

WHARF HOTELS

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For Immediate Release

Wharf Hotels Scoop Four Stelliers Awards 2019

Hong Kong SAR, China, 4 December 2019 — Wharf Hotels is delighted to announce that four of its Associates were awarded with prestigious wins at this year's Stelliers Awards for Greater China, held recently in Macau.

General Manager of Marco Polo Hotels Hong Kong, Mr Dalip Singh, was awarded the coveted "General Manager of the Year" accolade, Ms Heidi Tang, Director of Sales & Marketing at Niccolo Changsha was recognised as "Sales Hotelier of the Year", Ms Tara Liu, Front Office Manager of Niccolo Chengdu took home the "Front Office Hotelier of the Year" award, and Mr John Zhu, IT Manager of Marco Polo Wuhan, won "Information Technology Hotelier of the Year".



The industry's leading hotelier awards platform was renamed Stelliers this year, celebrating professionals in hospitality. The judging panel consisted of representatives from HOK, Ecole Hôtelière de Lausanne, Jones Lang LaSalle and LRA By Deloitte. After a robust application review and interview process, finalists were chosen from over 300 applications in 18 categories.

Ms Juliette Lim, Vice President, Human Resources of Wharf Hotels, said, "We are thrilled to receive four awards this year with so many of our talented, high level professionals, nominated. At Wharf Hotels, we believe development is for everyone. In our empowering culture, Associates and leaders take accountability to achieve their personal best at work."

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The Stelliers Awards, Greater China 2019 Winners

Mr Dalip Singh, General Manager, Marco Polo Hotels, Hong Kong General Manager Hotelier



Committed to serve and exceed guest expectations, Dalip is constantly being praised for his ability to lead and inspire his team of Associates from different countries and cultural backgrounds. He has established 36 improvement projects that have enhanced facilities at the three Marco Polo Hotels in Hong Kong he oversees, alongside prioritising service excellence and guest satisfaction. With revenue management strategies down to a tee, Dalip's three hotels in Hong Kong saw 100% occupancies across its 1,450 guestrooms for 204 days in 2018, resulting in a 10% increase in RGI, leading their competitor set.

Ms Heidi Tang, Director of Sales & Marketing, Niccolo Changsha Sales Hotelier



Heidi joined Niccolo Changsha as its pre-opening Director of Sales & Marketing in 2018. A dedicated and resourceful leader, she has successfully positioned the hotel as the market's leader, propelling it to become a luxury icon in the city in less than a year. Heidi has strengthened the hotel's corporate business and introduced unique local experiences for DISCOVERY members. Always creating value for the team, the Sales Hotelier of the Year has also lead revenue management and sales training to her team to maximise both guest experience and returns on investment.

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Ms Tara Liu, Front Office Manager, Niccolo Chengdu Front Office Hotelier



Niccolo Chengdu welcomed Tara to its talent pool in 2014, quickly becoming an inspiring and respected leader devoted to elevating guest satisfaction and loyalty with her unwavering dedication, passion and empowerment. She not only has increased Front Office upselling revenues, but also supports Niccolo Chengdu in achieving and maintaining its top RGI position in the market.

Mr John Zhu, Information Technology Manager, Marco Polo Wuhan Information Technology Hotelier



John joined Marco Polo Wuhan in 2011, winning the Best IT Elite Award of Wharf Hotels in 2018. His management style in steering projects has achieved impressive economies of scale, leading his team by example with his business acumen and foresight. Outside of work, John engages in community activities to encourage learning and nurturing of children.

Stelliers Greater China 2019 Wharf Hotels Finalists

- Ms Chloe Deng, Director of Learning & Development, Niccolo Chengdu
Human Resources Hotelier
- Mr Tom Yu, Director of Engineering, Niccolo Chengdu
Engineering Hotelier
- Mr Ken Mak, Information Technology Manager, The Murray, Hong Kong, a Niccolo
Hotel Information Technology Hotelier
- Mr Sean Zhang, Director of Finance, Marco Polo Changzhou
Finance Hotelier
- Mr Thayyil George Anthony, Doorman, Marco Polo Jinjiang
The Unsung Hero

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- Mr Kevin Wang, Executive Chef, Marco Polo Lingnan Tiandi Foshan
Chef Hotelier
- Ms Amy Cheng, Director of Finance, Marco Polo Wuhan
Finance Hotelier

More details are available at <http://stellers.cn/awards/2019-winners/>.

About Wharf Hotels

The Spirit of Discovery

Emanating the spirit of discovery, Wharf Hotels, a wholly owned subsidiary of The Wharf (Holdings) Ltd, is based in Hong Kong SAR of China, and currently operates 17 owned or managed hotels under Niccolo or Marco Polo Hotels in China, Hong Kong and the Philippines. Niccolo Hotels was added to the group's portfolio in 2015 as the new luxury collection, positioning the brand as contemporary chic. The Murray, Hong Kong, a Niccolo Hotel, opened in January 2018 as the brand's flagship hotel, with one new Niccolo hotel currently under development in China following successful openings in Chengdu, Chongqing and Changsha. Marco Polo's international deluxe hotels in established locations within China, Hong Kong and the Philippines maintain their ethos to explore, discover and experience a destination, drawing on the philosophies of their namesake, Marco Polo: an adventurer, a traveller, an entrepreneur and a connoisseur of culture - just as Marco Polo's modern travellers are today. Further details are available at wharfhoteles.com.

About Global Hotel Alliance

Global Hotel Alliance (GHA) is the world's largest alliance of independent hotel brands, bringing together 32 brands with over 500 hotels in 78 countries. GHA uses a shared technology platform to drive incremental revenues and create cost savings for its member brands. GHA's award-winning loyalty programme, DISCOVERY, provides 12 million members exclusive opportunities to immerse themselves in local cultures wherever they travel. For more information, visit discoveryloyalty.com.

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