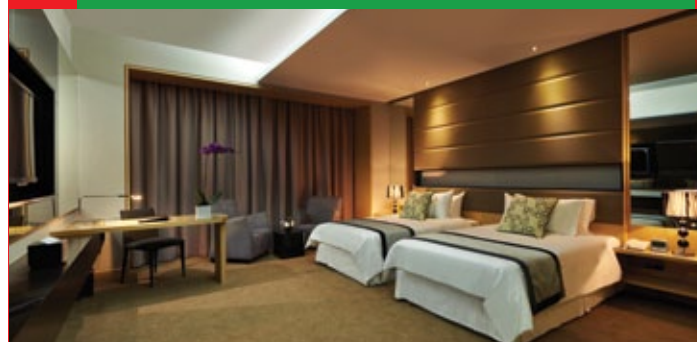
18

Rosidah Ramli is Sutra's Iron Lady for sure. The nickname has been consecrated for her no nonsense approach to her demanding position as Head of Operations & Ticketing, which often requires judgmental, proactive and consultative attributes in order to bring about the best working environment in her day to day work activities.



special highlights

A NEW GEM IN PEKAN



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From old to new, Lone Pine's Refreshing look.

The idea of a lone pine tree may sound forlorn but fret not as there is nothing depressing about this property on Ferringhi Beach in Penang. Even though the Lone Pine Hotel's tagline is 'Yesterday's Charm, Today's Hotel', you are welcomed into sunny and salubrious surroundings that have artfully transferred 'yesterday's charm' onto present-day environment, ensuring guests experience the same laidback vibe that used to be Penang's trademark in the past.

The property's history extends all the way back to 1948 when a solitary bungalow along Ferringhi Beach was acquired by a Chinese entrepreneur who wanted to turn it into a family-run hotel. With just 10 rooms, all of which stand to date, the owner, an Australian Doctor by the name of Dr Albert S. McKern thought he saw a single pine tree, (although it was a casuarina tree) and hence named the property 'Lone Pine'. The property is well shaded by tall casuarina trees till the present. Lounge in the hammocks under the trees listening to the crashing waves or choose to hang out at the Lepak Corner with a range of books to read and games to play.

The style of the resort is a mix of 70s retro and contemporary chic. An airy and open concept lobby split into two sections greets guests at the main entrance. On the left the design style that was popular in the 60s and 70s is pared down for use at the functional, simple reception area. There, an aerial view of the Lone Pine during earlier days shows a gravel road leading up to the hotel. On the right, Batubar with large window panels as doors with the resort's Japanese Restaurant, Matsu on the floor above. A few steps away is the definitive Bungalow, said to be the original owner's private residence, and now converted into an all-day dining outlet.

The stark beauty of the resort immediately reminds you of distinctly of architecture from the 60s and 70s with its covered walkways, shuttered windows and wall ventilation blocks.

Step into the rooms and be charmed by how the Resort's old and new elements meld beautifully together. The subtle retro theme continues with its funky geometrical patterns on the bed right up to the bathroom's black and white mosaic walls and floors. The Deluxe room has a plunge pool at the balcony that overlooks the Resort's gardens and sea while the Premier or the Premier Garden rooms open directly onto the gardens.

The Lone Pine lawn is a favourite spot for garden weddings as it is not only shaded by swaying casuarina trees, it boasts a spectacular sunset in the evenings. Flanking the garden is the Resort's glorious saltwater spa pool that amplifies the lushness of the place. If you spend daytime worshipping the sun

under the white umbrellas, at night the pool reflects the soft amber glow of the Resort's lights, turning the whole place into a romantic retreat.

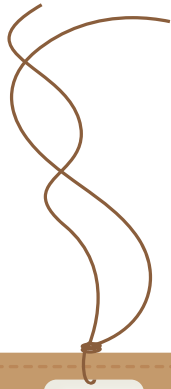
Returning guests have nostalgic memories of yesteryear and the hotel maintains its charm of former glory for celebrants who have attended elegant soirees, wedding dinners, annual dinners and parties. The Lone Pine continues to charm everyone who walks through its doors with its elegant past carefully nurtured to soothe the soul of any modern day traveller.





Yesterday's Charm, Today's Hotel

90 sea-fronting guest rooms and suites to best enjoy the Andaman Sea. Lone Pine offers old world charm with modern day comforts.



