



Wok's Up

VOL. 3: ISSUE 1: January 2014



A Steaming
Bowl of
Goodness

2013:
**WHAT
A YEAR**

**HOTPOT
HERO**

*A Saucy
Affair*

Chinese New Year is always so much fun, families are reunited from near and far for an auspicious meal and everyone gets messy when tossing *yu sheng* as high as chopsticks can go. But before we go full swing into the festivities, we bring you through our accomplishments in 2013 so you have an idea of what we've been up to — aside from serving portion after portion of our signature Chilli Crabs to hungry diners.

Find out more about the local steamboat culture as hotpots start gracing reunion tables and see how JPOT has redefined the concept of steamboat and its sauces. You're also the first to know about our new JPOT Satay Sauce, crafted specially for you this festive season. You'll find the recipe in this issue so you can mix it yourself and customise it to your liking. In addition, we catch up with one of our hardworking customer service hosts to find out what it's like to spend Chinese New Year away from home and here in Singapore.

As we welcome the Year of the Horse, we'd like to thank all our loyal customers and fans for your continued support! Here's to a fantastic new year for one and all!

**HAPPY
EATING!**

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新春通告 CNY Notice

1月31日 2014年 (大年初一)
5pm 开始营业

OPEN FOR DINNER ON
31st JAN 2014 (1st Day of CNY, from 5pm)

Have your Chinese New Year gatherings at JUMBO!



JUMBO SEAFOOD

East Coast Seafood Centre
(Closed on 31st January 2014)

Tel: 6442 3435

The Riverwalk

Tel: 6534 3435

Riverside Point

Tel: 6532 3435

NSRCC SAFRA Resort

Tel: 6552 3435

Dempsey Hill

Tel: 6479 3435

www.JUMBOSEAFOOD.com.sg



JPOT – Hotpot Singapore Style

VivoCity

Tel: 6273 3536

Tampines 1

Tel: 6532 3536

www.jpot.com.sg



Chui Huay Lim Teochew Cuisine

Chui Huay Lim Club

Tel: 6732 3637

www.CHLTeochewCuisine.com.sg



Singapore Seafood Republic

Resorts World Sentosa

Tel: 6265 6777

www.singaporeseafoodrepublic.com

www.jumbogroup.com.sg

FRESH OFF THE WOK



JUMBO SEAFOOD OPENS IN SHANGHAI

Located at the upmarket and popular iAPM mall in Huaihai Zhong Lu in Shanghai, JUMBO Seafood's first overseas foray will present our quintessential Singaporean favourites such as the Chilli and Pepper Crabs to more discerning palates. In keeping with JUMBO's quality standards, fresh produce will be sourced locally but the central kitchen in Singapore will provide sauces and marinades. The restaurant seats 280 people and occupies 1,055 msq of prime retail

space. This is a joint venture with the Breadtalk Group Ltd., another established name in the industry with a significant presence in China, as both companies saw the mutual benefit in championing Singaporean culinary offerings together. If there's any chance you're going to Shanghai, don't forget to drop by to show some Singaporean support! If you're a JUMBO Rewards Member, you'll receive 10% off when you dine there. Terms and conditions apply.

A FRESH LOOK FOR A NEW YEAR



Have you noticed our new logo yet? We've updated it to keep it fresh and modern. If you look closely, the new logo is inspired by a crab pincer and incorporates the outline of the map of Singapore. It represents JUMBO Seafood as an authentic Singaporean seafood-dining brand and its colours capture the essence of JUMBO Seafood as a place that bonds people through food, creating a memorable dining experience.

MORGAN STANLEY @ MANDARIN ORIENTAL

JUMBO Seafood got in on the action at the Morgan Stanley Conference at Mandarin Oriental Singapore's highly lauded Melt the World Café. On 14 November 2013, from 12 pm to 4 pm, JUMBO Seafood served its signature Chilli Crab and Fried Cereal Prawns to hungry diners from all over the world.



CAPTURING THE MOMENTS

Last issue, we invited you to take a photo of yourself and your loves ones dining at the Singapore Seafood Republic for a chance to win some JUMBO food vouchers. Thank you for the submissions! Head over to our Facebook page (www.facebook.com/JUMBOSeafood) to see some of the photos we've selected from our JUMBO fans!

