

# 5-star Hotels in Shanghai

中国酒店设计大系 No.01  
Collection of Hotel Designs in China  
上海五星级酒店

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# The Classical Spirits of Space and Modern Context of Design

## 空间的古典精神与设计的当代语境

### ■ 叶铮

在对待空间的态度上，我们始终崇尚理性、秩序，讲究空间对位逻辑关系和空间中面与面的相对有机组合，追求尺度比例和造型关系处于一种不宜察觉的视觉微妙之中，并通过空间关系与材质细部来控制空间的秩序感，在有限的建筑条件下，努力构成空间的理性纪律和相互和谐的关系。从这点意义上讲，我们对空间所持的态度是一种古典理性的精神。

空间是一个设计成功的起点，因此，空间成为室内设计的最初切入点。若建筑设计的空间语言极为混乱，则很难找寻到构成空间的设计思路，无法反映空间构图特征和建筑内空间视点。其具体反映在两个方面：无法构成空间的功能关系和无法形成空间的视觉关系。对空间的掌控比室内设计更具自由度和决定性，把室内设计称为第二次设计，就是这个道理。

### ■ Ye Zheng

Regarding the attitude toward space, we constantly adhere to rationality and sequence and highlight the spatial logical relations and the relative organic combination of sides in the space. We also seek to actualize the measurement scale and pattern relations in imperceptible and subtle visions and through the spatial relations and material minutiae control the spatial sequence. Under limited architectural conditions, we aim to establish the rational principles of space and their mutually harmonious relations. So, our attitude to space is a kind of spirits of classical rationality.

Since space is the starting point of a successful design, it becomes the first step in interior design. Given the extremely confusing spatial language of an architectural design, it would be difficult to grasp the thread of thoughts constituting the spatial design and thus impossible to reflect the features of the architectural spatial configurations and perspectives. These two aspects can be reflected specifically as: the spatial functional relations are unlikely to be constructed and the spatial visual relations unlikely to be established. That is the reason why the control in space is freer and more decisive than the interior design called the second design.



若空间的理性秩序是设计的第一观念，那么时代的表现语境则成了紧随其后的第二观念，即风格的选择。这种当代语境的风格具体反映在材质的选择、光色的构成、细节的设计和流畅的空间环境及其立面造型上。

设计风格的另一观念，即强调多形式要素间浑然一体的整合感，追求和谐、有机、共生的设计理念，注重设计风格的当代性与地域回忆相融合的手法，使现实创造和时光记忆共同升华成一种空间的诗意美。

设计风格观点之三，是设计对整体工程造价的控制起着决定性作用，设计是造价控制的源头和基础，其次才是工程的严格管理。工程造价的高低并不代表设计品质的高低，对那些无度挥霍材料的设计，非但不能提升设计效果，反而给人没品位、艳俗之感。这在许多星级酒店装饰中屡见不鲜。要避免这种局面，关键在于对材质的认识、对材质之间相互构成关系的认识。同是一块石材、一片玻璃，在不同的设计环境与组合中所透射出来的材料性格会大相径庭，所表现出来的感觉亦是千差万别。

材料设计就空间范畴而言分为两个方面：材料品种的选择和材料所处的空间位置。由于空间秩序的确立，水平方向和垂直方向相互贯通，构成空间有序的多角度逻辑关系，形成高度统一的空间体，和谐又具有对比性，所以，材质是进一步用来诠释空间概念的现代语法之一。

就风格而言，材质的选择体现了时代特征。金属与玻璃、微晶板与木材、石块与涂料，还有布幔，都是构成设计语言的主要材料，且以轻重、透寒、明暗、虚实、刚柔为对比组合。由此，材质性格构成同样是用来体现风格要求的手法。

Provided that the rational sequence of space is the first concept of design, the expressive context of the present times should be the ensuing second concept, i.e. the selection of style. That style reflected through the selection of materials, composition of light colors, design of minute parts, smooth spatial environment and its stereo pattern.

The other concept of design style is to emphasize the perfect integrity of multiple elements, pursue a harmonious and organic design tenet with high compatibility and highlight the technique of combining the modernity of the design style with the reminiscence of regions. The purpose is the common sublimation of actual creation and temporal memories to a kind of poetic beauty of space.