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- subject to room availability



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EVERY HORSE HAS IT'S NAME

In the Chinese horoscope, the Horse is one of the most revered animals. For generations the Horse has provided men with the most economical mode of transportation before automobiles. As a beast of burden they are not only used for transportation but also for agricultural purposes sometimes. Hence the Horse is not only a symbol of traveling, but also a sign of hard work and productivity..

As an animal, Horses like to compete with the other types of beasts. Intellectually, they pursue for their freedom, passion and leadership. Therefore generally the people will have a busy schedule for their goals in the year of Horse. Ideally, the Horse hour in the Chinese Horoscope is from 11 a.m. to 1 p.m. Sunshine generates a lot of heat during the Horse hour. Therefore the horse is readily connected to heat, fire and energy. People born in the Year Of The Horse like social activities, because like horses, they like to show off themselves flaunting their prowess and skills. Since the horse is a social animal and red is also connected to love, therefore the Horse is often regarded as a Romantic Star in the Chinese Horoscope.

As a precaution, the Chinese people would not allow the horse to do farming and other husbandry chores. Instead, all the farmland jobs are given to the ox, another popular beast of burden. This is because the Chinese have higher expectation of the horses as a special animal. Horses are used by men to fight and win the battle with their opponents. Sitting on the Horse- back also implies that the person is from a noble or higher ranking household. Therefore people born in the Year Of The Horse are usually smart and articulate in their overall dressing, outlook and also speech.

The Horse is also typified as intelligent animal but the Horse needs to be trained to become useful to human. As in the equestrian and popular racing tournaments, men can make the Horse famous. Without the proper guidance of men, the Horse is just another wild animal. It does not know where to roam and there is no destination in its life.

In the Chinese Five Elements theory, the Horse is in the Fire group. The Horse month is in the middle of summer. It is also the strongest Fire animal in the Chinese zodiac signs. 2014 is the year of the Wooden Horse. Wood can help Fire to burn so that Fire can last longer. When the Horse meets the Tiger and the Dog, they will form an even stronger Fire. Too much Fire implies the hot tempers ignited with no signs of patience and calm. If the element of Fire is favorable to that particular person, then he or she should have a good fortune in 2014. On the contrary, if Fire is unfavorable to the person, then 2014 will bring trouble and unpleasantness to him/her.

We wish everyone a Happy and Prosperous Chinese New Year. Gong Xi Fa Cai Everyone! .

DON'T JUST MIND YOUR OWN BUSINESS WHEN YOU'RE IN SINGAPORE.

For this city is the perfect destination for both work and play.

If you think your business trip to Singapore is going to be another routine affair, you are in for a pleasant surprise. Just a glimpse of what the city has to offer and you'll know that work won't be the only agenda keeping you busy.

Singapore is more than just a city serious about business; it's also an exciting destination for play and all things leisure. From dining to shopping to entertainment and more, you can be sure to find something to your liking. Even if you're a regular friend of Singapore, you can look forward to discovering a myriad of new experiences with each visit.

Go ahead. Step out, make the most of your time here, and discover Singapore beyond what you think you know about us. We promise you'll be amazed at what we've got to offer.



WINE AND DINE TO YOUR HEART'S CONTENT

Many claim that the best way to discover Singapore is through its multitude of food. So don't mind that extra pound or two of weight gain when you're here, because you're experiencing Singapore just as a local would!

To get a taste of the local culture, take a *makan* (Malay for eating) trip down to hawker centres like **Maxwell Food Centre** and the **Singapore Food Trail**. Feast on a wide range of local fare such as Hainanese Chicken Rice, *Bak Kut Teh* (peppery pork ribs soup) and Fried Carrot Cake, among other mouth-watering dishes that will leave you craving for more. For something exceptional, savour culinary progression at **Wild Rocket** where Mod Sin (modern Singapore) dishes are served, or **Sky on 57** for Franco Asian cuisine. No trip to Singapore is complete without trying the signature Chilli Crab, which can be enjoyed at renowned seafood restaurants. If you prefer finer pleasures, dine at the Asian outposts of restaurants set up by international Michelin-starred chefs such as **Joel Robuchon** and **Guy Savoy**.



A SHOPPER'S DREAM COME TRUE

Shopping is almost considered a national pastime in Singapore, so get set for a retail spree where you'll be thoroughly spoiled for choice.

