

# Quarterly Newsletter

## January - March 2015

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### KEO Address



### CEO Sharing



### PRIME Event

Dinner & Dance 2015

Lohei session

First Dialogue Session with CEO

Quarterly Dinner with CEO

Overseas Property, Immigration & Investment Exhibition

**The**  
**BRIEFING**  
**Room**

### Now & Next

What Happened and What's in the Pipeline

## KEO Address

The quarter was kick started with our **"Annual Dinner & Dance"** which boasted 300 guests at Concorde Hotel Singapore. A hearty congratulations to the Top 150 Producers for your outstanding achievement in the past year!

After that, we had our inaugural **"Dialogue session with CEO"** where CEO, Philip Chan interviewed Freddy Choo and Jessica Foo. We also had regular events such as **"Lohei session"** which is held annually and **"Quarterly dinner with CEO"**.

Our **C&H Group's Facebook Page** was revamped. We will be constantly updating you with the latest happenings, news updates and snippets of interesting facts from time to time through Facebook. Be sure to "Like" us & "Rate" us 5 stars if you have not!

Our franchisee, C&H International participated in the **Overseas Property, Immigration & Investment Exhibition** which was held at Shanghai in March. Read on to find out more!

C&H believes that providing excellent service to customers is of utmost importance hence **"Service Excellence Award"** was introduced to recognize the quality of service delivered by our associates to our customers.

**Jigsaw Charity for the Aged** is coming up in the next quarter as we believe that it is more blessed to give than to receive.

Please bring along your friends and family to join in the meaningful event!



**Nelson Lim**  
KEO  
C&H GROUP  
C&H Realty

## CEO Sharing

人在最低谷时，往往是人生转折点。

**When one's life hit rock bottom, it is most probably the turning point of the person's life.**

1、善于谋划的人，切记空想达不到目标；拥有实干精神的人，切记选对方向比努力做事重要。

1. Plotters must bear in mind that mere planning will not help towards achieving the goal. Doers must bear in mind that choosing a right direction is more important than working blindly.



2、太阳不会因为你的失意，明天不再升起；月亮不会因为你的抱怨，今晚不再降落。蒙住自己的眼睛，不等于世界就漆黑一团；蒙住别人的眼睛，不等于光明就属于自己！

2. The sun will still rise the next day even though you are disappointed. The moon will still fall even though you grumble. Covering your eyes does not mean that the world is in darkness while covering others' eyes does not mean that luminosity is yours!

3、路再长也会有终点，夜再长也会有尽头，不管雨下得有多大，总会有停止的时候。乌云永远遮不住微笑的太阳！

3. No matter how long the road is, there will be an end. No matter how long the night is, there will be an end. No matter how big is the rain, there will be a time that it stops. Dark clouds can't block the beaming sun forever!

4、以前认为水不可能倒流，那是还没有找到发明抽水机的方法！

4. Once upon a time, people thought that water cannot flow backwards, that is because they have not found a solution to invent water pump!

5、不是井里没有水，而是挖的不够深；不是成功来的慢，而是放弃速度快！

5. It isn't that the well does not have water, it is just that the well was not dug deep enough. It isn't that success takes a long time to achieve, it is just that you gave up too soon!

6、种子放在水泥地板上会被晒死，种子放在水里会被淹死，种子放到肥沃的土壤里就生根发芽结果。选择决定命运，环境造就人生！

6. A seed will dry under the sun if left on concrete ground. A seed will drown if it is left in water. However, if it is planted in fertile soil, the seed will germinate. Choice defines fate while environment moulds one's life!

7、懂得如何避开问题的人，胜过知道怎样解决问题的人。在这个世界上，不知道怎么办的时候，就选择学习，也许是最佳选择。胜出者往往不是能力而是观念！

7. Those who know how to avoid problems beat those who know how to solve problems. If you do not know what to do in your life, just choose to learn as it might be the best option. Winners usually win due to thought but not ability!

