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Persatuan Pengurusan Kompleks (PPK) Malaysia
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newsnetwork

Newsletter of the Malaysian Association for Shopping and Highrise Complex Management
ISSUE NO. 26 01/11 PP12389/06/2011 (029187)
Untuk Ahli Sahaja



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Dear Members,

PPKM started the year with a visit to East Malaysia and was greeted by a robust and bustling shopping mall scene in Kuching and Kota Kinabalu. Kuching, the state capital of Sarawak is currently experiencing a boom of new property development for residential and commercial including the emergence of a few new malls soon. This augurs well for the industry as opportunities are created for new retailers to be in the Kuching market, as well as offering wider and better merchandise selections for shoppers. Similarly, Kota Kinabalu city centre also saw the recent opening of new malls which will add to the city's appeal as one of the bigger retail destinations in East Malaysia.

In an on-going effort to develop human capital, we have also recently completed the first part of our Certification Courses for the year. Response has been tremendous, especially the module on Marketing and Leasing. The good response attests to the caliber of the Certification Course which began in 2002 and has now been widely recognized and commended as the professional course for those in the shopping mall management industry! Our grateful thanks must go to all our speakers who gave their time and commitment to share their invaluable experiences with our course participants.

PPKM shall also be organising the PRICELESS GEMS OF CREATIVITY II from 22-23 November 2011. The sequel to the highly successful 'Priceless Gems' series of conferences will once again continue encompassing the central theme of 'creativity' covering an array of topics from building architecture to social media marketing to visual merchandising to case studies of successful shopping malls. We look forward to meet you at our conference, where the 'gurus' of the industry will share their insights and views.

We have also enriched our perspectives with our Study Trip to Australia from 15 to 21 May. With the close collaboration and kind assistance from Shopping Centre Council of Australia (SCCA), we visited a dozen shopping malls in Sydney and Melbourne. Hopefully in our November conference this year, we can have invited speakers from Australia shopping malls to share their experiences and knowledge.

On the home front, PPKM will be expanding to new premises soon as we have outgrown the present secretariat's office. We will keep you informed once our new home is ready for your visits!

Warmest regards and yours sincerely,

Yours sincerely

H C Chan

President

**PERSATUAN PENGURUSAN KOMPLEKS
(PPK) Malaysia**
Malaysian Association for Shopping and
Highrise Complex Management

A113, 1st Floor, No. 1, Jalan SS20/27,
Damansara Intan, 47400 Petaling Jaya.
Tel: (03) 7727 6202, 7727 6232 Fax: (03) 7727 6203
E-mail: ppkmarsh@tm.net.my Website: ppkm.org.my

HAPPENINGS

SEMINARS, CONFERENCES & EVENTS 22-23 November 2011

PRICELESS GEMS OF
CREATIVITY II
Do the Unthinkable!

Next in our series of the Priceless Gems seminars is coming soon.

Our distinguished speakers will present innovative and creative projects related to marketing, asset enhancement, visual merchandising and more.

Topics include:

- Designing for Sustainability
- Regenerate Your Assets
- Social Media Marketing
- New Dimensions in Visual Merchandising and Events

Look out for our announcements soon

Certification Course in Shopping and Highrise Complex Management, 4-8 April 2011

Our recent training sessions saw strong response from industry personnel at Sunway Resort Hotel and Spa in a continuation of our education arm. Speakers generously shared their experiences with participants and all agreed that it was a fulfilling programme overall !

Those unable to attend the April sessions may contact us as we shall be conducting similar courses from 19-23 September 2011.

Footnote: Continuous Professional Development (CPD) hours have been granted for all sessions to date.



▲ Full attention, everyone !



▲ HC Chan, PPKM President sharing his experience



▲ Kung Suan Ai imparting valuable tips on marketing



▲ The Mall Experience, site visit to Sunway Pyramid



▲ Gung ho participants at Operations & Maintenance Part 2 clamouring to present their views!