The world-class shopping belt of **Orchard Road** is the perfect place to indulge in retail therapy with an abundance of malls such as **ION Orchard**, **Paragon** and **Knightsbridge**. You can expect to find an illustrious list of fashion labels, including homegrown brands **Charles & Keith** and **Raoul**. Not to be missed is **The Shoppes at Marina Bay Sands**, where you'll find the floating Louis Vuitton Island Maison, the first of its kind in the world. As you delight in the variety of shopping, don't forget to pack some Singapore Breakfast Tea from **TWG Tea** as gifts for your colleagues and loved ones. Also available are ready-to-cook pastes and premixes from **Prima Taste** for you to recreate our local delights you've come to love back home!

STAY UP LATE INTO THE NIGHT

The entertainment scene in Singapore is nothing short of amazing. Take that as an invitation to chill out and let your hair down after a hard day's work.



There are many nightspots situated in the central business district, which means you are not too far away from a casual drink or celebratory toast. Chill out to the music of up-and-coming local bands at **Timbre @ The Arts House**, or take in the city's best views at one of the many rooftop bars such as **1-Altitude** and **Lantern**. If you're still raring to go, check out party central **Clarke Quay** and **St James Power Station** for its vibrant cluster of clubs, bars and lounges, which stay open till the early hours of the morning.



MORE THAN JUST BUSINESS

With many more exciting experiences to look forward to, your trip to Singapore promises to be more than just business. For more city insights, visit yoursingapore.com/morethanjustbusiness where a pocket guide of to-dos is available for your download.



Blossom in **Cherry** **JAPAN**

The cherry blossom (sakura) is Japan's unofficial national flower. It has been celebrated for many centuries and holds a very prominent position in Japanese culture. There are many dozens of different cherry tree varieties in Japan, most of which bloom for just a couple of days in spring. The Japanese celebrate that time of the year with hanami (cherry blossom viewing) parties under the blooming trees

When do they bloom?

The most important factor in determining the blooming time of cherry trees is the geographical location. Generally, the milder the climate, the earlier the blossoms open.

On Japan's southern, subtropical islands of Okinawa, cherry blossoms open as early as January, while on the northern island of Hokkaido, they bloom as late as May. In most major cities in between, including Tokyo, Kyoto and Osaka, the cherry blossom season typically takes place in early April.

Furthermore, the blooming time of cherry trees differs from year to year depending on the weather. If the weather during the months and weeks preceding the cherry blossom season is mild, blossoms will open early. If it is cold, blossoms will open later. From year to year, the start of the blooming season typically varies by plus/minus one week, but larger deviations are also possible.

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ANCASA ROYALE

PEKAN • PAHANG



AnCasa Royale Pekan, Pahang is a 7 story boutique hotels poised to be the jewel of the Ancasa Hotels & Resorts chain. Set out to offer its guests gracious Malaysia hospitality. Luxurious 4-star resort located in Kampung Peramu, Jalan Pekan, the main city Kuantan just half an hour away.

Incorporating the latest services and facilities, the distinctive Malay architectural design brings a unique heritage daily to the resort. The resort is surrounded by the Royal Family Residence, features of 133 rooms comprising 125 of Deluxe Premier room, 2 of Junior Suite room, 4 of Executive suite room and 2 of Presidential Suite.

Ancasa Royale town of Pahang will be fully open in April 2014. There are different types of rooms that are sold at affordable price.

The Saffron Brasserie restaurant with pool view has a seating capacity of 200 and presents a wide array of international and local cuisine to satisfy even the most discerning palate. Relish the delicate touch of Asian-inspired influence from experienced chefs.

The Japanese Restaurant, combines a subtle blend of Japanese aesthetics with a contemporary, minimal list design. The restaurant has a Sushi Bar, Teppanyaki Counter, main dining room and cozy lounge. Enjoy delicious taste of Japanese cuisine in a quiet and relaxing ambience at our Japanese Restaurant.

Ancasa Royale pekan Pahang will give a special discount to guests who stay here at our hotel and can enjoy the beautiful scenery in the town, Pahang itself. Prices start from RM300 ++. For further enquiries please contact us at 09-4246 600 or ring the toll free number at 1-300-880-032.

ROOM TYPES

We have a variety of room types available which include :-

- Deluxe and Premier (king size) - 21 rooms
- Deluxe & Premier (twin) - 103 rooms
- Junior suites - 2 rooms
- Executive Suites - 4 rooms
- Presidential Suite - 1 room
- Royal Suite - 1 room

ANCASAROYALE
PEKAN • PAHANG






The Royal Town of Pahang Darul Makmur Pekan is the royal town of Pahang. It is located near the mouth of the Pahang River. It is a status declared when the Royal Family decided long time ago to choose the town as their residences. Located near the mouth of the Pahang River, Pekan is quite for much of the bursts into pomp and pageantry in October each year in celebration of the birthday of Sultan of Pahang.

