

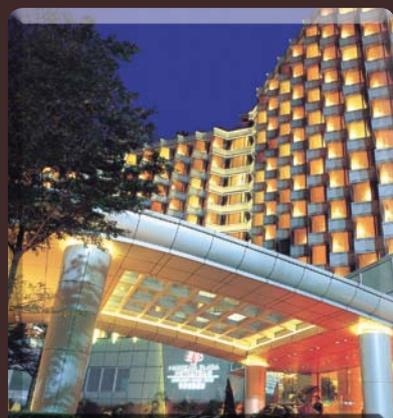
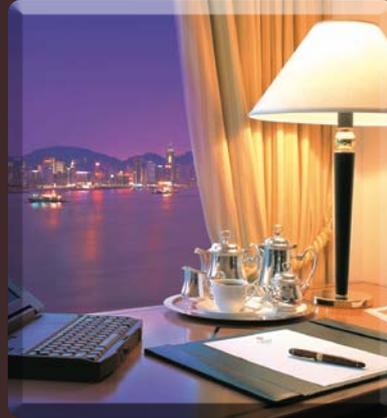


Beyond the Call of Duty



HWL Group's hotels are the preferred choice of visitors, from national government leaders, celebrities, international business travellers to holiday tourists and their families around the world. The Group's hotels are both "a home away from home", and also famed city hot spots for fine dining, entertainment and relaxation. The secret of HWL Group's hotels is simple - to provide the best personal service to every visitor. Yet, such success does not happen by chance, rather it is purposefully cultivated through years of training, management and experience.







The “can do” attitude provides a home from home experience that excels “beyond the call of duty”.

A Place Like Home

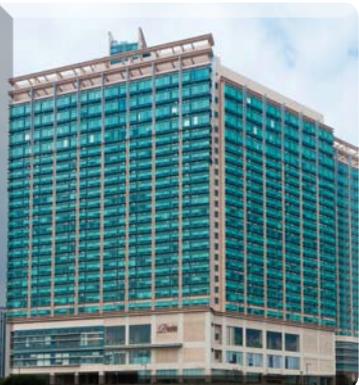
We understand that when visitors are travelling, whether they are on business trips, sightseeing or on a longer stay away, they wish to stay in a hassle-free environment, and also feel the vibe of the city. The Group’s hotels’ special combinations of locations matched with excellent personal care and attention converts many visitors into regular customers, who return to their favourite hotels again and again.

The home away from home experience is achieved through seamless orchestration of expertise of many different hotel staff. Mr Lee M Gopadze, CEO and President of a US-based multi-national wireless communications company, has stayed at the Harbour Grand Hong Kong Hotel up to 16 times in a year, since his first stay in 2011. He appreciates the “can-do” attitude of the Harbour Grand Hong Kong’s staff and their care for guests. Common visitor needs, such as restaurant reservations, tourist recommendations and information perfectly attended to by the staff at the concierge and front desk, to cater for busy businessmen’s, and every travellers’ needs. Mr Gopadze generously shares, “Hotels are the homes of travellers. Warmth and restfulness are anticipated in a real home. Harbour Grand Hong Kong has the unique tranquillity and spiritual relaxation that no other hotel can surpass.”

Mr Chevalier Truman Kwok has been a loyal guest of The Kowloon Hotel, in Hong Kong, for over 20 years, since his first stay in 1989. He visits the hotel regularly about three times a year, and truly appreciates the staff, relating, “They provide service from the heart and I can feel the warmth every time I stay here. It feels just like home.” The

warmness and “beyond the call of duty” service from the staff in Kowloon Hotel are what Mr Kwok appreciates most and are his reasons for returning time and time again. Specifically, he expressed gratitude to the enthusiastic and caring concierge staff who always stepped up to offer him the best service, including helping him to buy exotic, local fruit in the market, to helping him find the right medicines when he was feeling unwell, to hailing him a taxi in the midst of a Hong Kong typhoon.

Actor Ngok Wah is a celebrity of Hong Kong’s TV industry. Even though he emigrated to Canada more than 10 years ago, he now regularly stays in Hong Kong for long periods during current TV drama filming. The evergreen Hong Kong actor, who starred in over 100 movies and TV dramas since the 1960s, is a regular of HWL group’s hotels and a “resident” of the Harbour Plaza 8 Degrees Hotel, as he always stays in the Serviced Suite of Harbour Plaza 8 Degrees for six to nine months every time he returns to Hong Kong. Both he and his wife prefer to stay at Harbour Plaza 8 Degrees as they are impressed by the hotel facilities, customer service and particularly the housekeeping staff. He explains, “Compared to other hotels, we find that we are really being taken care of at Harbour Plaza 8 Degrees. Everything at the hotel makes it feel like home.” His favourite staff, Madam Han, from housekeeping, is now like a family housekeeper to him and his wife, Tien Lie, as they have known each other for so long, and “Madam Han knows exactly our individual preferences, and warmly welcomes us back each year.”



