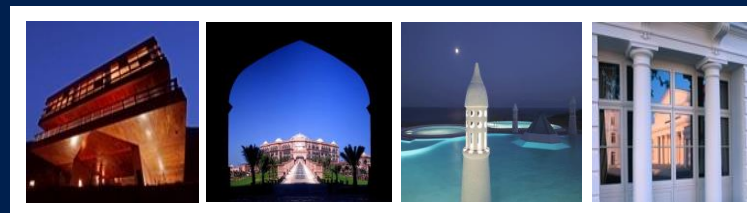




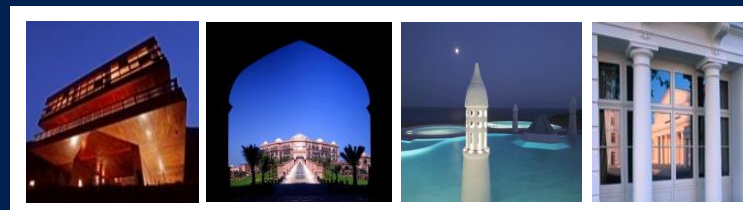
# Kempinski Introduction

凯宾斯基集团介绍



# Kempinski History

## 凯宾斯基的历史



Once upon a time there were two brothers...  
从前，有两个兄弟...



Moritz Kempinski (1835-1910)

1862 – 1872:

Moritz Kempinski opens a wine shop in Breslau  
莫里兹·凯宾斯基在布雷斯劳（波兰）开了一家专营酒水的商号

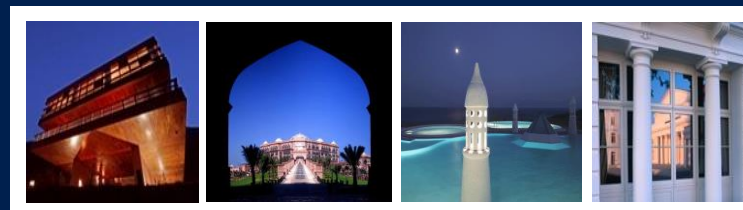
1862 – 1872:

Brother Berthold moves to Berlin and opens  
restaurants in the famous Friedrich Strasse  
and Leipziger Strasse

兄弟伯斯德和妻子迁居到柏林并在著名的**Friedrich**  
和**Leipziger**大街开了餐馆。



Berthold Kempinski (1843-1910)



117 Years of Hospitality **117**年饭店业历史

Hotel Central 1898  
1898年 中央饭店  
Berlin Central Station  
柏林中央车站  
Germany 德国

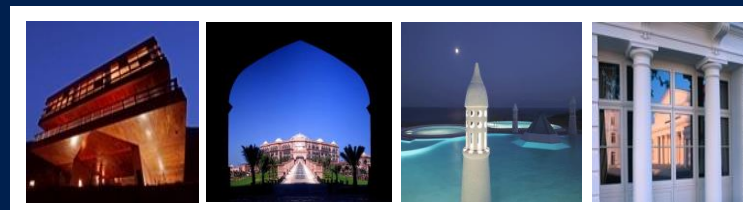


Wintergarten Varieté  
Berlin, Germany  
冬季花园  
德国柏林



# Kempinski

HOTELIERS SINCE 1897



## 117 Years of Hospitality 117年饭店业历史

Developed into the largest Hotel Group in pre-war Germany with the hotels: Bristol, Centralhotel and Bellevue

发展成为德国战前最大的饭店集团，包括：布里斯多饭店、中央饭店和Bellevue饭店

And the restaurants: Zum Heidelberger, Café Central, Café Kranzler and Café Bristol.

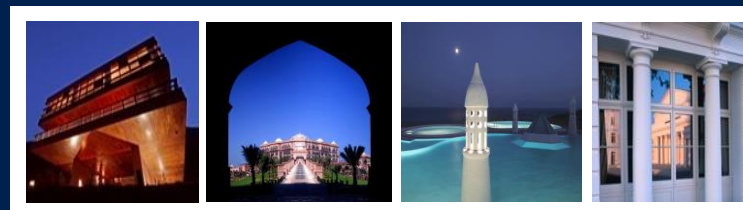
旗下的餐厅有：**Zum Heidelberger** 餐厅、中央咖啡馆、**Kranzler**和**Bristol** 咖啡馆



