## 5-star Hotels in Guangdong

中国酒店设计大系 No. 03
Collection of Hotel Designs in China
广东五星级酒店

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# Hotel — Classical Building of Middle Class By Luo Simin

酒店——中产阶级的经典建筑

■ 文/罗思敏 ■ Author/Luo Simin

酒店——从名词到本质都是泊来之物。在欧洲,它的黄金时代出现在19世纪末。古时的中国只有客栈,功能简单,地方逼仄。星级酒店的概念由西方传入我国后、于上世纪80年代开始兴旺,之后便蓬勃发展,至今越发精彩。

改革开放之初,酒店接待的是"外宾",这多少有点"华人与狗"之感。后来发展成商务贵宾的居所,在民众看来,仍然是"奢侈"的代名词。到了现在,很多的星级酒店开始平民化,展露亲切面孔,强调以人为本,业已成为大众出行的必然选择。由于时代的变迁,客户群的发展与转移,酒店设计风格也在不断变化,甚至一段时间内,酒店的飞速发展使酒店装修成为一个非常热门的行业。

Hotel-both word and essence is imported from abroad. In Europe, its golden age appeared at the end of the 19th century. There are only hostels in ancient China, with simple functions and narrow locations. Introduced from the West, the concept of star hotel in our country began to prosper in the eighties of last century, flourished subsequently, and more and more excellent so far.

At the beginning of reform and opening up, hotels received only "foreign guests", which had a sense of "Chinese and dogs" more or less. Subsequently it developed to become the dwelling of business honored guests, which was still the synonym of "luxury", from civilian' point of view. Nowadays, showing friendly faces and emphasizing people first, many star hotels begin to welcome civilians and have already become the inevitable choice of travelers. Due to the changes of times, development and transformation of customer group, the design style of hotels changed constantly; even in a period of time, the development of hotels at full speed fostered decoration of hotels to become a very popular

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回顾中国改革开放后的酒店发展史,从建筑艺术 鉴赏的角度去分析,大致分为3个发展阶段。

起步阶段:是将境外的酒店经营理念全盘照搬的 "拿来主义",多由香港或国外的设计师主笔。但 因国内当时的施工技术落后,所完成的作品也仅 仅限制在装饰工艺或手工艺的范畴。

高速膨胀阶段:出现在20世纪90年代初。经济的 迅猛发展,给国内的建筑设计行业带来了良好的 发展机遇。一大批从事建筑学及艺术学科的中坚 分子投身到这股浪潮之中。通过对国外先进技术 的学习及艺术借鉴,在近10年的实践过程中,他 们经历了学习、模仿、吸取和摒弃的成长路程。 展现在眼前的作品,呈现出一派百花齐放的景象, 以孰优孰劣去评价这些作品是片面的,重要的是 这个时期为在其后的酒店设计发展奠定了雄厚的 人才基础。它的历史意义远远超出了作品本身的 价值。

渐入佳境阶段:我们将它划分在21世纪。客观地说,这个阶段并未完成,更确切说是正在进行之中。在近五六年来的建筑作品中,无论是技术层面上运用智能化科技含量的提高,或是艺术风格层面上所散发出来的多元文化气息,都紧紧地扣住了这个高速发展的时代脉搏,与工业技术的发展和新型材料的涌现紧密相连。

在谈论作品时,我们不可避免地谈到文化、理念和价值观。这些词汇成为今天人们评论作品的一种"标准",以至于人们将它们用滥了的时候,忘却了它已将成为我们在思想沟通时的一道屏障。因此,展望未来,将会不可避免地出现一个设计创作者与经营者、消费者之间,在通过作品互动中进行的沟通问题。

假如,这个时代、这个市场、这个社会的发展,到了迫切地需要酒店拥有一种物质享受以外的精神享受的时候,那么,作为一个当代的设计师,将要面对的问题,就会是如何传承文化、如何创新,更深层次地探究如何在他们的作品中赋予其一种灵逸与哲学了。

Retrospect the development history of hotels after Chinese reform and opening up, and analyze in term of appreciating the arts in the building, it can be divided into three development stages.

Starting stage: It was "bringing the doctrine" by imitating the overseas hotels' management theory totally, which were mainly designed by Hong Kong or foreign designers. But because the domestic construction technique was backward at that time, the finished works were limited in the ornament craft or the category of the handicraft.

High-speed expansion stage: emerged at the beginning of 1990's. Rapidly development of economy had brought the good opportunity for domestic architectural design trade. A large number of elites that is engaged in architecture and artistic discipline devoted into this stream of tide. Through studying foreign advanced technology and referencing from art, in the course of practice of the past 10 years, they experienced the stage of studying, imitating, extracting and abandoning. The works that come into sight demonstrate diversified scene, and it is unilateral to evaluate them only by "good" or "bad". It is important that this stage established rich talent foundation for the following hotel design development. Its historic significance has far gone beyond the value of works.