8、给人金钱是下策，给人能力是中策，给人观念是上策。财富买不来好观念，好观念能换来亿万财富。世界上最大的市场，是在人的脑海里！

8. Giving others money is a bad plan, giving others ability is the second best plan while sharing thought with others is the best plan. Wealth cannot buy great thought while great thought can bring in billions worth of wealth. The largest market in the world exists in one's mind!

9、要用行动控制情绪，不要让情绪控制行动；要让心灵启迪智慧，不能让耳朵支配心灵。

9. Let actions control emotions but not the other way round. Let your soul enlighten you, do not let your ears govern your soul.

10、人无远虑，必有近忧。人好的时候要找一条备胎，人不好的时候要找一条退路；人得意的时候要找一条退路，人失意的时候要找一条出路！

10. If you do not plan for your future, you plan to fail. When everything is smooth, always have a plan b. When life is full of challenges, look for ways to retreat. When things are going your way, find a retreat. When things are not going your way, find a way out!

Yours Truly,  
Philip Chan  
Chief Executive Officer

[Original Chinese text shared by Mr Philip Chan, CEO. Translated by Leow Yun Hui ]

## PRIME Event [1]

### Dinner & Dance 2015



C&H had its Dinner & Dance (D&D) on 7<sup>th</sup> February 2015 at Concorde Hotel Singapore. The D&D is an annual event where the C&H family come together to celebrate the achievement of fellow associates for the past year.

The D&D began with CEO, Philip Chan's opening speech which was immediately followed by award presentation to the Top 150 producers of the year 2014. After that, the No.1 Top Producer, Irene Low gave an inspiring speech on how she work throughout the years to attain her current achievement.





After the recognition of associates' achievements, the atmosphere of the D&D became more light-hearted where guests played numerous games such as mass reverse bingo, dancing game and etc.



The D&D was further pushed to its climax when Philip Chan spontaneously announced to have 3 rounds of extra cash lucky draws. The first lucky draw was for all the guests where 5 cash prizes were given out to the lucky winners. Before receiving their prize, the winners were requested to say some auspicious wishes as the Lunar New Year was just around the corner. A heartfelt thank you to Philip Chan for jointly sponsoring the cash lucky draw prizes with C&H.

The D&D was concluded successfully with great memories to take away. We would like to take this opportunity to thank all sponsors and associates for supporting C&H throughout all these years.



## PRIME Event [2]

### Dialogue session with CEO

On the 24<sup>th</sup> February 2015, our CEO Philip Chan had an inaugural dialogue session with 2 of our top producers, i.e. Freddy Choo & Jessica Foo. The session aimed to help our associates to succeed in a highly competitive market by learning from the duo's work habits which enable them to close multiple transactions.

The session was being kick started by Philip Chan where he welcomed and thanked all of the associates for attending the dialogue session.



After that, a special video of “Alibaba, the Legend of Sales” was played. The video was played to inspire the associates to thrive on with the story of how the internet giant eventually succeeded.



The session was immediately followed by dialogue session with CEO. Freddy shared that he always sets SMART (Specific, Measureable, Achievable, Realistic & Time-bound) targets.



The session was concluded successfully with the following key takeaways,

1. Always try your utmost best while you still can.
2. Act Fast! The market does not wait for anyone
3. The only one to stop your greatest achievement in Life is YOU & YOURSELF!

We look forward to your participation in our next quarter's dialogue session with CEO!



## PRIME Event [3] Lohei Session



One of C&H's commendable tradition is to Lohei at our KEO, Albert Lu's residence during the Lunar New Year.

This year, Albert had 2 Lohei sessions (2pm & 5pm respectively) at his residence on 27<sup>th</sup> February 2015. Many C&H associates were at Albert's residence together with some of C&H's supportive suppliers.

Before the commencement of Lohei, Mrs. Lu prepared mouth-watering laksa, popiah and pasta for the guests' enjoyment. All C&H associates had a great time catching up with one another over sumptuous food.



**Yusheng, yee sang** or **yuu sang** or **yuu sahng** (Chinese: 鱼), or **Prosperity Toss**, also known as **lo hei** (Cantonese for 捞起 or 捞起) is a Teochew-style raw fish salad. Yusheng is considered a symbol of abundance, prosperity and vigor.

