Cosmopolitan Attitude

Taking care of guests with thoughtfulness in every possible way, Cosmopolitan Hotel Hong Kong brings particular theme suites to the table, the only one of its kind in the c **satisfy different** needs.

BY Carmen Zhang
CHINA DAILY

Situated opposite the Happy Valley racecourse, Cosmopolitan Hotel Hong Kong boasts a unique and spacious green view on the island, distinguishing itself from the commonly seen sea view rooms promoted by other hotels.

Apart from its convenient location within Wan Chai and Causeway Bay, complete facilities and quality service, the hotel has more to offer to make itself one of the most comfortable hotels in the city for a third consecutive year, awarded by the Michelin Guide 2011.

Among all the services at Cosmopolitan, the free shuttle bus ranks first in terms of popularity. As the most extensive of its kind in Hong Kong, their shuttle has five routes to 15 hot destinations in town, reaching as far as Quarry Bay and Taikoo Shing, the new business hub located in Island East.

All the hotel rooms are installed with internet connectivity with both wifi and cable. The ultra high speed of 50 mbps, almost seven times the city's average, according to the hotel, allows guests to stay connected all the time.

Besides helping the guests to get a sound sleep, the hotel even offers a complimentary pillow menu featuring 11 types of pillows with various textures and stuffing to satisfy different needs.

"We are striving to provide guests a high quality experience with value," said Anita Chan, general manger of Cosmopolitan Hotel Hong Kong. "We never take anything for granted and always get ready for changes," she added, proving that the honors of the hotel are well-deserved.

With more than 20 years experience in the hospitality industry yet at quite a young age for the GM level, Chan has had an impressive career path based on the extraordinary passion and commitment to her work.

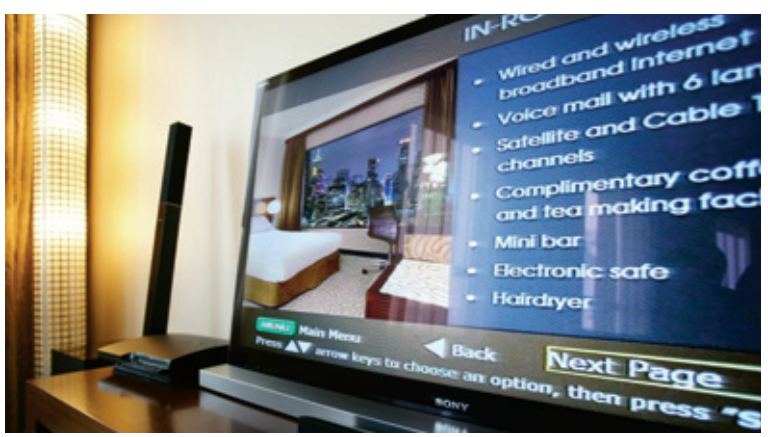
This stylish and elegant lady is not only the general manager of Cosmopolitan Hotel Hong Kong, but also Cosmo Hotel Hong Kong and Cosmo Hotel Mongkok at the same time.

"These three hotels are very different in their style and target market. Each of them has distinctive characters just like a person," she introduced.

Cosmo Mongkok is like people in their twenties seeking out adventure. Located in the district mixed with the old and new, Eastern culture and Western charm, people who love to explore an original Hong Kong flavor can't miss it.

Cosmo Hong Kong, with a chic design and color-coded guestrooms, is more mature. What's more, the hotel is also the first four-star smoke-free hotel in the city, advocating a health-conscious and smoke-sensitive environment for the guests and staff.

Cosmopolitan Hotel Hong Kong, as the most senior one, has more of a business style and caters to whole families. The family package of the hotel offers everything you could think of for children: different size of baby cots, baby bath gel, non-allergic washing liquid, children's bathrobes and slippers, even a two-hour baby sitting service free-of-charge.



"The personnel component also differs in the hotels. To communicate better, we use the social network Facebook to reach the younger staff, and maintain our interior notice board for those who don't use it," Chan said.

The most important thing for managing employees is to give recognition to their work. The software of a hotel can never be undervalued, she said.

Being a mother herself, Chan is also very family-oriented. "I am a mother, so I know what the parents need," she smiled gently.

"Take the children's mini-box for example. As a mother, when the whole family arrives at the hotel, the first thing for me to do is to buy some snacks for my kids. But usually the food at the mini bar of the guestroom is not suitable for children."

"Therefore, we make this free mini box. The chocolate, biscuits, juice and the like could help the parents solve their headache. I call it a 'survival box'," Chan said.

"I like to think from other people's perspective. Sharing and understanding is my way to run the hotels as well as my home," Chan noted.

In order to deliver a new dimension of comfort to its guests, Cosmopolitan Hotel emitted a special Theme Suite Program, the only one of its kind in Hong Kong, including Sony's 3D Entertainment Suite, OSIM Suite, Ocean Park Suite and A-FONTANE Suite.

With a spectrum of the latest products ranging from state-of-the-art audio-visual equipment, massage machinery, fluffy toys and supreme quality bed linen, the suites could satisfy even the pickiest; no matter whether they are audiophiles, movie goers, massage fans or loving parents.

This year, the hotel plans to renew the bathroom of their guest rooms after the upgrade of the LCD screens and the carpets in the past two years.