Improving stage: We divide it in the 21st century. To be objective, this stage is still immature, more exactly, it is still in developing. The construction works in the past 5-6 years, no matter the improvement of the intelligent scientific and technological content on the technological aspect, or the plural cultural characteristics of artistic style aspect, have connected closely with the pulse of high-speed development.

While talking about the works, we will mention culture, idea and values unavoidably Nowadays, these vocabularies has become a kind of "standard" of people commenting works, which is used so excessively that people forget that it will become a barrier in the communication. Therefore, look forward to the future, there must be some communications problems between a designer and operator and consumer unavoidably.

If this era, this market, this society has developed to the stage which urgently demanding the hotel to have spirit enjoying beyond material; a modern designer should face the problem of how to pass culture on, how to innovate, and further

#### 简介

罗思敏

广州思哲设计有限公司总设计师 澳洲SEER DESIGN (AUSTRALIA) PTY LTD董事

IFDA国际室内装饰设计协会华南区常务理事原名罗思哲、毕业于广州市美术学院。
1983年开始从事室内设计、

主要作品,

广州珠海特区大厦(部分)、河北省保定燕赵大酒店、广东省惠来葵峰宾馆、北京怀柔雁栖湖宾馆、广东省清远丝绸大厦、广州太和沙田宾馆、西安皇后酒店、昆明连云宾馆二号楼、昆明连云宾馆二号楼、昆明连云宾馆后、广东省阳江荣都酒店、山东省北京鸿翔大厦(部分)、福州芳沁园迎宾馆、威海威士大酒店、成都岷山宾馆、超导、城都域馆(三、四号楼)、广州番禺香江大酒店、昆明连云宾馆五、七号楼、广州从化温泉荔枝园宾馆、长春宾馆、新楼、济南丽天大酒店、即连云宾馆五、七号楼、济南丽天大酒店、即连云宾馆五、七号楼、济南丽天大酒店(部分)、广州中国大酒店、南南西大厦、海口黄金海景大酒店、广东省东莞豪门大饭店、广东东莞中党中部高、山东省东莞豪门大饭店、广东东莞中党中部高、山东省东湾。

Introduction

Chief architecture of Guangzhou Sizhe Design Co., Ltd

Director of Australia SEER DESIGN (AUSTRALIA) PTY LTD

Standing director of IFDA International Interior Decoration Design Association in South Chir

Former name: Luo Sizhe, graduated from Guangzhou Academy of Fine Arts. 4 Undertake interior design from 1983 and founded "Sizhe Design Co., Ltd" in 1988

Main works:

Guangzhou Zhuhai Special Zone Building (part), Yanzhao Hotel in Hebei Baoding, Guangdong Huilai Kuifeng Hotel, Beijing Huairou Yanqi Lake Hotel, Guangdong Qingyuan Silk Building, Guangzhou Taihe Shatian Hotel, Xi'an Empress Hotel, 2# building, Kunming Lian Yun Hotel, Kunming Yunnan Hotel, Yangjiang Rongdu Hotel in Guangdong Province, Beijing Hongxiang Building in Shandong Province, Fuzhou Fangqinyuan Guest House, Weihai Weishi Hotel, Chengdu Minshan Hotel, Kunming Guest Hotel, Guangzhou Songyuan Hotel in Guangdong Province (3#, 4# building), Guangzhou Panyu Xiangjiang Hotel, Tiantai Hotel in Zhuzhou, Hunan, Holiday Inn in Dongguan, Kunming Lian Yun Hotel 5#, 7# building, Lichi Garden Hotel in Guanzhou Conghua Hotspring, Changchun Hotel New Building, Jinan Litian Hotel (part), Guangzhou China Hotel Lijing Palace, Chaoyuan Reconstruction, Guangzhou Victory Hotel (part), Luxi Building in Shandong Jining, Haikou Golden Sea—view Hotel, Guangzhou Military Zone Zhuhai Qianshan Hotel, Golden Sea Village in Shandong Weihai, Haomen Hotel in Guangdong Dongguan, Zhongtang Zhongming Hotel in Guangdong Dongguan, Shandong Electric Power Bureau Taian Employee Holiday Centre, Guangzhou Jiayihaoting Hotel, President Building of Hainan Sanya Mountain, Sea Sky Hotel, Rest House of Shandong, Hangzhou Tiandu International Hotel, Loufushan Holiday Guangzhou National Security Bureau, Guangzhou Jiayi Emperor Hotel, And participate in the hundreds of environment designs for emporium, office, entertainment, city reconstruction and outdoor surface, square, park etc.

