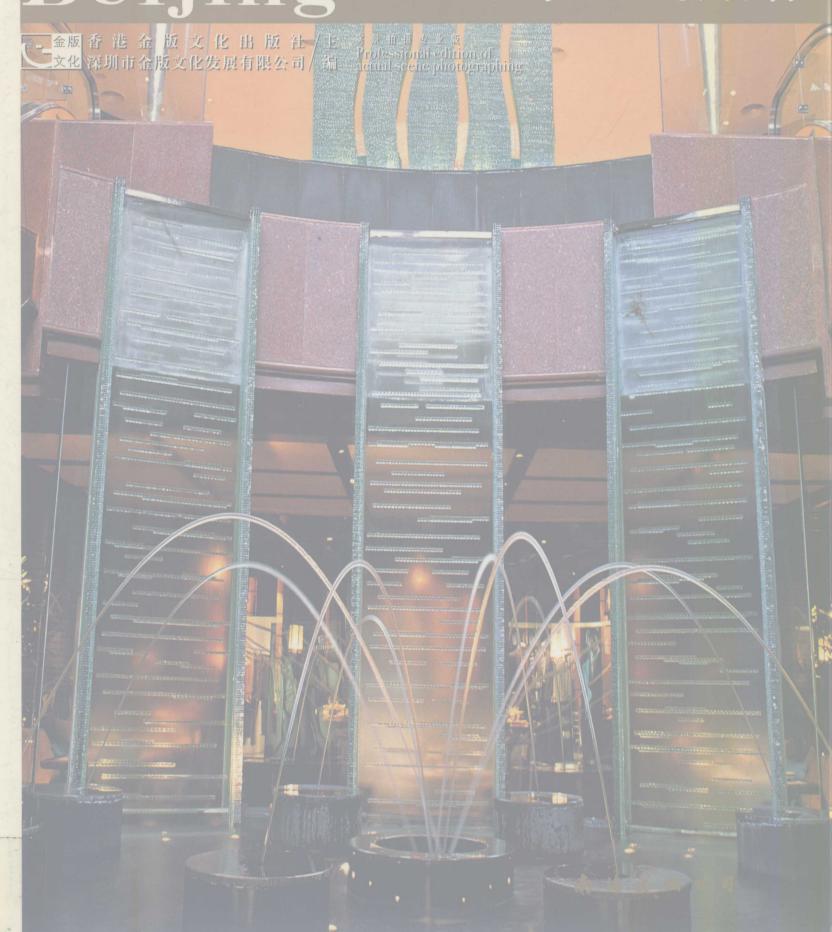
5-star Hotels in Beijing

中国酒店设计大系No.02
Collection of Hotel Designs in China
北京五星级酒店



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前言 Preface

追溯历史渊源,不难发现古人将为行人提供食宿的地方称为客栈,它是为过往游客提供住宿和吃饭的场所,显然它是一个服务性的场所,服务的对象是人,人性化的服务就是此行业的根本特征。

发展至今天,人们用一个现代时尚的名词——酒店代替了客栈。从过去的楼阁变成今天现代化的高楼大厦,酒店的功能也从单一的吃饭、住宿发展到集食宿、休闲、娱乐为一体的场所,更大程度地满足了顾客的不同需求,在此,人的需求占据了主导地位。