Cafe Kranzler 1911  
1911年 **Kranzler** 咖啡馆



Kempinski Restaurant 1926  
1926年 凯宾斯基餐厅



117 Years of Hospitality **117**年饭店业历史

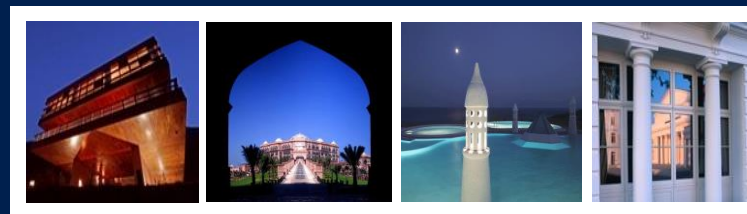
---

30000 Professionals 三万名专业人员

31 Countries 三十一个国家

73 Properties 七十三家饭店

*Kempinski*  
Years  
HOTELIERS SINCE 1897

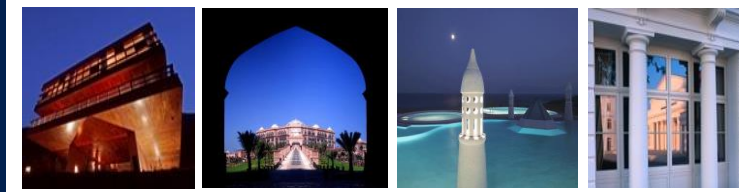


# Kempinski Properties

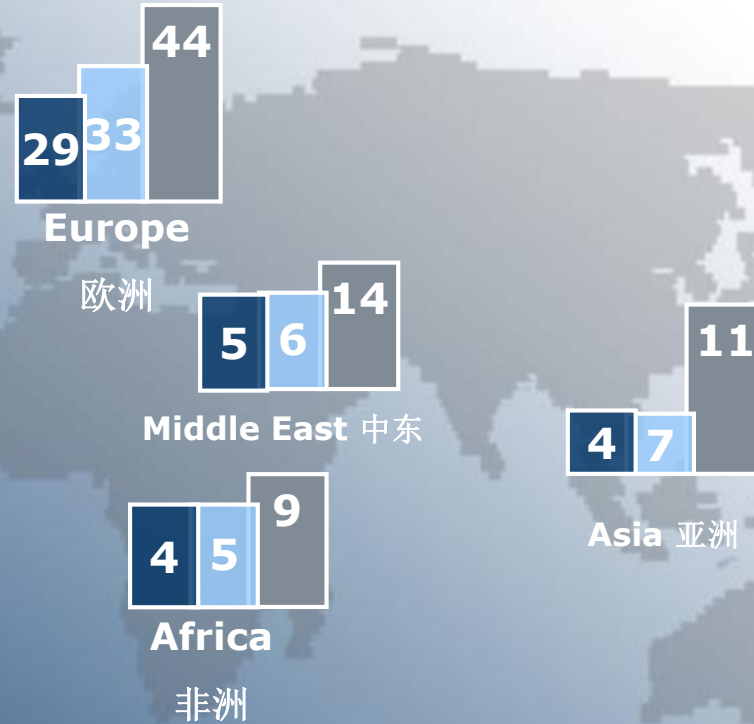
## 凯宾斯基旗下的饭店

# Kempinski

HOTELIERS SINCE 1897



## International Portfolio 全球信息



Today  
**73**

Hotels under operation



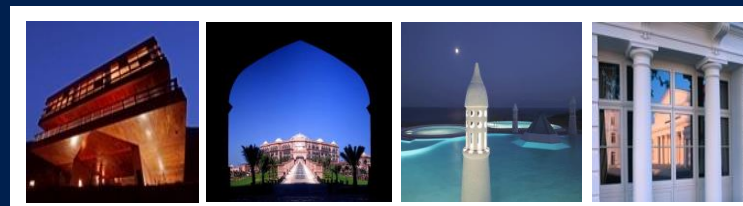


A Collection of Individuals 个性风尚的饭店集萃

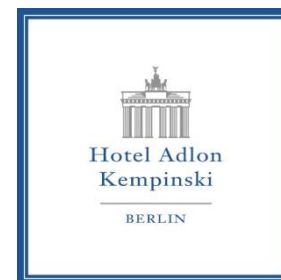


# Kempinski

HOTELIERS SINCE 1897



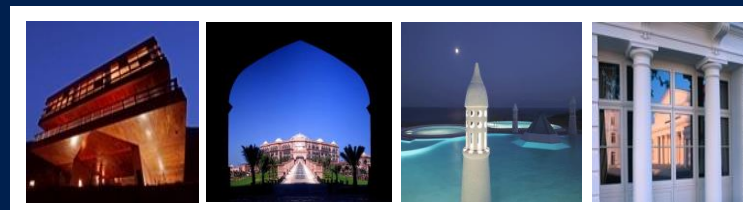
阿德龙凯宾斯基饭店  
柏林





# Kempinski

HOTELIERS SINCE 1897

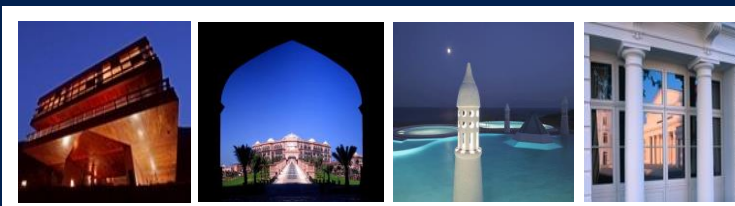


吉布提凯宾斯基饭店  
非洲



# Kempinski

HOTELIERS SINCE 1897

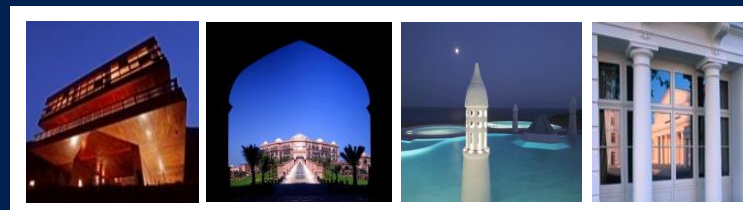


彻拉安皇宫凯宾斯基饭店  
土耳其伊斯坦布尔

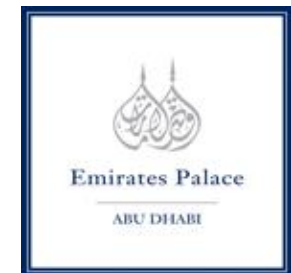


# Kempinski

HOTELIERS SINCE 1897



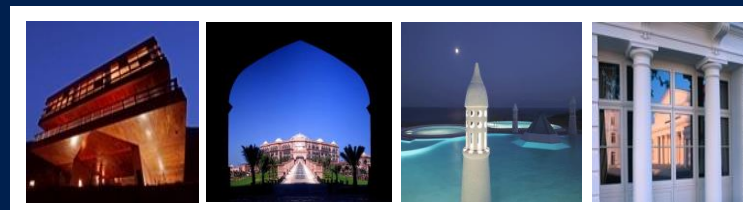
阿布扎比宫殿凯宾斯基饭店  
阿拉伯联合酋长国





*Kempinski*

HOTELIERS SINCE 1897



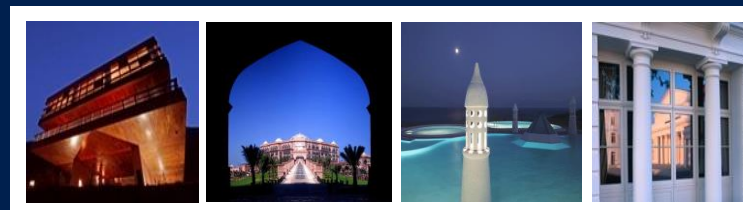
Siam Kempinski  
Hotel & Residences

BANGKOK



# Kempinski

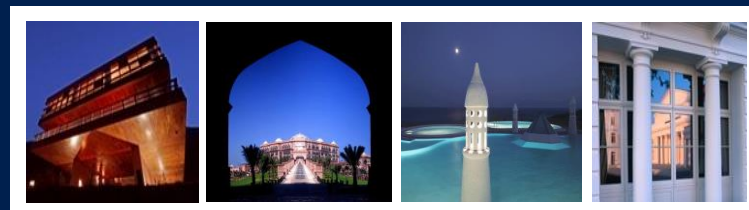
HOTELIERS SINCE 1897



Grand Hotel Kempinski High Tatras  
Slovakia  
斯洛伐克

**KEMPINSKI HOTELS**

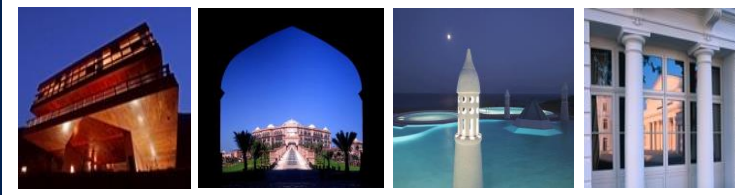




The Kempinski Kemerli Palace  
Latvia  
拉脱维亚

Kempinski Hotel Vilnius  
Lithuania  
立陶宛

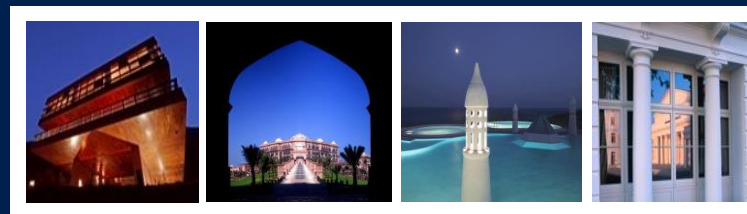




Kempinski Hotel Duke's Palace  
Bruges, Belgium  
比利时

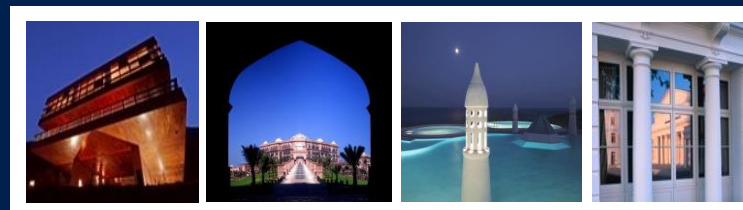


Kempinski Residences  
Istanbul, Turkey  
土耳其



What makes us different?  
