

For immediate release



Crockfords Hotel at Resorts World Genting awarded Malaysia's First Ever Five-Star Forbes Travel Guide rating

Genting Highlands, 21st February 2019 - Since its debut in late 2017, Crockfords Hotel at Resorts World Genting has established itself as the epitome of luxury service. Enveloped by clouds 6,000 feet above sea level and evoking a modernistic feel of posh London mansions, Crockfords now has its sterling reputation confirmed by the Forbes Travel Guide.

In the new 2019 Forbes Travel Guide Star Ratings, announced on 20th February 2019 in New York, Crockfords has received the Five-Star award – the only hotel in Malaysia to receive such an honour and one of only 210 hotels worldwide bestowed with Forbes Travel Guide's most prestigious ranking.

"We at Resorts World Genting are thrilled that Crockfords has been recognised by the Forbes Travel Guide in their recent announcement of the 2019 award," says Dato' Edward Holloway, Executive Vice President of Leisure & Hospitality, Resorts World Genting. "From the outset, we have strived to create a space worthy of the prestigious name of Crockfords, sparing no expense to deliver an unparalleled experience. To be rewarded with the Five-Star rating is a confirmation that our vision for luxury at Resorts World Genting works. But more than that, this award is great, not just for us, but for Malaysia as well. It is an affirmation that Malaysia, as a destination, has luxury service on par with the world's best, with service and standards that meet the highest level of demands."

Entering its 61st Edition, the Forbes Travel Guide Star Ratings is the oldest travel guide in the USA and is now globally considered as of the foremost benchmark of the world's finest luxury hotels, spas and restaurants by the discerning. Scored by anonymous and unannounced auditors using a proprietary algorithm that weighs service at 75% and quality of the property at 25%, the Forbes Travel Guide Star Ratings follows exacting standards that focus on

graciousness, thoughtfulness and a sense of personalised service to craft a list of Five-Star, Four-Star and Recommended sites.

To qualify for a Five-Star Forbes Travel Guide rating, a hotel must receive a rating of at least 90% in all respects, from experience to service to the smallest of details. The Forbes Travel Guide 5-Star rating is the hospitality equivalent of a 3-Star Michelin rating for a restaurant – a guarantee of a top-of-the-line experience that shatters all expectations. With this award, Crockfords joins an elite group of prestigious hotels, including Hong Kongs' Ritz Carlton, Four Seasons, Langham, Mandarin Oriental, Peninsula and the Island Shangri-la. In Bangkok, the Peninsula, St Regis & Mandarin Oriental were once again in the Five Star list. Closer to home in Singapore, the Capella, the Mandarin Oriental and the Fullerton Bay maintain their Forbes Five Star status.

In 2018, thousands of luxury hotels from over 60 countries around the world, were inspected with only 986 achieving a rating from Recommended to Four Star & Five Star. Forbes Travel Guide has for the first time included Malaysia into their ratings in 2018.

At Crockfords, there are 111 Superior Rooms, 8 Junior Suites, 18 Signature Suites and three Executive Suites that were carefully designed with detailed input from senior management and every detail was considered to ensure the most discerning tastes are met. The latest technology is also embedded in the rooms to ensure ease and comfort at the touch of a button.

“It is fairly easy in this day and age to build the finest assets however it is the software that makes the difference. Our team has worked tirelessly on the finest details of luxury service, and they will continue to look at new ways in providing unique and memorable experience so that each time a guest returns it is always special,” said David Leung, General Manager of Crockfords.

On winning the award, Leung added, “We are very proud that the entire opening team are Malaysians and most importantly, they have great potential and eager to provide exemplary service. They are all very passionate young people and we hope with this award they are motivated to further go beyond expectations. It is a service ethos that we hope to inculcate in each of our team member to meet world class service standards.”

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