Our Unique Touches

Excellence in service is not the only ingredient in HWL Group's hotels' winning formula. Every HWL Group's hotel also has its own unique touches that charm the regular guests, or specifically attract particular customers.

Mr Walter Tarca has been living in the serviced suite in the Harbour Plaza North Point for almost four years since 2009. Even when his nearby office relocated from the nearby Taikoo Place to as far as Tsim Sha Tsui across the harbour in 2010, he confesses, "I looked around the serviced suites and residential apartments in other areas, but could not find anywhere like Harbour Plaza North Point." He is especially impressed by the live band at the hotel and frequently visits the Point Lobby Lounge after work to relax, and compliments the live band as "probably the best hotel band" he has ever seen, anywhere in the world. This view is also shared by many local celebrities, actors and politicians who have become regular visitors.

In addition, many famous singers having concerts in the Hong Kong Coliseum have made a habit of staying in nearby luxury at the Harbour Plaza Metropolis. Geographical convenience is not, however, the only reason why famous singers choose to stay there. Harbour Plaza Metropolis has also developed and nurtured enviable relationships with many of the most famous Hong Kong, Taiwan and overseas' music and entertainment companies. Harbour Plaza Metropolis also thoroughly understands the needs of the performing artistes, and is especially sophisticated in crowd and fan control. This celebrity hotel also provides facilities well-suited to the needs of the famous. The private rooms at Senzuru Japanese restaurant offer artistes a cosy private environment for media interviews and for a quiet getaway from their adoring fans and the regular crowds. It has now almost become a tradition that entertainment companies would use the Harbour Plaza Metropolis' Promenade restaurant as their favourite post-concert venue for dinner buffet celebrations.

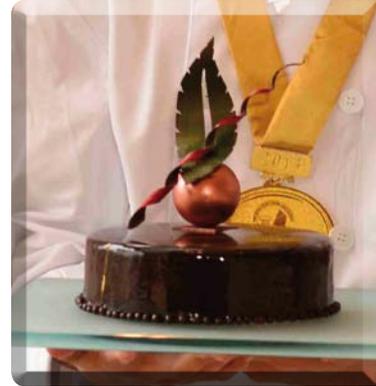
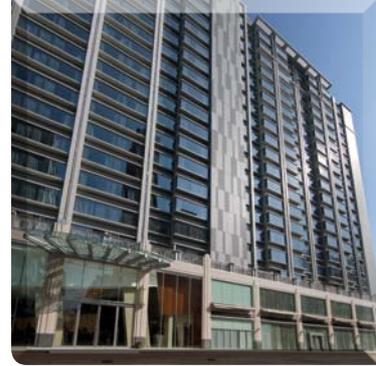
The strong tie between performance artistes and the Harbour Plaza Metropolis is also clearly demonstrated by the fruitful collaboration project for the hotel's 10th anniversary last year. Hong Kong singing diva, Kelly Chen, led 10 other talented Hong Kong celebrity artistes to design 10 unique rooms for the "Home Sweet Home" promotion. As a result, guests and fans can stay in the room, personally designed by their favourite local artistes and experience the celebrity's taste and personal flair at first hand.

Heroes Behind the Scenes

However seamless, effortless and discrete HWL Group's hotels' services appear, the beyond the call of duty services provided by the hotel's staff are carefully cultivated and based on meticulous, bespoke training programmes, ceaseless refinements and daily enhancements.

Assistant Manager of Café 8 Degrees at the Harbour Plaza 8 Degrees Hotel, Lee Kai Wah (Ah Wah) has a specialism of recognising guests and remembering every guest's name and particular preferences. Other than his sincere attitude and hard work, he also acquired his professionalism through training programmes from the Corporate office, where he refined skills on giving instructions, communicating and coaching with his colleagues. Ah Wah understands that to offer world class, premier service, true teamwork is essential. He smiles as he says, "A human touch is the most important element in establishing genuine customer relationships and maintaining guest loyalty."

Rainbow Tam, Team Leader of the Nagomi restaurant of Harbour Grand Hong Kong remarkably attained over 250 guest compliments in 2012, and was the proud receiver of Annual Outstanding Service Star 2012. Her secret of success is similar to Ah Wah - to serve from the heart. Her confident warm smile is backed by continuous effort and preparation, by taking careful notes of guests' information such as names, habits, preferred tables, dietary preferences and number of visits to the hotel. In-house specific training also enhances the quality of the services she can deliver. Further, training courses have helped her to communicate with guests more effectively and provide professional advice on dish choices to guests from around the world.



"A human touch is the most important element in establishing genuine customer relationships and maintaining guest loyalty."





Paul Yip, the smart concierge, shares local advice to every guest.

