

OUR PEOPLE

Instilling A Warm Culture



Over many generations we have created delightful memories for guests and stayed true to our heritage and for this we thank our dedicated employees.

As we look towards the future and expansion with three new hotels opening in the coming two years, we need to ensure that we remain successful and have a sustainable business model for the years to come. We recognise that we need to keep adapting and evolving to stay relevant and to attract and retain the best people. The Group Management Board continues to develop our “Workplace 2025” modernisation programme, and our key objective with regards to our people is to develop our existing talent and to harness their potential, allowing us to become more agile and nimble as a group.

At our global HR conference held in June 2019, we developed our “People Mission” which is *To ignite potential, passion and empower employees to foster opportunities for a purposeful career in a modernised workplace aligned to the growth of the company.*

To motivate and engage our team we place a significant focus on training, career development, genuine caring for our staff, empowerment and providing a proud, confident and happy working environment. The travel and tourism sector often experiences a high turnover of staff, however, we are pleased to report a relatively low voluntary staff turnover rate compared with the industry.



Our future strategy includes three main pillars:

1. The Future of Our Talent: succession planning for senior executive and management positions, building talent banks and a talent pool for critical and senior positions, and improved performance management
2. The Future of our People and Culture: becoming the employer of choice, implementing a change management programme aimed at modernising our workplace titled WorkPlace 2025, and to improve internal communications
3. Building HR Agility: investing in our HR team's own development with skills, mindset change and training.

HSH continues to welcome a diverse and inclusive culture and 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.

Our People

We are delighted to introduce some of our people from across the group and their thoughts on working with HSH:

Samir Ibrahim, Director of Rooms, The Peninsula New York

"On my first day of work I remember walking into The Lobby and just watching the staff serving some loyal guests that had been coming to New York for years, and noticing the joy, the passion and the excitement that they took in serving and helping these guests. At that moment I said to myself "Wow! I've found something special and I'm about to be a part of it." I truly am a big fan of cultivating the guest experience in providing this bespoke memorable experience. That's really what gets me excited each and every day, to come back to work and to be able to generate that type of smile from the guest that tells you, wow I'm at The Peninsula."



Joseph Chong, Area Vice President, Greater China and Managing Director, The Peninsula Hong Kong



"Every day is a brand-new adventure altogether. The fun part is dealing with people and for the guests to be able to acknowledge the service that they have received, and for our employees who can go home with pride to say, "You know what, today I've made someone very happy in their life" – and that's what matters most in the hotel industry."



Priscilla Nguessan,
Receptionist,
The Peninsula Paris

“To be honest, the first day was quite overwhelming, but one of my colleagues came to me and told me: “relax, you’ve got what it takes”, and indeed I did, everything went well after that. What’s nice about The Peninsula Paris is they will let you spread your wings and if you fall, they will be here to catch you – so you can make mistakes, it’s alright.”

Shun Wai, Duty Engineer,
The Peak Tram

“I have loved cars, trains and amusement rides since I was a child and so I looked for jobs in this field when I grew up. I’ve been working for The Peak Tram for three years. I started as Technician and later was promoted to the current position as Duty Engineer. If you have a strong sense of responsibility and are not afraid of hard work, here you’ll have a lot of opportunities to flourish.”



Yammi Lai, Leasing Officer,
The Repulse Bay

“From the initial approach to a client to a store opening, the whole process gives me immense satisfaction as I know can really make a difference and help the shopping centre, the company and our tenants to develop their business.”

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Edward Tong, Server – The Living Room, The Peninsula Beverly Hills



“I believe that at work you always want to make friends and have fun working with people that you like. So, when you come to work it's not really coming to work. It's really coming to your second home. I experience that every day with my fellow co-workers and I have a great time working here.”

Kevin Francis, Pool Server, The Peninsula Beverly Hills

“I joined The Peninsula Hotel family because I really wanted to be a part of a group of individuals that provide that excellent quality of service. It gives me a sense of pride that I am able to work for a company like The Peninsula.”





Brice Delclos, Hotel Manager, The Peninsula Paris

"I had an accident soon after I joined the company and I was hospitalised for a month. Just after this accident, I received messages of support and visits to the hospital from people I hadn't even met, not only from our hotel but also our corporate office in Hong Kong and all around the world. I can still today become very emotional about it, and can truly say that here at The Peninsula Paris, I found a new family."

Dennis Kerr, Golf Course Superintendent, Quail Lodge and Golf Club

"I remember when I first took this position I figured I'd be here for a couple of years but a couple of years has turned into almost 30! Time has gone by so fast that I've just enjoyed practically every day that I've worked here. Satisfying the customers' needs is very important to us."

