



PARK LANE HOTEL

Redefining the Art of Hospitality

One hotel is making a huge impression on the discerning MICE and tourist sector. GENERAL MANAGER, EDWIN J. THEOBALD of THE PARK LANE shares the hotel's secrets of success.

“In a vibrant first world city like Hong Kong, world class hospitality is expected from both local and foreign, business or leisure guests,” says Edwin J Theobald, General Manager of The Park Lane, in Causeway Bay, Hong Kong.

An institution in its own right, it is the only hotel recommended by The Michelin Guide Hong Kong & Macau as the “Top Comfort Hotel” for 3 consecutive years since 2009. Slap in the centre of the city’s financial and shopping district, it offers guests the best of all worlds, everything from cinemas to department stores to restaurants to transport network, all within walking distance.

“Accessibility is a very important feature for our guests who usually visit the city for just a few days. We offer 805 spacious rooms, we overlook the Victoria Harbour, Victoria Park and the city, with all our rooms offering natural light and décor that helps our guests unwind, relax and get into a celebratory mood,” says Theobald.

“The aim is to provide our guests with a quality of service that exceeds their expectations. This is a competitive market and in order to get referral and repeat business you have to get the extra mile and offer a consistent level of service. You have to constantly innovate and improve uniformly, only then can you expect applause from your market. This is not easy to achieve but at The Park Lane, it is our goal and the reason why our hotel is a favourite with our guests.”



EDWIN J. THEOBALD: “Competitive hotels have to be all encompassing, nearly like an orchestra, each department coming in at just the right time to provide the guest with that overall perfect service that few hotels can rival.”



One Stop Shop

"Today, guests want a hotel that provides both business and leisure amenities and of course staff that have a great can-do attitude", says Theobald. "We specialize in tailor-made solutions to suit every requirement. We offer extensive meeting facilities with the latest audio-visual technology and hi-speed Internet access; accommodate various meeting formats, from board meetings to Chinese and Western banquets to gala dinner dance, weddings and incentive theme parties. The hotel has 4 restaurants and bar offering various cuisine such as Continental, international, seafood, and home-made pastries with different dining themes in each month. 24 hours room service is also available."

"Our Café One is perfect for gatherings with an all-day buffet and a la carte dining. An extensive a la carte menu offer international favourites together with seasonal dishes and seafood complemented by tempting desserts while the live cooking stations made the atmosphere extra vibrant. We also have Riva, our signature restaurant for gastronomic delights serving a wide selection of wines and located on the 27th floor offering stunning views of Hong Kong skyline. Then we have George & Co. a trendy bar with a wide choice of beers, wines and signature cocktails, hot snacks and light lunches. We have something for everyone. That's the beauty of The Park Lane."

"With today's high levels of stress, our

guests expect a hotel to provide good leisure and relaxation facilities. Our 4,500 sq.ft. Fitness Center is fully equipped with the latest equipment, including Multi-weights gym exercise station, Rowing machine, Treadmills, Exercise bike, Cross trainer, Exercise mat, solarium, sauna and steam bath, separate showers and changing rooms. Body massages and facial treatments therapists are also available for guest to unwind after a busy day in a private massage room. Hotel Hair



Salon with manicure services. Guests can also join the locals in Victoria Park for Tai-Chi practice every morning, indulge in jogging and other recreational activities."

"Today, competitive hotels have to be all encompassing, nearly like an orchestra, each department coming in at just the right time to provide the guest with that overall perfect service that few hotels can rival. This is when you know you have a great property that is a true icon of hospitality."

Perfect Service

How does one win this applause in a market spoiled for choices? "It's about attention to detail," says Theobald. "I guess the main ingredient of our success is our emphasis on quality in terms of both, hardware and software. We take the bother out of life. We offer butler services to our premium guests who enjoy that personal level of attention. When you check into The Park Lane hotel you can kick your feet up and relax and have everything taken care of for you. That is service and this is why we get such a high level of repeat and referral business. At The Park Lane service is all about offering the customer an unforgettable experience. Our can-do attitude ensures that no matter what the guests' requirements are, we fulfill the need, we rise to the challenge. That is the spirit at The Park Lane. It is part and parcel of our culture here to go beyond the call of duty. This is what true hospitality is about and this is why once a guest

has stayed with us and experienced this heartfelt service, they remember us. Today, we are a favourite with both, MICE and leisure travel because we are built to serve. It is part of our culture here. We add value and that's what makes us different. We welcome your readers to experience The Park Lane service and celebrate life," concludes Theobald. ■

For additional information please visit www.parklane.com.hk

