



PARKROYAL

Quality Hospitality in Sizzling Sydney

Business and leisure travellers to Sydney Australia tend to pick brands offering reasonably priced, quality stays in hotels centrally located and easily accessible. A glimpse into the style and offerings of two PARKROYAL hotels.

Parramatta, Sydney's second CBD is poised for a multi-billion dollar facelift and rising property prices provide the best proof. Demand for mid-range quality hotel stays is on the upswing and hotel groups are sprucing up to compete. PARKROYAL on Phillip Street, in central Parramatta has just completed a mega expansion to offer 286 guest rooms in total. Complete with grand reception, new Club Lounge, gym and pool, the newly built tower takes comfort to a new level; its new rooms offering elegance in design and plush comfort. General Manager Michael Johnson is keen on attracting more business from Asia, which should not be a problem for him. "We couldn't be in a better location. We're multilingual as far as staff go and we cater to Asian tastes. Our strategy is to build loyalty through guests as we provide that 'wow' factor by our attention to detail. The whole team here is excited and we have an excellent, competitive product. Consistency in quality of service and attention to detail will ensure steady growth."

Built to Serve

Kurt Otto Wehinger, Area GM



Kurt Otto Wehinger
Area GM Oceania and
GM PARKROYAL Darling
Harbour, Sydney.

Oceania and GM of the centrally located PARKROYAL Darling Harbour, Sydney is equally upbeat. For him, growth depends, in some measure, on appreciating guests' expectations.

"It is very important for us to understand the difference and deliver a personalised experience to meet these expectations. 'Creating Memorable Hotel Experiences' is the foundation of our corporate vision, and we are always ready to go above and beyond to create memorable guest experiences through actions."

The hotel is just as keen on MICE business. "Our hotels boast the latest



technology to serve this discerning market. We've introduced our new 'Event e-concierge' -- a communication tool that gives event managers direct access to the AV and contact with the on site manager and F&B attendants."

The hotel's suites are spacious with access to the Club Lounge. Housekeeping's efforts are a true marvel and the quality of food and beverage at the breakfast buffet seemed more than satisfactory.

Both PARKROYAL hotels offer the same high standards of customer service and overall quality of product. This isn't easy given the industry's HR woes and escalating costs. Guests seem satisfied with the overall product and staff across both hotels displayed that much-expected Aussie warmth and friendliness. There are few hotels that compare if you're looking to make no mistakes. So, rest assured with the PARKROYAL Parramatta and the PARKROYAL Darling Harbour, Sydney, you won't be making any. ■



For additional information, please visit <https://www.parkroyalhotels.com/en/hotels-resorts/australia/darling-harbour-sydney.html>