



SUNWAY RESORT HOTEL & SPA

Where Amazement Never Ceases!

The Sunway Resort Hotel & Spa is a holiday destination in itself. General Manager JOHN AUTELITANO shares the secrets of its success.

Critics and admirers alike agree that the Sunway Resort Hotel & Spa fills a niche of its own. From the various styles of room décor to the quality and variety of its f&b outlets, it is hard to find fault with this gem.

Children love it for the giant theme park nearly within its gates. The corporate kind enjoy its opulent suites and fabulous restaurants and honeymooners take back fond memories of time well spent in its exclusive comfort. The website (below) showcases the property and its charms in fair detail. For now, we attempt to understand just what makes this hospitality icon the marvel that it is.

Guest Comfort

“Competitive brands have to constantly upgrade the quality of their offerings,” says General Manager John Autelitano, as we sit to talk poolside.

“Complacency is just not an option because guests are spoiled for choice today. The challenge for a property like ours given its size, is to offer a uniform standard of quality service, consistently.”

That’s not easy to achieve given the volume of guests, a sheer number of staff and the limited hours in the day. Most general managers would find the task daunting because this is an industry where it takes forever to build a reputation and an instant to lose it irrecoverably.

“That’s what we believe here and my team understands that our success isn’t to be taken for granted. We are a favourite with MICE travel because though large,



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we are flexible and swift enough to ensure tailor-made service to match the most discerning guests. Today, MICE travel is not pure business. People on business do want to travel with their families and spend a few days before or after the event, just enjoying the hotel and its amenities."

"The trick is to train and then empower your staff to take decisions swiftly. Guests want quick, quality, efficient service. They demand flexibility and a service attitude. So, constant training and belief in one mission is vitally important at the same time challenging as the industry is facing a shortage of man power. Amidst these challenges, we have to be like a world-class orchestra each coming in at the precise moment to become part of an overall performance that is both pleasing and amazing to the audience, which is our guests."

Subtle Difference

"As an integrated resort that caters to world-class guests, it is imperative to have good, strong, reliable systems and training programmes that guarantee the quality of service and that our promises are all delivered," says Autelitano.

"Each room has to be clean and well prepared, in-room amenities need to be the best, technicians need to be ready to deal with any eventuality, f&b needs to be fresh and well prepared, our villas have to offer the opulence they promise, the Mandara Spa must deliver the Balinese inspiration it promises and last but not the least, individual guests' needs have to be attended to."

How does one achieve all these logistic feats within such constraints? "You have to find and nurture the right people. Hospitality is a calling and one is either service orientated or not. We are fortunate to have this team devoted to the essence of hospitality. We nurture our staff by offering them more opportunity to serve in different capacities thus ensuring they have multiple skills thus increasing the range and depth of their experience. At the end of the day, I think it is all about character. I tell our people, the quality of the heartfelt service you offer is a reflection of your own ability."

Core Values

"We have an increasing number of Hong Kong leisure and MICE travelers including many regional celebrities among our guests. With mainland China showing increasing spending power and the internet helping to increase traveler sophistication, outbound travel is



increasing. The fact remains though that people do have limited time for travel to each destination be it for MICE of leisure and customers are growing increasingly discerning. So our challenge is to make an impression at every visit. A good hotel knows that every satisfied guest is an advertiser for your property. If we stay true to our core values of providing the best service that can be expected of a property like ours, we can't go too wrong.

We have to stay focused and work as a team to put more distance between us and our competitors. It's hard to explain the unique flavour of hospitality we offer. So, I invite all your readers to visit our website and come share a few days with us. Let us show you what you've been missing," concludes Autelitano. ■

For additional information please visit www.sunwayhotels.com