EPICUREAN STAR AWARDS 2013

Held at Fairmont Hotel on 26 November 2013, the Epicurean Star Awards saw JUMBO taking home two awards for its contribution to the local F&B scene as well as for placing Singapore on the international culinary map. In Star Chef Awards, JUMBO Seafood won 1st runner up for Aspiring Asian and JUMBO Group of Restaurants won 2nd runner up for Professional Asian. Organised annually by the Restaurant Association of Singapore (RAS), the Epicurean Star

Awards is a prestigious event that confers recognition to those have made noteworthy contributions to the F&B industry through passion, tenacity and dedication to their work.



2013: WHAT A YEAR

It's been a great year for us! We look back at what JUMBO has achieved in 2013 together with everyone who has supported or been a part of our ever-growing JUMBO family. To all of you who were part of our lives this year, thank you for your continued support!

Still Looking Good

We've unveiled a new logo! The first of all our restaurants to feature this is the newest outlet in Shanghai, which opened in November 2013. The design incorporates the outlines of both the fleshy pincer of a crab and the map of Singapore, symbolising the significance of the JUMBO Seafood brand to Singaporeans. The colours brown and orange represent quality, wholesomeness, warmth, energy and passion. And that sums up our philosophy — a dedication to service from the heart and a promise of bonding people through food, creating a memorable dining experience.



NOV

12 SEP

It was a night of good food and great wine at the Singapore Seafood Republic. Against the backdrop of Resorts World Sentosa, diners had a different type of wine to complement every dish in the five-course meal! Special guest Cameron Ashmead, vineyard owner of Elderton Wine graced the dinner and charmed us with tales about his work and experiences. We extended the merrymaking and ran a Facebook contest with two pairs of wine dinner tickets (each worth \$216) for our fans to win. After all, good things should be shared.

A Wine Affair



More Than Just A(Golf) Game

This highly anticipated JUMBO Golf Challenge caught us off-guard — but in a good way. For the first time, registration was done online and all 54 flights were booked within 12 minutes! Held at NSRCC SAFRA resort on 10 September, 216 golfers participated with Tony HK Ng emerging as champion. Since its inception five years ago, the Golf Challenge has gradually become a popular social event bonding people over golf and good food as golfers gathered for a sumptuous lunch and dinner at JUMBO Seafood NSRCC restaurant. The downpour that morning definitely didn't dampen any spirits!

10 SEP

JAN

We turned 25!



"All of us here at JUMBO can't help feeling elated towards the continuous outpouring of support from you, our loyal customers." — Ang Kiam Meng, CEO, JUMBO Group of Restaurants.

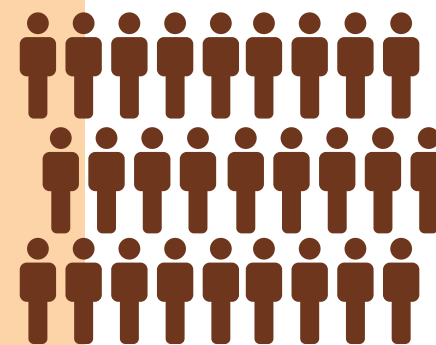
The JUMBO Group celebrated 25 successful years of growth and success, serving our iconic Chilli Crab to thousands of satisfied customers, Singaporeans and tourists alike. To commemorate this milestone, JUMBO organised a Dine-And-Win lucky draw, from August to December 2012. Winners were announced at the dinner on 20 January 2013 at Chui Huay Lim. Grand Prize winner, Ng Bee Chye, went home with a Volkswagen Golf Match, much to his surprise and delight.

The Great JUMBO Sale

During the Great Singapore Sale, JUMBO had a sale of its own, with our highly popular Great JUMBO Vouchers! The vouchers could be purchased at a 25% discount and sure enough, within 17 days, all the vouchers worth over

\$475,000

were snapped up. Talk about a crazy sale!



JUN

Ramen warriors to the bowl!