# Requirements on Evaluation of Five-star Hotel

### 五星级酒店评定要求

- 1. 饭店布局合理
- (1)功能划分合理;
- (2)设施使用方便、安全。
- 2. 内外装修采用高档、豪华材料,工艺精致, 身有突出风格。
- 3. 饭店内公共信息图形符号符合LB/T001。
- 4. 有中央空调(别墅式度假村除外),各区域通风 段好。
- 5. 有与饭店早级相话应的计算机管理系统
- 6. 有背暑音乐系统
- 7. 前厅
  - (1)面积宽敞,与接待能力相适应
- (2)气氛豪华,风格独特,装饰典雅,色调协调, 光线充足;
- (3)有与饭店规模、星级相适应的总服务台
- (4)总服务台有中英文标志,分区段设置接待、向讯、结账,24小时有工作人员在岗;
- (5)提供留言服务:
- (6)提供一次性总账单结账服务(商品除外)
- (7)提供信用卡服务:
- (8)18小时提供外币兑换服务
- (9)总服务台提供饭店服务项目宣传品、饭店价目表、中英文本市交通图、全国旅游交通图、本市和全国旅游景点介绍、各种交通工具时刻表、与住店客人相话应的报刊。
- (0)可18小时直接接受国内和国际客房预订,并能 代订国内其他饭店客房;
- (11)有饭店和客人同时开启的贵重物品保险箱, 保险箱位置安全、隐蔽, 能够保护客人的隐私,
- (2)设门卫应接员, 18小时迎送客人,
- (3)设专职行李员,有专用行李车,24小时提供行李服务;有小件行李存放处;
- (14)设值班经理, 24小时接待客人;

- 1.Reasonable layout of hotel
  - (1) Reasonable division of functions:
  - (2) Convenient and safe application of facilities
- 2. The indoor and outdoor furnishing adopts high-grade and luxurious materials and claborate technologies, and presents unique style.
- 3. The public information figures and symbols in the hotel meet the LB/T 001 standard
- 4. The hotel is equipped with central air-conditioning (except villa vacation place) and excellent ventilation in all zones
- 5. The hotel has the computer management system adaptable to its level.
- 6. The hotel has background music system.
- 7 Anteroom
- (1) It has spacious area adaptable to its capability of reception
- (2)It has luxurious appearance, unique style, elegant decoration, harmonious color tone and adequate light:
- (3) It has the general information desk adaptable to the scale and level of the hotel
- (4)The general information desk is marked in English and Chinese, and sets up the reception, inquiry and accounting in separate sections, with personnel on duty in 24 hours;
- (5) It provides services on message;
- (6) It provides the service of one-off general accounting (except for commodities):
- (7) It provides the services on credit cards:
- (8)It provides the service of foreign currency exchange in 18 hours per day
- (9)The general information desk provides the publicity materials of the service items of hotel, price lists, the municipal traffic map in English and Chinese, nationwide tourism traffic map, introduction of the municipal and nationwide tourism sites, time schedule of various vehicles and the newspaper and magazines appropriate for the guests;
- (10)It shall handle the booking of domestic and international guest rooms in 13 hours per day, and shall provide the agency on booking of guest rooms of othe domestic hotels.
- (11) It shall have the safe deposit boxes of valuable articles that are to be opened with the keys hold by the hotel and the guests used jointly, and the position of safe boxe shall be safe and kept shady to protect the privacy of the guests:
  - (12) It shall set up the doorman to welcome and see off the guests:
- (13)It shall set up specific luggage clerk and provide luggage services in 24 hours a day with specific luggage cart; it shall have depository for small luggage articles;
- (14) It shall have on-duty manager to receive guests in 24 hours a day:

- (15)设大堂经理, 18小时在前厅服务
- (16)在非经营区设客人休息场所
- (17)提供店内寻人服务:
- (18)提供代客预订和安排出租汽车服务;
- (19)门厅及主要公共区域有残疾人出入坡道,配备轮椅,有残疾人专用卫生间或厕位,能为残疾人提供特殊服务,
- 200至少能用2种外语(英语为必备语种)提供服务;各种指示用和服务用文字至少用中英文同时表示;
- ②)总机至少能用3种外语(英语为必备语种)为客 人提供电话服务。