There were several places that you can explore such as The Tun Abdul razak Memorial Hall, Royal Pahang Silk Weaving Centre, Watercraft gallery, The Sultan Abu Bakar Palace and Sultan Abu Bakar Museum.

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INNOVATIVE TRAVEL TECHNOLOGY SOLUTIONS



octraves.com

10 SPECIAL REASONS TO VISIT SRI LANKA

If golden beaches, rising waves, misty mountains, mighty elephants, stealthy leopards, giant whales, a majestic past, lovely tea and warm smiles could sum up a country, that would be Sri Lanka.

With many sites and scenes bottled up in to a small island, a traveller could be riding the waves in the dawn and admiring the green carpeted mountains by dusk. Travel destinations in Sri Lanka provide an array of holiday experience from sun kissed beach holidays to a marathon of wildlife watching, adrenaline pumping adventure sports and pilgrimage to some of the oldest cities in the world.

The smiles and hospitality of Sri Lanka is world famous and so are its spicy food, exotic fruits and array of sweetmeats found nowhere in the world. With so many cultures living next to each other, life in Sri Lanka continues among a series of festivities throughout the year, an ideal recipe for fun and leisure.

10 Weather and Climate

As with many Southeast Asian destinations, the period from December to mid-April is considered the best season for overall weather. You just have to know which side of the island to focus on in any given month, especially when planning your beach destination. There's nothing worse than storms while you're thinking of a surf holiday. Having said that, it's still best to check the weather forecast before planning your holidays to Sri Lanka.



#9 Religion

Theravada Buddhism is widely practiced in most parts of Sri Lanka. Come and visit some temples and observe their unique religion and culture on your short stay. And so I say this with some caution and from an outsiders' perspective: I felt people here were some of the kindest and most generous people I have met in my travels. And I attribute that to their religion.



#8 Speak English, No Problem

Most locals speak conversational, if not fluent, English. That definitely helped any tourist asking for directions and for getting around. It was also easy to communicate and connect with locals especially in Kandy and Arugam Bay- places that have more tourists as Sri Lankans are very open and friendly.



#7 Cheap Public Transportation

It was amazing how cheap it was to commute in Sri Lanka- even much cheaper than some SEA countries. Bus rides are fun and paid local prices- no tourist tax here! The only challenge was asking around and making sure we got on the right bus as well as asking if they would allow us to transport our surfboards.



#6 Photographer's Paradise

There are so many awesome places, people and animals to photograph in Sri Lanka. The light was also there - it made images much more interesting! You will loved how most locals would allow tourists to take pictures of them and with them. Other than that, make sure you bring a camera with you and document those beautiful moments from your trip!



#5 Food

Cheap, delicious and deliriously spicy! This is how you would describe the food from Sri Lanka. If you favor spicy food, Sri Lanka food would make your cheeks and ears burn and make you sweat profusely. But wow, everything was bursting with flavor!



#4 Shopping

There are plenty of high end brands that are "Made in Sri Lanka" and you can go all out to get them for cheap especially in Kandy as well as the city bazaars.



#3 World Heritage Sites

There are a few World Heritage Sites that you can explore in Sri Lanka. Think of it as similar to paying door fees for the castles in Europe or the American Museums and you will not be disappointed.



#2 Surf

If surfing is going to be a part of your travelling experience in Sri Lanka you can park yourself Arugam Bay where most of the surf spots were. You will have a lot of options to choose, from Beginner friendly Baby's Point to the more open coasts. The waves would break left and a much longer right and it was easy enough to land on the shore and walk back to the lineup.



#1 The People

The main reason for visiting Sri Lanka would definitely be the people. People who have ready smiles, exchanging curious gazes and always with an air full of authenticity. People who would go out of their way to make you feel comfortable and offer help when needed. The Sri Lankans are some of the most genuine and generous locals you can meet. You will be grateful that you made it out there to meet them in person and experience their hospitality first hand.