Ready, set, ramen! The challenge was to finish a giant bowl of ramen at YOSHIMARU ramen bar, equivalent to three normal servings in under 15 minutes and it would be free. Out of 1,366 participants, 626 made it within 15 minutes onto the Wall of Fame! The fastest time set by Ron Teo Kim Zeng stands at

5 minutes 26.4 seconds

He took home an iPad Mini and \$300 cash vouchers, whilst runner-up Tee Seng Hau won a Nikon Camera and \$100 cash vouchers at a close second of 5 minutes 32 seconds.



JUL-SEP



年盆菜

FESTIVE
PEN CAI

☎ 即刻拨打
预定贺年盆菜!

Please call us to pre-order
your Festive Pen Cai today!



Available at **JUMBO Seafood,**
Singapore Seafood Republic and
Chui Huay Lim Teochew Cuisine
from 10 January - 14 February 2014
*(Requires 1 day advanced order)

极品材料 EXQUISITE INGREDIENTS

- 原只鲍鱼	Abalone	- 花菇	Winter Mushroom
- 海参	Sea Cucumber	- 蹄筋	Pig Tendon
- 顶级鱼鳔	Fish Maw	- 烤鸭	Roasted Duck
- 日本元贝	Dried Scallops (Conpoy)	- 白切鸡	Boiled Chicken
- 带子	Fresh Scallops	- 鲜金针菇	Fresh Enoki Mushroom
- 活虾	Live Prawns	- 鲜松菇	Fresh Shimeiji
		- 天津白菜	Tianjin Cabbage



Exclusive for **JUMBO** Rewards Members only

FREE PROSPERITY YU SHENG

*When you order Festive Pen Cai for takeaway

Not available at JUMBO Seafood East Coast

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The Riverwalk 6534 3435
NSRCC SAFRA Resort 6552 3435
Dempsey Hill 6479 3435

Chui Huay Lim Teochew Cuisine
Chui Huay Lim Club 6732 3637

Singapore Seafood Republic
Waterfront @ Resorts World Sentosa 6265 6777



潮式
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Available at
Chui Huay Lim Teochew Cuisine from
17 January to 14 February 2014

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尝试以下顶级活海鲜，为您的鱼
添加贵气，满足您的口欲！

*Additional options to
complement your Yu Sheng
for that extra indulgence!*

ADDITIONAL OPTIONS

龙虾刺身 Lobster Sashimi
鲍鱼 Abalone
象拔蚌刺身 Geoduck Sashimi

(素食可用 Vegetarian option available)

Chui Huay Lim Teochew Cuisine **Tel: 6732 3637**
www.CHLTeochewCuisine.com.sg

A STEAMING BOWL OF GOODNESS

We find out why hotpot is traditional every Chinese New Year and why you should get your New Year hotpot fix at JPOT.

The hotpot is likely to be the simmering centerpiece during the Chinese New Year celebrations than at any other time of the year. Visually, the spread symbolises prosperity and abundance and the communal aspect of the steamboat emphasises the spirit of reunion.

Why we love hotpot

For starters, there's definitely something for everyone in the assortment of meat, seafood and vegetables in the soup and it's easy to prepare — just have the raw ingredients neatly arranged on many family-sized platters.

It's fun because everyone gets involved; it's easier to share food and conversation flows as the food simmers and cooks. More importantly, having family and friends gathered around the table fosters a sense of community and togetherness, as JUMBO is all about bonding people through food.

Conceived in 2009, JPOT remains a uniquely Singaporean concept with local flavours defining its soup base offerings. Keeping true to its focus on quality, JPOT offers diners choice, fresh ingredients ranging from poultry to "live" seafood in individual or shared broth pots.

“

Having family and friends gathered around the table fosters a sense of community and togetherness

”





Redefining our hotpot culture

Given that the food is cooked in front of diners, with steam rising from the pot of hot soup, having hotpot can be an uncomfortable experience, especially in restaurants where there is no air-conditioning or proper ventilation.

JPOT outlets at both VivoCity and Tampines 1 make it a point to ensure diners' comfort. Both restaurants are not only air-conditioned but also well-ventilated, assuring diners that there won't be any food smells clinging to hair or clothes. Spacious and inviting, the VivoCity outlet gives diners the option of seating indoors or al fresco with a calming view of the harbour. Keeping up with the times, both outlets let diners order from an iPad, allowing the wait staff to focus on customer service and ensuring diners' comfort.

