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SPECIAL GUESTS

CORE STANDARDS

1. Special guests receive a handwritten "Welcome" card from the General Manager with a personalized amenity placed in the room before arrival.
2. Special guests receive a personal welcome from a member of senior management upon arrival.
3. Special guests are informed that they will receive preferential seating times, tables and spa service appointments while in residence, and they will have quick access to a car and driver when required.
4. If the special guest is registered under an alias name, this name is used on the registration card and by all Hotel Employees when connecting calls.
5. In person, the special guest is addressed as "Sir" or "Madam."
6. Special guests receive highly personalized service; for example, specific newspapers are provided, or the in-room bar is specially stocked according to their preference.
7. For the special guest who brings younger guests, a special younger guest amenity is preset in the room.
8. All protocols for official visits are followed.
9. Arrangements are made per the special guest's expectations and confirmed prior to arrival with the reserving party or local representative, where applicable.
10. The special guest's privacy is carefully guarded, to ensure that he or she enjoys the luxury of being him- or herself.
11. On departure, special guests receive a personal farewell from a member of senior management.

WELCOME & REGISTRATION

1. Upon arrival, special guests are greeted by name, met with a welcome folder and taken directly to their room.
2. The Lobby Host will inform Reception of the special guest's arrival, and the Receptionist will register the guest immediately.
3. Hand luggage is brought up to the room when escorting the customer; other luggage is brought to the room within 5 minutes of the special guest entering their room.

ROOM AMENITIES

1. Non-perishable amenities are preset in the guest room before the guest arrives.
2. Highly perishable amenities are delivered to the room within 10 minutes of guest rooming.
3. Amenities have a local touch; presentations are unique and suitable to the in-room environment.
4. Perishable amenities are refreshed daily or are removed entirely.

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5. Tableware accompanying amenities is cleaned or replaced daily.
7. Connoisseur-style In-Room Dining and Hotel Compendium are available in the language of the five major markets for the Hotel, with the Compendium placed in the room written in the guest's home language.
8. Locally appropriate additional in-room amenities reflective of the Hotel's style and positioning are also available, such as samples of themed spa products.

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ROOM AMENITIES FOR YOUNGER GUESTS

1. Younger guests are given special attention.
2. For babies with their parents, the following amenities are preset in the room:
 - Baby cot
 - Baby shampoo and soap in the bathroom
3. Child-safety electrical-socket covers are placed in the amenity basket or are installed, upon guest request, prior to the younger guest's arrival.
4. For younger guests ages 1 - 12, the following amenities are preset in the room:
 - Crib or extra bed, if requested
 - Younger guests' In-Room Dining menu
 - A Conrad younger guest amenity
 - Appropriately sized bathrobe(s)

Additional Hotel Resort standards:

5. Younger guests will be welcomed upon arrival by a representative of the younger guest activities center, who will present them with their own welcome packet.
6. Specialized Spa treatments for younger guests are available, delivered with the same level of professionalism as the adult Spa treatments.
7. A well-articulated younger-guest activities center with a full range of activities is provided throughout peak season.
8. Younger guest sets, including toys, crayons and games, are available for complimentary use in selected outlets.
9. A game zone well away from central areas of the hotel is provided, stocked with electronic and board games.
10. Bathing suits and long-sleeved sun suits for younger guests are available for purchase in the retail outlet.
11. A younger-guest concierge specially trained in serving younger guests is available during day and evening shifts.