The third concept of design style is that a design plays a decisive role in controlling the pricing of the whole project because the design is the source and basis of pricing control and the secondary the strict management of project. In fact, the design quality is not necessarily determined by the price of project for some designs consume plentiful materials but impress us by their low and flamboyant quality not to mention improve the effects of design. Such cases occur to the decoration of many star hotels frequently. The key point to avoid those dilemmas is to improve the understanding of the materials and their mutual compositional relations. Given different environment and combinations of a design, one stone or a piece of glass will present variable characters of materials and therefore bestow very different sensations on us.

A design of materials includes two aspects in terms of spatial scope: the selection of material categories and the spatial location of materials. Material is considered as part of the modern grammar to further interpret the concept of space. That is because a highly integrated spatial entity with harmony and comparisons can be formed and the orderly multi-dimensional logical relations established for a space after the establishment of spatial sequence and the mutual penetration between horizontal and vertical directions.

Regarding a style, the selection of materials can represent the characteristics of the times. The character composition of materials is also one of the techniques to indicate the requirements of style since the major materials to build up the language of a design include metal, glass, crystallitic boards, stone, paint, cloth curtains, etc. with their comparative combinations of light and heavy, transparent and turbid, bright and dark, visionary and actual, tough and gentle.



就视觉感知而言，赋予熟悉的材料以全新的陌生感，是设计的另一特点，也是对材料创造性使用的尝试。如大堂地坪，一般采用石材，若选择实木复合亚光地板，则会让大堂不再有盛气凌人的感觉，还会让人们在熟悉中见到新鲜，给人一种出乎意料的兴奋感觉。

若能掌握这些，就有可能以最普通的材料演绎出高尚的品质与良好的视觉效果，所以对材料的认知和把握是设计师的一项基本功。

风格决定了形式，简约暗示出造型。若整个设计在造型上要追求拔地而起、简洁有力的感觉，在界面设计中，可用大平面、大块状的造型语言代替传统的以线造型的做法，以创造出强烈的视觉力量。同时，在平静规正的立面构图中设计几处倾斜的异质造型，可形成动与静的节奏对比。对造型比例关系和空间整体关系的微妙把握，会使立面分割线更有魅力。

如果方案是整体概念的体现，细部设计就是视觉形式的发展，是体现设计者视觉控制能力的表现，是设计者视觉修养的试金石。细部节点是体现视觉效果的重要因素，所以在设计后半阶段对节点的造型、比例、构造方式、用材等都要进行反复推敲，同时又需要和总体风格保持和谐统一。因此，细部节点不仅仅是技术问题，更属于审美艺术的范畴。通常，我们在设计细部造型和节点时，为了明确局部在整体中的构成关系，会徒手画出一系列细部节点的造型来进行比较和视觉分析，甚至有时对于节点构造的推敲，仅靠剖面图还觉不够，还要采用透视、轴测等方式。

好的设计理念并不保证有好的结果，所以对于设计各要素的具体操作成为体现设计观念、保证效果的必由途径。

As to visual perception, the other feature of design is to endow the familiar materials with brand-new unfamiliarity. This means a creative application of materials. For instance, stone is generally applied to the floor of a parlor. If composite semi-glazed solid wood floorboards are substituted for the stone, the parlor can no longer be majestic and forceful to us. On the contrary, it will bring us some unexpected excitement and freshness in the familiar environment.

Given a mastery of those concepts and techniques stated above, it is likely to achieve excellent design quality and perfect visual effects with the most ordinary materials. Hence, the understanding and manipulation of materials is one fundamental capability of architects.

Form depends on style and pattern originates in simplicity. If the sensation of simplicity but powerfulness is required for the pattern of the entire design, the traditional pattern with lines and curves should be replaced by the pattern in a language of large planes and blocks. That is needed for the plane design to create strong visual power. Meanwhile, several heterogeneous slanting structures can be designed for the quiet and standard stereo diagrammatic pattern in order to form a rhythmic comparison between mobility and tranquility. Besides, the division lines of stereo planes can become more interesting and fascinating with a subtle and proper control over the ratio relations of pattern and the overall relations of space.