令我们与众不同的法宝

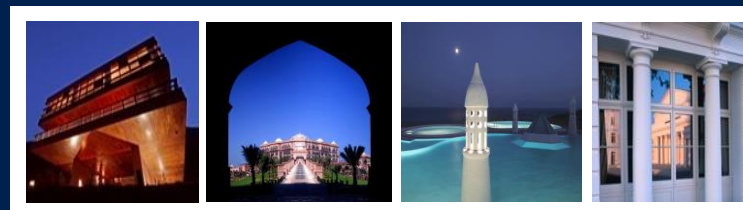




## We are different 我们与众不同

- ❑ Europe's oldest luxury hotel group!  
源于欧洲的最古老的豪华饭店管理集团
- ❑ Kempinski is a *Signature* not just a brand  
凯宾斯基是一个“标志”，而不仅仅是一个品牌
- ❑ Geographically & conceptually diversified portfolio  
具不同地域特色及多样化概念的饭店
- ❑ Outstanding Landmark Properties 出众的标志性建筑
- ❑ Loyal & high yield customer base 忠诚及高端客户的聚集地
- ❑ Multinational management 'know-how'  
国际化的专业管理团队
- ❑ Personalized owner relationships 个性化的业主关系

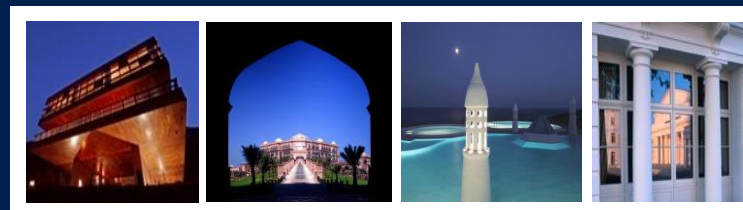
Check out [www.kempinski.com](http://www.kempinski.com) 请浏览公司网站以获取更多详情



## A Human Sized Company 以人为本的公司

---

- ❑ Open communication & trusting relationships  
开放的沟通，相互信赖的关系
- ❑ Education & development of our staff  
培训并发展我们的员工
- ❑ Knowledge-sharing & transferring skills around the globe  
全球性知识、技术共享
- ❑ Career mapping & succession planning  
职业发展规划和继任计划



## Trendsetting 业界创新

---

- ❑ The Concierge Range 礼宾系列:  
*Private Concierge* is an unique hotel loyalty programme  
专人礼宾计划是一个独具特色的饭店忠诚客人认可和奖励计划
- ❑ Entering new destinations before our competitors  
抢在竞争对手之前开拓新的市场
- ❑ Partnerships (GHA) 合作伙伴计划（全球酒店联盟）
- ❑ Daring to be different and proudly proclaiming our heritage  
自豪地展现我们的传统并大胆创新
- ❑ We are visionaries with *an exciting future...*  
*我们拥有梦想，梦想我们辉煌的未来.....*

# Kempinski in China 凯宾斯基在中国

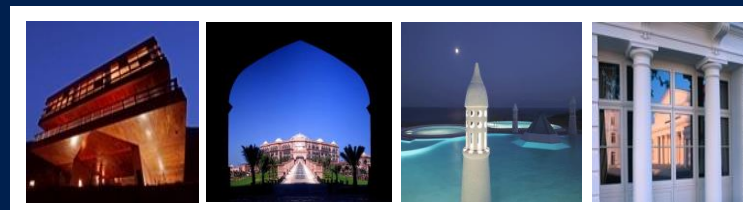
- Kempinski Hotel Beijing Lufthansa Centre was opened in 1992, this is the first Kempinski in China Region, and not only had it continued European hospitality, it also created unique experience for our guests. In 2001, Beijing Travel Group and Kempinski group set up Key Company, and Kempinski finally started its Chinese luxury travel.

