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# BOPIS-OMNICHANNEL **RETAILERS TAKE NOTE**

Editorial 01 Club Times

#### **Appreciating Our Beautiful Country**

Dear Member,

There are so many things that we took for granted and fail to appreciate what we had. The locked down exercise makes us reflecting what we have missed out on how beautiful Malaysia is.

During this time, eating out together as a family has been restricted while the online food delivery or self-pick up services has become a norm. So many retailers have improvised to provide this kind of services and it is growing more popular each day. This is why BOPIS (Buy Online Pick up In Store) will continue to expand in most retailers, and this is what we will be focusing on our cover story.

These kind of advancement, will not only affect the retailers, but a lot of development in modernization to make this country a Smart City to improve the quality of our lives. Even our Club Times will be revamping soon to keep up to the digital era. So stay tune for our new fully digital version.

While everyone is obediently staying at home, you can still put on your sweat shirt and shed some calories together with your family. We know that group dancing is usually done in the gym, but maybe exercising at the comfort of your home will be of the norm now.

Talking about appreciating our beautiful country, you may want to consider exploring these when we are free to roam about again. Here, we focus on some unique restaurants we don't even realise it existed. Those who are always want some surprises in life, this will amaze your taste buds. For travelers, we also highlight some fascinating Muslim mosque in Terengganu that is not only attended by worshippers but it is much visited by tourist throughout the year.

Happy reading and don't forget to check out news from your respective clubs.

Yours faithfully,

Khor Poh Waa

Director of Berjava Clubs



#### Berjaya Clubs

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Indah Corporation Berhad (26003-H)

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83000 Batu Pahat, Johor Darul Takzim.

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3 JUNE 2020 SATURDAY

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 - 7 & \frac{\text{JUNE 2020}}{\text{FRIDAY - SUNDAY}}
\end{array}$ 

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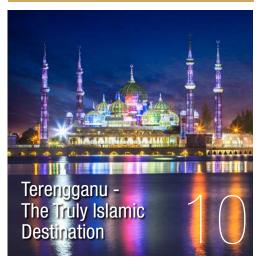
For more information, contact Equestrian Centre 03-2094 1979 / 2094 1903

# Highlights

02









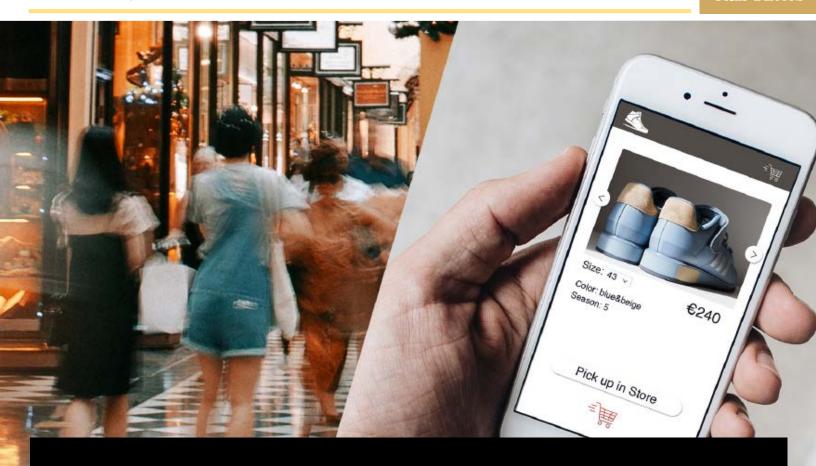


# Members' Privileges

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# BOPIS - OMNICHANNEL RETAILERS TAKE NOTE

I am not talking about Bopis the traditional Filipino dish which usually consists of pork's heart and lungs that are stewed alongside garlic, onions, and a variety of vegetables and spices. I am referring to Buy Online Pick up In-Store (BOPIS, as most retailers have now coined the term). It is not new however this behaviour is taking over the consumer in Malaysia and it is growing more popular with shoppers, and that trend is expected to continue.

This trend is popular in the US as nearly 70% of the shoppers have used BOPIS

more than once, according to Business Insider Intelligence. While recent trends in consumer demand seem to indicate that online shopping is preferred among many consumers, brick-and-mortar stores are not quite redundant. Clearly, there is a mixture of preferences among consumers, with some preferring online shopping against visiting physical stores. Considering this, the BOPIS offers a great balance between both – and shoppers can use it as it suits their lifestyles, schedules and needs.





