



**Best Elite
Satisfaction
Score**

FOR IMMEDIATE RELEASE

Cosmo Hotel Hong Kong's Quality Service Excels in Asia Pacific and Around the World

Awarded Best Elite Satisfaction Score in Asia Pacific by Expedia

And Certificate of Excellence Globally by world's largest travel site Tripadvisor

Managed by Dorsett Hospitality International

(Hong Kong, 19 February 2013) Following the Hong Kong Business High-Flyers Award, Cosmo Hotel Hong Kong has been honoured with the Best Elite Satisfaction Score in Asia Pacific region by Expedia lately celebrating again its service excellence regionally! Apart from this, Cosmo Hotel Hong Kong is also a holder of Certificate of Excellence by Tripadvisor recognizing the hotel's exceptional staff service. Both of the honor are reflected directly through outstanding travellers' reviews meaning that we are excellent around the world on a consistent basis and now particularly in Asia Pacific region!

Best Elite Customer Satisfaction Score by Expedia – Best Reviewed Hotel in Asia Pacific Region

Expedia first launched its Elite Plus Loyalty Programme in 2008 and has very stringent criteria in granting hotels VIP access participation. Currently, there are only 10 hotels in Hong Kong included in the programme and Cosmo Hotel Hong Kong is not only one of them but turned out to have achieved the *Best Elite Customer Satisfaction Score* in the Asia Pacific region in quarter four 2012! The Elite Satisfaction scoring system is based solely on a large volume of reviews submitted by Expedia's customers who have been a bona fide guest at our hotel. Statistic presented by Expedia has shown that compared to an average 65.5% scored by all hotels in Asia Pacific, Cosmo has achieved the highest score of 83%! By getting the top score in Asia Pacific,



it means that Cosmo Hotel Hong Kong, at a customer point of view, has exceeded the extremely high expectations of hotel service regionally.

Certificate of Excellence by Tripadvisor – 1 of Best 10% Hotels in the World

Tripadvisor has been the largest and most popular travel site shared by keen and probably the most discerning and criticizing crowd of travellers from around the world. Receiving their Certificate of Excellence is no easy thing at all as it is only given to approximately the few 10 percent of listed accommodations. The holder has to achieve outstanding traveller reviews, maintain an overall rating of 4 out of 5 and must receive a certain volume of active reviews on a constant basis. Cosmo Hotel Hong Kong's staff has been commented on Tripadvisor as "well-trained, helpful, friendly and attentive to accommodate customers' needs" and simply "good choice for budget traveller" – the most reliable reflection of the hotel's service excellence and our customers' pleasant travel experiences.

The Secret Kept Behind Our Exceptional Staff Service – Thoughtfulness, Incessancy, Surprise

"Being the best scored hotel in Asia Pacific and also a holder of Certificate of Excellence has double meanings to us. It isn't only a representation of our service excellence but we are especially pleased that it is told to our ears directly from the mouth of our guests," described Anita Chan, General Manager of Cosmo Hotel Hong Kong. "In fact, there is no formula to success but we have some secret ingredients to make our guests happy. Our service is promised to be thoughtful, incessant and full of surprises." Anita added.

Cosmo Hotel Hong Kong has launched its *Beyond Thoughtful* service program that offers pioneering 24-hour check-in/out service, 24-hour response guarantee, free WiFi service, free shuttle bus service, etc to pamper our hotel guests and ensure their stays are more than expected. To make *incessant communications* possible, the hotel offers free rental of smartphone to all guests who book through www.cosmohotel.com.hk. The rental package includes unlimited 3G data access on multiple devices, unlimited IDD calls, unlimited local calls and exclusive dining/shopping deals*. Topping the cake with icings, Cosmo Hotel Hong Kong runs a VIP loyalty program and takes every chance to celebrate with guests on their special occasions such as birthday or anniversary and make their stay very memorable!

* Available for bookings made after Feb 1, 2013, travel dates between Feb 1 and Mar 15, 2013 and on Cosmo Hotel Hong Kong's brand website only. 3G connectivity for multiple devices enabled by sharing network through the smartphone's WiFi hotspot. Free IDD calls to 17 designated countries. Subject to availability.

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4-star boutique **Cosmo Hotel Hong Kong** is situated amid Wan Chai and Causeway Bay just opposite to Hong Kong Stadium and across the Happy Valley race course. Having a total of 142 room keys, this boutique hotel has a 100% in-door smoke-free policy. Rooms are sectioned into different room categories with a size ranging from 15 to 83 sq.m. and all color coded into orange, yellow and green for free selection. Highlighting a voguish touch of design, the hotel also emphasizes on technology offering high speed Internet access and rental service of iPad with 3G connection. Free WiFi is available in all hotel public area. A mere 8-min walk from the hotel is subway Causeway Bay station and Time Square mega shopping mall, the hotel provides complimentary shuttle service to destinations in Causeway Bay, Wan Chai, Admiralty, Central and Quarry Bay as well. Nooch Bar in hotel lobby presents award-winning cocktails and Breeze on 5/F has a corner for free self-serviced coffee.

Dorsett Hospitality International (HKEx Stock Code 2266), formerly known as Kosmopolito Hotels International, is a spin-off from Far East Consortium Limited. With three brands under its umbrellathe upscale and midscale Dorsett Hotels & Resorts and d.Collection comprising a range of charismatic boutique hotels; and the value-led Silka Hotels; the group currently owns and manages 16 hotels in China, Hong Kong and Malaysia; with eight more opening within the next two years in China, Hong Kong, Singapore and United Kingdom. For more information on Dorsett Hospitality International, visit: www.dorsett.com

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For more details, please visit www.cosmohotel.com.hk