1992年北京燕莎凯宾斯基饭店开业，作为中国区第一家凯宾斯基酒店其延续了凯宾斯基欧式好客热情，同时也为客人打造中国区独特体验。2001年北京首旅集团与凯宾斯基集团共同成立了凯燕公司，这标志着凯宾斯基集团正式开启中式奢华之旅。



# Kempinski

HOTELIERS SINCE 1897



## An Exciting Future – Trend on China 辉煌的未来 – 凯宾斯基在中国的发展



Kempinski Residences Hongqiao  
虹桥凯宾斯基公寓  
Shanghai Late 2008  
上海 2008年下旬



Kempinski Hotel  
Shanghai 2010  
上海



**Kempinski Xi'an**  
西安凯宾斯基



**Kempinski Huizhou 惠州凯宾斯基**



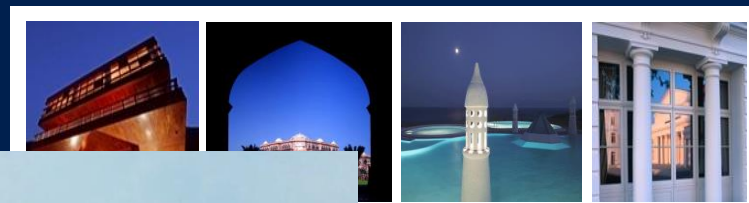




**Kempinski Suzhou**  
苏州凯宾斯基



**Kempinski Xiamen**  
厦门凯宾斯基



**Kempinski Yinchuan**  
银川凯宾斯基

There are 19 hotels in China  
目前中国已开业的酒店有19家





Kempinski Hotel  
Guiyang

CHINA

# Kempinski Hotel Guiyang

## 贵阳凯宾斯基大酒店





# Features & Benefits 特色与优势



## \* Location 位置

- \* Longdongbao International Airport - 10 km  
龙洞堡国际机场 - 10公里
- \* Guiyang Railway Station - 3 km  
贵阳火车站 - 3公里
- \* Jiaxiu Tower - 1 km  
甲秀楼 - 1公里
- \* Guiyang People Square - 1.5 km  
贵阳人民广场 - 1.5公里

# Features & Benefits 特色与优势



- \* Height 高度

- \* A 53 floors, 228 meters  
53层，228米高

- \* Tallest building in Guiyang  
贵阳最高建筑

- \* Total 111,980 sqm  
共计111,980平方米

# Kempinski Hotel Guiyang Management Board

## 贵阳凯宾斯基大酒店管理团队



**General Manager**  
**Mr. Fuat Koroglu**  
总经理  
福纳德先生



**DOF**  
**Clarie Ng**  
财务总监  
黄碧虹



**DOPS**  
**Anna Wang**  
人力资源总监  
王晓娟



**DOSM**  
**Charlen Shen**  
市场销售总监  
申太敏



**Exe. Chef**  
**Daniel Ng**  
行政总厨  
黄金德



**DOE**  
**John Guo**  
工程总监  
郭良



**Sec. Mgr**  
**Steven Ding**  
保安部经理  
丁代筑



**FOM**  
**Chris Joo**  
前厅部经理  
周成冠



**Exe. Hskper**  
**Jane Xiong**  
行政管家  
熊丽



**TRM**  
**Judy Lu**  
培训经理  
吕莹



# Guest Rooms-366

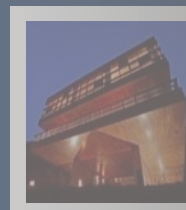
## 酒店客房





# Kempinski

HOTELIERS SINCE 1897



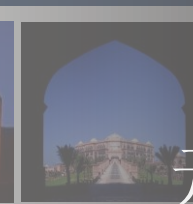
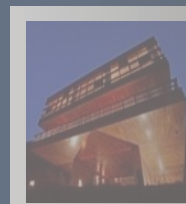
## Guest Rooms 酒店客房





*Kempinski*

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Elements

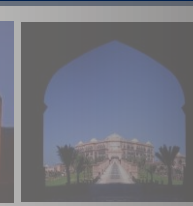
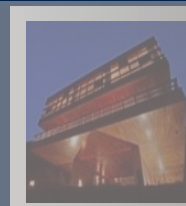
元素西餐厅





*Kempinski*

HOTELIERS SINCE 1897



Lobby Bar  
大堂吧

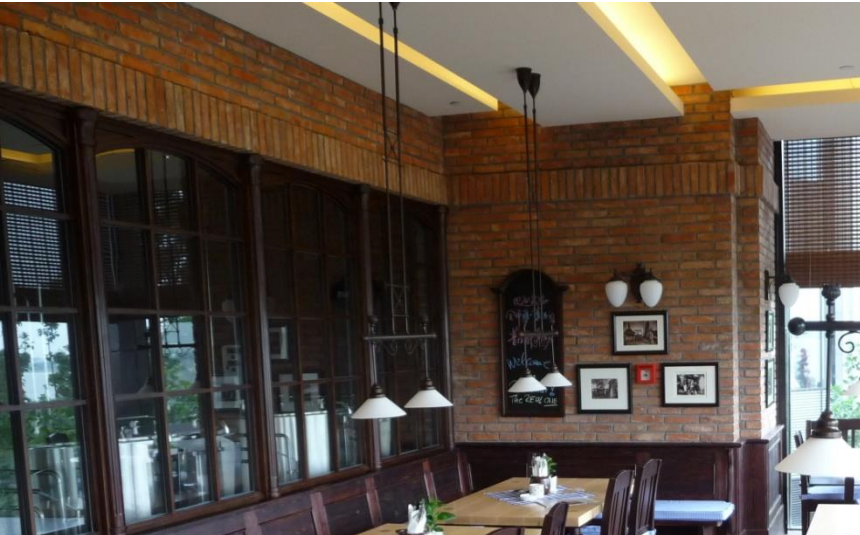
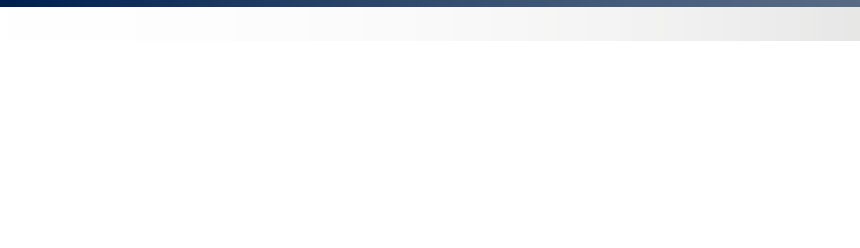