4D3N GLIMPSE OF SRI LANKA

FROM RM **1310**
PER PERSON

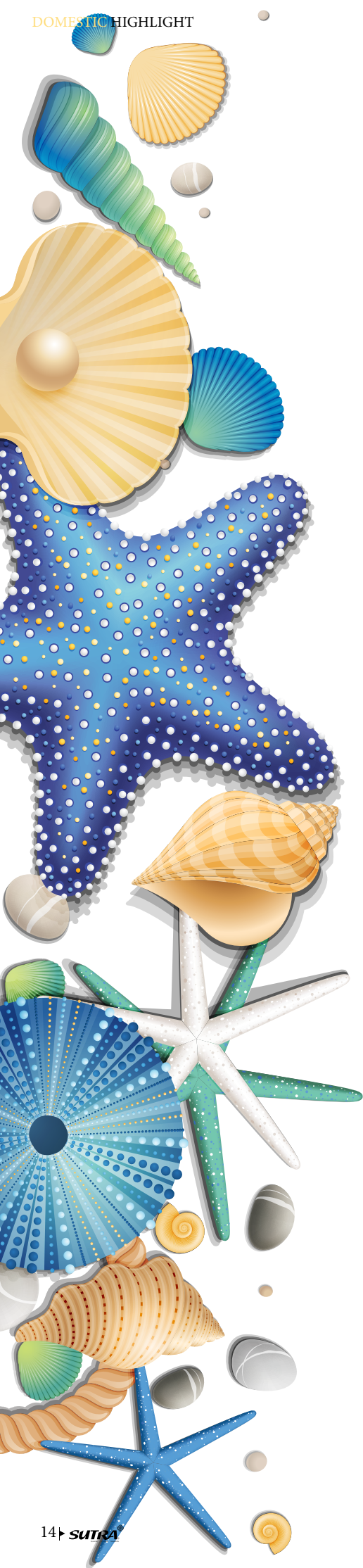
5D4N TASTE OF SRI LANKA

FROM RM **2010**
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7D6N SPLENDOUR OF SRI LANKA

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ISLANDS IN THE SUN

MALAYSIA EDITION

Unlike the other archipelagos of Indonesia or the Philippines which are renowned with thousands of islands around the seas, Malaysia has only hundreds of islands, some of which are inhabited and passable; but still many yet to be explored. In the local context, the islands are called "pulau" and some of the well known islands here include Pulau Penang, (Penang) Pulau Langkawi (Langkawi) and Pulau Pangkor (Pangkor) on the west side, while Pulau Perhentian, Pulau Redang and Pulau Tioman can be found on the eastern side of the Peninsular in the picturesque South China Sea. The islands on the west coast of the country are not well known for their underwater attractions, i.e. snorkeling for example but these islands have a lot of character in general especially as weekend escapades to bask in the sun or spend some time to get away from their hectic schedule in towns and cities to seek a short break with their families and friends to enjoy outdoor fun activities besides dining on seafood options. The larger islands of Langkawi, Penang and Pangkor has more developed infrastructure where accessibility is never an issue including flights.

The eastern islands of Perhentian, Redang and Tioman are seasonal destinations when it comes to tourist appeal. During the rough monsoon season from October till February, accessibility to these places via boats is highly restricted, otherwise it the perfect rendezvous for underwater enchantment and peace. The East Coast islands are guaranteed to give the first time visitor and trip of serenity and sanity to your senses. The turquoise waters and swaying palm trees surrounding them are a grand spectacle indeed.

There are also many beautiful islands around Borneo representing an individuality of their own. Some of them are the sort that you might usually see in commercials on television depicting clear blue waters and white sandy beaches. Most of the islands are easily accessible to tourists; using even planes to reach these remote but magical islands.



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3D2N PERHENTIAN ISLAND RESORT SNORKELING FULLBOARD PACKAGE

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3D2N PERHENTIAN ISLAND RESORT DIVING HALF BOARD

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Amadeus Award Night

Sri Sutra Travel was given a special award in recognition of its 2013 business support at a fun filled glittering cabaret themed show held at a Kuala Lumpur hotel last December. We were among the top 13 agents in the Klang Valley that was called on stage to receive an appreciation trophy for our efforts. The 4 hour long event was interspersed with sumptuous fare, quizzes, spontaneous games as well comic sketches that entertained the evening's guests who later went home feeling happy and satisfied.



7 Business Mentors Event

Our Group MD and Group CEO Dato Syed Razif was one of the guest speakers at a forum organized by Telekom Malaysia in Kuala Lumpur. The highly anticipated event among aspiring youths who are preparing themselves for the entrepreneurial world gathered at the Telekom Convention Centre to listen to their business mentors in their respective fields. The 2 day event was organized successfully with many participants making useful networking arrangements with the speakers and exhibitors.