If the program is the embodiment of the overall concepts, the design of minutiae should be the extension of visual forms, the representation of the architect's visual control and the touchstone of their competence in visual design. The joints of minutiae are the important factors in representing visual effects and consequently in the second stage of a design the architect should repeatedly think about the pattern, ratio, structure, material of joints and harmonize and integrate those aspects with the overall style of the design. Thus, the joints of minutiae are not only a technical problem, but also a problem in the scope of aesthetic arts. Generally speaking, in designing the style and joints of minutiae we draw the style of a series of joints of minutiae for visual comparison and analysis so as to identify the compositional relations between parts and the whole design. Sometimes we even use methods like perspective and axonometry to improve the composition of joints since a profile chart is insufficient for us.

Good design tenets cannot necessarily ensure good results. So, the specific operations of various design elements become the indispensable means to embody the design concepts and guarantee desirable effects.

蔡明

Ye Zheng



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叶铮

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中国工业设计协会会员  
中国美术家协会上海分会会员

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### 论著及作品

著有《建筑画艺术》一书。设计作品及论文多次发表在《室内设计及装修》《世界建筑年鉴》《中国室内设计年刊》《中国室内设计大奖赛优秀作品选》《室内设计新作精选》《INTERIORS》及《中国优秀青年室内设计师作品选》等国内外学术书刊中。

### 主要设计作品

上海航友宾馆、上海光大会展中心酒店豪华套房、上海古北湾大酒店、上海东滩投资开发有限公司、上海贵都国际大饭店、上海星河数码投资有限公司、上海高阳商务中心、上海建行培训中心、中国农业银行南京分行、中国工商银行上海分行（合作设计）、济南政务大厦（酒店）、上海西南大厦、安徽省供电大厦、上海静安体育中心、武汉建设银行、上海国际网球中心暨富豪环球东亚大酒店、洛阳牡丹城酒店、上海物资大厦、武汉世界贸易大厦、浦东新金桥大厦。

## Author Profile

Ye Zheng

Director, China Architecture Society Interior Design Association  
Chief architect, Shanghai Hongye Indoor Decoration Co., Ltd.  
Associate professor, Shanghai Application Technology Institute Landscaping Department  
Senior Chinese Interior Design architect  
International member of American Federation of Interior Design (AFID)  
Member of China Industrial Design Association  
Member of China Fine Arts Association Shanghai Branch

### Awards:

Participated in New Zealand Wool Bureau China Interior Design Competition, China Interior Design Competition and China Youth Indoor Architect Works Competition for several times, and won the awards for excellent and good works.

### Papers and publications:

Published the book "Art of Architectural Painting". The architectural design works and essays of Ye Zheng were published on the domestic and foreign academic books and periodicals including "Interior Design and Decoration", "World Architecture Almanac", "China Interior Design Annual", "A Collection of Excellent Works in China Interior Design Competition", "Collection of New Works of Interior Design", "INTERIORS" and "A Selection of Works of China Excellent Youth Interior Architects".

### Main architectural design works:

Shanghai Hangyou Hotel, luxurious suites of Shanghai Guangda Conference and Exhibition Center Hotel, Shanghai Gubei Bay Hotel, Shanghai Dongtan Investment & Development Co., Ltd., Shanghai Guidu International Hotel, Shanghai Xinghe Digital Investment Co., Ltd., Shanghai Jinzhong Plaza American Club, Shanghai Gaoyang Business Center, Shanghai Training Center of China Construction Bank, the Agricultural Bank of China Nanjing Branch, the Industrial and Commercial Bank of China Shanghai Branch (cooperative design), Jinan Administrative Building (Hotel), Shanghai Southwest Building, Anhui Power Supply Building, Shanghai Jing'an Sports Center, China Construction Bank Wuhan Branch, Shanghai International Tennis Center & Fuhao Global Eastern Asia Hotel, Luoyang Moutan City Hotel, Shanghai Materials Building, Wuhan World Trade Building and Pudong New Golden Bridge Building.