It's all about the soup!

What makes or breaks a hotpot is definitely the soup base. JPOT holds nothing back and offers nine intriguing soup bases: JPOT Superior Broth, *Bak Kut Teh*, Herbal, Laksa, Silky Porridge, Tom Yum, Vegetarian, Fish Head Soup (with the option of adding VSOP Cognac) and Duck with Salted Vegetable Soup, catering to diners of all ages and taste preferences. The *Bak Kut Teh* soup base is the same soup base from sister restaurant, Ng Ah Sio Bak Kut Teh, so it has just the right amount of peppery heat. The best part is that it doesn't overpower the ingredients. Silky Porridge is made from finely ground white rice and provides for a cleaner taste to the palate.



Make your own sauce

To top it all off, there's JPOT's extensive sauce station. Any diner would be thrilled at the infinite number of sauce variations that can be concocted from the condiments neatly laid out. This Chinese New Year, we've got a sauce mix created just for you on page 15, so be sure to try it yourself when you head to JPOT this festive season!



Be sure to make your reservations early! For more information or to reserve a table, visit www.jpot.com.sg or call +65 6273 3536 (VivoCity) or +65 6532 3536 (Tampines 1).

WHAT'S IN A NAME?

Hotpot or steamboat? The two terms are synonymous; though in Singapore, steamboat is more commonly used. There is debate over where hotpot originated, some say it began in wintry Mongolia over 1,000 years ago but most agree that it became widespread in the Qing dynasty, when the Chongqing or *ma la* hotpot became popular. In recent years, the *yan yang* hotpot has also risen in popularity — the choice of having two soups is the perfect dining option for those who don't want to limit themselves or those who just can't decide.

A Saucy Affair

IT'S NOT A HOTPOT IF THERE'S NO AMAZING SAUCE TO GO ALONG WITH IT. HERE, WE UNVEIL JPOT'S NEWEST ADDITION TO THE SAUCE FAMILY, INSPIRED BY THE HUMBLE SATAY SAUCE.

Like the soup base of a hotpot, the sauce is equally important. JPOT didn't just get the soup right with nine amazing offerings for you to painstakingly pick from, but they got the sauce concept down perfectly as well with an extensive sauce station, from which there are infinite combinations for any diner to create his or her perfect sauce. Chef Ng Chong Lay, Executive Chef for the JUMBO Group of Restaurants spills the saucy details as he takes us through the nuances of hotpot dips and pairings.

Chef Ng has been with JUMBO for more than 14 years and if that isn't enough of an indication of his dedication, his work ethic has also proven to be exceptionally customer-centric. After much research into the local hotpot culture, JPOT was not only the first in Singapore to launch the concept of individualised hotpot but also the first to establish what we now know as the sauce station or condiments bar featuring 16 types of sauces and basic ingredients.

Even after Singaporean foodies welcomed JPOT with open arms, Chef Ng continued his research, asking customers for feedback on the soups and sauces as he went about his kitchen duties in the early days of JPOT's existence. That led to JPOT's version of the perennial Singaporean

favourite: Garlic Chilli Sauce, frequently requested by customers then and still highly popular now.

Because it's Chinese New Year, JPOT has decided to unveil a new sauce concoction to join the ranks of JPOT's signature sauces. And you're the first to try it if you're reading this!



JPOT Satay Sauce

- Peanut and Sesame Sauce 1 ½ scoop
- Sha Cha Sauce 1 ½ scoop
- JPOT Soya Sauce ¼ scoop
- Chilli Oil ½ scoop
- Spring Onion 1 spoon

Optional

- Fresh Garlic 1 spoon (stronger flavour)
- Chilli Padi 1 spoon (spicier)

The sauce is thick and smooth with just a hint of spiciness. The peanut paste may seem overwhelming at first

but hold that thought because the sauce leaves a clean aftertaste in your mouth. We found out from Chef Ng that the spring onions lighten the overall flavour of the sauce. He tells us that the sauce is best with any meat and we have to agree. Head on down to JPOT to mix

it, customise it and try it for yourself!

