



*For immediate release*

## **Resorts World Genting gains two accolades in the 2018 Forbes Travel Guide Star Ratings**

***Genting Grand Hotel garnered a 4-Star rating whilst Maxims Hotel was given a  
Recommendation accreditation***

**Genting Highlands, 6 March 2018** - The Forbes Travel Guide Star Ratings list is considered one of the foremost authorities of the world's finest luxury hotels, spas and restaurants. Scored using a proprietary algorithm that weighs service at 75% and quality of the property at 25%, the Star Ratings guide follows exacting standards that focus on graciousness, thoughtfulness and a sense of personalized service to craft a list of Five-Star, Four-Star and Recommended sites.

This is the first year the Forbes Travel Guide inspectors surveyed Kuala Lumpur, adding three new Malaysian hotels to its list of 1,609 properties, which also includes Abu Dhabi, Amsterdam, Dubai, Madrid, Prague and Vienna for the first time.

As Kuala Lumpur debuts on the annual Forbes Travel Guide Star Ratings survey for the first time, Resorts World Genting proved its excellence with two accolades in the 2018 list, out of only three Malaysian hotels cited. The flagship Genting Grand Hotel at Resorts World Genting was honored with a coveted 4-star rating, the only Malaysian hotel to do so, while Maxims Hotel at Resorts World Genting gained a 'Recommended' citation.

Paul Baker, Deputy Chief Operating Officer of Resort Operations at Resorts World Genting added that "careful attention to all details – from considerate staff and respectful service, to plush accommodation and elevated dining – is in the DNA of Resorts World Genting. To see our hard work recognized by the Forbes Travel Guide is gratifying, especially to our large staff team who go out-of-their-way every day and every night to provide the best service to our guests. This award truly belongs to them, and I would like to say thank you to them for being the foundation on which Resorts World Genting's luxury credentials are built upon."

On Genting Grand Hotel at Resorts World Genting, the Forbes Travel Guide called it a 'luxury retreat outside of Kuala Lumpur', praising it for its 'plush accommodations, gorgeous views and friendly staff', concluding that Genting Grand Hotel 'hits the jackpot for a restful retreat.' High praise was also given to the M Spa – where 'Asian-inspired therapies like the Cleopatra's Secret Spa Treatment and The Ancient-Thai Yoga Massage' are a treat – and dining options at the 'chic and stylish' L'TITUDE lounge and 'luxurious' The Olive. Genting Grand Hotel at Resorts World

Genting received a 4-star rating, requiring an average score of 80-89% from the Forbes Travel Guide inspectors.

Maxims Hotel at Resorts World Genting received a Recommendation, requiring an average score of 70-79%. Forbes Travel Guide inspectors opined that 'if Resorts World Genting is considered an out-of-this-world vacationing experience... Maxim's Genting might be its brightest star.' Calling it the resort's 'most exclusive address', the inspectors were particularly impressed by the VIP-only suites on the 15<sup>th</sup> to 17<sup>th</sup> floor, conceptualized by Malaysian design firm DesignStream, and the trio of swanky apartments on the 18<sup>th</sup> floor with their lush vertical gardens, art, designer furniture and sophisticated interiors. The 18<sup>th</sup> restaurant, adjoining the sleek indoor swimming pool, also enthralled inspectors.

"Garnering two accolades in the 2018 Forbes Travel Guide Star Ratings list is a great honour," said Dato' Edward Holloway, Senior Vice President of Hotel Operations at Resorts World Genting. "To be included in the inaugural list for Kuala Lumpur and to have two of the three accolades, including the only 4-Star rating in Malaysia, is an affirmation that Resorts World Genting is hitting all the right notes for our guests. We see this recognition as an impetus to continue to improve and deliver the best hospitality experience in Malaysia. However, this is only a start of the journey of many more lifestyle offerings coming on stream in 2018 and beyond. Our teams were acutely aware of the international ratings for the first time, and worked extremely hard to achieve them, especially on the service side"

The Forbes Travel Guide Star Ratings is released annually in the first quarter of every year. Genting Grand at Resorts World Genting is the only hotel out of the 513 hotels in Malaysia that is awarded this 4-Star status by Forbes, while Maxims at Resorts World Genting is one of two hotels accredited in Malaysia. There is no 5-stars awarded to any hotel in Malaysia so far.

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