#### More Shoppers Use BOPIS

So what was important to the consumers regarding the BOPIS? Half say they've made purchases online based on whether BOPIS was available. By choosing this option they are saving on shipping costs and have the added benefit of not needing to spend time browsing in-store. This reduces the likelihood of making impulse purchases. We can see this trend in our local scene like the fast food chain.

Speed and convenience are the prime motivations behind selecting BOPIS. Consumers want a quick in-and-out shopping experience saying they would prefer to collect items from a designated area close to the store front. In fact, 80% of consumers expect to spend a maximum of 10 minutes in-store collecting their items, while 27% say they would prefer a maximum of 4 minutes.

These consumer opinions create a fantastic opportunity for capturing business if the retailers can be met head-on.

So what are the preparations and plans for a retailer to implement for the BOPIS wave?

# Why Retailer Should Change?

Because BOPIS is popular with customers and can generate additional in-store revenue, 90% of brick-and-mortar retailers will offer BOPIS by 2021. It presents an opportunity to build customer loyalty and generate more online and in-store revenue when retailers do it well.

So what are the preparations and plans for a retailer to implement for the BOPIS wave? To meet rising customer expectations, BOPIS must deliver several things that is all supported by customer,

inventory and payment data. Now, more shoppers are satisfied with mobile than with the desktop, which means any retailer who wants to win at BOPIS needs to provide a robust mobile experience as well as a good desktop experience. Ease of finding items in the online store is vital. A low-friction checkout process is another essential part of the BOPIS experience, especially on mobile devices. The fewer steps customers must take to pay for their purchases, the more likely they are to complete their orders.

Other factors are customers are more likely to use the store's BOPIS service showing available items in real-time with inventory visibility, good communication among stores and regional distribution centres and manage inventory availability.

The final process is having a satisfying pickup process that

starts before the customer arrives and for send reminders on time and where the pickup counter is. Giving information on any special parking for the shoppers would be an added advantage. This is one area where even the retailers with the highest BOPIS customer ratings fell short, creating some confusion for shoppers when they arrived at the store.

Another point to note is to ensure shoppers expect not to have to wait in line and to have their orders to be ready... fast—ideally within an hour. The retailer must be able to screen and verify orders quickly to deliver on pickup time expectations. Store staff must be able to find ordered items fast, bring them to the pickup counter and let customers know their order is ready.

Another element of a good in-store pickup is identifying

customers correctly without making them go through multiple steps to prove their identity. The quality of the experience at the counter will depend on accurate data to verify customer identity.

The flip side, of course, is that a BOPIS experience that's fragmented or impersonal risks driving customers away—especially if nearby competitors offer a better experience.

However, when it is done correctly, you will be surprise that BOPIS will have more benefits then you can think of. Having customers come in store to pick up purchases provides another opportunity for sales, and research suggests that more often than not customers coming in for pick-ups will also make additional purchases while in store.

So are you prepare for the next wave?







## RISE OF SMART CITY IN MALAYSIA

To cope with the increasing population, hyper-urbanisation, globalisation as well as to ensure economic and environmental stability, cities are now focusing on becoming smart cities. Smart City is a concept of utilising technologies and connected data sensors to enhance and become powerful in terms of infrastructure and city operations. Therefore, smart cities will be key to supporting tomorrow's businesses, and more part of the DNA. Malaysia, for one, has recently revealed the groundwork for its next smart city project in Johor, Sabah & Sarawak.



Given the Malaysians live in urban areas, cities are starting to face pain points such as congestion, pollution, and inefficient deployment of urban services, Smart Cities is a next generation approach to urban management with solutions that address these issues and improve the quality of life of urban dwellers.

So what will we see the change in a smart city? In a smart city, internet of things (IoT) networks will be deployed to create applications that will change the manner in which residents coexist with technology. Soon, our parking structures will tell drivers which spots are open, smart outdoor lamps will automatically adjust to the climate conditions and green buildings will be able to monitor air quality and optimize energy consumption. The loT will enable us to constantly sense and process information from the outside world in an effort to bring efficiency to everyday life in a city.