#### 8.客房

- (1)至少有40间(套)可供出租的客房;
- (2)70%客房的面积(不含卫生间和走廊)不小于20 平方米;
- (3)装修豪华,有豪华的软垫床、写字台、衣橱及 衣架、茶几、座椅或简易沙发、床头柜、床头灯、 台灯、落地灯、全身镜、行李架等高级配套家 具;室内满铺高级地毯,或优质木地板等;采用 区域照明且目的物照明度良好;
- (4)有卫生间,装有高级抽水恭桶、梳妆台(配备面盆、梳妆镜)、浴缸并带淋浴喷头(有单独淋浴间的可以不带淋浴喷头),配有浴帘、晾衣绳,采取有效的防滑措施。卫生间采用豪华建筑材料装修地面、墙面,色调高雅柔和,采用分区照明且目的物照明度良好;有良好的排风系统、110/220V电源插座、电话副机;配有吹风机和体重称;24小时供应冷、热水;
- (5)有可直接拨通国内和国际长途的电话,电话机 旁备有使用说明及市内电话簿;
- (6)有彩色电视机、音响设备,并有闭路电视演播系统,播放频道不少于16个,其中有卫星电视节目或自办节目,备有频道指示说明和节目单,播放内容应符合中国政府规定;自办节目至少有2个频道,每日不少于2次播放,晚间结束播放时间不早干凌晨1时,
- (7)具备十分有效的防噪音及隔音措施;
- (8)有内窗帘及外层遮光窗帘;
- (9)有单人间:
- (10)有套房
- (11)有至少5个开间的豪华套房;
- (12)有残疾人客房,该房间内设备能满足残疾人生活起居的一般要求;
- (3)有与饭店本身星级相适应的文具用品,有饭店服务指南、价目表、住宿规章、本市旅游景点介绍、本市旅游交通图、与住店客人相适应的排
- (4)客房、卫生间每天全面整理1次,每日更换床 单及枕套,客用品和消耗品补充齐全,并应客人 要求随时进房清扫整理,补充客用品和消耗品;
- (15)提供开夜床服务,放置晚安卡、鲜花或赠品;
- (16)24小时提供冷热饮用水及冰块并免费提供茶口或咖啡:

- (t5)It shall have main-hall manager to provide services at the anteroom in 18 hours day;
- (16) It shall set up the rest places for guests in the non-operational zones:
- (17) It shall provide the services of looking for missing person within the hotel:
- (18) It shall provide the services of booking and arranging taxi for guests
- (19) The hall and main public areas shall provide the ramp for entrance and exit of the disabled and be equipped with wheelchair; the toilet or cloakroom shall be available to provide special services for the disabled;
- 201t shall be capable of providing services in at least 2 foreign languages (English is compulsory), and various texts for indication and service shall be at least in English and Chinese;
- (2l)The switch box shall be capable of providing telephone services for the guests in at least 3 foreign languages (English is compulsory).
- 8. Guest room
  - (1)There shall be at least 40 guest rooms (suites) for hire:
- (2)70% of the guest rooms shall have an area of no less than 20 square meters (excluding toilet and corridor);
- (3)The guest rooms shall have luxurious furnishing, with the high-grade furniture including luxurious soft saddle bed, desk, wardrobe and clothes standard, tea table, chair or simple sofa, bedtable, bedlamp, desk lamp, floor lamp, full-length mirror and luggage rack; the rooms are covered with superior carpet or high-quality wooden floor; the rooms shall adopt district illumination and excellent illumination of objects;
- (4)The rooms shall have toilet, and be installed with high-grade flush toilet, dressing table (with basin and dressing mirror), bathtub with showering spray (spray is not required for rooms with independent showering room), and equipped with shower curtain and clothesline; effective anti-sliding measures shall be taken. The toilet shall furnish the floor and walls with luxurious building materials, and adopt elegant and soft colors, district lighting and excellent illumination of objects; the rooms shall have excellent ventilation system, 110/220 power socket, extension telephone, blow drier and weight scale; the rooms shall be supplied with hot and cool water in 24 hours a day.
- (5) The rooms shall have the telephone of DDD and IDD, with instructions for use and municipal yellow pages available at the side of telephone;
- (6)The rooms shall have color TV, sound equipments and close-circuit TV system, with no less than 16 channels, including the satellite TV program or the internal program of the hotel, and with channel introduction and program list; the content on TV shall be in accordance with the stipulations of the Chinese government; the internal programs of the hotel shall cover at lease 2 channels, televised in at least twice a day, and shall end in no earlier than 1:00 of the morning;
- (7)The rooms shall have adequately effective noiseproof and sound insulation measures:
- (8) The rooms shall have internal curtain and external shading curtain:
- (9) There shall be single rooms
- (10)There shall be suites
- (11) There shall be luxurious suites with at least 5 bays:
- (12)There shall be guest rooms for the disabled, and the rooms shall have the equipments meeting the general requirements of the living of the disabled;
- (3) There shall be the writing materials adaptable to the level of the hotel; there shall be service guidebook, price list, and accommodation regulation of the hotel, the introduction of the tourist resorts of the city, the tourism traffic map of the city and the newspapers and magazines adaptable to the guests;
- (14) The guest rooms and toilets shall be tidied up completely once per day, the bed sheets and pillow cases shall be changed each day, the daily articles and consumables shall be supplemented, and if requested by the guests, clean and tidy up the room and supplement the daily articles and consumables at any time:
- (15) The guest rooms shall have the service of night registration, and be placed with good-night card. Flower or gifts:
- (10) The rooms shall be provided with hot and cool drinking water and iceberg in 24 hours a day, and provided with tea or coffee free of charge;