Meticulous Training

Another team of hotel heroes from human resources management always backs up the hotels' front-line staff. HWL Group's hotels recognise the importance of human resources' investment and training in the service industry. Thus, the group has developed strategic and tailor-made training and development programmes for individual associates, managers and the management team, and for different levels and types of staff. For newcomers in Harbour Grand Hong Kong, there is the "1-7-30 Programme" that allows the frontline staff to learn basic courtesy, English, service standards, and the hotel's mission and philosophy. Staff are then assessed at Day 7 and Day 30 intervals to monitor progress. For supervisory group of associates, there is the popular Train-the-Trainer Workshop available at the group level, designed to transfer communication, presentation, mentoring and on-the-job training facilitation skills. Qualified supervisory level staff are required to attend these courses before they could conduct any training to their subordinates. Besides sharing experience in an open and free discussion during these courses to continually improving hotel services, these supervisors can also provide mentoring support to develop new trainees: courses also provide trainees with the opportunity to seek guidance, learn how to solve issues as they arise, receive feedback, and make constant on-the-job improvements. Additionally, management staff looking to widen their management insights and skills can attend a two-part series of the corporate's Competency Enhancement Programme.

To ensure effective communication excellence and consistency of service quality, individual hotels like Harbour Grand Hong Kong also implement two quality assurance systems, the Quality Assurance Audit (QAA) and the Quality Assurance Programme (QAP). QAA comprises a cross-departmental audit to ensure standard and quality, and is also a system that provides opportunities for department heads to learn the standards and practices of other departments. Under the QAP, the hotel's general manager and key operational department heads will routinely tour the hotel to inspect the quality of service, maintenance and the essential cleanliness of the hotel; all part of the winning formula. 

The Moments

With different people from all over the world, everyday is different under the roof of the HWL Group's hotels. Our staff shared some of their exceptional moments at work - they can be both touching and heart-warming!

"A guest once wrote me two poems to thank me for my help. This guest only stayed in the hotel twice for a very brief period. During his first day, it was raining very hard. I noticed he needed an umbrella and arranged one to be ready for him at the concierge desk. I recognised him on his second stay and already had his luggage arranged at his room before he finished checking-in. He was very impressed by my service. This is the only time that a guest wrote me poems in my 18 years of service. I still cherish today."

- Paul Yip, Chief Concierge, Harbour Grand Kowloon



"A guest who had already left the hotel once called and asked if we could help him to find a card he had left in the room. It was a card with his handwritten marriage proposal to his girlfriend. I helped him search for it and luckily the card was found. He was so relieved and grateful when I found the card. It was so very satisfying to help this romantic guy. I was touched by his sweetness."

- Mille Chan, Guest Service Manager, Harbour Grand Kowloon

"There is something about the elegance of the hotel, the views from every room, the friendliness of the staff, and the convenience that continues to bring me back. Further, the hotel has also impressed our visiting colleagues from the US and the UK. It is ideally located in Hong Kong for both business and pleasure. These days I travel here mainly for hiking and still find the hotel a convenient place to stay."

- Catherin Emerson, Project Manager of Synexis, is a 34-time guest at Harbour Grand Hong Kong

HARBOUR GRAND KOWLOON

Home away from Home

At fourteen I learned that a special place is more than a location. It's a feeling. I recall standing on the lava cliffs of Maui, watching a Pacific sunset as surf pounded the rocks below. Music from the open-air bar was Chicago's "Colour My World" played by the house band. That was 40 years ago, but I have held on to that feeling ever since.

It is the same sense of place I experience each time I arrive at the Harbour Grand Kowloon.

Inevitably my flight from Washington, DC, lands an hour or two before midnight. After 18 hours in the air I anticipate my arrival at the elegant waterfront landmark with almost as much affection as I do returning home. Over the years, the staff have become more than friends -- Jonathan, Queenie, William, Paul, James, the doormen and housekeeping staff -- their sincere attention not only attends to my needs and comfort but can even inspire me to feel better about myself.

On one occasion a mistake was made by my office. I was placed in another luxury Hong Kong hotel, a majestic marble monument that was as beautiful as hotels come. The room was spacious, modern and comfortable. I was bone tired and the bed was wonderful. Still, I did not last the night. Shortly after midnight, I called my staff in Washington where it was noon and asked them to correct the mistake. I repacked my suitcase and called a car.

As we pulled into the circular drive of the Harbour Grand Kowloon, warm lights welcoming me well past two o'clock in the morning, Queenie and her staff were waiting at

the door, their smiles infectious. Order had been restored to the universe.

Why is it that I feel this way? Certainly some of it has to do with familiarity, a hotel that is as beautiful as it is comfortable, and the sincere relationships that have been formed with the staff. But it also has to do with the level of professional and personal service, the world-class views of the Hong Kong skyline, and the attention to detail in the immaculate rooms and among the always gracious housekeeping personnel.

Then, there is the remarkable food. At some of the most odd times when I am back in the United States I find myself craving the fugu and grilled asparagus of the Robotayaki, the opulence of the grand buffet, and the steamed fish of the Hoi Yat Heen. Even as I write this those cravings are returning in force, as is my desire to visit the Harbour Grand Kowloon again... real soon!

William Nixon, Chairman and CEO of Policy Impact Communications in Washington, DC, has been a loyal customer of the Harbour Grand Kowloon for more than a decade.