However, these advancements aren't possible without the adequate implementation of these infrastructures in placed. These are some of the elements before achieving to smart city eg. ubiquitous Wifi connectivity, electric vehicle charging, smart street lighting, signage and parking on the road, smart buildings and water systems and even life cameras even in remote areas just to name a few. These elements will accelerating the adoption of latest smart trends to become a truly developed smart city. It will also enables smart city to be sustainable. energy efficient, and socially friendly communities for the usage of this infrastructure intelligently to improve the quality of life of those who live and visit there.

In conclusion, smart cities can extensively stimulate Malaysia's economic growth and provide the necessary infrastructural support for the deployment of advanced, intelligent and connected digital solutions.

Using technology with the aim of improving people's living conditions and improving urban sustainability, is truly the definition of "smart."









Terengganu is situated in eastern Peninsular Malaysia and after a checked from Wikipedia, it was the first Malay state to receive Islam, as attested to a Stone with Arabic inscriptions found in Kuala Berang, the capital of the district of Hulu Terengganu. The inscribed date which is incomplete due to damage can be read as various dates from 1303 to 1387 CE (common era).

So if you are making a trip there, other then the beaches, visiting the mosque in Terengganu will make your holidays unforgettable. Before you visit the mosque, I recommend you to learn some of the basic visiting etiquettes to make your visit a pleasant and worthwhile experience.

#### **Crystal Mosque Pulau** Wan Man. Kuala **Terengganu**

You do not want to miss the most unique mosque that is made it one of the most popular tourist attractions in Malaysia. Located in the Islamic Heritage Park sitting on a man-made Island off Terengganu which took two years to be built. Opened to the public on 8th February 2008 when it was completed the same year.

The exterior of the mosque is coated with steel, glass and crystal which are the three main materials in the construction of this magnificent piece of architecture which gave it its name. The illumination from inside, makes it look like the glass domes are shining. This Mosque accommodates up to 1,500 worshippers at a given time and also made its name internationally for its beauty. The Crystal Mosque is not only breathtaking but innovative as

the first 'smart mosque' using solar to light up the mosque and equipped with Wi-Fi and IT facilities.

During your visit, do not be surprised if you see a photo shoot going on, especially wedding photo shoots. This place has become one of the top photo shoot venues that there is hardly a day without a couple posing for their reunion keepsakes.











#### Masjid Ulul Albab, Kampung Kayu Seberang, Jerteh

If you are travelling through the roadlinking Kota Baruand Kuala Terengganu, you will not miss the distinctive palace looking, the oldest surviving mosque in the country. The mosque is constructed without nails or bolts crafted joined using the traditional techniques of pegs and joints with nearly 100% local hardwoods, Chengal by (supported concrete beams). Originally build with cement and concrete but was demolished later and rebuilt to accommodate the growing worshippers. Even now the minaret is built using the hardwood.

Surrounding the mosque is a well groomed garden. Built on stilts with the purpose of protecting it from flood and animals, it also gives that extra space below for activities. Inspired using the motif of Terengganu "Songket" a type of embroidered cloth with gold or silver thread on all

the walls and gates to reflect a Terengganu indeed. This mosque can accommodate 1,500 worshippers at any one time.

Masjid Ulul Albab is definitely a community hub for the people here and it is packed all year round.

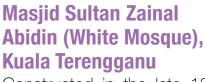












Constructed in the late 18th century near the city centre, the mosque has been renovated over the years, with the current structure drawing from Mughal and colonial architecture. The mosque is painted with white, is also known as the White Mosque or the Big Mosque, is located in Kuala Terengganu. Decorated with several calligraphic carvings of verses from the Quran, prayers and arabesques were carved on the mosque's entrance doors and grills. It underwent another restoration with addition minarets and pillars, which now can accommodate 2,500 worshippers within a single session for mass prayers.









#### Masjid Tengku Tengah Zaharah (Floating Mosque), Teluk Ibai

Named after the mother of the late Terengganu sultan, it is the first real floating mosque in Malaysia, constructed on a floating platform in a lagoon. The mosque is situated in Kuala Ibai, four kilometres away from the town centre of Kuala Terengganu. The design is inspired by traditional Malay and Moorish architecture, built with marble, ceramics, mosaic

works and bomanite paving. The white facet stands out with a balance of boldness and simplicity. The white structure of the mosque covers an area of roughly 5 acres and can accommodate up to 2000 attendees at a time.