Paint Ball Attack

The messy and "brutal" effects of fighting one's opponent in an indoor field at Puncak Alam in Selangor recently using dyes and rubber bullets are just some tactical fun activities organized for the Sutra Active Club members in 2013. Using protective gears, the members get to experience the military style attacks as well as playing a role in riot response, and non-lethal suppression of dangerous suspects. The game lasted for 4 hours leaving the participants high and dry, bruised and "painted" but never tired.

Sutra's Fresh Start into 2014

The Management and Staff of Sri Sutra was feted with a family style New Year Get Together recently to usher in 2014. They were gifts galore for each and everyone who attended and not forgetting the sumptuous satay and other local food spread. Our Group CEO /MD, Dato Syed Razif promised that he will host another similar event soon and we are keeping our fingers crossed!



Karaoke Night

All work and no play makes Jack/ Jane a dull boy/ girl. The Karaoke evening get together for the Sutra Active Club members usually attracts popular response within the Sutra fraternity. To a certain extent their hidden talents could be heard not only in their songs but also by the movements of their dancing antics which almost brought the house down. When it comes to enjoying the outdoor recreation, Sutra staffs will work hard as well as play hard.



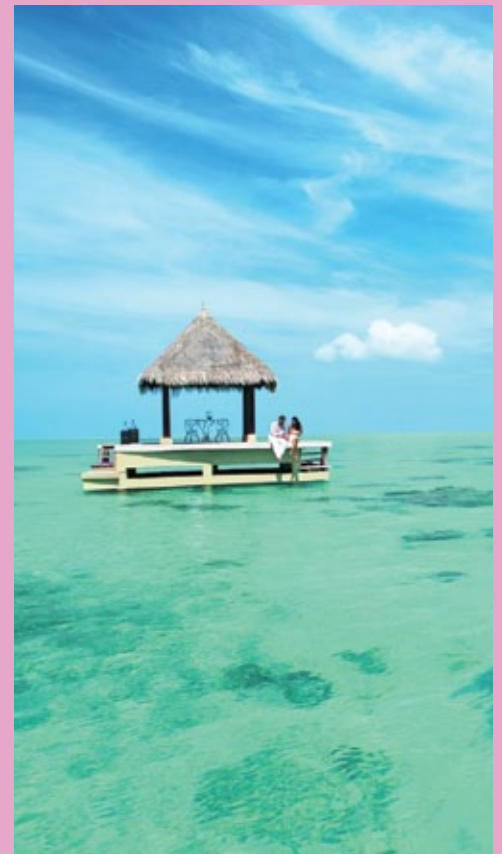
heavenly maldives

What Maldives uniquely offer are countless beaches and islands at a constant temperature of 28' to 30' Celsius year round. Though they do have a wet season from May until December, they do not have any violent weather expectations like typhoons or hurricanes, only rain and some winds. The tourists might experience a day of rain and winds during their stay but it is short and very light.

The Maldives is a collection of 191 small islands and atoll and you can cross the each of the entire island in less than five minutes so to speak but the facilities and accommodations are superb and world class because the resorts in Maldives seem to have a more laid back to nature ambiance, the accommodations blend well with the environment and maximizes the beach experience. And most of all, one can immersed one's holiday experience in real time privacy and isolation.

The government and people of the Maldives, are doing all they can to preserve and protect the precious natural gifts of the environment for their own citizens as well as the tourists. The Maldives has thousands of reefs, some in shallow waters of enclosed lagoons to deep sea ridges and ocean shelves. There are many dive centers and dive clubs operating all across the archipelago offering various packages which are part of the various activities and programmes one can engage while on holiday at the Maldives.

Some of the most interesting dives consists of diving to shark site and feeding them by your hand. If you prefer a less adrenaline feel try taking a submarine dive and still get the great upclose views of a professional diver.



A Maldivian Honeymoon

If a honeymoon is meant to be a celebration of your love in an enchanting intimate setting, then the Maldives is the world's best backdrop for your wedding dream holiday. There are endless ways to let the magic of the islands dazzle you on your holiday as a couple. A romantic dinner under the stars with the occasional glint of candle light to bring you back into the real world, a daring getaway to a nearby uninhabited island all by yourselves for the whole day, or just lazing around in your private water chalet and basking in the endless turquoise waters while being treated later on to an inspiring spa treatment in the quiet solace of your pompous room.