To wrap up the festive sauce session, we ask Chef Ng what his favourite sauce is. He says, "I like them all! As a chef, I have to eat all of them in order to cook up something that customers will like and enjoy."



Inspired by the satay sauce, Chef Ng explains, "It's a popular sauce in Singapore and what makes it special at JPOT is that you can mix it to your liking, while retaining the essence of typical satay sauce." This means that it won't taste the same as the satay sauce you get outside; if you like a heavier peanut taste or more spice, you can achieve that.



Here's a tip for those who prefer seafood to meat! Chef Ng's special suggestion is to mix the Signature JPOT Dip as featured below but with a tad more garlic to enhance the flavour of the sauce.

Signature JPOT Dip

- JPOT Soya Sauce 1 scoop
- Sha Cha Sauce ½ scoop
- Sesame Oil ¼ scoop
- Garlic Oil ¼ scoop
- Fresh Garlic 1 spoon
- Fried Garlic 1 spoon
- Chinese Parsley 1 pinch
- Leek 1 pinch
- Spring Onion 1 spoon



Senior Leading Hostess at JPOT, Li YunXia shares with us what Chinese New Year is like for her without her family, what she loves about hotpot and how she tackles challenges at work like a pro.

At the start of a brand new year, we should appreciate the chance to be with our families for our Chinese New Year reunions. Many aren't so lucky. Yet, Li YunXia, a Senior Leading Hostess at JPOT, manages to maintain a cheery disposition this festive season. Even though it was late afternoon when we arrived, JPOT @ Tampines 1 was bustling with customers; the well-organised and spacious outlet is clearly popular at all times of the day.

Hailing from Jiang Su, China, YunXia has been with JPOT since 2012, handling reservations, seating arrangements and general customer

“
I've made some
improvement since
joining JPOT!
”

service. She carries herself confidently and is sure of what she must deliver: Top-notch customer service from the minute the outlet opens till closing at 11pm.

Working with a smile
YunXia shares her work ethic, “Even if there is unhappiness at home, I have to come to work with a smile.” She chuckles as she says she can't possibly greet customers with a “black face”. As the Senior Leading Hostess, YunXia is the face that greets new and returning (hungry) customers and that puts her directly in the line of fire, because JPOT @ Tampines 1 usually has a snaking queue and as the saying goes, “a hungry man is an angry man”. That means that she is no stranger to customer complaints. YunXia says, “My manager has told me not to take it to heart. In our line of work, we will meet all sorts of people, nasty or nice. So, it's best to let it go.” She accepts the challenge very graciously and has learnt to remain calm and professional, “It's customer service and it's my job, I have to accept it and do my best.”

Always learning

Staff welfare certainly goes beyond the bare essentials at JPOT. Managers guide staff on how to communicate with customers, manage expectations and even, speak English. YunXia tells us, eyes twinkling, that she couldn't understand, read or speak a word of English when she came to Singapore five years ago, “but I've made some improvement since joining JPOT!” Not one to shy from a challenge, she says, “It affects my work performance when I can't give English-speaking customers what they need. I've trained myself to pick up basic conversational English terms related to my job scope.”

While there are difficulties on the job, YunXia enjoys spending time with her colleagues and is happiest when the day goes by without any hiccups. “There are customers who are really nice! They compliment our good service and that makes me very happy.”

Home away from home

As we talk about the build-up of festivities, YunXia tells us about

Chinese New Year celebrations back home in China. “It's a long holiday, the whole family is home and we'll shop for New Year goodies together,” she says. We ask what is the biggest difference between the New Year celebrations here and in China. She laughs, “Well, for starters, we can't set off firecrackers here!”

Jokes aside, she admits that she misses the big reunion dinners on the first day of Chinese New Year. “I miss my family whether it's Chinese New Year or not, but I'm getting used to the Singaporean life and environment, and I'm happier too.” For YunXia, her colleagues at JPOT are her extended family because they care for each other. They would usually celebrate the New Year by having a reunion meal after their shift ends.

Can't get enough

YunXia picks Fish Head Soup as her favourite soup base at JPOT, without hesitation. She cracks yet another joke about how people who come from China love drinking soup. She goes to JPOT very often for steamboat. “Somehow, at other steamboat places, it just doesn't taste as good,” she says.