- (17)客房内设微型酒吧(包括小冰箱),提供充足饮料,并在适当位置放置烈性酒,备有饮酒器具和酒单;
- (18)客人在房间会客,可应要求提供加椅和茶水服务;
- (19)提供叫醒服务;
- (20)提供留言服务;
- (21)提供衣装干洗、湿洗、熨烫及修补服务,可 在24小时内交还客人,16小时提供加急服务;
- (22)有送餐菜单和饮料单,24小时提供中西式早餐、正餐送餐服务,送餐菜式品种不少于10种,饮料品种不少于8种,甜食品种不少于6种,有可挂置门外的送餐牌;
- (23)提供擦鞋服务。

#### 9.餐厅及酒吧

- (1)总餐位数与客房接待能力相适应;
- (2)有布局合理、装饰豪华的中餐厅,至少能提供 2种风味的中餐,晚餐结束客人点菜时间不早于22 时,
- (3)有布局合理、装饰豪华、格调高雅的高级西餐 厅,配有专门的西餐厨房;
- (4)有独具特色、格调高雅、位置合理的咖啡厅 (简易西餐厅),能提供自助早餐、西式正餐,咖啡 厅(或有一餐厅)营业时间不少于18小时,并有明确 的营业时间;
- (5)有适量的宴会单间或小宴会厅,能提供中西式宴会服务;
- (6)有位置合理、装饰高雅、具有特色、独立封闭式的酒吧;
- (7)餐厅及酒吧的主管、领班和服务员能用流利的 英语提供服务,餐厅及酒吧至少能用3种外语(英 语为必备语种)提供服务。

#### 10. 厨房

- (1)位置合理、布局科学,保证传菜路线短且不与 其他公共区域交叉;
- (2)墙面满铺瓷砖,用防滑材料满铺地面,有吊顶;
- (3)冷菜间、面点间独立分隔,有足够的冷气设备,冷菜间内有空气消毒设施;
- (4)粗加工间与操作间隔离,操作间温度适宜,冷 气供给应比客房更为充足,
- (5)有足够的冷库;
- (6)洗碗间位置合理;
- (7)有专门放置临时垃圾的设施并保持其封闭;
- (8)厨房与餐厅之间,有起隔音、隔热和隔气味作 用的进出分开的弹簧门;
- (9)采取有效的消杀蚊蝇、蟑螂等虫害措施。

#### 11.公共区域

- (1)有停车场(地下停车场或停车楼);
- (2)有足够的高质量客用电梯, 轿厢装修高雅, 并有服务电梯;
- (3)有公用电话,并配备市内电话簿;

- (17)The guest rooms shall set up mini bar (including mini refrigerator), be provided with adequate beverage, and placed with alcohol in appropriate position, together with the drinking vessel and list of alcohols;
- (18) When the guest is receiving visitors, if requested, the additional chairs as well as tea and drinks shall be provided.
- (19) The service of awakening shall be provided;
- (20) The service of message shall be provided;
- (21) The rooms shall be provided with the services of dry cleaning, wet cleaning, ironing and repairing of dresses, and shall be able to return the dresses to the guests within 24 hours; the service of emergency shall be provided in 16 hours a day;
- (22)There shall be menu of delivery and list of beverage for providing breakfast and dinner delivery service in 24 hours a day; the variety of dishes offered shall be no less than 10, and that of beverage shall be no less than 8, and that of sweet food shall be no less than 6; there shall be panel of meal delivery to be mounted on the door from outside;
- (23) The service of shoe polishing shall be provided.
- 9. Restaurant and bar
- (1) The total quantity of seats in restaurant shall be in accordance with the capacity of reception of the guest rooms;
- (2) There shall be Chinese food restaurant with appropriate layout and luxurious furnishing, which shall provide the Chinese food in at least flavors, and the termination time of allowing the guests to selecting items in dinner shall be no earlier than 22:00;
- (3) There shall be super saloon class with reasonable layout, luxurious furnishing and elegant style, which is equipped with specific kitchen for western meal;
- (4)There shall be coffee parlor (simple saloon class) with unique characteristics, elegant style and reasonable position to provide buffet breakfast and western dinner, and the business hours of the coffee parlor (or one of the restaurants) shall be no less than 18 hours, and the service time is specified;
- (5) There shall be appropriate single room or small hall for banquet, which provides the services of Chinese and western style banquet;
- (6)There shall be independent and closed bar with reasonable position, elegant furnishing, and unique characteristic;
- (7)The manager, shift leader and attendants in the restaurants and bars shall be able to provide services by using fluent English, and the restaurants and bars shall be able to provide services with at least 3 foreign languages (English is compulsory).