A honeymoon indulgence in the Maldives is a memorable experience of a lifetime for every couple as soon as the sun rises. You will witness eternal blessings of a peace and tranquility in every step that you make on the powdery sands of the heavenly beaches and in every drop of the crystallized blue waters surrounding it.

A Maldivian honeymoon is a once in a lifetime moment to cherish. It is a tropical gateway for any couple who wants to live and love life's unending pleasures.



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MEET OUR IRON LADY



Rosidah Ramli is a name to be reckoned with if you are an employee working at Sri Sutra Travel. Having worked there since 2007, and holding the post of Head Of Operations in the Ticketing Department means that she is holding an almost ‘indispensable’ job so to speak.

Her career in the travel industry started at American Airlines where she spent a grateful 15 years nurturing her niche experience until the company had to cease operations in Malaysia when it moved office to Singapore. She used that golden opportunity to join Sutra during the company’s expansion heydays and looking today she is proud to admit that her travel career has been etched and crafted with beaming success.

Here is a story account in the life of Sutra’s Iron Lady Rosidah Ramli :

Rosidah’s glowing achievements in her travel career is also heavily indebted by her sincerity and willingness to share her experience with her colleagues and peers.

With a strong background specializing in the ticketing and operations areas, Rosidah’s job seems more like a demanding one rather than the “glamorous” as perceived by most people outside the industry.

Rosidah is so affectionate to her staff so much so that she takes on her staff’s relationship with consultative passion and personal understanding. She prefers a two way communication relationship with an open door policy and thus paving the way for deeper understanding and common solutions when facing any work crisis. She believes in connecting the good between employees and the management, which has always been the prime job responsibility for every head of department in the organization.

How does the “Iron Lady” spends her leisure time ?

Besides karaoke-ing with her friends and colleagues, Rosidah cites bowling and cooking as her favorite “offline” hobbies.

Her job responsibility continues even after office hours as she is part of the hotline staff member rendering her assistance during emergencies over the weekends and public holidays as well as after the official working hours. Nowadays with such modern technology gizmos like the mobile internet services, that job is less strewn with headaches and pains and she is truly committed to handle them with the usual anticipation and passion.

Her weekend love for food and cooking are equally balanced. She finds that cooking allows her to explore her creativity by trying out challenging new menus each time she enters her home kitchen.

How do you enjoy your working trips abroad ?

In her most recent 5 day working holiday “adventure” trip to Kerala on the West Coast of India last November with our national carrier, Rosidah recalled an unforgettable experience she truly cherished. On that trip she visited several places renowned for their individual attractions like a visit to a tea plantation at Munnar, spending an afternoon in a house boat at a coconut lagoon in Kumarakom and inspecting a spice village garden at Thekkady .

The Future In Sutra

In looking at Sutra’s future vision, Rosidah agrees with her owner’s working philosophy and strongly believe in taking care of the business as if it was her own. She agrees that the company’s strength lies with the employees and that everyone should be committed to its goal. As a qualified trainer herself, Rosidah wants to contribute her experience to the well being of the company by inculcating the Sutra spirit into her working colleagues’ minds so as to achieve a successful future in line with her employer’s corporate goals.

INBOX

First letter

Dear Sutra Team,

Thank you for arranging this trip. It has been incident free and went without a hitch. My son and nephew enjoyed it very much. The professionalism and care demonstrated made this trip a wonderful one.. I will definitely contact your company for my future trips.

Some points to note for your future customers (good info to have)

- 1) Silka hotel is formerly known as Dorsett Hotel. (The staff were good and courteous)
- 2) The trip from the hotel to USS took about 2.5 hours (the delay was at the Singapore immigration as the hall was overcrowded). The journey back took only about 1.5 hours.
- 3) We could redeem the LEGOLAND ticket from counters 1 & 2. No need to queue at the paying line.

Thanks once again for organising the trip.

Regards,
Suresh Kumar

Second letter

Dear Ms Azura,

Thank you for your special honeymoon package which we spent in Sydney last October. Although it lasted for almost a week, we couldn't have it long enough as the hotel was superbly nice and comfortable which make the trip to Gold Coast even more completely memorable.

We never expected to feel the different extraordinary weather as this is our first visit to Downunder. The dining places were of various quality but we simply love the Chinese restaurant at Kingscross. It was simply delicious and affordable.

We trust Sutra's recommended quality products and will surely tell our friends and relatives about it.

