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Furama Hotels honoured in Top 10 of 2017 Singapore Best Workplaces
Singapore-grown hotel chain awarded recognition at the first try



Jubilation for the award-winning team at the Great Place To Work award ceremony

Singapore – Furama Hotels has been recognised by Great Place to Work® as the ninth best workplace in Singapore this year. The home-grown hotel brand was awarded by the independent research and consultancy firm in its first year of applying for the sought-after great workplace certification.

The best workplace award builds on the Great Place to Work certification Furama Hotels Singapore received in August this year. To rank in the top ten list, the organisation had to undergo a Trust Index© Employee Survey as well as an audit of the company culture and people practices by Great Place to Work. The results were then benchmarked against dozens of other participating companies in Singapore. The organisation have achieved the top ten ranking in its first attempt – a proud achievement for the local group.



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William Ng, Managing Director, Furama Group said: “At Furama, the award reflects a spirit of camaraderie at work – serving one another, working together as a team, and having faith in each other at the workplace. We are united and motivated as one big family.”

FAMILY FIRST

The concept of family is one that Furama Hotels champion as it strives for a family-oriented workplace culture. The importance of being a family applies not only at home but also internally at the workplace. The close-knit staff would recognise one another and speak candidly among themselves. Colleagues would become more as friends throughout each staff’s career with the hotel.

As noted by Great Place to Work® Institute Singapore on Furama Hotels: “Operating in a highly competitive and manpower-challenged hospitality industry, almost 1 in 3 of its employees have been with the group for more than 10 years, a testament to the cohesive and intimate culture the organisation has built over the years.”

The family culture stems from the top management and hotel owners’ belief that family comes first; if the family is well-taken care of, it will translate into the staff having a better focus on doing a good job. This is the natural work-life balance that Furama hopes to achieve.

THANKING THE STAFF

Ensuring the staff’s happiness leads to pride in the work that they do – as evident in the numerous positive reviews Furama hotels receive from guests with regards to their staff and service. The high-trust culture among the employees can be attributed to the camaraderie built with initiatives such as weekly team fun runs along the riverfront to participating in inter-hotel sports tournaments. On days with 100% hotel guests occupancy, the staff kitchen would cook up a special extra dish on the buffet menu as a token of appreciation for the operations team. The staff also work and learn across departments – an exercise to understand each other’s duties and recognise everyone’s contribution.





Sophie Huang, 23, Senior Front Office Assistant, Furama RiverFront said: "I received a personal compliment card from our General Manager after he noticed that I accompanied an unwell hotel guest to the hospital. I was greatly surprised that my small gesture did not go unnoticed."

On a daily basis at both Furama RiverFront and Furama City Centre, the heads of F&B consistently step up to the plate and help out in the restaurant operations. This is one way the leaders appreciate the work of the staff, by rolling up their sleeves to support the team. Quarterly, a special lunch will be arranged where the heads of departments will personally serve the meal to every staff to thank them for their contribution.

Furama Hotels work towards ensuring that the workplace is a great one for all – regardless of race, language, religion or gender. In terms of hiring, the organisation does not discriminate on any grounds and practice diversity in the selection process. This is with the view that an exposure to a multitude of culture would lead to greater understanding and strengthen the family bond.

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About Furama Hotels International

Furama Hotels International (FHI), a Singapore-based hotel management company, is committed to providing excellent accommodation choices in the Asia Pacific region (Australia, China, Indonesia, Malaysia, Singapore, Taiwan and Thailand). As one of the largest global hotel chains situated in Singapore, FHI manages more than 60 hotels, villas and resorts, availing over 7500 rooms with an increasing inventory, as the company continues to expand. The three brands under FHI include Furama – four-star business hotels; FuramaXclusive – luxurious boutique hotels, villas and resorts; and FX Hotels – essential service boutique hotels. For more information about FHI and the full range of services, please visit www.furama.com.

About Furama RiverFront

Furama RiverFront, an award winning 4-star premier business hotel, has snapped the Best Mid-Range Hotel, Asia Pacific in the TTG Awards for five consecutive years from 2009 to 2013. The flagship hotel features 615 well-appointed rooms with modern amenities, two restaurants, a lobby lounge, an executive lounge, 13 ballrooms and function rooms. Leisure facilities include an outdoor swimming pool with jacuzzi and a fitness centre. Strategically located at the fringe of the Central Business District, between Chinatown and Orchard Road, commuting to and from the hotel is a breeze.

About Furama City Centre

Furama City Centre lies in the heart of vibrant Chinatown, with a rich culture and long-standing history. Just within the vicinity, attractions, wide spectrum of dining options, entertainment and shopping are easily accessible on foot or by public transport. With the freshly refurbished lobby completed in early 2017, the four-star property is now brightly filled with vibrant colours, projecting a modern hotel in the middle of a bustling area in Singapore. The exquisite, 445-room hotel caters to leisure and business travellers, offering them the warmth and comfort in a relaxed and cosy environment.

About Great Place to Work®

Great Place to Work® is the global authority on high-trust, high-performance workplace cultures. Through proprietary assessment tools, advisory services, and certification programs, including Best Workplaces lists and workplace reviews, Great Place to Work® provides the benchmarks, framework, and expertise needed to create, sustain, and recognise outstanding workplace cultures.



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