As the mosque is surrounded by a lake, it will look enchantingly inspirational with the reflection from the lake and much like a place in the tale of 1,001 Arabian Nights.







### WITH THIS PARTY DANCE WORKOUT

Planks and crunches are great, but if you start doing them all the time, being stuck on the floor can get a bit boring. Dance workouts are more enjoyable and can fire up the same muscles, especially if you do it in a group, it's more fun and you will be easily motivated.

Dancing is a great way to get your heart rate up, get rid of extra body fat, and build lean muscle. This form of a workout uses a wide variety of motions to engage multiple muscle groups in a dynamic way that uses a significant amount of calories. The exact number burned depends largely on what style you're doing. There are so many different kinds of dance that you can do it a group just like you are having a dance party, like Zumba, Line Dance, Aerobics, Hip-Hop, and Belly Dance.

#### DANCING CALORIES BURNED PER HOUR



#### Zumba

Zumba has gained a cult like followings because it's fun, and its exercise. It can be hard to find those two things together. Women in an average weight range, say roughly 54-77kg, are going to burn between **350 and 650 calories** in an hour of Zumba

#### **Line-Dancing**

Dances like the Cha Cha, Slide and Cupid Shuffle that everyone dances alone, side by side, facing the same direction in lines or rows. This is popular among the senior "aunties" and is definitely a moderate way to burn calories. An hour of dancing burns about **300 calories** based on roughly 68 kg.





#### **Aerobics**

Aerobics is a form of physical exercise that combines rhythmic exercise with stretching and strength training routines. For a low impact workout a total of 295 calories and 413 calories

for step aerobics based on 58kg. For those hard core you may want to do the step aerobics that increases your calorie expenditure to **502 calories**, which will help you to shade some weight.





#### **Hip Hop**

Hip hop involves large movements of the entire body, which places it high on the expenditure scale. It also often involves freestyling, meaning that muscle groups are kept guessing and are less likely to stop responding to the exercise or hit a plateau. In 60 minutes, hip hop will use between 370 (for people of lighter bodyweights) to 610 (for those weighing 80kg and up) calories.



#### **Belly Dancing**

Get your abs working and exercise, an expressionist type of dance that emphasizes complex movements of the torso. Any of the routine from percussive movement to shivers and vibrations movements, an estimation of 270-320 for less intense versions, and between 290

and **360** for faster version. Of course, these are all just estimates. How many calories you will burn depends on many factors, including your gender, body weight and genetics. Calorie burn is also largely a result of how hard you work. If you put in a lot of effort, you'll burn a lot of

calories. So try a round one of the above and you might forget you're even working out.





My son asked "what would you like to have for dinner on your birthday". Eager on where youngsters usually hang out nowadays, I answered "Surprise me". And indeed he surprised me and brought me to Dinning in the Dark, which most of you have heard of. It was not only a new experience for me, but the varying taste and texture definitely delight my mind and

palate. This enables my taste, smell, touch and sound senses to be more acute.

After that "surprise", I was stunned again to find out that there are so many unique and different concepts of such restaurants. Sick of the plain, typical places? Malaysia is full of surprises that not many realise, even for some Malaysians. Here are some of the

most unique dining experience in Malaysia that is perfect for special occasions or just out of curiosity.







# BBQ Lamb KL Kemensah, Ampang

(Asian, Arabic, BBQ- halal)
First stop, come and release yourself by experiencing the outdoor dining in the river. BBQ Lamb KL Kemensah is located just behind the National Zoo – Ulu Klang, Ampang. Many could just come all the way just to indulge the famous grilled meats like the chicken, turkey,

duck and beef tenderloin while your feet soak into the cold and refreshing water from the mountain (hint - wearing an easy to remove footwear would help).