  10. Kitchen
- (1) The kitchen shall have reasonable positions and appropriate layout to ensure short routes of delivering dishes and prevent it from crossing with other public areas:
- (2) The wall shall be covered with ceramic bricks, the floor shall be covered with anti-sliding materials, and there shall be ceiling;
- (3) The room of cool dishes shall be separated from the room of snacks both shall be provided with sufficient air conditioning, and the room of cool dishes shall have the facilities of air disinfection;
- (4) The room of rough processing shall be separated from the room of operation, and the operation room shall have appropriate temperature and the supply of air conditioning shall be more sufficient than that in the guest rooms;
- (5) There shall be sufficient refrigerators;
- (6) The room of dish washing shall have reasonable position;
- (7) There shall be specific facilities for placing temporary garbage and maintain its close:
- (8)Between kitchen and restaurant, there shall be spring door with separated entrance and exit with the functions of sound, heat and smell insulation;
- (9) The effective measures of killing bad insects including mosquito and cockroach shall be taken.
- 11. Public areas
- (1) There shall be packing lot (subteranean parking or packing floor);
- (2) There shall be adequate high-quality lifts for guests, with elegant furnishing in cages, and the service lift shall be established;
  - (3) There shall be public telephones with municipal yellow pages;

- (4)有男女分设的公共卫生间;
- (5)有商场,出售旅行日常用品、旅游纪念品、工 艺品等商品;
- (6)有商务中心,代售邮票,代发信件,办理电报、 电传、传真、复印、国际长途电话、国内行李托 运、冲洗胶卷等,提供打字等服务;
- (7)有医务室;
- (8)提供代购交通、影剧、参观等票务服务;
- (9)提供市内观光服务;
- (10)有应急供电专用线和应急照明灯。
- 12. 选择项目(共78项,至少具备35项)
- (1)客房(10项)
- ①客房内可通过视听设备提供账单等可视性查 询服务,提供语音信箱服务;
  - ②卫生间有饮用水系统;
  - ③不少于50%的客房卫生间淋浴与浴缸分设;
- ④不少于50%的客房卫生间干湿区分开(有独立的化妆间);
- ③所有套房分设供主人和来访客人使用的卫生 间;
- ⑥设商务楼层,可在楼层办理人住登记及离店 手续,楼层有供客人使用的商务中心及休息场 所,
- ⑦商务楼层的客房内有收发传真或电子邮件的 设备;
  - ⑧为客人提供免费店内无线寻呼服务;
  - ⑨24小时提供洗衣加急服务;
  - ⑩委托代办服务(金钥匙服务)。
  - (2)餐厅及酒吧(8项)
  - ①有大堂酒吧;
  - ②有专业性茶室;
- ③有除西餐厅以外的其他外国餐厅,配有专门的厨房;
  - ④有饼屋;
  - ⑤有风味餐厅;
- ⑥有至少容纳200人正式宴会的大宴会厅,配 有专门的宴会厨房;
- ⑦有至少10个不同风味的餐厅(大小宴会厅除 外);
  - ⑧有24小时营业的餐厅。
- (3) 商务设施及服务(5项)
- ①提供国际互联网服务,传输速率不小于64kbit/s;
  - ②封闭的电话间(至少2个);
  - ③洽谈室(至少容纳10人);
  - ④提供笔译、口译和专职秘书服务;
  - ⑤图书馆(至少有1000册图书)。
- (4) 会议设施(10项)
- ①有至少容纳200人会议的专用会议厅,配有 衣帽间;
  - ②至少配有2个小会议室;
  - ③同声传译设施(至少4种语言);
  - ④有电话会议设施;
  - ⑤有现场可视音频转播系统;