▲ Leasing workshop in session with Joyce Yap, PPKM Advisor



▲ Marketing & Leasing Part 1 participants



▲ Operations & Maintenance Part 1



▲ The enthusiastic participants



▲ Marketing & Leasing Part 2 participants



▲ The Human Resource 'guru', R. Mahendran in his element



▲ Administration, Finance & Human Resource Part 1



◀ Operations & Maintenance Part 2

SNIPPETS



The inaugural KLMTA has been launched for organisations in Kuala Lumpur, with shopping malls as one of the nine categories. Organised by Dewan Bandaraya Kuala Lumpur, the awards will set benchmarks on industry excellence with Awards of Excellence and Awards for Outstanding Achievement being bestowed on shopping malls who have delivered unique shopping and tourism experiences.

With more than 30 malls being nominated, PPKM personnel are assisting in the logistics with judging and evaluation currently in progress. Winners will be announced by June 2011.



▲ An exercise in evaluation

▲ Weighing the pros and cons

15 June to 31 August 2011

MMSC 2011 will be here soon, and with it, comes promotions and discounts for shoppers ! Numerous events are being planned to kick off this mother-of-all sales of the year with the slant on Contemporary Art Tourism and contests galore for all shoppers. Look out for announcements soon !



◀ Congratulations from all of us to our Founding President and Advisor, YBhg Dato' Ngeow Voon Yean (front row, 3rd from right) for being conferred Darjah Dato' Paduka Mahkota Perak, D.P.M.P. recently, well done and well deserved !

Study Trip to Australia, 15-21 May 2011

Our group embarked on a study of Australia's prominent centres in Sydney and Melbourne and found ourselves duly impressed. The hosted visits included Westfield malls, regional and CBD centres and a factory outlet, where participants uncovered excellent bargains. The shopping scene was bustling and vibrant with many things to be learnt from specialized customer services, impressive architectural designs, interior décor and lighting. All agreed that it was a fruitful and fun trip, with time out for a quick tour in both cities and sampling local delights, plus an excellent time for info-sharing and networking.



▲ Assembling at the famous Sydney skyline



▲ Chow time with scrumptious Indonesian food



▲ Victor Gaspar of Queen Victoria Building (centre) personally takes HC Chan and the group on a walkthrough



▲ Wow, the building is impressive



▲ At Westfield Bondi Junction, Sydney



▲ Picking up good ideas ?!



▲ Good vibes at Chadstone The Fashion Capital, with Daniel Sutton (far right)



▲ Westfield Doncaster was impressive, pointers given by Michael Bickers



▲ HC Chan with Justin Shannon, Melbourne Central



▲ Time out at Lygon Street, Melbourne's Italian quarter



▲ Melissa Downes shows how Knox Shopping Centre has become the region's retail hub



▲ Did you gals drop your purse ?!



▲ A most refreshing al fresco briefing by Anna Rollison



▲ Melbourne GPO, the former heritage post office is now a mall

Senior personnel from Shopping Centre Council of Australia (SCCA) in Sydney hosted a dinner meeting with PPK representatives, headed by our President. It was a fruitful discourse with to exchange industry updates and share news on shopping centre management and commercial developments.



▲ HC Chan with a Malaysian souvenir for Milton Cockburn, Executive Director, SCCA



▲ Back row L to R: Robert Spinks, Milton Cockburn, Kathryn Dale, Tan Joon Kai, KK Lim and Evelyn Lo
Front row L to R: Angus Nardi, Rhon Levin and HC Chan

Study Trip to Manila (Safety & Security) 19-21 February 2011

A specialized Study Trip was organized recently, to observe and learn from operational issues pertaining to safety and security from malls in Manila, Philippines.

Thanks to our host, AyalaLand, participants were given a thorough insight on their security procedures with conducted tours through the malls, including back-of-house operations. The Ayala malls visited included *Market! Market !*, Serenda & Bonifacio High Street, Trinoma and Green Belt 5.

With 17 participants in tow, the whirlwind programme managed to squeeze in 2 more malls, Power Plant and Eastwood Mall plus some tourist attractions, too. All agreed that it was an eye-opening trip, intense but value-for-money.