KEMPINSKI HOTELS











*Kempinski*

HOTELIERS SINCE 1897

Kempi Deli 凯宾美食廊







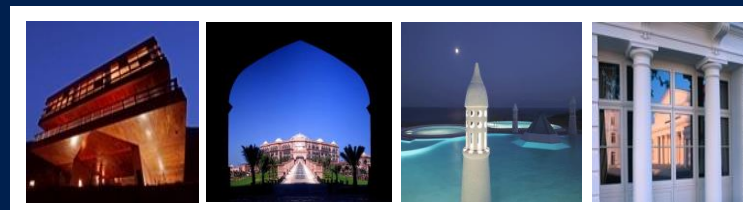
A dining table set for a meal by the sea. The table is covered with a patterned tablecloth and features several wine glasses, plates, and a bowl of golden fruit. The background shows a blue body of water and a thatched roof structure.

What is in it for me?  
对我意味着什么？



*Kempinski*

HOTELIERS SINCE 1897



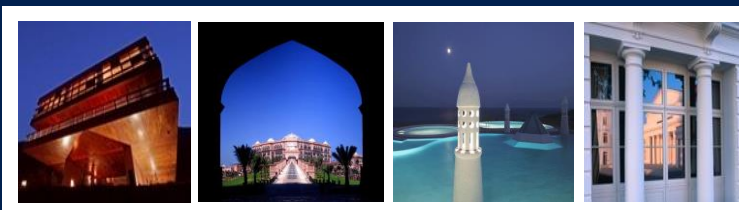
**Staff Activities**  
员工活动





# Kempinski

HOTELIERS SINCE 1897



**Spring Festival gala show**  
**unusually brilliant**  
咱们的春晚节目精彩纷呈~~~





梦

2014 贵阳凯宾斯基大酒店员工年会

2014 Kempinski Hotel Guiyang Staff Annual Party

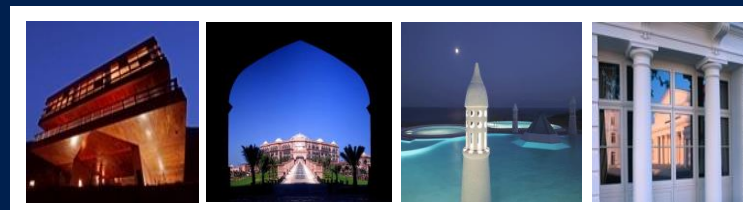






# Kempinski

HOTELIERS SINCE 1897

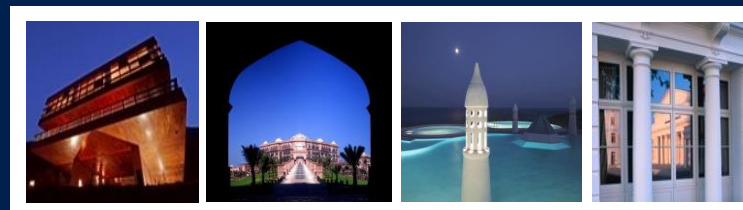


## Spring Outing 春游啦!



**Unforgettable  
流连忘返!**





Bed Making Competition 客房部铺床比赛

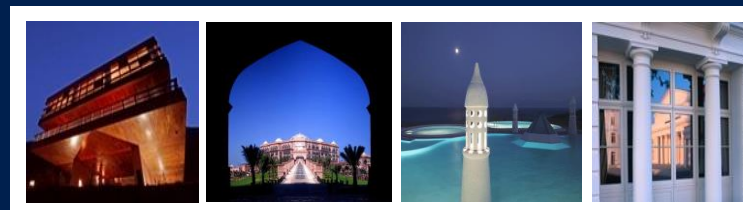


**I am the winner**  
**我是大赢家!!!**



# Kempinski

HOTELIERS SINCE 1897



## Charity Event

### 贵阳凯宾斯基大酒店为留守儿童做的一场大型义卖活动

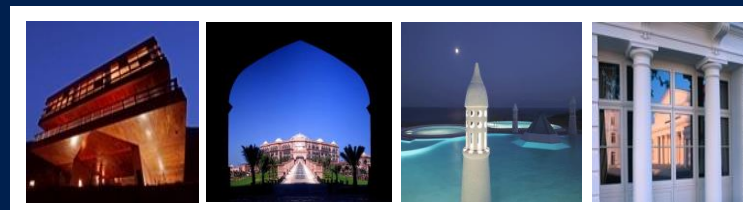


Let's do something for our children!  
88米长面包汇聚爱心无限!



# Kempinski

HOTELIERS SINCE 1897



## Christmas Lunch in Staff Canteen 员工餐厅圣诞大餐



**Service staff  
为员工服务!**



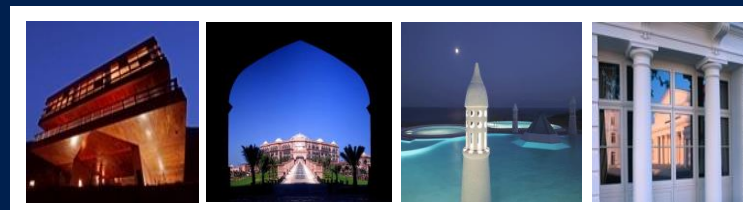
*Merry  
Christmas!*





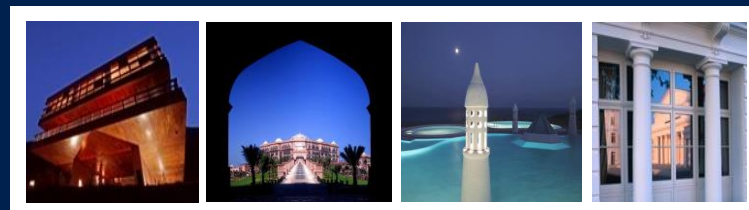
# Kempinski

HOTELIERS SINCE 1897



If only every day  
like today...  
天天都这样就好啦!





