



## GRAND HYATT SHANGHAI

# No Challenge is Too Great!

**RICHARD GREAVES** takes the helm as General Manager, Grand Hyatt Shanghai at an interesting time in the hotel's history. His mandate is to take this iconic hotel that much closer to the heart of a growing discerning luxury leisure and M.I.C.E market.

**“Bottom line is you have to fight for market share today far harder than we ever had to,”** says Richard Greaves, the personable General Manager of the Grand Hyatt, Shanghai.

Ever the gentleman, Greaves is no stranger to tough competition. His mettle tried and tested in far tougher waters, he knows a good fight when he sees one.

“The simple fact is that the consumer has wider choice. More hotels are joining the luxury segment and thanks to the Internet the market is growing in sophistication. Today's guest is more selective than ever and has every right to be. So, while it is clear as day, this direction the market is heading in, it is up to the best of us (hospitality trade) to compete.”

### Path Ahead

“Teamwork is the cohesive answer simply because today, a hotel cannot afford to exceed expectations in patches. There has to be uniformity in quality simply because the guest is looking for a holistic experience. To do this, you need to offer competitive quality across all key areas of service from check-in to check-out. You have to provide guests with that ‘wow’ factor across all your offerings be it at your restaurants, lounges, bars, room service, spa, pool facilities etc. Moreover, you have to serve up all this with human care, engaging with the guests and cre-



**Richard Greaves: “Competition in the luxury hotel segment is at fever pitch with every aspect of hospitality coming under intense scrutiny by the increasingly aware guest. There is no room for complacency if you wish to stay a market leader.”**

ating authentic emotional connections” explains Greaves.

“To achieve this in this competitive day, you have to inspire, motivate and retain good, passionate people and you can't just do it by throwing more money at quality people, simply because it isn't the right way and good people are motivated by factors more than just money.”

“Just as you have to create a magical or unforgettable experience for the guest to want to return or recommend your hotel, you've got to create a progressive, warm, enjoyable, prospective platform for your staff to enjoy. The happier the staff, the more satisfied the guest, it's that

simple.”

### Next Step Up

Grand Hyatt Shanghai is a landmark five-star address in the centre of Lujiazui business and financial area, and crowns the prestigious 88-storey Jinmao Tower right in the heart of Shanghai.

Occupying the 53rd to 87th floors, Grand Hyatt Shanghai features 555 rooms surrounding a spectacular 33-storey atrium.

It also boasts 11 restaurants and bars, including Club Jin Mao Shanghainese restaurant, award-winning dining destination ON56, and Cloud 9 Sky Lounge, one



of Shanghai's finest bars with spectacular stunning views of the Shanghai Bund and Pudong skyline from 53rd to 87th floors.

"We are a favourite with the M.I.C.E market thanks to our extensive event and conference facilities which include a Grand Ballroom for 1,200 people, a Crystal Ballroom and 13 meeting rooms. Club Oasis features a spa, health club and Sky Pool on the 57th floor," says Greaves, adding that the luxury leisure market too favours this iconic hotel.

"Located in the prosperous Pudong business and entertainment district, we are just ten minutes from The Bund and Yuyuan Gardens, approximately 30 minutes' drive from Shanghai Hongqiao International Airport and 45 minutes from Pudong International Airport.

"We offer guests the whole package, including dramatic architecture, innovative dining options, state-of-the-art technology, spa and fitness centers and comprehensive business and meeting facilities appropriate for corporate meetings and social gatherings of all sizes.

### Comfort First

"Unique about our hotel is the fact that our spacious rooms overlook the picturesque skyline of beautiful Shanghai and feature contemporary art deco touches combined with traditional Chinese imagery," says Greaves.

The hotel has seventeen Grand Suites, seventeen Grand Riverview Suites, eight Diplomat Suites, two Presidential Suites and one Chairman Suite.

Exclusive Grand Club accommoda-

tion is provided at the top of the hotel, ideal for business travellers seeking an even higher level of personalised service.

"It is all about keeping your guests comfortable and satisfying their needs. If this means putting on the table a little extra, then it is worth doing if you are in this business for the long haul."

An all-day concierge is provided to guests that can also enjoy complimentary continental breakfast, evening cocktails served with deluxe hors d'oeuvres, and coffee and tea in the comfort of the private two-storey Bund View Grand Club Lounge. An executive boardroom is available for Grand Club guests.

Located on lobby level 54, the hotel's Business Centre provides a full range of office equipment and confidential secretarial services, such as translation, printing and parcel wrapping.

To wind down after a day of hectic business dealings, the business traveller can appreciate Grand Hyatt's fitness and recreational facilities that are located on level 57, namely Club Oasis. In addition to comprehensive health club facilities and spa treatments, guests can enjoy swimming in the Sky Pool while enjoying the breathtaking panorama of the Shanghai skyline.

### Gastronomic Delights

"We offer the business traveller an extensive selection of restaurants and bars to enjoy and entertain in," says Greaves.

"While we don't aim to be everything to everybody, we know what our

guests expect. Today's guests appreciate the one-stop-shop offering, a hotel that appeals to different tastes and offers a variety of experiences both day and night.

"Our dining options include Canton restaurant, ON56 (a collection of eateries on level 56 featuring Kobachi Japanese restaurant; Cucina, an Italian restaurant serving brick-oven pizzas; The Grill, offering the freshest seafood and succulent prime-grade meats; Patio, a lounge at the base of the 33-storey atrium; and Wine Bar, offering the most extensive wine selection in town).

"Popular with our guests is our Sky Lounge Cloud 9, on the 87th floor; Piano Bar located on level 53, offering breathtaking views of the city; Grand Cafe, a 24-hour restaurant with buffets; Food Live, a food court with five Asian and Western counters and a casual Chinese restaurant; and Club Jin Mao located on the 86th floor all of which are catered by tried and tested, award-winning chefs that masterfully cater to a wide range of tastes.

"This hotel has a loyal market and it is for us to continue to improve and exceed the expectations of our customers. With full faith in my team, I have every confidence that we will rise to every challenge and strive to do better than our best. No challenge is too great. That's the Hyatt spirit," concludes Greaves. ■

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