

OUR PEOPLE



The Heart and Soul of Our Company

“Of course it takes more than an elegant façade and tasteful deco to inspire the loyalty and affection that people feel for The Peninsula Hong Kong. The reassurance of the hotel’s continual presence is an important factor, but it is the people who are the heart and soul of the hotel, and it is they who infuse the place with a generous spirit and pride. ”

The Hongkong and Shanghai Hotels places a great emphasis on recruiting and retaining the best people. To ensure that we remain successful and with a sustainable business model for the years to come, we recognise that we need to keep adapting and evolving to stay relevant. The Group Management Board has developed a plan called “WorkPlace 2025” with the aim of modernising and adapting to keep up with the enormous changes happening in today’s fast-paced world. The mission of this programme has developed three key pillars of Respecting our Culture and Heritage, Embracing Innovation, and Driving Business Performance. We aim to get to know our customers better by delivering the world’s best service.

Not only has The Peninsula brought unique and memorable experiences to its guests, but also to the people who have worked there tirelessly and proudly presenting the finest of Hong Kong to the world over the last 90 years. In recognition of the exceptional service provided by the staff, in 2018 the hotel invited selected members of its team to tell their own personal stories, representing the fact that this is not simply an iconic establishment, but a place where special moments are captured and invisibly carved into its beloved walls.



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Johnny Chung Kam Hung is something of a legend in his own lifetime. As The Peninsula Hong Kong's longest living employee, he has loyally served the hotel for over 60 years, since joining in 1957 at the tender age of 15 as a messenger boy, whilst his father worked for eight years as a Captain in The Peninsula's famed Lobby.

Johnny's story has been well documented, most notably for his encounter with Hollywood screen legend Clark Gable, who taught him how to make a 'Screwdriver'. The Bar at The Peninsula went through a number of transformations and relocations within the hotel, each chapter of which Johnny was a part. "Our regular guests would always return to us wherever we were. It was the service that kept them coming back, not just the drinks."

Now 76, Johnny still puts in his hours at the place he calls home. "The Peninsula has always held a special place in my heart; and even though a number of hotels tried to poach me, especially during the 1960s, I chose to stay, as this has always been my home, and the people here are my family."



On the recurring subject of family, Food and Beverage Concierge Lam Siu Ping and his son Security Officer Lam Tat Yeung represent two generations of family working at The Peninsula Hong Kong. The pair is just one example of two or more family members employed at the hotel, also long known for placing emphasis on a sense of family within the workplace on a wider scale.

Siu Ping says that his F&B education has come purely from what he refers to as 'The University of The Peninsula'. "Here I have learned a lot about life, the right way to treat people, and about the correct way of doing things. When I was a waiter, we prepared coffee and a croissant for our supervisor every morning. He told me that I should always try the coffee before serving it to a guest, to make sure that it was good, so I did that for 40 years."

"Through working at the same company, I have learned more about my father," adds Tat Yeung. "I never knew before that he was such a respected figure at work, and I'm really proud of him for that."



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In 2018, The Peninsula Bangkok celebrated its 20th anniversary, and a number of employees have been at the hotel since day one.

When asked what has kept him at The Peninsula for two decades, Page Khun Chaiya's answer is multi-faceted. "Firstly, the hotel treats us like one big family. Then of course there are excellent benefits – healthcare, meals at the staff canteen, and various training opportunities. I have been able to improve my English and also learn basic Mandarin. Language ability is very important in terms of being able to communicate effectively with our guests."



Concierge Officer Khun Chaiya Suriyant recalls the highlight of his career at the hotel, saying, "The most special moment for me was when *Travel & Leisure* magazine announced that The Peninsula Bangkok was the Best Hotel in the World. Even our GM had no idea until he received a phone call from the head office in Hong Kong!"





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2018 also saw the 30th anniversary of The Peninsula New York where General Manager Jonathan Crook first started his career with The Peninsula Hotels in the year 2000. “I salute the loyal, friendly, hard-working staff who have become a part of the Peninsula family over the years. The camaraderie and special sense of purpose demonstrated by all reflect the bond between our staff and our valued guests who come back year after year. This is a true testament to our brand and I am honoured to be a part of this team of talented individuals.”

Bell Captain Patrick Wong is equally as enthusiastic as his General Manager. “There are so many familiar faces that I love to see; guests who have stayed with us for the last three decades. I also appreciate the great management. We really are encouraged to stay five-star strong in everything we do and that makes me proud.”

At The Repulse Bay, Lilian Ng, a Senior Cook at The Verandah restaurant says, “The happiest thing about my job is that I met my husband here, and I was also able to refer my younger brother for a job at the company.”



Karen Tang, Customer Service Officer at The Peak Tower, enthuses that the view from The Peak is as stunning as any scenic spot in the world. “I’m so happy to see this beautiful scenery every day when I go to work; it’s just like having a small fortune!”

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HSH continues to welcome a diverse and inclusive culture, and recognises the different backgrounds and experiences of all its employees. The company is committed to providing equal opportunities in employment, with all applicants and employees receiving equal treatment, regardless of age, race, colour, national origin, appearance, religion, gender, sexual orientation, pregnancy, marital, family or veteran status, and disability.

Cheung Yik Ching has been employed as a Technical Worker at Tai Pan Laundry since 2010. Following a serious illness

contracted at the age of two, Ching became deaf and now in her early 30s, she hasn't been able to hear since. Through a discussion via text message, she states that she is incredibly grateful to have had the opportunity to work at Tai Pan. "For a long time, I thought I would never be able to find a job because I can neither hear nor speak. But this company has given me hope and confidence, and every day I am happy to come to work, especially as I can now look after my parents in their old age."