## Monthly Employee 月度优秀员工竞选





*Kempinski*

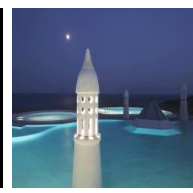
HOTELIERS SINCE 1897



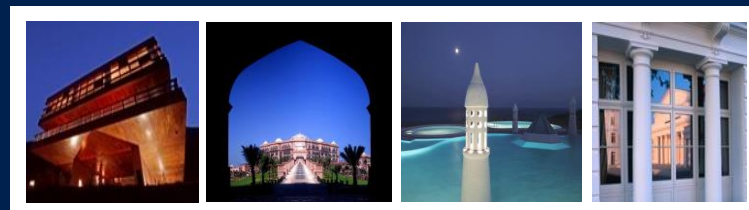


*Kempinski*

HOTELIERS SINCE 1897



# Communication 沟通



Monthly Staff Meeting 月度员工大会



*Happy  
Birthday!*

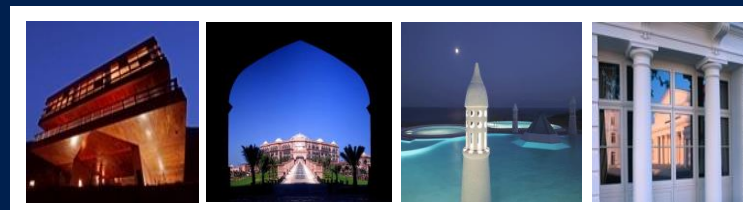
**Monthly  
Sharing**





# Kempinski

HOTELIERS SINCE 1897



## GM Lunch 总经理午宴



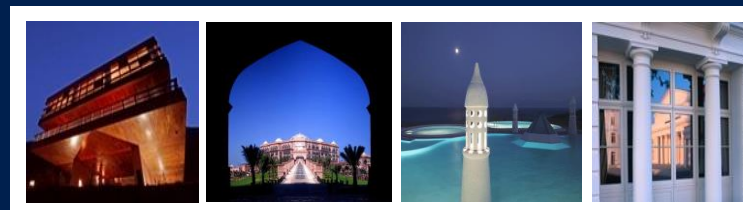
Free talking with GM  
与总经理自由交谈

Come on!  
Sharing your good ideas  
分享你的好点子



# Kempinski

HOTELIERS SINCE 1897



## Trainee Communication Meeting 实习生沟通会-尽力帮助解决工作上的问题

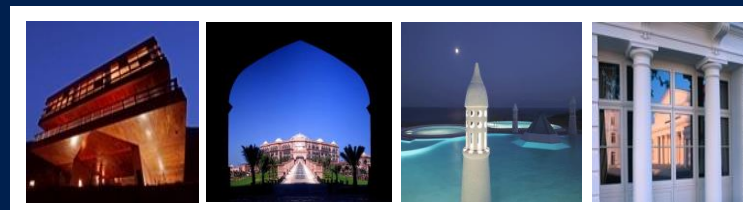


Haven't a girlfriend..... this  
is a question!  
没有女朋友的问题..... 我们真的  
无能为力啦!



# Kempinski

HOTELIERS SINCE 1897



## Trainee Farewell Party 实习生欢送会

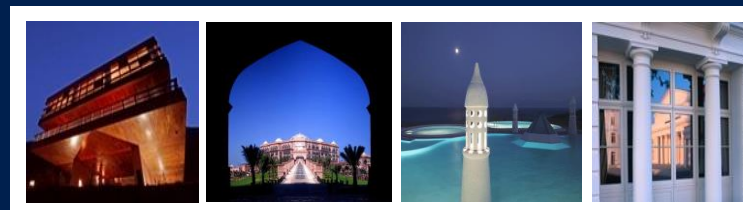


**Every moment is worth memories!**  
每一个瞬间都值得回忆!



*Kempinski*

HOTELIERS SINCE 1897



**Recognize 认可**







**The Annual Glory Star of  
Kempinski Hotel Guiyang in 2013**  
**2013年度贵阳凯宾斯基  
年度荣耀之星**



# KITCHEN 厨房部

## LENA LI 黎平秀



厨房部  
黎平秀

贵阳农村商业银行  
收票日期(大写): 贰零壹肆年  
收款人  
人民币 贰仟伍佰圆  
整  
贵州农村商业  
银行总行支行  
负责人 黎平秀

贵州农村商业  
银行总行支行  
¥250000  
科目(借):  
科目(贷):  
日期: 记账

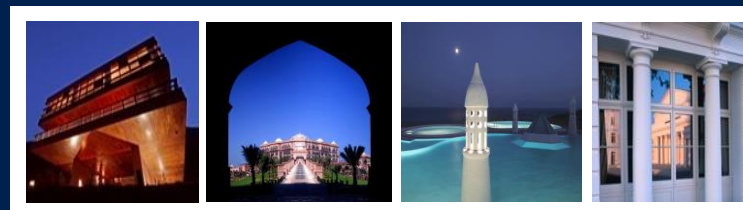


Two Nights Panorama room of  
Kempinski Hotel Sanya  
RMB 5500



两晚 三亚凯宾斯基海景房

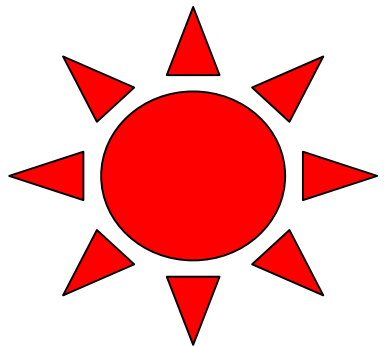
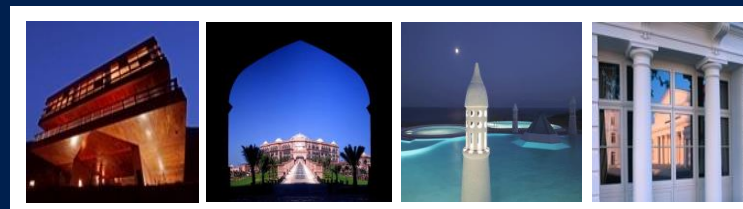
5500元人民币