▲ Briefing by AyalaLand on the operations overview



▲ Technical visit at Market! Market!



▲ Safety & security highlights at Trinoma



▲ Anthony Dylan giving the thumbs-up at the delicious lunch hosted by AyalaLand



▲ Happy participants at Bonifacio High Street



◀ Participants were fascinated by the security personnel's armed accessories



▲ At Trinoma, a mall constructed above a major transport hub



▲ Bright sunshine and bright faces at Manila

Outreach to East Malaysia, 21-23 January 2011

Meetings in East Malaysia were convened to reach out to both member and non-member shopping malls in Kuching and Kota Kinabalu. This was felt to be a timely effort as several new malls are already springing up in Kuching and Kota Kinabalu with more on the way, and the personnel were in need of updates of industry developments from the Klang Valley. Team PPK is pleased to report good response to our meetings with a fruitful and interactive time together.

KUCHING



▲ Good turnout from Kuching malls



▲ Networking is always a good way to learn ..



▲ One for the Kuching album

KOTA KINABALU



▲ All smiles, something amusing ?!



▲ Getting to know Kota Kinabalu malls over refreshments



▲ All together now, a big smile for the camera at Kota Kinabalu

26th Annual General Meeting

Members gathered for the 26th AGM on 26 March at Sunway Resort Hotel & Spa and the event saw an enthusiastic turnout. Many took this opportunity to network and exchanged views with the members present.

New auditors who were elected for 2011/2012 were Mr Darren Hee, Harbour Place and Ms Eunice Lim, Mid Valley Megamall. The meeting proceeded as planned and concluded with a lunch/high tea at Atrium Café where some members had the chance to relax and catch up with fellow counterparts.



▲ Tan Joon Kai, PPKM Committee expressing his views



▲ President HC Chan addresses the meeting



▲ We say 'Aye' to the motion proposed



▲ Team PPKM:

Front row L to R: Vincent Chong, Stanley Kok, HC Chan, Kung Suan Ai, KC Loh
 Back row L to R: Eunice Lim, Cynthia Lim, KK Lim, Tan Joon Kai, Darren Hee, Jenny Chan and Evelyn Lo



▲ L to R: HC Chan, PPKM President; Mior Abd Rahman, Wetex Parade; Anderson Chong and Phang Sau Lian, both PPKM Committee.



▲ L to R: KK Lim, PPKM Committee; Eunice Lim, Auditor; Tang Chee Weng, KB Mall; David Lau, City Mall and Stanley Kok, PPKM Vice President.

Membership List-Year 2011

Corporate Members

1 Borneo Hypermall
1st Avenue Mall
1 Utama Shopping Centre
A'Famosa Premium Outlet Village
Aim Point Plaza
Alam Sentral Plaza
Alor Star Mall
Amcorp Mall
Ampang Park
Asia City
avenue K
B B Plaza
Bangsar Shopping Centre
Batu Pahat Mall
Bentong Vega Mall
Berjaya Megamall
Berjaya Times Square Kuala Lumpur
Campbell Complex
Capsquare Centre
Central Market
Central Square Sungai Petani
Centre Point Sabah
Cheras LeisureMall
Citta
City Mall
Dataran Pahlawan Melaka Megamall
Dayabumi
Digital Mall
e @ Curve
East Coast Mall
Empire Shopping Gallery
Endah Parade
Fahrenheit 88
First World Plaza
Giant Hypermarket Bandar Kinrara
Giant Hypermarket Batu Caves
Giant Hypermarket Bayan Baru
Giant Hypermarket Kelombong
Giant Hypermarket Kemuning Utama
Giant Hypermarket Klang
Giant Hypermarket Klang Semtral
Giant Hypermarket Kota Damansara
Giant Hypermarket Kuala Terengganu
Giant Hypermarket Kuantan
Giant Hypermarket Melaka
Giant Hypermarket Muar
Giant Hypermarket Nusa Bestari
Giant Hypermarket Plentong
Giant Hypermarket Prima Prai
Giant Hypermarket Putra Heights
Giant Hypermarket Senawang
Giant Hypermarket Seri Kembangan
Giant Hypermarket Seri Manjung
Giant Hypermarket Shah Alam
Giant Hypermarket Skudai
Giant Hypermarket Sungai Petani
Giant Hypermarket Taiping
Giant Hypermarket Tampoi
Giant Hypermarket Tawau
Giant Hypermarket Ulu Klang
Giant Mall Kelana Jaya
Giant Superstore Bandar Puteri
Giant Superstore Lukut
Giant Superstore Nilai
Giant Superstore Prima Saujana (Kajang)
Giant Superstore Sandakan
Giant Superstore Sunway City
Great Eastern Mall
Green Heights Mall
Gurney Paragon
Harbour Place
Hartamas Shopping Centre
Hock Lee Centre
IOI Mall Bandar Putra Kulai
IOI Mall Puchong
Ipoh Parade
Island Plaza
Jetty Point Duty Free Complex
Johor Bahru City Square
Johor Bahru City Square Office Tower
KB Mall