Every one tossed the ingredients as high as possible together while saying auspicious wishes out loud concurrently as the height the ingredients is being tossed is believed to be directly proportionate to the diner's growth in fortune.



We at C&H would like to take this opportunity to wish all of you a very prosperous year of goat!  
Meh the huat be with you!





## PRIME Event [4]

### Quarterly dinner with CEO

In appreciation to the Top Producers of Oct, Nov and Dec 2014, Mr. Philip Chan, our CEO, invited

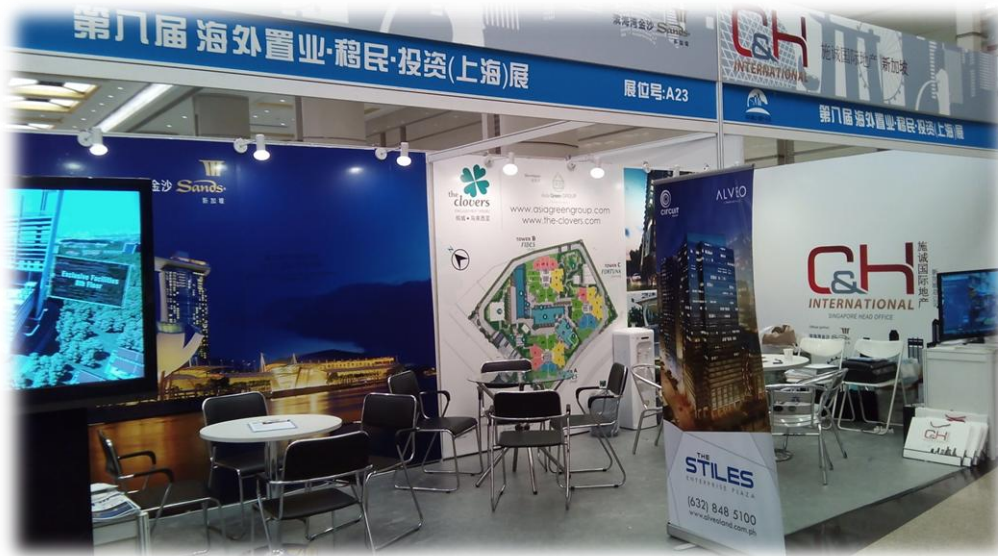
a few of the top producers for the last quarter of 2014 for a dinner at Kam Boat Restaurant, Orchard Parade Hotel on 4 March 2015. The night was filled with laughter while the CEO shared his stories with the top performers. We look forward to the next CEO dinner with the 2015 first quarter's Top Producers!



## PRIME Event [5]

### Overseas Property, Immigration & Investment Exhibition

In March 2015, C&H International participated in the 8<sup>th</sup> Overseas Property, Immigration and Investment (OPI) exhibition in Shanghai.



Marketing campaign for the exhibition began two months prior to the event. The campaigns mainly targeted at the upper class who are residing in big cities like Jiangsu, Zhejiang and Shanghai. Advertisements for the OPI were made available online, on print media and in advertisements of over twenty TV and radio channels few months before the exhibition.

Developments from Singapore, Philippines, Malaysia, Australia and United Kingdom were featured in the exhibition. C&H International partnered with Marina Bay Sands for the exhibition. The OPI attracted huge crowds of visitors who are mainly high net-worth individuals.



There were a number of potential buyers among the visitors of the exhibition.



A private dinner was held especially for some of the VIP guests after the exhibition. We were very honoured to have Zhao JianHua, the most skilled player on the international badminton scene, as one of the distinguished guests of the dinner.



C&H International is in the midst of organising a VIP Exclusive Properties Investment Tour which will be on the first week of May 2015. The tour will cover developments in Philippines, Malaysia and Singapore.



## The Briefing Room

### 1. C&H's Official Facebook Page

C&H revamped its Official Facebook Page at <https://www.facebook.com/candhgroup?ref=hl> and the page was officially launched on 2<sup>nd</sup> February 2015.



The C&H Group's facebook page aims to share the latest news, updates and happenings to keep our followers up-to-date. How well do you know C&H? We have been sharing interesting snippets of C&H and its people from time to time through our "Do You Know" series.