# Training & Development

## 培训与发展





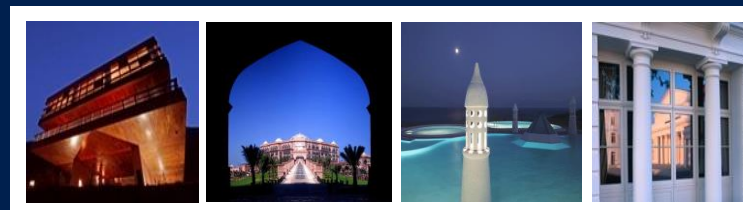
# Learning in Kempinski



YOU CAN FIND FUN HERE!  
在这里，获得你的兴趣空间

# Kempinski

HOTELIERS SINCE 1897

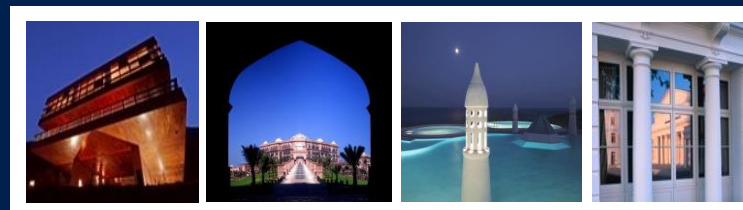


## TTT Trainer Club 培训俱乐部



We are all Chefs  
我们都是大厨





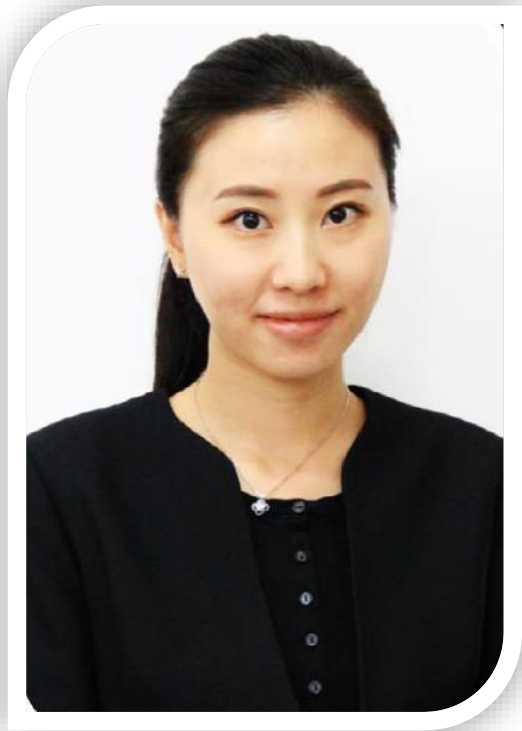
## Talent pool 人才库

---Ms. Joyin Jia  
---贾琳


Previous Position 之前的职位  
**Marketing Executive 市场部主任**

Training Period 培训时间  
**6 Months 6个月**

Current Position 目前的职位  
**Asst. PR Manager 公关部副经理**



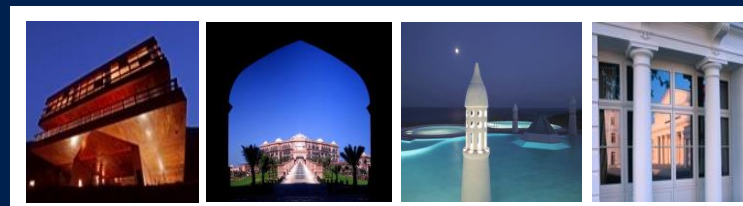
# Monthly Fundamental Training Calendar – Apr 2014

MON	TUE	WED	THU	FRI
	1	2	3	4
	<p><b>General English Training</b> Time: 2:00pm - 3:30pm Venue: Training Room</p> <p><b>Happy April Fool's Day</b></p>	<p><b>Paulaner Introduction (S&amp;M)</b> Time: 10:00am - 11:00am</p> <p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm Venue: Training Room</p>	<p><b>Paulaner Introduction (FIN)</b> Time: TBA</p> <p><b>Concierge English Training</b> Time: 2:00pm - 3:00pm Venue: Training Room</p>	<p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm Venue: Training Room</p> <p><b>2014.04.04</b></p>
7	8	9	10	11
	<p><b>General English Training</b> Time: 2:00pm - 3:30pm</p> <p><b>Revenue Training (RESV &amp; Sales &amp; GSM)</b> Time: 4:00pm - 5:00pm Venue: Training Room</p>	<p><b>Leadership (EXCOMs &amp; HODs)</b> Time: 10:00am - 12:00pm</p> <p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm Training Room / Istanbul</p>	<p><b>Concierge English Training</b> Time: 2:00pm - 3:00pm</p> <p><b>Monthly Employee Selection (General)</b> Time: 3:30pm - 4:30pm Training Room / Istanbul</p>	<p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm</p> <p><b>The Usage of Email (PS / FO / SEC / KIT)</b> Time: 4:00pm - 5:00pm Venue: Training Room</p>
14	15	16	17	18
<p><b>GHA (EXCOM &amp; HOD)</b> Time: 10:00am - 11:00am</p> <p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm Istanbul / Training Room</p>	<p><b>TTT (General)</b> Time: 10:00am - 4:00pm</p> <p><b>General English Training</b> Time: 2:00pm - 3:30pm Istanbul / Training Room</p>	<p><b>TTT (General)</b> Time: 10:00am - 4:00pm</p> <p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm Istanbul / Training Room</p>	<p><b>TTT (General)</b> Time: 10:00am - 4:00pm</p> <p><b>Concierge English Training</b> Time: 2:00pm - 3:00pm Istanbul / Training Room</p>	<p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm</p> <p><b>The Usage of Email (HSKP / F&amp;B)</b> Time: 4:00pm - 5:00pm Training Room / Guiyang</p>
21	22	23	24	25
<p><b>New Employee Orientation (General)</b> Time: 9:00am - 6:00pm</p> <p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm Istanbul / Training Room</p>	<p><b>New Employee Orientation (General)</b> Time: 9:00am - 6:00pm</p> <p><b>General English Training</b> Time: 2:00pm - 3:30pm Istanbul / Training Room</p>	<p><b>New Employee Orientation (General)</b> Time: 9:00am - 6:00pm</p> <p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm Istanbul / Training Room</p>	<p><b>New Employee Orientation (General)</b> Time: 9:00am - 6:00pm</p> <p><b>Concierge English Training</b> Time: 2:00pm - 3:00pm Venue: Training Room</p>	<p><b>Departmental Training (TRA)</b> Time: 1:00pm - 2:00pm</p> <p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm Venue: Training Room</p>
28	29	30		
<p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm</p> <p><b>Monthly Employee Meeting</b> Time: 3:30pm - 4:30pm Training Room / Guiyang</p>	<p><b>Trainers Club</b> Time: 11:00am - 12:00pm</p> <p><b>General English Training</b> Time: 2:00pm - 3:30pm Istanbul / Training Room</p>	<p><b>F&amp;B English Training</b> Time: 2:00pm - 3:00pm</p> <p><b>Departmental Training</b> Time: 4:00pm - 6:00pm Venue: Training Room</p>		



