



**Ms Marget Heng**  
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Ms Margaret Heng is concurrently the Chief Executive of SHATEC effective December 2011 and the Executive Director of the Singapore Hotel Association.

She has been with the Association for more than 30 years. Ms Heng works closely with the SHA Board to implement directions and policies set by the Board. Her responsibilities include working closely with the membership to implement projects relating to manpower, productivity, marketing, image building, human resource training and development, service quality, environment, fire safety and security, conducting research, making representations, and dissemination of information. In addition, Ms Heng also liaises closely with government departments, statutory boards and other associations and private organizations on behalf of the membership.

As CE of SHATEC, Ms Heng is responsible for the management and operation of the school. Ms Heng also works closely with the SHATEC Board to put in place policies and strategies for SHATEC.

In 2007, Ms Heng was conferred the Public Service Medal Award by the President of Singapore for her contribution to the National Fire and Civil Emergency Preparedness Council (NFEC). She was also awarded the John Harris Fellowship by Rotary International in 1999. In 2014, she was awarded the SPRING Singapore Merit Award for her contributions to the Singapore Standardisation Programme.

Ms Heng is currently the Chairperson of the following committees:

- Commercial Premises Committee, National Fire and Civil Emergency Preparedness Council
- Hotel Sub-Committee, National Crime Prevention Council
- Hotel Industry Productivity Steering Committee
- MSBC Joint Tourism and Hospitality Sub-Committee, Singapore Business Federation (Co-Chair)
- Focus Group on Hotels under Protem Committee

Ms Heng graduated from the University of Western Ontario, Canada in 1983 with a Bachelor of Arts (Administration and Financial Studies). In 1990, she completed her Masters in Human Resource Development from the George Washington University, USA.