



For Immediate Release

Crockfords secures Five-Star Forbes Travel Guide award for the second year

Genting Highlands, 4 March 2020 – The epitome of luxury, Crockfords at Resorts World Genting emerges yet again as Malaysia's only Forbes Five-Star Property in the 2020 Star Awards.

Highlighting a total of seven hotels in the country, the annual Forbes Star Rating list includes Genting Grand and Maxims, where the former upholds its three-year Forbes Four-Star Property status and the latter its Forbes Recommended Property.

Forbes Travel Guide is a world-renowned global rating system for luxury hotels, restaurants, spas, and is recognised for creating the original concept of Five-Star service.

According to CEO of Forbes Travel Guide Filip Boyen: "We have been committed to championing genuine Five-Star service for more than 60 years, and this year's winners, as always, exemplify the very highest standards in hospitality.

Dripping in elegance and grandeur, Crockfords - set amidst the crisp mountaintop air of Resorts World Genting - commits to offer luxury and world-class experiences for guests.

"We are very proud of our Malaysian team for making Crockfords the only hotel in Malaysia with the Five-Star rating from Forbes Travel Guide once again. It was a top achievement, given that it was a challenging task to retain the Five-Star rating from Forbes Travel Guide," said Dato' Edward Holloway, Executive Vice President, Leisure & Hospitality of Resorts World Genting.

From reservation to arrival, stay-in to departure, the Forbes Travel Guide Five-Star hotel ensures the best service with customised personal touches, where highly attuned staff are trained under the expertise of Australian Professional Butlers.

The posh surroundings at Crockfords come courtesy of several top senior management of Genting Group - promising guests a slice of the high life that comes with state-of-the-art technology.

All suites are non-smoking and are equipped with modern conveniences such as a one-touch system control panel for lighting, curtains, and temperature settings, as well as, feature an in-room private steam bath and luxurious Greek Calacatta marble restroom fixtures, exclusively made for Crockfords.

For a fresh, clean environment and the wellness of guests in mind, each room boasts an air-purifier system that stretches all over the hotel.

In short, no details are too minute to be left unchecked at Crockfords - even the height of a toilet paper holder and the positions of a towel hook - which provides for a bespoke stay unlike any other for guests at Resorts World Genting.

'We take pride in serving and making sure all our customers' experiences are always special. Little things count and we look into the little details from before customers' arrival, their movements across the Resort and even when they leave. We try to keep beyond expectation,' said David Leung, General Manager at Crockfords.

As Boyen said: "It is difficult to earn a Forbes Travel Guide rating, and all our Star-Rated winners have shown how incredibly deserving they are of their accolades by demonstrating sheer dedication in their passion for service. We congratulate them all."

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