从文化角度来说,现代酒店体现出了不同地域的特定文化,酒店也以这种特定文化为经营卖点,同时,酒店设计也担负起了对地域文化推广和传播的"重任"。

了解了酒店的性质, 我们言归正题, 进一步 来探讨酒店的设计。酒店设计与写文章类似,所 要表达的都是一种抽象但又具体的理念。通常, 每篇文章都有其主题思想,这主题思想便是文章 的灵魂, 它或表达一段伟大而又平凡的爱情, 或 反映社会的一种现实,或表现一个国家的悠久历 史和文化底蕴, 等等。这些作品都是源自作者的 心灵感受和对历史、文化的一种深刻理解, 是作 者有感而发的产物。同样,酒店设计的灵感源泉 也是设计师有感而发的产物。设计师在考虑一个 酒店的设计方案时,要有一个明确的主题思想, 这主题思想便是设计的灵魂, 此主题思想应该是 高雅的、有深刻文化内涵的, 是能够给顾客传达 出某种特定文化内涵的。一个酒店设计的主题思 想应是惟一的,但表现、造型手法可以多样性, 表现手法不应仅仅停留在表面的装饰上, 而更应 该深刻研究装饰所能表达的文化内涵, 可采用各 种艺术手段结合现代材料工艺去塑造崭新的艺术 形体,从而使主题思想更加完善,同时又能够给 人们流下一个新的思考, 使主题思想进一步得到 升华。在此, 主题思想已不仅仅是设计, 还是一 种文化研究,是特定文化以实体形式表现出来的 一种方式, 它表达出了文字和其他艺术手段难以 表达的思想, 是形体符号对深刻文化内涵的一种

主题思想对酒店设计起着决定性的作用,但 如何确定其主题思想呢? 这就是酒店的设计定位。

■ Jiang Shengwei

Looking back into the history, we can easily find that a place that provided food and accommodation to people on the way was called roadhouse. It was a place where passengers could stay for the night and have meals. Obviously it was a place of service with passengers as its objects and humanized service as the essential feature of the business.

Nowadays, people use a modern, fashionable name - hotel in place of roadhouse. As the roadside houses grew up into modern skyscrapers, hotel functions have also changed from simple supply of food and a bed to a place integrating food, accommodation, leisure and entertainment to better meet customers' different demands. Here, human necessity is of supreme importance.

Seen from the angle of culture, modern hotels express specific cultures of different regions and also take the specific cultures as their selling points. At the same time, a hotel designer also shoulders the "heavy burden" of promoting and spreading the regional cultures.

Understanding what a hotel is, let's come back to our topic of probing into hotel design. Like writing an article, what a hotel designer tries to express is a kind of abstract but specific concept. An article usually has a thematic idea that is the soul of the article. It either expresses a love that is great as well ordinary, or reflects a kind of social reality, or the long history and profound culture of a nation. These writings that are the products of reasonable thinking originate from the writers' perceptions and deep understanding of the histories and cultures. Similarly, inspiration of a hotel designer is also a product of reasonable thinking. When considering about a design scheme of a hotel, a designer should have clear thematic idea that is the soul of the design. The thematic idea should be graceful with profound cultural content that can deliver certain cultural feelings to the customers. Thematic idea of a hotel should be unique, but expressing approach may differ. It should not just stop at superficial decorations but also go further into the studies of the cultural contents expressed by the decorations. Various artistic means combined with modern materials and techniques can be used to create new artistic forms that can make the thematic idea more perfect and, at the same time, inspire people to think as well so that the thematic idea can be further sublimed, wherein the thematic idea is not only a design but also a kind of cultural study, a way of expressing specific culture with substantial forms that deliver ideas that can hardly be expressed with letters or other artistic means, an expression of profound cultural content with formalized symbols.

酒店的设计定位是一个比较复杂的过程,需要经过反复的市场调研,研究酒店周边同行业的设计风格、当地的特定文化内涵,同时,还要考虑其消费群体的文化结构、心理需求和功能需求。

只有酒店的设计定位确定了,才能开始下一 步的具体设计。 Thematic idea plays a decisive role in hotel design. But how can we define a thematic idea? The answer is positioning of hotel design. Positioning of hotel design is a very complicated process calling for repeated market researches on design styles of other hotels around and connotations of specific local culture as well as cultural structure, psychological demand and functional demand of consumer groups.

Only when positioning of hotel design is defined, can the next step of detailed design start.

作者简介

姓 名: 蒋生伟

代表作品:清华大学部分雕塑设计、中国工商银行总行酒会大厅设计、北京窦店工业区公共设施元素设计、大自在养生堂装修设计等

个人简历:北京世华装饰公司任设计师 清华工美环境艺术设计所黄剑工作室 任设计师 2003年创建自己的奋斗工作室

2003年创建自己的奋斗工作至 2004年回到清华工美环境艺术设计所 任设计师

现任新希润装饰工程有限公司设计总监 设计理念:尽情地表现,没有最好只有更好



Profile of author

Name: Jiang Shengwei

Representative Works: Designs of some sculptures in Qinghua University, design of the lobby of the head office of Industrial and Commercial Bank of China, design of public facility elements of

Experience: designer, Beijing Shihua Decoration Company

Designer with Huang Jian Studio of Qinghua Gongmei Environmental Art Designing Institute

Founded Fendou Studio in 2003

Returned Qinghua Congmei Environmental Art Designing Institute to work as a designer

Present Designing Supervisor of Xinxirun Decoration Engineering Co., Ltd

Concept of Design: Express to the heart's content, there is no best but only better.