# Requirements on Evaluation of Five-star Hotel

## 五星级 hotel 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

- (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、问讯、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、与住店客人相适应的报刊;

(10)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;

- (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. 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 18 hours per day, and shall provide the agency on booking of guest rooms of other 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 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 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;
- (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;

(21) 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; 配有吹风机和体重秤; 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;
- (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;
- (13) 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;
- (14) 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;

(15) It shall have main-hall manager to provide services at the anteroom in 18 hours a 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;

(21) 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 least 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;

(13) 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;

(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它公共区域交叉;

(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 (subterranean 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,可在楼层办理入住登记及离店手续,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;

③The 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);

⑤ All the suites shall have the separate toilets for the host and the visitors;

⑥ 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;

⑦ In the guest rooms of commercial floors, there shall be the equipments for receiving and sending fax or e-mail;

⑧ The service of wireless pager shall be provided within the hotel for the guests;

⑨ The emergency laundry service shall be provided in 24 hours;

⑩The 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;

③There shall be other types of foreign restaurants other than saloon class, equipped with specific kitchen;

④There shall be cake room;

⑤ There shall be flavor restaurant;

⑥ There shall be large formal banquet hall holding at least 200 persons, equipped with specific banquet kitchen;

⑦There 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);

③There shall be room for negotiation (holding at least 10 persons);

④ The services of translation, interpretation and full-time secretary shall be provided;

⑤ 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;

②There shall be at least 2 small conference rooms;

③There shall be facilities for simultaneous interpretation (in at least 4 languages);

④ There shall be facilities for teleconferencing;

⑤ 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游戏机室;

④棋牌室;

⑤影剧场;

⑥定期歌舞表演;

⑦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;

⑪蒸气浴;

⑫冲浪浴;

⑬日光浴室;

⑭室内游泳池(水面面积至少40平方米);

⑮室外游泳池(水面面积至少100平方米);

⑯网球场;

⑰保龄球室(至少4道);

⑱攀岩练习室;

⑲壁球室;

⑳桌球室;

㉑多功能综合健身按摩器;

㉒电子模拟高尔夫球场;

㉓高尔夫球练习场;

㉔高尔夫球场(至少9洞);

㉕赛车场;

㉖公园;

㉗跑马场;

㉘射击场;

㉙射箭场;

㉚实战模拟游艺场;

㉛乒乓球室;

㉜溜冰场;

㉝室外滑雪场;

㉞自用海滨浴场;

㉟潜水;

㊱海上冲浪;

㊲钓鱼;

㊳美容美发室;

㊴精品店;

㊵独立的书店;

㊶独立的鲜花店;

㊷婴儿看护及儿童娱乐室。

(6) 安全设施(3项)

①电子卡门锁;

⑥ There shall be computer, computer projector, ordinary film projector, slide projector, video cassette recorder and document disintegrator for lease;

⑦ There shall specific copying room equipped with adequate copier equipments;

⑧ There shall modern electronic printing and binding equipments;

⑨ There shall be room for photo film development;

⑩ 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;

⑤ Cinema and theater;

⑥ Regular singing and dancing show;

⑦ Multifunctional hall, providing the services of meeting, cool dishes gathering and cocktail party and functioning as singing hall and dancing hall;

⑧ Gymnasium;

⑨ Massage room;

⑩ Sauna bath;

⑪ Steam bath;

⑫ Surfing bath;

⑬ Sun bath room

⑭ Indoor swimming pool (with water surface area of at least 40 square meters);

⑮ Outdoor swimming pool (with water surface area of at least 100 square meters);

⑯ Tennis field;

⑰ Bowling room (at least 4 tracts);

⑱ Hill-climbing exercising room;

⑲ Rackets room;

⑳ Billiard ball room;

㉑ Multifunctional comprehensive health massager;

㉒ Electronic simulated golf course;

㉓ Golf range;

㉔ Golf course (at least 9 holes);

㉕ Car racing field;

㉖ Garden;

㉗ Race course;

㉘ Shooting gallery;

㉙ Archery field;

㉚ Sham combat carnny;

㉛ Pingpong Room;

㉜ Rink;

㉝ Outdoor skiing field;

㉞ Self-willed lido;

㉟ Diving;

㊱ Sea surfing;

㊲ Angling;

㊳ Beauty and hairdressing room;

㊴ Elaboration store;

㊵ Independent bookstore;

㊶ Independent flower store;

㊷ Room of infant nursing and children recreation.