BBQ Lamb KL Kemensah Jalan Taman Zooview, Kampung Kemensah, 68000 Ampang, Selangor For Reservation: 012-211 4100





# Pia's The Paddy, Langkawi (Local, Western, North Indian, Halal)

If you are looking for a scenic view while dining, the Pia's the Paddy (formerly known as Jimmy's Café) is a simple open-air dining venue which overlooks Gunung Raya and emerald green rice paddy fields will give you a tranquil







experience. Best time to arrive is just before the sun sets, just in time to see the last sun rays reflect in the water on the fields. Offers a diverse range of western, northern Indian, Malay and Chinese fare but a definite must-tries include its succulent signature beef rendang, seafood masala, deep fried spring rolls, and Thai beef salad.

Jalan Ulu Melaka Kampung Padang Gaong 07000 Langkawi, Kedah Phone: +012-493 3713

#### Jeff's Cellar, Ipoh

(International, Non-Halal) Withasettingwithinalimestone cave, Jeff Cellar's isn't just Malaysia's most unique wine bar. The venue inspires in awe and reverence the moment you step inside its hall, surrounded by rays of lights on the stalactite formations. You are invited to immerse your palate in the exotic flavours of organic and rare wines. The guests thoroughly enjoyed the surprising ways in which the chef accentuates the dishes, especially the playful sorbet. The chef incorporates explosive pop rocks candy in this palate cleanser, giving diners a loud pop and fun kick feeling.

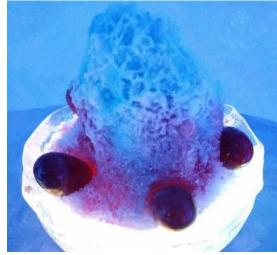
Jeff's Cellar 1, Persiaran Lagoon Sunway 3, 31150 Ipoh Phone: +605-210 7777











#### Ice Café, Penang

(Dessert, Halal)

Have not put a checked that check box on North Pole? You don't even need to blow your budget to experience that, just visit Ice Cafe in Penang for a freezing retreat!

Located at Georgetown, the new hangout spot is said to always maintain a temperature of 8°C to 10°C throughout the day. Feature an ice-themed

menu such as its signature snowflake on ice bowls which comes with various toppings such as fresh fruits, ice cream, and biscuits. So be sure to bring an extra jacket when you plan to visit. Drop by if a you want a North Pole experience!

Ice Cafe, Penang 193 Lebuh Victoria, George Town, Penang Island. Phone: +04-262 1193



It is well worth seeking out these places, you will not be disappointed. Who knows, you might want to impress someone and enjoy looking at their surprise emoji face with wide open eyes and mouth generally expresses astonishment.



# ARE AVAILABLE

from 27 - 30 April 2020

#### T & C

- \* All coupon are valid from 27 April to 22 May 2020
- \* Ramadhan Buffet is available from 7pm 10pm

For more information, contact us at

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25 April 2020 - 21 May 2020

# Raya Open House Packages

26 May 2020- 30 June 2020

Hari Raya Aidilfitri open house buffet packages are now available for you to host your joyous festive gathering with your families, relative and friends

> For reservation, please contact 018-201 9182 (Maya) 018-224 1831 (Juliana) 018-222 7236 (Awang)





#### **BKR Horse Show Malaysia-Philippines Riders Tour**















#### 18 - 19 January 2019

hosted and welcomed riders from 9 Equestrian Clubs from Malaysia, 6 riders from the Philippines and 42 horses that took part in the BKR New Year Horse Show which was held on 17th – 19th January 2020.

#### Congratulations to the Winners!

#### 70 cm Class

1st placing : Sophie Yong (MAS Team A) Horse:

Golden Jumper

2<sup>nd</sup> placing: Minxie Romualdez (PHI) Horse:

3<sup>rd</sup> placing : L/Kpl Mohd Faez Bin Ishak

(MAS Team B) Horse: Stella

#### 80 cm Class

1st placing : Alex Ynares-Villalon (PHI) Horse :

Derylackey Cailin

2<sup>nd</sup> placing : Mohd Hafidz Bin Mazlan

(MAS Team B) Horse: Animate 3<sup>rd</sup> placing : Hariz Abd. Majid (MAS Team A)

Horse: Finesse

#### 90 cm Class

1st placing : Arysha Haya Kanda (MAS Team A)

Horse: Constantine Vd Veldhoeve Z

2<sup>nd</sup> placing: Sin. Khairul Azri (MAS Team B)