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,具有突出风格。
- 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),各区域通风良好。
- 5. 有与饭店星级相适应的计算机管理系统。
- 6.有背景音乐系统。
- 7. 前厅
- ⑴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 星级相话应的总服务台
- (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)提供一次性单账单结账服务(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 住店客人相适应的报刊;
- (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, 係 险箱位置安全、隐蔽, 能够保护客人的隐私;
- (12)设门卫应接员, 18小时迎送客人;
- (13)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 elaborate 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 Anteroon
- (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 18 hours per day, and shall provide the agency on booking of guest rooms of other domestic hotels.
- (1) 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 boxes 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 onesis:
- (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;
- (t4)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;

(20)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于凌晨1时,

(7)具备十分有效的防噪音及隔音措施;

(0)右山窗宏及丛目確坐窗室

(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星的一般要求,

(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报刊;

(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叶或咖啡;

- (t5)It shall have main-hall manager to provide services at the anteroom in 18 hour
 t 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;
- 20)It 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;
- (2DThe switch box shall be capable of providing telephone services for the guests in at least 3 foreign languages (English is compulsory).
- 8 Cuest 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;
- (i3) 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;
- (4) 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 eard, flower or gifts;
- (16) 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
- (18)客人在房间会客,可应要求提供加椅和茶水
- (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
- (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
- (5)有适量的宴会单间或小宴会厅,能提供中西式
- (6)有位置合理、装饰高雅、具有特色、独立封闭
- (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。
- (1)位置合理、布局科学、保证传菜路线短且不与
- (2)墙面满铺瓷砖,用防滑材料满铺地面,有吊
- (3)冷菜间、面点间独立分隔,有足够的冷气设备,

- (8)厨房与餐厅之间,有起隔音、隔热和隔气味作
- (9)采取有效的消杀蚊蝇、蟑螂等虫害措施。
- (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
- (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 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
- (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
- (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
- (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);

⑤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;

①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;

① 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);

S 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;

There 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;

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):

There shall be facilities for teleconferencing;

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,
- ①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游戏机室
 - ④ 桂牌室,
 - ⑤影剧场,
 - 6 定期歌舞表演,
- の多功能厅、能提供会议、冷餐会、酒会等最务及兼作歌厅、糖厅、
 - ⑧健身房:
 - ⑨按摩室
 - ⑩桑拿浴;
 - ①蒸气浴:
 - の油泡浴
 - (3)日光浴室。
 - (4)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
 - ①壁球室:
 - ②泉球室;
 - ②多功能综合健身按摩器
 - ②电子模拟高尔夫球场:
 - 23高尔夫球练习场:
 - 四高尔夫球场(至少9洞)
 - ②赛车场.
 - 26公园;
 - ②跑马场;
 - 28射击场
 - 29射箭场:
 - 30实战模拟游艺场,
 - ③ 乒乓球室:
 - 32溜冰场:
 - ③室外滑雪场;
 - 到自用海滨浴场;
 - 35)潜水。
 - 36海上冲浪;
 - ③钓鱼;
 - ③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;

- ⑤ 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
 - Singing and dancing hall
 - ② Karaoke hall or KTV room (at least 4 rooms):
 - 3 Game room;
 - (4) Chess and card room:
 - (5) 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;
 - ® Cymnasium:
 - Massage room:
 - ® Sanna bath
 - DSteam bath
 - OSurfing bath:
 - (3) 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 meters):
 - **16** Tennis field
 - (1) Bowling room (at least 4 tracts)
 - (18) Hill-climbing exercising room;
 - ®Rackets room:
 - @Rilliard ball room
 - 2D Multifunctional comprehensive health massager:
 - @Electronic simulated golf course
 - 23 Golf range
 - 24 Golf course (at least 9 holes):
 - (3) Car racing field:
 - Oh Carden
 - 27) Race course;
 - @Shooting gallery
 - 29 Archery field
 - 30 Sham combat carny
 - DPingpong Room:
 - @Rink;
 - 3)Outdoor skiing field:
 - 64 Self-willed lido:
 - 65 Divino

