



SOFITEL MACAU AT PONTE 16

Taste of France, Right Here in Macau!

For an enriching hospitality experience in Macau, a unique hotel provides a most interesting quality of service. Vice President Sofitel Greater China MICHEL MOLLIET, speaks on the mystique and magic of world-class hospitality that guests enjoy at Sofitel Macau At Ponte 16.

Macau is changing before our very eyes and the future of our industry depends on differentiation and specialization," says Michel Molliet, Vice President Sofitel Greater China who also plays the role of General Manager of Sofitel Macau At Ponte 16.

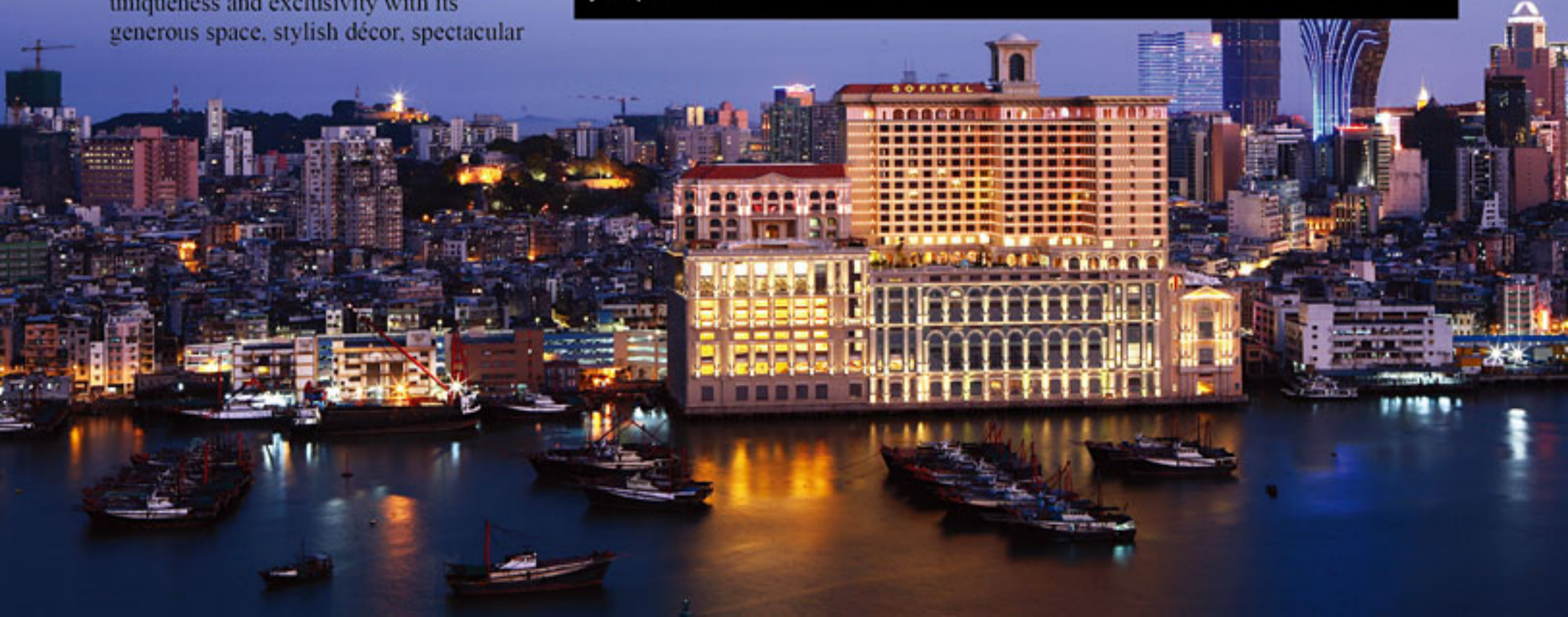
Right on Macau's picturesque waterfront, Sofitel Macau At Ponte 16 is smack in the center of the city, a short walk away from the famous St. Paul's Ruins and A-Ma Temple!

Complete with restaurant, bar, recreational facilities, meeting and banquet venues, in-house casino and MJ Gallery the elegantly stylish property ensures Sofitel has indeed created an exquisite world for lovers of "art de vivre".

Its 'Mansion at Sofitel' outlines uniqueness and exclusivity with its generous space, stylish décor, spectacular



MICHEL MOLLIET: "The art of hospitality is about pleasantly surprising the guest, constantly exceeding the expectations of your markets and staying focused on constantly improving your product."





views of Macau peninsula and Inner Harbour.

“We have created the Mansions to provide our customers with a taste of the true luxury they are accustomed to. Personalised service, art and beauty everywhere from the glass flowers in the water feature to the paintings to the ornate carvings and the luxury of the interiors, each guest amenity is crafted to please the senses.”

Making a Difference

“Our guests expect the flavour of France, French elegance and quality of service and not just in hardware,” says Molliet. Which is why the hotel serves contemporary buffets and à la carte with French modern influences, its Mistral restaurant’s al fresco dining overlooks Macau Inner harbour and provides the perfect setting for relaxation with the emphasis on taste and visual pleasure.

“We also have Le Terrace, which is our outdoor café and bar. France is known for our al fresco dining and we try to offer a bit of that influence to our guests here in Macau. We have French chefs who specialise in bringing the true tastes of France for our guests to enjoy.”

Speaking on how the hotel compares with its gigantic counterparts, Molliet says, “the key is to enjoy being cozy and flexible, to offer our guests that quick,

personalized, tailor-made service that large hotels are less able to provide. That’s the Sofitel hallmark, small-to-medium size hotels with unmatched personalized service.”

Boasting a unique riverfront location, Sofitel Macau’s conference facilities feature InspiredMeetings state-of-the-art equipment and facilities, sunset river views, creative theme dinners and extensive car-parking. It also caters extensively to the weddings market.”

Added Value

According to Molliet, hospitality should be an experience and for a hotel to compete it needs to offer more than what its competitors do. “As a Sofitel brand we offer a luxury product, an experience that makes our guests want to return. Service-wise, we reinvent ourselves, which means that each time a guest returns there is something new to experience. The art of hospitality is about pleasantly surprising the guest, constantly exceeding the expectations of your markets and staying focused on constantly improving your product. As a luxury hotel we have already made our mark on this discerning market, the challenge now is sustainability. Living up to the high expectations of our customers means constantly raising the bar. This means constant training of staff, reassessing our abilities, bring proactive and always improving the value we offer our customers.”

What to Expect

The décor of the suites of the executive floor is truly spectacular with a brilliant mix of colour, fabric, glass and lighting to provide guests with that ‘palacial’ yet homely feel. The amenities include Hermès toiletries, a water jet shower to ensure you pamper yourself in luxury, fluffy fresh towels and a quality of bed that offers brilliant body support and unparalleled comfort. Guests unwind in the hotel’s gym and relax in the opulence of its outdoor pool.

The property also has its very one French florist to offer guests an even more wholesome French experience. Added to that, it stages French cultural events periodically to provide its guests with unique, classic French experience.

“This business is about both hardware and software and a seamless mix of both. In today’s competitive market, it is the true service provider who will get more market share. You have to amaze the guest. At Sofitel it is about guests’ comfort and the emphasis is on providing the guest with a luxurious taste of hospitality, the French way. I expend a very warm welcome to all your readers and look forward to seeing you all here enjoying what only a Sofitel property can offer you – the bests of hospitality, on your terms,” concludes Molliet. ■

For additional information please visit www.sofitel.com