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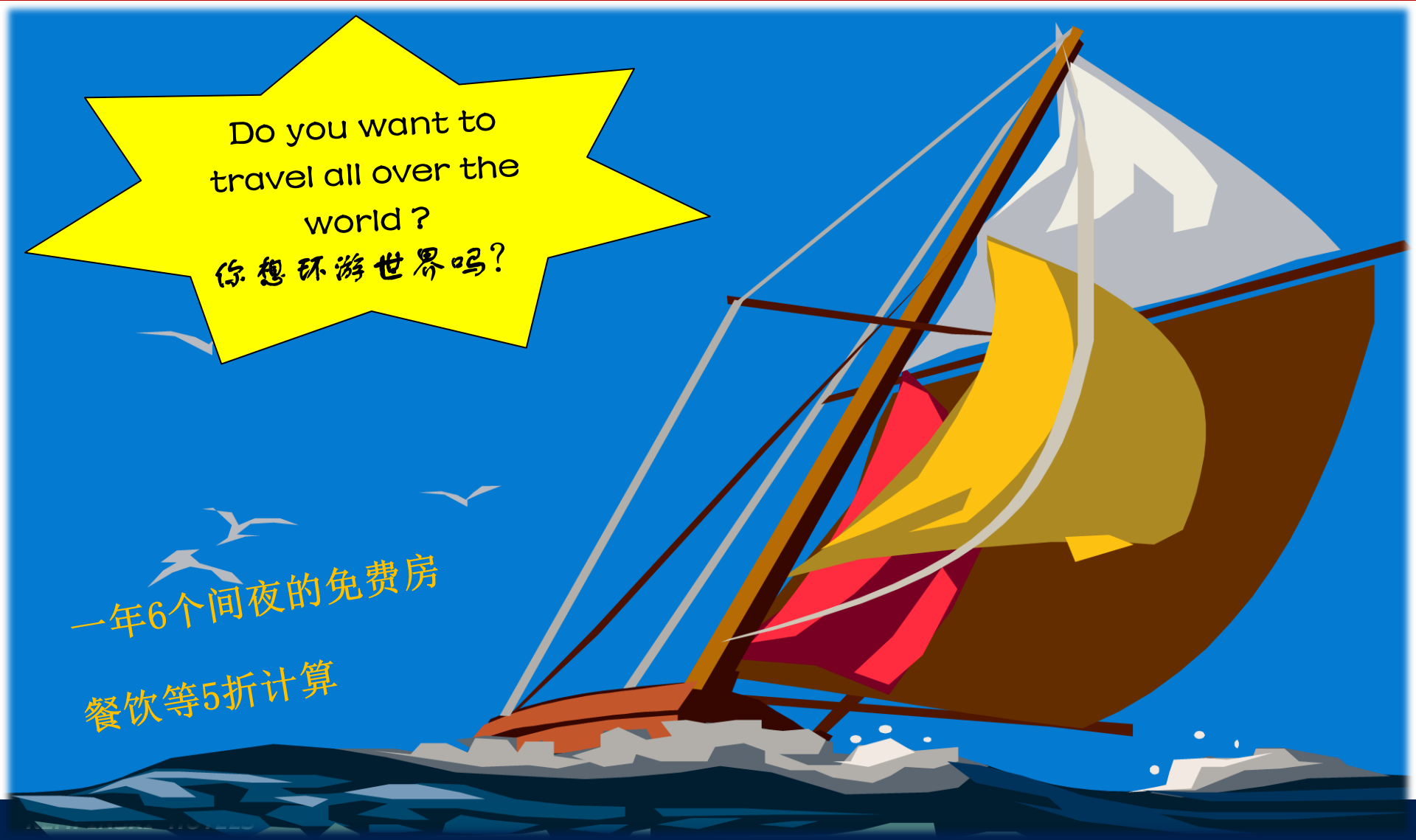


## Kempinski Friends & Family Rate 员工入住优惠价

Do you want to  
travel all over the  
world?  
你想环游世界吗?

一年6个间夜的免费房

餐饮等5折计算



## Our Planning For Trainee 实习生计划

- \* Front Office, Food & Beverage and Housekeeping  
三大运作部门: 前厅部、餐饮部、客房部
- \* Attitude and smile  
态度与微笑
- \* Mandarin and English preferred  
普通话与英文

Are You Ready ?  
你准备好了吗?







Q & A

Start My Wonderful Life @  
Kempinski\*

*Kempinski*



thank *You*

**Anna Wang**  
Director of People Services

**Kempinski Hotel Guiyang**  
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