



INTERCONTINENTAL GRAND STANFORD HONG KONG CELEBRATES 30TH ANNIVERSARY HONOURING LONG-SERVICE STAFF

(Hong Kong, August 31, 2011) InterContinental Grand Stanford Hong Kong (ICGS) celebrates its 30th anniversary on September 18, 2011 and honours eleven long-service employees who were part of the pre opening team.

"ICGS has witnessed great changes in the Tsimshatsui district over the past 30 years and has established renowned hospitality to travellers from all over the world. We would like to thank our staff for their ongoing commitment, dedication and professionalism. The varieties of international awards we have received throughout the years reflect the significant contribution of our entire team." said Peter Pollmeier, General Manager.

With over 500 staff, 11 of them have been delivering excellent service to guests over the past 30 years. From back of house to frontline operational staff, their passion to exceed our guests' expectations motivates them to drive towards service excellence.

Genuine Care from the Heart – Raymond Chan (Airport Manager)

Unlike general hotel staff, Airport Manager Raymond Chan does not perform his duties in the hotel but is stationed at the airport to greet guests. He offers excellent and efficient service and was recognised for the Customer Service Excellence Award by the Hong Kong International Airport in 2010.

Raymond believes that the role of an airport representative is crucial to the guest experiences, "we are the first one to welcome guests and the last one to escort them to the departure area, taking care of every single detail. We play an important role in their overall impression of Hong Kong and it is a pleasure to give them a truly memorable visit to this great city."

A Reflection of Teamwork – William Lam (Executive Sous Chef)

Chef William first joined the hotel as 2nd Commis as part of our Western cuisine, and is now Executive Sous Chef. William has brought an array of delectable food to guests throughout the years. He also shows team spirit consistently with the organization of hiking activities across different departments, such as the Trailwalker and Green Power Hike which is sponsored by the hotel.

He recounted that team spirit is one of the key factors in delivering seamless service, "group hiking is a great way to understand your team and thus strive for the common goals towards the same direction."

30 Years of Perfection - Aouda Tam (Director of Housekeeping)

Aouda joined the hotel as Housekeeping Clerk in housekeeping department in 1981. She never forgot her motto 'perfection in every detail' and put guests' comfort and satisfaction as the first priority in her work life.

Her enthusiasm for accommodating every guest with the most relaxing and pleasant environment is appreciated by our guests. Another important part of her duties are overseeing the florist, laundry, linen and uniform office, jobs that require a lot of focus on small details.

The Happiest Staff – Carrie Li (Laundry Supervisor)

Laundry Supervisor Carrie Li works in a high temperature environment, yet the department was ranked the happiest department in the last employee satisfaction survey.

Carrie appreciates a variety of training schemes that the hotel provides for laundry staff, including English class and global cultural learning workshop. "The employees who handle pressing or ironing tasks are mainly experienced staff; we have been given a lot of opportunities to develop new skills and keep up with the ever-changing market."

With a team of frontline and back of house staff, it is undoubtedly InterContinental Grand Stanford Hong Kong will continue to provide outstanding service and hospitality in the years to come.

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About InterContinental Grand Stanford Hong Kong

InterContinental Grand Stanford Hong Kong is a five-star hotel that offers breathtaking views of Hong Kong's Victoria Harbour. The hotel features 579 luxuriously appointed rooms and suites and the finest selection of world-class dining outlets from authentic Italian to contemporary international buffet and Michelin-starred Cantonese cuisine. The state-of-the-art meeting facilities in a comfortable and stylish setting are complemented by a fully equipped business centre. Located within easy reach of the world-famous Star Ferry and the Mass Transit Railway (MTR), the award-winning hotel offers refined service and facilities for the savvy business and leisure travellers.

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