

## Asia: Indonesia

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WHAT ARE SOME CHANGES YOU HAVE NOTICED IN YOUR CUSTOMERS THIS PAST YEAR? ARE YOU SEEING ANY NEW REQUESTS FROM CONSUMERS?

They are simply more spa savvy...The Asian traveler is very focused on the whole spa concept they have done for years now and insist on quality deliverance of the spa experience.

WHAT SECTORS DO YOU SEE ATTRACTING THE MOST INVESTMENT CAPITAL THESE DAYS? WHAT ABOUT WHEN IT COMES TO THE SPA AND WELLNESS ARENA?

Hospitality in general is still booming in many regions despite the various economies around the world. The urban spa scene is fiercely competitive. The Mandara just opened in Moscow and London in the past 6 months and, man, do we have to be on our game from promotions to innovation and then ensure that they get what we promise at a competitive price.

WHAT IS THE FUTURE LOOKING LIKE FOR SPA AND WELLNESS IN YOUR COUNTRY?

All counties we operate in seem to be going from strength to strength. Even older markets like Indonesia, Thailand and Malaysia are still hungry for the experience that a spa offers.

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