## Do You Know?



Do you know that since 1991 C&H has completed more than 85,000 sales/rental transactions with a total of over \$22 Billion sales?



## Do You Know?



Do you know that the recent deal of Sheng Siong buying a 3-storey Housing Board commercial property in Tampines Central for \$65 million was brokered by C&H?



Current news articles in English/ Chinese which impact the real estate industry will be posted from time to time. Company events such as the Weekly Upgrading sessions, charity events, Family Days etc all will be posted on C&H Group Facebook page.

Be sure to “Like” our Facebook page to keep a lookout on the events/updates.

All associates could **“Like”** the C&H Group Facebook page by following the steps below.

Steps of liking our Facebook page:

1. Go to [www.facebook.com](http://www.facebook.com)
2. Log in your account registered with Facebook by keying in your email and password.
3. Search for “C&H Group” and click “Like”

Alternative ways of liking us:

1. Go to [www.candh.com.sg](http://www.candh.com.sg) and click on the Facebook icon on the top right hand corner. It will direct you to our Facebook page which you could like.

2. All of the office staff’s email signature has a “Like us on Facebook” icon, Simply click on that and it will also direct you to the C&H Group’s Facebook page.



Lastly, be sure to give us 5 stars review to motivate our admin to continuously update the Facebook page with quality content. It is a shame to not share such a good page with as many people as possible. Spread the news out to your friends and family and invite them to like our page now!



## 2. Service Excellence Award

With the market evolvement and the increase in market competitiveness, it is of utmost importance for the company to review individual sales processes so that C&H associates could excel further. One of the most important variables that contribute to a successful transaction is service standards.

Hence C&H introduced a new award i.e. “Service Excellence Award” to all associates on 26<sup>th</sup> February 2015 as C&H believes that by providing excellent service to customers, a firm foundation of trust is established and hence referrals and repeat business from customers is being looked forward to.



The quality of service delivered by our associates to the customers will be recognized where one associate will be honoured with this award at our annual Dinner & Dance event.

The service performance of every salesperson will be monitored and scored through the feedback forms returned from customers for each completed transaction in the year. Alternatively, commendation letters written by customers will also contribute to the scoring of the award.

As a salesperson, customer's feedback serves as a learning platform for improvement and can also be leveraged to build up our presentation portfolio and track record.

We encourage all associates to participate in this programme to recognise excellent service by encouraging your customers to return the feedback forms or to write in with their commendation letters to C&H Admin.



## Coming Up

### 1. Jigsaw Charity to the Aged

The Jigsaw Charity to the Aged is raising funds for Kreta Ayer Senior Activity Centre (KASAC). A tea party will be organized at KASAC for the residents from 11am to 2pm on 25<sup>th</sup> April 2015. All are welcome to take part in the meaningful activity.

Please refer to the following poster for more information of the event.

# Jigsaw Charity To The Aged



**DATE: 25 April 2015, Saturday**

**TIME: 11am to 2pm**



**EVENT: Senior Residents' Tea Party**

**VENUE: Kreta Ayer Senior Activity Centre (KASAC)**

**Block 5 Banda Street, #03-68, Singapore 050005**

**Join us by participating the meaningful event, a fun filled afternoon with warmth and laughter.**



**Organized By:**



**For donation:**

**<http://candh.com.sg/charity/>  
Hwee See 65331918 ext 37**

Any donation above \$50 will be eligible for **Tax Deduction** (300%).

