



PAN PACIFIC  
HOTELS AND RESORTS

Discover enriching experiences  
across the Pacific



# Embrace the advantages of our unique Pacific Touch

# Embrace



One of the notable brands within the acclaimed Pan Pacific Hotels Group, Pan Pacific Hotels and Resorts welcomes guests with an inviting portfolio of luxurious hotels, resorts and serviced suites with over 6,000 rooms in key destinations throughout Asia Pacific and North America. Headquartered in Singapore, our hotels, resorts and serviced suites are a true reflection of the Pacific Touch, a refreshing sensory experience that encompasses a sense of space and a feeling of calm. Small wonder, we consistently attract the most discerning owners and guests who appreciate our dedicated service, keen attention to detail and the warmth of our hospitality.

Backed by over 30 years of success, Pan Pacific Hotels and Resorts represents a distinctive value proposition in hotel management. Our experience in managing upscale accommodation helps us partner owners to generate strong returns and enhance the value of their assets. In addition, our modest size allows us to be flexible, attentive and responsive to all our clients.

# Enjoy the benefit of our operational excellence

# Enjoy

At Pan Pacific Hotels and Resorts, one of our core competencies is achieving complete efficiency in hotel operations. This helps us delight our guests with personalised service while satisfying our owners with greater returns. To achieve this operational excellence, we place a heavy focus on the development of our human capital and invest in state-of-the-art customer-oriented technology.

One critical tool is our Operations Management System, which allows us to track performance via a monthly scorecard and a customer-led evaluation system based on an online Electronic Guest Comment Card (EGCC). In addition, we ensure operational consistency through our Product and Service Standards, complemented by a strong business support network comprising Operations, Finance, Performance Management, Human Capital and Development, and Technical Services.



## Treasure lasting memories at Pan Pacific Serviced Suites

Our premium extended-stay product, Pan Pacific Serviced Suites was created to meet the needs of our guests who require accommodation for weeks or months at a time. In keeping with our brand promise of personalised service, it is the only serviced accommodation that offers the reassuring touch of round-the-clock Personal Assistants to provide guests with access to all that they may need to make their stay as comfortable as possible.

# Treasure



# Share our passion for people, innovation and education

We believe that human capital is one of our greatest assets. It is vital for ensuring that our business flourishes in the long term. That is why we place such a great emphasis on developing our associates. It has enabled us to establish the “We are Pan Pacific” culture across our company, and it is what helps us ensure that our associates are our greatest brand ambassadors.

# Share



# Experience

## Experience the culture of “We are Pan Pacific”

The phrase “We are Pan Pacific” embodies the driving force behind every one of our associates at Pan Pacific Hotels and Resorts. It is an integral part of our associate training programme, and is at the core of the personalised service and attention to detail that guests receive at each of our Pan Pacific properties. Dedicated to learning as much as possible about the preferences of each of our guests, we ensure that our rooms and facilities reflect a truly personal touch.





# Follow our trail of accolades

Over the years, our hotels, resorts and serviced suites across Asia Pacific and North America have been honoured with prestigious global accolades for their harmonious blend of luxurious accommodation, exquisite amenities and thoughtful service. Some of our most recent awards include:

#### **Pan Pacific Manila**

- Philippines' Leading Business Hotel, World Travel Awards (2013)

#### **Pan Pacific Hotel and Serviced Suites Ningbo**

- Best New Hotel, Golden Chair Awards, China MICE magazine (2012)
- The Most Influential Brand in the Yangtze River Delta Area at the Oriental Morning Post's fourth World Travel Awards (2012)

#### **Pan Pacific Nirwana Bali Resort**

- Indonesia's Leading Golf Resort, World Travel Awards (2013)

#### **Pan Pacific Seattle**

- Four-Star Award, Forbes Travel Guide (2013)

#### **Pan Pacific Singapore**

- Seal of Excellence, Seven Star Global Luxury Awards (2013)
- World's Leading Business Hotel, World Travel Awards (2012)
- Asia's Leading Business Hotel, World Travel Awards (2012)

#### **Pan Pacific Suzhou**

- Best MICE Hotel, LifeStyle (magazine)'s 2012-2013 China Hotel Awards (2013)

#### **Pan Pacific Vancouver**

- Canada's Leading Hotel, World Travel Awards (2013)
- Canada's Leading Business Hotel, World Travel Awards (2012)

#### **Pan Pacific Whistler Village Centre**

- Best Resort in Canada, Condé Nast Traveler Annual Gold List (2012)

#### **Pan Pacific Xiamen**

- Best Business Hotel, "TRAVEL & LEISURE" and "TRAVEL & LEISURE GOLF" magazines' Annual Travel Awards (2012)

Follow



## Uncover the PANTHER behind every Pan Pacific property

One of our key strengths is PANTHER, our robust and fully integrated distribution system. It serves as a single platform that seamlessly connects an extensive network of distribution channels to drive revenue, efficiently and accurately manage room inventory, and facilitate 24/7 real-time reservations. In addition, our advanced sales and marketing capabilities include:

**A Global Distribution System (GDS)** that enables over 500,000 travel agents to obtain information, and book and confirm rooms instantly.

**Global Sales Offices** in Hong Kong, London, New York, San Francisco, Shanghai, Singapore, Sydney and Tokyo.

**Global Call Centre** managing our global toll-free reservation services.

**panpacific.com**, which offers a Best Rate Guarantee to ensure customer loyalty and higher profit margins for room sales.

**Pan Pacific Information System**, a CRM programme that develops value-added customer recognition programmes to attract repeat business.

**A Revenue Management System**, one of the industry's most advanced, which enables our hotels, resorts and serviced suites to optimise room rates to maximise revenue.

Founding member of the **Global Hotel Alliance**, which aims to achieve incremental revenue and cost savings across all member brands. Representing the world's largest alliance of independent hotel groups, Global Hotel Alliance includes brands such as Anantara, Art Series, AVANI, Doyle Collection, First, Kempinski, Individual Collection, Leela, Lungarno Collection, Marco Polo, Mokara, Omni, Pan Pacific, PARKROYAL, Per AQUUM, QT, Rixos, Rydges, Shaza, Tangram and Tivoli. It comprises over 350 upscale and luxury hotels with over 88,000 rooms in 61 different countries.

**GHA Discovery**, which unlike other loyalty programmes, allows members to redeem benefits across the member hotels of the Global Hotel Alliance. The programme differentiates itself by offering not just standard benefits at the hotels, but amazing local experiences.

**Over 20 Global Airline Frequent Flyer Partnerships** that reward guests and increase segment-marketing opportunities.

Uncover



# Contact us

For more information, please visit [pphg.com](http://pphg.com) or contact us at:

## **Pan Pacific Hotels Group**

7500A Beach Road

#03-301 The Plaza

Singapore 199591

Tel: +65 6808 1180