Unfazed by youth or her rudimentary knowledge of English, YunXia hopes to achieve more at work this 2014. As for our readers, YunXia hopes that everyone realises their dreams (实现愿望) and succeeds in everything that they do (事业发达)!

FREQUENTLY ASKED QUESTIONS

Where can I change my mailing address or check my JUMBO Dollars (J\$)?

Log onto the members' portal at www.JUMBOSeafood.com.sg/rewardslogin.asp.

Your login ID is your Rewards Card number and your password is your NRIC number (if you did not change it).

What should I do if I forget my password?

Click on "Forgot Password" on the JUMBO Rewards Login page. Your password will be sent to the email address that you provided when you applied for the Rewards Card. If you do not receive the email within 24 hours, you may call 6265 8626.

How do I use my J\$?

J\$ can be redeemed at any of our JUMBO Seafood, JPOT or Chui Huay Lim Teochew Cuisine restaurants.

J\$ can be used to redeem gift items, offset up to 30% of your bill or renew your membership.

Gift items can be viewed at www.JUMBOSeafood.com.sg/rewards-redemption.html.

When redeeming gift items, please present your Rewards Card and NRIC for verification.

How can I use my J\$ to offset the bill?

Present your JUMBO Rewards Card upon billing and inform the staff that you want to use your J\$ to offset the bill.

Offsetting with J\$ cannot be used in conjunction with Rewards discounts.

My card is expiring/expired, how do I renew it?

Renewal can be done at any of our participating restaurants by making a payment of S\$20 or a deduction of J\$60*. J\$20 will be credited to your Rewards Card upon renewal.

*J\$20 will not be credited if you renew your card using J\$.

Is there any expiry date to my J\$?

Yes, J\$ will expire on the same day as your Rewards Card. The expiry date is on the card.

Will my J\$ be carried forward when I renew my Rewards Card?

Yes, existing J\$ will be carried forward upon renewal.

What will happen to my J\$ if I don't renew my Rewards Card?

Your J\$ will be forfeited and cannot be used unless a renewal is done.

How do I redeem my birthday cake?

Call the restaurant that you are dining at, **at least 4 working days** in advance, to order your cake. We will mail you your birthday voucher. Please bring this along to the restaurant to redeem the cake.

Is there a minimum spending in order to redeem my birthday cake?

No. You can redeem the cake as long as you dine in with us.

JUMBO Rewards Perks

- Enjoy **20% off a la carte menu and set menu items** for weekday lunch (except P.H., eve of and during 15 days of Chinese New Year, Mother's Day and Father's Day) at all JUMBO Seafood (excluding East Coast), JPOT and Chui Huay Lim Teochew Cuisine restaurants.
- Enjoy **10% off a la carte menu and set menu items** at all JUMBO Seafood, JPOT and Chui Huay Lim Teochew Cuisine restaurants.
- Enjoy a **complimentary cake** on your birthday month when you dine in with us. Reservation of cake must be made at least **4 working days in advance**.
- **Offset up to 30% of your bill** on your next visit using JUMBO Dollars.
- **Redeem items** from an array of attractive choices.



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**JUMBO Seafood, *JPOT and
Singapore Seafood Republic from
17 January - 14 February 2014**

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to complement your
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that extra indulgence!

*ADDITIONAL OPTIONS

- 龙虾刺身 **Lobster Sashimi**
- 鲍鱼 **Abalone**
- 象拔蚌刺身 **Geoduck Sashimi**
- 三文鱼刺身 **Salmon Sashimi**

(素食可用 Vegetarian option available)

* Prices varies in different outlets

JUMBO Seafood
East Coast Seafood Centre 6442 3435
Riverside Point 6532 3435
The Riverwalk 6534 3435
NSRCC SAFRA Resort 6552 3435
Dempsey Hill 6479 3435

***JPOT - Hotpot Singapore Style** (Available from 24 Jan 2014)
VivoCity 6273 3536
Tampines 1 6532 3536

Singapore Seafood Republic
Waterfront @ Resorts World Sentosa 6265 6777

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Corporate Office



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