- (4) There shall be public toilets for men and women;
- (5) There shall be shopping market for selling the daily articles of tourism, tourism souvenir and craftworks;
- (6)There shall be commercial center for selling stamps, sending mails, handling telegram, telex, fax, copying, international long-distance telephone, domestic luggage consignment and developing photo, and providing the services of printing:
- (7) There shall be clinic;
- (8) The ticket-booking service of transportation, film and opera and visiting shall be provided;
- (9) The service of municipal sightseeing shall be provided;
- (10) There shall be specific wiring for emergency power supply and emergency illumination lamp.
- 12. Optional items (totaling 78 items, of which at least 35 shall be satisfied)
- (1) Guest room (10 items)
- ① The guest rooms shall be provided with the visual inquiry services, including giving bill through the audio-visual equipments, and with the service of voice mailbox:
  - ② The toilets shall have the system of drinking water;
- The showering facilities shall be separated with the bathtub in the toilets of no less than 50% guest rooms;
- 4 The dry zone shall be separated with the wet zone in the toilets of no less than 50% guest rooms (there are independent room of make-up);
  - ③ All the suites shall have the separate toilets for the host and the visitors;
- There shall be commercial floors, on which the registration and checkout is available in the respective floor, and the commercial center and resting places for the guests shall be provided;
- ① In the guest rooms of commercial floors, there shall be the equipments for receiving and sending fax or e-mail;
  - The service of wireless pager shall be provided within the hotel for the guests;
  - The emergency laundry service shall be provided in 24 hours;
  - The service of entrusted agency shall be provided (golden key service).
  - (2)Restaurant and bar (8 items)
  - ① There shall be mail hall bar;
  - ②There shall be professional tearoom;
- There shall be other types of foreign restaurants other than saloon class, equipped with specific kitchen;
  - There shall be cake room;
  - ③ There shall be flavor restaurant;
- There shall be large formal banquet hall holding at least 200 persons, equipped with specific banquet kitchen;
- There shall be at least 10 restaurants with 10 different flavors (not including the large and small banquet halls);
- (3)Commercial facilities and services (5 items)
- ① The Internet services shall be provided, with the transmission rate no less than 64kbit/s;
  - ② There shall be closed phone boxes (at least two);
  - 3 There shall be room for negotiation (holding at least 10 persons);
- The services of translation, interpretation and full-time secretary shall be provided;
  - ③ There shall be a library (with at least 1000 books).
- (4)Conference facilities (10 items)
- ①There shall be specific conference hall holding at least 200 persons, with cloak room;
  - ② There shall be at least 2 small conference rooms;
- 3 There shall be facilities for simultaneous interpretation (in at least 4 languages);
  - 4 There shall be facilities for teleconferencing;
  - ③ There shall be site visual-audio relay system;

- ⑥有供出租的电脑及电脑投影仪、普通胶片 投影仪、幻灯机、录像机、文件粉碎机;
- ⑦有专门的复印室,配备足够的复印机设备:
  - ⑧有现代化电子印刷及装订设备:
  - ⑨有照相胶卷冲印室:
  - ⑩有至少5000平方米的展览厅。
- (5) 公共及健康娱乐设施(42项)
  - ①歌舞厅,
  - ②卡拉OK厅或KTV房(至少4间)
  - ③游戏机宏,
  - ④ 棋牌室
  - ⑤影剧场
  - ⑥定期歌舞表演:
- ①多功能厅,能提供会议、冷餐会、酒会等 服务及兼作歌厅 舞厅,
  - ⑧健身房;
  - ⑨按摩室;
  - ⑩桑拿浴
  - ①蒸气浴;
  - (12)冲浪浴;
  - 13日光浴室
  - (孙室内游泳池(水面面积至少40平方米):
  - (5)室外游泳池(水面面积至少100平方米)
  - 16网球场
  - ①保龄球室(至少4道):
  - (B)攀岩练习室:
  - 心壁球室:
  - ②原 球室
  - ②多功能综合健身按摩器
  - ②电子模拟高尔夫球场:
  - 四高尔夫球练习场:
  - 到高尔夫球场(至少9洞):
  - 20寨车场
  - 26公园;
  - ②跑马场:
  - 28射击场;
  - 四射箭场;
  - ⑩实战模拟游艺场:
  - ③ 乒乓球室:
  - ③溜冰场;
  - ③室外滑雪场
  - 39自用海滨浴场
  - ③潜水;
  - ⑩海上冲浪;
  - ③钓鱼:
  - (8) 美容美发室
  - 39精品店:
  - 40种立的书店
  - @独立的鲜花店
  - ②婴儿看护及儿童娱乐室.
- (6)安全设施(3项
  - ①电子卡门锁:

- There shall be computer, computer projector, ordinary film projector, slide projector, video cassette recorder and document disintegrator for lease;
- © There shall specific copying room equipped with adequate copier equipments:
  - ® There shall modern electronic printing and binding equipments:
  - There shall be room for photo film development:
  - There shall be an exhibition hall with at least 5000 square meters:
  - (5) Public and health recreation facilities (42 items)
    - ① Singing and dancing hall
    - ② Karaoke hall or KTV room (at least 4 rooms)
    - ③ Game room
    - (4) Chess and card room
    - © Cinema and theater
    - 6 Regular singing and dancing show:
- Multifunctional hall, providing the services of meeting, cool dishes gathering and cocktail party and functioning as singing hall and dancing hall;
  - ® Gymnasium:
  - Massage room:
  - ® Sauna bath:
  - A Steam bath
  - OSurfing bath:
  - (B)Sun bath room
  - (4) Indoor swimming pool (with water surface area of at least 40 square meters):
- ⑤ Outdoor swimming pool (with water surface area of at least 100 square neters):
  - **16**Tennis field
  - (D)Bowling room (at least 4 tracts):
  - ®Hill-climbing exercising room:
  - (D) Rackets room:
  - **@Billiard** ball room
  - ② Multifunctional comprehensive health massager
  - @Electronic simulated golf course
  - 23 Golf range:
  - OAColf course (at least 9 holes)
  - OS Carracine field
  - O Carden
  - D.P. and arrivan
  - ⊗Shooting gallery:
  - @Archery field:
  - 30 Sham combat carny
  - & Pinervane Room.
  - @Rink
  - 33Outdoor skiing field:
  - 64 Self-willed lido
  - ③Diving:
  - **®**Sea surfing;
  - (3) Angling;
  - ®Beauty and hairdressing room:
  - 39 Elaboration store:
  - (4) Independent bookstore:
  - 1 Independent flower store:
  - Room of infant nursing and children recreation.
- (6)Safety facilities (3 items)
  - D Electronic Carmen lock:

- ②客房贵重物品保险箱:
- ③自备发电系统

#### ② Safe deposit box for valuable articles in guest room;

3 Self-provided power generation system

#### 服务质量要求

#### 1.服务基本原则

(1)对客人一视同仁,不分种族、民族、国别、贫富、亲疏,不以貌取人。

- (2)对客人礼貌、热情、友好。
- (3)对客人诚实,公平交易。
- (4)尊重民族习俗,不损害民族尊严。
- (5)遵守国家法律 法规、保护客人合法权益。

#### 2.服务基本要求

- ⑴仪容仪表要求
- ①服务人员的仪容仪表端庄、大方、整洁。服务 人员应佩戴工牌,符合上岗要求;
- ②服务人员应表情自然、和蔼、亲切,提倡微笑 服务。
- (2)举止姿态要求

举止文明,姿态端庄,主动服务,符合岗位 规范。

- (3)语言要求
- ①语言要文明、礼貌、简明、清晰
- ②提倡讲普通话
- ③对客人提出的问题无法解决时,应予以耐心解释,不推诿和应付。
- 3. 服务业务能力与技能要求

服务人员应具有相应的业务知识和技能, 非 能熟练运用

4 服务质量保证体系

具备适应本饭店运行的、有效的整套管理制度和作业标准,有检查、督导及处理措施。 [以上内容摘自中华人民共和国《旅游涉外饭店星级的划分与评定》(GB/T 14308-1997)]

#### 1. Principles of serving

- (1) Treat the guests with no discrimination, regardless of race, nation, country, wealth or relationship, and do not judge by outward looks.
- (2) Treat the guests politely, warmheartedly and friendly
- (3)Be honest to the guests and maintain fair deal.
- (4) Respect the national conventions and do not hurt the national dignity.
- (5)Abide by the national laws and regulations and protect the legal rights and interests of the guests.

#### 2. Basic requirements on services

- (1)Requirements on appearance
- ① The attendants shall have dignified, generous and neat appearance. The attendants shall wear work card and meet the requirements on the posts;
- The attendants shall have natural, gently and amiable expression and advocate the service of smiling.
- (2) Requirements on behavior and attitudes

The attendants shall have civilized behavior, dignified attitude and active services, and meet the rules and regulations on the posts.

- (3) Requirements on speaking
  - The attendants shall use civilized, polite, simple and clear words;
  - ② It is preferred for the attendants to speak Mandarin;
- 3 When being unable to solve the question raised by the guests, give explanation patiently, without evasiveness or muddling.

#### 3. Requirements on business ability and skill of service

The attendants shall have appropriate business knowledge and skills and use them masterfully.

#### 4. Service quality assurance system

The hotel shall have the complete set of effective management system and operation standard adaptable to the operation of the hotel, and implement the measures of evaluation, supervision and treatment.

[The beyond content is abstracted from 《Classification and Evaluation of Star Level of Foreign-Involving Tourism Hotel》(GB/T 14308-1997)]

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# Country Carden Phoenix 广州碧桂园

## Guangzhou Country Garden Phoenix City Hotel

广州碧桂园凤凰城酒店