Thanks a zillion !
Mr & Mrs Julius Chin

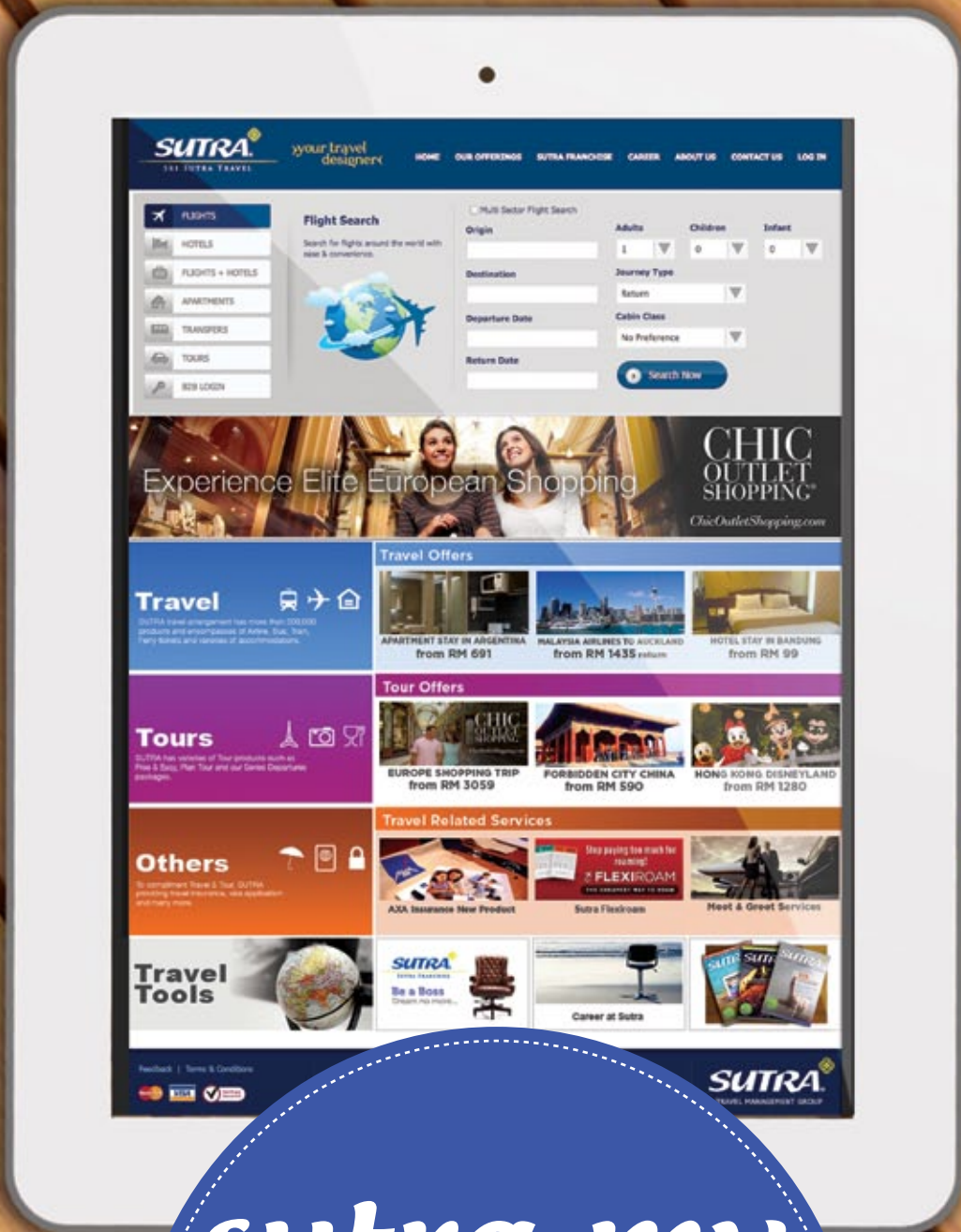
Third letter

Dear Winnie,

Just a short note to thank you for your kind service for my recent working trip to Hong Kong. I had the opportunity to see Macau and experience the hovercraft services. I really had a good time. As per your suggestion i had my meals at a halal restaurant next to the muslim association hall, though reasonably priced it was surely convenient as my hotel was just around the corner and not forgetting that doing my obligatory prayers was made easy when the mosque is located within walking distance only.

The trip to Macau was an eye opener and i did some shopping along the way at the duty free shops. I must say that you have recruited a future loyal customer in me. Please send me your special offers whenever you have them ok ?

Thank you !
Ahmad Jamal



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