Kenanga Wholesale City
Kinta Riverfront
Kipmart Tampoi
KL Festival City
Klang Parade
Kluang Mall
Kompleks Bukit Jambul
Kompleks Metro Point
Kompleks Mutiara
Kompleks Tun Abdul Razak (KOMTAR)
Kota Raya
Kuantan Parade
Langkawi Fair Shopping Mall
Lot 10
Mahkota Parade, Melaka
Maju Junction Mall
Medan Mara
Menara IMC
Menara Landmark JB
Menara Mutiara Bangsar
Menara Mutiara Majestic
Merdeka Mall
Mid Point
Mid Valley Megamall
Midlands Park
Mydin Mall, USJ
New World Park
Oceanic Mall
One City
Pandan Kapital
Paragon Point Shopping Centre
Pavilion Kuala Lumpur
Paya Bunga Square (PB Square)
Pearl Point Shopping Mall
Pelangi Leisure Mall
Penang Times Square
Perling Mall
Permana Kompleks Mutiara Armada
Pertama Complex
Plaza Angsana
Plaza Low Yat
Plaza Metro Kajang
Plaza Pelangi
Plaza Salak Park 'SPARK'
Plaza Tasek
Prangin Mall
Publika
Pudu Plaza
Queensbay Mall
RCMC Sdn Bhd
SACC Mall
Semua House
Seremban Parade
Setia City Mall
Shaw Centre Point Klang
Shaw Parade KL
Skudai Parade
South City Plaza
Star Parade
Starhill Gallery
Straits Quay
Subang Avenue Shopping Complex
Subang Parade
Sungei Wang Plaza
Sunway Carnival Mall
Sunway Giza
Sunway Pyramid
Suria KLCC
Suria Sabah Shopping Mall
Sutera Mall
Taman Nusantara, Bandar Nusajaya,
Iskandar
Terminal One Shopping Centre
The 19 USJ City Mall
The Atria Shopping Centre
The Curve
The Gardens
The Intermark
The Mall
The Mines
The Paradigm
The Spring
The Strand Encorp
The Summit Batu Pahat
The Summit Bukit Mertajam

The Summit Subang USJ
The Waterfront @ Parkcity
The Weld
The Zon
Tropicana City Mall
Tun Jugah
Viva Home
Wangsa Walk
Wetex Parade

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Aileen Goh Seok Khim
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Anthony Dylan
Arthur Lai Kuan Yew
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Basri b Khamis
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Mall China

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Tourism Malaysia

Published by:

PPK Malaysia

A113, Block A, No. 1, Jalan SS20/27, Damansara Intan,
47400 Petaling Jaya, Selangor, Malaysia.

Printed by:

Printech Marketing

No.36, Jalan Tembaga, SD5/2B, Bandar Sri Damansara,
52200 Kuala Lumpur.

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