



# DORSETT



Photo caption: Bernard Pak from Ctrip - Deputy General Manager – Hong Kong and Macao, and Anita Chan, General Manager of Dorsett Wanchai and Dorsett Mongkok

## **Another Feather in their Caps - Dorsett Wanchai and Dorsett Mongkok Celebrates Excellent Hospitality with Ctrip and TripAdvisor**

*Both hotels attribute their achievements to embracing 4 core values - Integrity, Inspiration, Innovation, and Initiative*

(Hong Kong, September 4, 2017) Following the winning of the 2017 TripAdvisor Certificate of Excellence in June this year, the Dorsett Wanchai, Hong Kong, and the Dorsett Mongkok, Hong Kong, both under Dorsett Hospitality International, have been recognized once again for their outstanding hospitality after receiving another equally prestigious awards from China no. 1 online travel agent – Ctrip.

### **Recognized for Delivering Exceptional Service by the World's Most Respected Leaders in the Online Travel Industry**

The newly renovated 4.5-star hotel Dorsett Wanchai was awarded the **Best Selling Award** while the Dorsett Mongkok clinched the **Best Partner Hotel** at the Ctrip Award Presentation & Appreciation Party held in early August. This annual award event recognizes excellent hotel businesses in Hong Kong and Macau that provide amazing service and innovative hotel offerings. For the Dorsett Wanchai, this award comes in the perfect timing as it is about to celebrate its 1<sup>st</sup> anniversary after the name change in October 2016.





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The **Certificate of Excellence Award by TripAdvisor**, on the other hand, accounts for the quality, quantity and recency of reviews submitted by travelers on TripAdvisor over a 12-month period. To qualify, a business must maintain an overall TripAdvisor bubble rating of at least four out of five, have a minimum number of reviews, and must have been listed on TripAdvisor for at least 12 months.

“We are very proud to have received these awards. These recognitions are a reward to our team and their dedication and passion to provide exceptional services to our guests”, says Ms Anita Chan, the General Manager of Dorsett Wanchai and Dorsett Mongkok.

## **Embracing Dorsett Core Values 4Is – Integrity, Inspiration, Innovation, and Initiative is the Key to Achieving Hospitality Excellence**

Both Dorsett hotels attribute their accomplishments to having a team of passionate, dedicated, and dynamic members who breathe and live the 4 core values - Integrity, Inspiration, Innovation, and Initiative.

“These values shape the culture of the company and serve as the fundamentals of everything we do. From the back of the house to the front of the house, which includes Front Office, Housekeeping, Sales & Marketing, Human Resources, Engineering, and IT – every single department is involved and they all contributed to achieving these accomplishments,” Ms Chan continues.

## **Take A Glance at Dorsett 4Is Videos:**

Just recently the staffs of the hotels have produced a 3-minute short film for the two hotels respectively to showcase how they embrace the 4 core values in their daily operations. To better illustrate each ‘value’, real guests’ stories are told in Dorsett Wanchai’s video, while that of the Dorsett Mongkok focuses on delivering the significance of one of the 4Is – Innovation. Explore the Dorsett World by watching the videos:

### **Dorsett Wanchai**

<https://www.youtube.com/watch?v=2dAIE00wx6I>

### **Dorsett Mongkok**

<https://www.youtube.com/watch?v=3El1TbGJYSE>

## **The Dorsett Wanchai, Hong Kong**

The award-winning 4.5-star Dorsett Wanchai Hong Kong is conveniently located between Wanchai and Causeway Bay on Hong Kong Island giving its guests easy





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access to all business, shopping, and sightseeing destinations in the city. The hotel is a mere 8-minute walk to MTR stations, Times Square, and a 10-minute drive from the Hong Kong Convention and Exhibition Centre. The Dorsett Wanchai, Hong Kong offers 8 types of newly renovated rooms and suites ranging up to 48 sq. m. The signature Grand Deluxe Course View Room offers a breathtaking view of the racecourse in front of the hotel. A complimentary shuttle bus service is available to 16 destinations via five routes and all rooms are equipped with 200Mbps high-speed Wi-Fi internet. Other facilities include the Dining House Restaurant that serves the finest Guangdong and Huaiyang dishes, the 3T Bar, a gym room, and various meeting spaces.

Visit: [www.wanchai.dorsetthotels.com](http://www.wanchai.dorsetthotels.com)

## **About the Dorsett Mongkok**

The Dorsett Mongkok, a contemporary-flavoured 4-star hotel, is located in the heart in one of Hong Kong's liveliest areas that includes popular markets, shopping streets, hawker stalls, and extensive malls. In the middle of one of the densest populated places on the planet, between the Mongkok and Tai Kok Tsui districts, the visitor need not go further afield to experience all that Hong Kong has to offer. This is particularly important for the time-stretched visitor. Guests choose Dorsett Mongkok not only because the quintessential Hong Kong lies just outside its doors, but because it is "affordable luxury" for the budget-conscious traveller. Guests prefer to spend their dollars on experiences rather than just four walls alone.

What sets the Dorsett Mongkok apart from other hotels is its friendly service, extensive local knowledge, and willingness to go out of its way to ensure that its guests have the best possible time while in the city. Because of this service ethos, the hotel has been TripAdvisor's Recommended Hotel for five straight years in a row. It has also won the first ever Certificate of Merit in Customer Service at the 2015 Hong Kong Awards for Industries.

Visit: [www.mongkok.dorsetthotels.com](http://www.mongkok.dorsetthotels.com)

## **Dorsett Hospitality International**

Headquartered in Hong Kong, Dorsett Hospitality International has three brands under its umbrella ....the upscale and midscale Dorsett Hotels & Resorts and d.Collection comprising a range of charismatic boutique hotels, and the value-led Silka Hotels. The group currently owns and manages 33 hotels in China, Hong Kong, Singapore, Malaysia, and the United Kingdom; including eight more openings within





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the next couple of years in Malaysia, Australia, Hong Kong, and the United Kingdom. For more information on Dorsett Hospitality International, visit: [www.dorsett.com](http://www.dorsett.com)

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