Horse : Qalbu

3<sup>rd</sup> placing: Mohamed El Akkad (PHI) Horse:

Cassino

#### 100 cm Class

1st placing : Amirul Razak (MAS Team A) Horse :

Gold Drifter

2<sup>nd</sup> placing: Nicole Camcam (PHI) Horse: Destiny

3<sup>rd</sup> placing Sin. Norazlan Bin Mehat

(MAS Team B) Horse: Perdana

#### 110 cm Class

1st placing : Lara Zobel (PHI) Horse : Wachinta 2<sup>nd</sup> placing: Izad Rushdi (MAS Team A) Horse:

Sandra Girl

3<sup>rd</sup> placing: Ahmad Imtas (MAS Team B) Horse:

PRTC Ataman

#### 120 cm Class

1st placing: Paola Lorenzo (PHI) Horse: Chiquitita

2<sup>nd</sup> placing: Hariz Kamaludin (MAS Team A)

Horse: Bocceli

3<sup>rd</sup> placing: Arjuna Alagendra (MAS Team B)

Horse: Zerex

#### Special Awards for the following:

The Best Rider Award:

Ms Lara Zobel - Philippines

#### The Most Promising Young Rider Award:

Mr Hariz Kamaludin – Malaysia Team A

#### Sportsmanship Award:

Ms Nicole Camcam - Philippines



## **Launching Of RDA Canopy**

9th January 2020



ur appreciation to 7Eleven Malaysia Holding Berhad's kind sponsorship for the RDA Canopy. The RDA Canopy is a great assistance and convenience to the disabled riders to mount the horse. RDA riders and volunteers did more than observe a ceremony at this engaging event. Royal Patron YAM Raja Dato Seri Azureen Sultan Azlan Shah and Executive Director of 7Eleven Malaysia, Mr. Tan U-Ming officially launched the RDA Canopy.













# Chinese New Year Celebration And CSR At Rumah Kasih Charity Home











ukit Kiara Resort was decorated with vibrant red lanterns and colourful lights to signify the celebration of Chinese New Year. We concluded the Chinese New Year celebration with free horse carriage rides, an Acrobatic Lion Dance performance and a special appearance by the "God of Prosperity" giving away sweets and oranges.

For making our world a better place for everyone, Bukit Kiara Resort's first community service for 2020 was at Rumah Kasih, Taman Setapak, Kuala Lumpur. Rumah Kasih is a charity home that takes care of the poor, old, homeless, terminally ill and helpless patients that are abandoned in the hospital. Service Manager Mr Foong Peng Lam is a Hospital Kuala Lumpur ex-senior medical technologist. Mr Foong talked about Rumah Kasih's mission and how they never turn away anyone in need of shelter and loving care.

















#### Pertandingan Golf Peringkat MSSD Batu Pahat 2020

06 Feb 2019



n 6 Feb 2020, Majlis Sukan-Sukan Daerah Batu Pahat organised the Pertandingan Golf Peringkat MSSD Batu Pahat 2020, which drew the interest of 33 young golfers to participate. Tournament registration started at 7.30 am and tee-off was at 8.00 am. Indeed, it was lots of fun having the school golfers on our course.

Junior golf is one of the fastest-growing youth sports in the world. The sport will encourage your child to spend time outdoors and teach them important life lessons along the way. Bukit Banang Golf & Country Club, equipped with 9-hole and 18-hole golf courses, is definitely the place of your choice. If you are interested to organise a tournament, feel free to talk to us at 07-428 5431.







Our Golf Course
Operation Hours:



Registration: 7.00 am - 6.00 pm



Tee-Off: 7.30 am - 6.30 pm





















#### **Chap Goh Mei Classic Golf 2020**

16 February 2020



ur Chap Goh Mei Classic Golf 2020 was held on Sunday, 16th Feb 2020. All in, we played host to 58 members and 50 guests.

Unlike previous years where only members were allowed to play, this year, guests were allowed to compete on the course as well. We had two categories of competition, that is, Members and Guests.

Held on the same day was our Lion Dance Performance, which was presented by Persatuan Bekas Pasukan Keselamatan Negara Malaysia (PBPKNM) Cawangan Mantin.



Guest Category Champion

Amir Benno H/c 2 (39-point OCB)