(6) Safety facilities (3 items)

① 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

## Requirements on Service Quality

### 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
- (2)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;
- (3)服务人员应表情自然、和蔼、亲切,提倡微笑服务。

### 3. 举止姿态要求

举止文明,姿态端庄,主动服务,符合岗位规范。

### 4. 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。

### 5. 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。

### 6. 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
- (2) The attendants shall have dignified, generous and neat appearance. The attendants shall wear work card and meet the requirements on the posts;
- (3) The attendants shall have natural, gently and amiable expression and advocate the service of smiling.

### 3. 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.

### 4. Requirements on speaking

- (1) 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.

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

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

### 6. 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) ]







# Grand Hyatt Hotel, Shanghai

## 上海金茂君悦大酒店



地址：浦东新区浦东世纪大道88号（靠近东方明珠）

Address: 88 Pudong Century Avenue, Pudong New District, Shanghai (close to Dongfang Mingzhu)

电话：(86-21) 50491234

Tel: (86-21) 50491234

传真：(86-21) 50491111

Fax: (86-21) 50491111

E-mail: [info@hyattshanghai.com](mailto:info@hyattshanghai.com)

网址： [www.shanghai.hyatt.com](http://www.shanghai.hyatt.com)

Http:// [www.shanghai.hyatt.com](http://www.shanghai.hyatt.com)

建筑面积：60000m<sup>2</sup>

Building area: 60000m<sup>2</sup>

交通地段：距虹桥国际机场25公里，距浦东国际机场26公里，距火车站12公里，距市中心（人民广场）6公里  
Location: 25km from Hongqiao International Airport, 26km from Pudong International Airport, 12km from the railway station, and 6 km from the downtown (the People's Plaza).

交通方式：隧道三、四、五、六线、783、980、584、573在杨家宅下车，地铁2号线陆家嘴下车  
Transportation means: The hotel is 25km Transportation means: It is reachable by taking the tunnel #3, #4, #5, #6, and the public transportation routes 783, 980, 584 and 573 and getting off at Yangjiazhai, or by taking Metro #2 and getting off at Lujiazui.



上海金茂君悦大酒店——世界上最高的酒店耸立  
在上海街头，位于“中华第一高楼”——88层金  
茂大厦上部，为国际商务游客提供了一流的服务  
和齐全的酒店设施。上海金茂君悦大酒店的装修  
极具特色，现代艺术中融入了中国传统文化。客  
房豪华漂亮，面积之大可称上海之最，并均可欣  
赏申城美景。客房中的多功能电视机配有遥控键  
盘，国际互联网接驳和网上金融信息；CAT5高速  
个人电脑接驳。淋浴间装有高科技三喷头淋浴塔  
和防蒸气镜（便于进行个人修饰）、玻璃洗脸盆和  
双面衣柜。嘉宾轩拥有7层的行政客房，并有全天  
礼宾服务和仆役服务，是商务客人的理想住处。  
下榻于酒店的客人在紧张的工作之余可以享受位  
于酒店57层的健身和娱乐设施。绿洲健身中心将  
是“世界上最高的健身中心”。

Grand Hyatt Shanghai, which is the highest hotel in the world, is soaring in the  
streets of Shanghai and located in the upper part of Grand Hyatt Building, which is  
the “Highest Building in China” of 88 floors. It provides first-class services and  
complete hotel facilities for the international commercial tourists. The Grand Hyatt  
Shanghai has unique furnishing, incorporating the modern arts into the traditional  
Chinese culture. The guest room is luxurious and beautiful and has the largest area  
in Shanghai. You can enjoy beautiful scenes of Shanghai from the guest rooms. The  
multifunctional TV in the guest rooms is equipped with remote panel, Internet port  
and on-net financial information as well as CAT5 high-speed PC port. The  
showering room is equipped with hi-tech 3-spray showering tower and vapor-  
proofing mirror (for personal make-up), glass basin and double-sided commode.  
The Guest Hall has 7 floors of administrative guest rooms, provided with all-day  
reception service and attendants, and is an ideal accommodation for the commercial  
guests. The guests staying in the hotel can also enjoy the health and recreation  
facilities in the 57th floor of the hotel after the tense work. The Lvzhou Health  
Center is the “highest health center of the world”.