



RESOURCE LIBRARY - CONCIERGE
Hotel FAQs - Frequently Asked Questions

CODE: 03.04.018

EDITION: 1

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<u>NO.</u>	<u>QUESTION</u>	<u>ANSWER</u>
1	WHO OWNS THIS HOTEL?	
2	WHEN IS THE OPENING OF THE HOTEL?	WE ARE AIMING FOR EARLY SEPTEMBER
3	HOW MANY ROOMS AND SUITES DO YOU HAVE?	WE HAVE 378 ROOMS IN TOTAL. THIS INCLUDES 45 SUITES
4	WHERE IS THE POOL LOCATED?	THE POOL IS LOCATED ON THE 4 TH FLOOR. THE POOL WILL BE OPEN FROM 6AM TO 5PM
5	IS THERE A HEALTH CLUB IN THE HOTEL?	YES WE DO HAVE ONE IN THE 20 TH FLOOR EXCLUSIVELY FOR THE GUESTS STAYING IN-HOUSE; IT INCLUDES SAUNA, JACUZZI, AND MASSAGE/ BEAUTY TREATMENT ROOMS. IT'S OPEN FROM 11 AM UNTIL 11 PM.
6	HOW MANY HOTELS WORLDWIDE DO YOU HAVE?	WE HAVE 528 HOTELS IN OPERATION AND WE ARE EXPECTING 12 NEW HOTELS BY THE END OF THIS YEAR. IN THE MIDDLE EAST WE HAVE CURRENTLY 12 HOTELS OPERATIONAL, AN ADDITIONAL 4 WILL OPEN THEIR DOORS THIS YEAR.
7	WHAT IS THE ORIGIN OF THIS COMPANY?	THIS BRAND STARTED IN THE UK IN 1976.
8	HOW MANY RESTAURANTS DO YOU HAVE?	THERE ARE TWO RESTAURANTS WHICH ARE: THE LEBANESE RESTAURANT WHICH IS LOCATED IN THE LOBBY AREA, AND WE DO HAVE THE YOSHI RESTAURANT WHICH SERVES ASIAN FOOD. IN ADDITION TO THIS WE HAVE 3 BARS; HAVANA CIGAR BAR, CRYSTAL BAR AND THE WINDOWS ON THE WORLD SKY LOUNGE AS WELL AS THE ATRIUM CAFÉ LOBBY LOUNGE.
9	IS THERE A MEMBERSHIP FOR THE HEALTH CLUB?	UNFORTUNATELY OUR GYM AND POOL AREAS ARE EXCLUSIVELY FOR THE GUEST IN HOUSE. THE SPA TREATMENT ROOMS CAN BE BOOKED FOR MASSAGES, FACIALS BY ANYONE.
10	WHO IS THE HOTEL INTERIOR DESIGNER?	A NUMBER OF DESIGNERS WERE INVOLVED WHO HAVE SELECTED FURNITURE FROM FAMOUS FRENCH DESIGNER CHRISTOPHER GUY AND OTHERS
11	HOW MANY FLOORS IN THIS HOTEL?	42 FLOORS, 4 OF THEM UNDER GROUND
12	IS THERE WIFI INTERNET IN THE HOTEL?	YES, WE HAVE A HIGH SPEED INTERNET OFFERED FREE OF CHARGE FOR THE GUEST OF OUR CLUB FLOORS. REASONABLE CHARGES APPLY FOR WIFI USAGE IN PUBLIC AREAS AND GUEST ROOMS
13	HOW MANY STARS IS THE HOTEL?	THIS HOTEL IS 5 STARS DELUXE
14	DO YOU OFFER LAUNDRY SERVICE?	YES, AND IT'S INCLUDES WASHING AND DRY CLEANING
15	WHAT IS THE AVERAGE ROOM RATE?	THE ROOM PRICES DEPENDS ON THE ROOM CATEGORY, HOWEVER THE ROOM AVERAGE RATE IS 200 JD.
16	DO YOU OFFER CAR RENTAL SERVICE?	YES, AND YOU CAN RENT A CAR WITH A DRIVER OR WITHOUT.
17	ARE THERE ANY BALL ROOMS IN THE HOTEL?	THERE IS ONE BALL ROOM WITH CAPACITY OF 850 PEOPLE IN ADDITION TO SIX MEETING ROOMS



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18	DO YOU PROVIDE PARKING SLOTS?	THERE IS UNDERGROUND PARKING WITH A CAPACITY OF 380 CARS.
19	HOW MANY EMPLOYEES WORKING IN THIS HOTEL	400 EMPLOYEES
20	IS THERE A NIGHT CLUB IN THE HOTEL?	UNFORTUNATELY WE DON'T HAVE ONE, HOWEVER WE CAN OFFER THE SKY LOUNGE INSTEAD
21	HOW MUCH DID THIS HOTEL COST?	THE COST IS AROUND 75 MILLION DOLLAR
22	DO YOU OFFER IN ROOM DINING SERVICE?	THE IN ROOM DINING SERVICE IS AVAILABLE 24 HOURS
23	IS THERE A SHOPPING ARCADE?	THE HOTEL HAS A LOBBY GIFT SHOP, BARBER SHOP AND JEWELRY SHOP
24	IS THERE AN ATM IN THE HOTEL?	YES WE HAVE ONE IN THE LOBBY.
25	IS THERE A BUSINESS CENTER IN THE HOTEL?	YES AND IT OPERATE 24 HOURS.
26	ARE THE PETS ALLOWED IN THE HOTEL?	NO PETS ALLOWED.
27	WHAT IS THE NATIONALITY OF YOUR GENERAL MANAGER?	
28	WHAT IS THE SIZE OF THE HOTEL PREMISES?	84'000 SQ. METER
29	DO YOU PROVIDE OUTSIDE CATERING SERVICE?	YES WE DO. IF YOU LIKE I COULD GET YOU IN TOUCH WITH OUR CATERING TEAM TO DISCUSS YOUR REQUIREMENTS
30	WHAT TYPE OF MUSIC YOU PLAY IN THE LOBBY?	MODERN STYLING MUSIC.
31	IS THERE A PRAYER ROOM IN THE HOTEL?	YES DURING RAMADAN AND AT IFTAR