All donation goes to KASAC  
**([www.kasac.org.sg](http://www.kasac.org.sg))**



# Top 20 Performers in January 2015

## Snr Division Director



Edmund Lee  
9006 3113  
R023385H



1. Eгна Ling  
9455 5202  
R023518D



2. Irene Low  
9818 0063  
R023050F



3. Pattsy Lee  
8125 4013  
R007128I



4. Jo Teo  
9105 5999  
R023355F

## TOP 20

## No.1 Top Team Leader



Philip Yeo  
9866 7280  
R030245J



5. Chng Guan Aik  
9027 1751  
R023588E



6. Josephine Lie  
9748 4825  
R023083B



7. Leng Voon Chun  
9668 5468  
R023052B



8. Sukninder Singh  
8430 0030  
R023334C

## No.2 Top Team Leader



Joseph Lee  
9617 6688  
R023167G



9. Jasmine Tay  
9272 7015  
R023541I



10. Willy Tan  
9022 1131  
R023507I



11. Michael Bek  
9450 1912  
R023502H



12. Jessica Foo  
9677 5171  
R023631H

## No.3 Top Team Leader



Linda Ong  
9851 7634  
R023241Z



13. Grace Liu  
9430 1005  
R023202I



14. Juita Tan  
9829 4582  
R004911I



15. Daphne Phoa  
9270 7529  
R023402A



16. Angela Chan  
9277 8368  
R023378E



17. Terence Lee  
9025 6676  
R023110C



18. Raymond Ang  
9816 4022  
R023394G



19. Cindy Kan  
9382 0192  
R023194D



20. Lim Chee Ming  
9688 5196  
R050603Z



# Top 20 Performers in February 2015

## TOP 20

### Snr Division Director



Simon Tong  
9026 1123  
R023171E



1. Wendy Teo  
9026 8468  
R023248G



2. Freddy Choo  
9367 1345  
R023417Z



3. Ronald Ng  
9853 7278  
R023517F



4. Lynn Goh  
9859 8778  
R023462E

### No.1 Top Team Leader



Emily Ho  
9187 3212  
R023244D



5. Larry Tan  
9171 1921  
R023435H



6. Terence Lee  
9025 6676  
R023110C



7. Rebecca Loke  
9382 2833  
R023164B



8. Irene Low  
9818 0063  
R023050F

### No.2 Top Team Leader



Colin Wang  
9616 6949  
R045671G



9. Connie Ng  
9694 7868  
R023432C



10. Linda Ong  
9851 7634  
R023241Z



11. Josphine Lie  
9748 4825  
R023083B



12. Chng Guan Aik  
9027 1751  
R023588E

### No.3 Top Team Leader



Joseph Lee  
9617 6688  
R023167G



13. Josephine Chua  
9450 0153  
R023542G



14. Andy Sim  
9743 6568  
R029954I



15. Wilson Aw  
9109 3122  
R023313J



16. Adeline Lee  
9021 3030  
R023388B



17. Gina Rani  
9685 7495  
R027994G



18. Ruth Ho  
9665 7596  
R023488I



19. Leon Bok  
9859 1084  
R051351F



20. Zonie Lim  
9737 6878  
R049478C





# Top 20 Performers in March 2015

## TOP 20

### Snr Division Director



Joseph Lee  
9617 6688  
R023167G



1. Kelvin Lam  
9099 2020  
R023539G



2. James Choo  
9379 6536  
R005252G



3. Therese Ng  
9756 4783  
R023558C



4. Jessica Foo  
9677 5171  
R023631H

### No.1 Top Team Leader



Joseph Lee  
9617 6688  
R023167G



5. Chng Guan Aik  
9027 1751  
R023588E



6. Lee Han Sing  
8112 8002  
R023336Z



7. Connie Ng  
9694 7868  
R023432C



8. Irene Low  
9818 0063  
R023050F

### No.2 Top Team Leader



Regine Cher  
8444 3330  
R005674C



9. Raymond Ang  
9816 4022  
R023394G



10. Derrick Poh  
9026 1000  
R023144H



11. Ruth Ho  
9665 7596  
R023488I



12. Terence Lee  
9025 6676  
R023110C

### No.3 Top Team Leader



Emily Ho  
9187 3212  
R023244D



13. Rebecca Loke  
9382 2833  
R023164B



14. Jo Teo  
9105 5999  
R023355F



15. Joseph Lee  
9617 6688  
R023167G



16. Benjamin Tan  
9028 7070  
R023320C



17. Egna Ling  
9455 5202  
R023518D



18. Gina Rani  
9685 7495  
R027994G



19. Sukhvinder Singh  
8430 0030  
R023334C



20. Josephine Lim  
9628 0630  
R012407B