 - 37Angling:
 - 68 Beauty and hairdressing room:
 - 39 Elaboration store:
 - ① Independent bookstore;
 - ① Independent flower store;
 - Room of infant nursing and children recreation.
- (6)Safety facilities (3 items)
 - Electronic Carmen lock:

- ②客房贵重物品保险箱;
- ③ 白备发由系统

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

- (1)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,并 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)]

- ② Safe deposit box for valuable articles in guest room:
- 3 Self-provided power generation system

Requirements on Service Quality

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:
- ② 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》(CB/T 14308-1997)]



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国际酒店

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Shihao International Hotel, Beijing

北京世豪国际酒店



地址:北京市密云县鼓楼大街37号 邮编: 101500

HIE. 86(010)69086688 86(010)69086666

传真: 86(010)69086655

网址: www.shihaohotel.com

交通地段:距离市中心50公里、距离飞机场25公里、距离火车站52公里



Add: 37 Gulou Avenue, Miyun County, Beijing, PRC Postcode: 101500 Floor Area: 100,000m²
Tel: 86(010)69086688 86(010)69086666

Website: www.shihaohotel.com

Location: 50 km away from the City Center, 25 km away from the Airport, 52 km away from the Railway Station

北京世豪国际酒店是由北京世豪房地产开发有限公司独资兴建的一家集商务、旅游、度假、会议为一体的五星级涉外酒店。酒店位于北京市密云县中心,总建筑面积10万平方米。楼体气势磅礴,挺拔巍峨,内部装修美轮美奂,相得益彰,是商务型酒店与旅游酒店的完美结合体。

世豪国际酒店有两栋公寓,楼高24层,共有各种规格的公寓房420余间(套),可为中外宾客和业主提供星级酒店管家式服务。

酒店主楼共19层,设有各种规格客房217间。 可为中外宾客提供国际国内长途电话、卫星电视 Beijing Shihao International Hotel (BSIH), invested wholly by Beijing Shihao Real Estate Development Co. Ltd., is a five-star foreign-related hotel integrating business, traveling, holiday-spending and meeting. The hotel is located in the central part of Miyun County and has a total floor area of 100,000m². With its towering building and sumptuous internal fitment, it is a perfect integration of business hotel and traveling hotel.

Shihao International Hotel has two 24-storey flats with over 420 rooms of various standards and can offer Chinese and foreign guests and owners with house-keeper services of star-level hotel.

The main building of the hotel has 19 stories with over 217rooms of various standards. The hotel can offer domestic and foreign guests with such services



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频道、闭路电视系统以及电脑宽带网络等服务。 酒店拥有装修别致、典雅豪华的餐厅20余个。主 要经营的风味菜肴有:川菜、鲁菜、粤菜、民间 风味菜及西式大餐,等等。酒店还拥有商务中心 及10个大小会议室,可为中外宾客提供商务洽谈、 专业会议、同声传译等服务。

北京世豪国际酒店的现代管理风格与国际接 轨,走出了独具特色的"世豪之路",以其独特的 品质与魅力为中外宾客提供优质、高效、周到的 服务, 创造出了一流的酒店管家式服务。

as international and domestic long distance telephone, satellite TV, closed circuit TV system, broadband network, etc. It has over 20 unique decorated and luxurious and elegant dinning halls which specialize in flavor dishes such as Sichuan flavor, Shandong cuisine, Cantonese food, folk flavors and Western-style food, etc. The hotel also has business centers and 10 meeting rooms of various sizes which can offer Chinese and foreign guests with services of business negotiation, specialty meeting and simultaneous interpretation.

Modern management style of Beijing Shihao International Hotel integrates with global management pattern and explores a unique "Shihao Way". With its unique character and charm, the hotel offers Chinese and foreign guests with high quality, high efficiency and considerate services, creating first-class hotel house-keeper service.

