

FACT SHEET

HILTON OFFERS GLOBAL PROGRAM FOR CHINESE TRAVELERS

With outbound tourism from China growing exponentially, Hilton offers Hilton Huanying, a tailored experience for Chinese travelers. Hilton Huanying takes its name from the Chinese word for “welcome,” and extends authentic experiences with amenities, service standards and dedicated Hilton team member training. The program debuted in August 2011 with 30 participating properties in 13 countries. Currently, there are more than 110 participating properties in more than 30 countries and 65 cities popular among Chinese travelers, including Tokyo, Seoul, London, Paris, New York and San Francisco.

Hilton conducted comprehensive research to determine preferences and needs of contemporary travelers of Chinese origin throughout the world. The program is backed by Hilton’s extensive field research and more than two decades of hospitality leadership in China. Chinese travelers will find familiar comforts in three key touch points of the on-property experience: arrival, guest room and breakfast at Hilton. Initially launched by Hilton Hotels & Resorts, this program is now delivered by select Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts and DoubleTree by Hilton properties worldwide.

HILTON HUANYING ELEMENTS

ARRIVAL EXPERIENCE

- Huanying Greeting: a welcome note in Simplified Chinese
- Mandarin interpretation service
 - Many properties offer Mandarin speaking team member(s) as well

GUEST ROOM EXPERIENCE

- Tea kettles
- Jasmine tea
- Slippers
- Dedicated Mandarin-speaking television channel

BREAKFAST AT HILTON EXPERIENCE

Breakfast at Hilton menu includes:

- Two varieties of congee with condiments
- Fried rice or fried noodles
- Dim sum selection
- Fried dough fritters (crullers)
- Hard boiled eggs
- Fresh fruit
- Jasmine tea
- Soy milk
- Service items include:
 - Chopsticks
 - Chinese spoons
 - Soy sauce dishes

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PARTICIPATING PROPERTIES (AS OF MARCH 9, 2015):

AUSTRALASIA

Hilton Brisbane
Hilton Cairns
Hilton On The Park Melbourne
Hilton Melbourne South Wharf
Hilton Queenstown
Hilton Surfers Paradise
Hilton Sydney
Parmelia Hilton Perth

ASIA

Conrad Bali
Conrad Bangkok
Conrad Bangkok Residences
Conrad Hong Kong
Conrad Koh Samui
Conrad Koh Samui Residences
Conrad Maldives
Conrad Seoul
Conrad Tokyo
DoubleTree by Hilton Hotel Sukhumvit Bangkok
DoubleTree by Hilton Kuala Lumpur
DoubleTree By Hilton Naha, Japan
Hilton Colombo
Hilton Colombo Residences
Hilton Fukuoka Sea Hawk
Hilton Hua Hin Resort & Spa
Hilton Grand Seoul
Hilton Guam Resort and Spa
Hilton Hanoi Opera
Hilton Kuala Lumpur
Hilton Millennium Bangkok
Hilton Millennium Seoul
Hilton Nagoya
Hilton Niseco Village
Hilton Okinawa Chatan Resort
Hilton Osaka
Hilton Pattaya
Hilton Petaling Jaya
Hilton Phuket Arcadia Resort & Spa
Hilton Singapore
Hilton Sukhumvit Bangkok
Hilton Tokyo

EUROPE

Conrad Algarve Palacio Da Quinta
DoubleTree by Hilton Cambridge
DoubleTree by Hilton Amsterdam Centraal Station
DoubleTree by Hilton Cambridge
DoubleTree by Hilton London-Hyde Park
DoubleTree by Hilton Tower of London
DoubleTree by Hilton Westminster
Hilton Amsterdam
Hilton Amsterdam Airport Schiphol
Hilton Budapest
Hilton Dublin

Hilton Dusseldorf
Hilton Frankfurt
Hilton Istanbul Bomonti
Hilton Izmir
Hilton London Gatwick Airport
Hilton London Heathrow Airport Terminal 5
Hilton London Metropole
Hilton London Paddington
Hilton Milan
Hilton Munich Park
Hilton Molino Stucky Venice
Hilton Paris La Defense
Hilton Vienna
London Hilton on Park Lane
The Waldorf Hilton, London

MIDDLE EAST

Conrad Dubai
DoubleTree Ras Al Kahimah Marjan Island
DoubleTree Resort & Spa by Hilton Hotel Seychelles - Allamanda
Hilton Addis Ababa
Hilton Dubai Jumeirah Resort
Hilton Mauritius Resort & Spa
Hilton Sandton
Hilton Seychelles Labriz Resort & Spa
Hilton Seychelles Northolme Resort & Spa
Hilton Sharjah
Hilton Tel Aviv

AMERICAS

Capital Hilton
Conrad New York
DoubleTree by Hilton Alana – Waikiki Beach
DoubleTree by Hilton at the Entrance to Universal Orlando
DoubleTree by Hilton Berkeley Marina
DoubleTree by Hilton Los Angeles Downtown
DoubleTree by Hilton San Francisco Airport
DoubleTree by Hilton Los Angeles Downtown
Hilton Anaheim
Hilton Chicago
Hilton Chicago O'Hare Airport
Hilton Fort Lauderdale Beach Resort
Hilton Hawaiian Village® Waikiki Beach Resort & Spa
Hilton Los Angeles Airport
Hilton Los Angeles/San Gabriel
Hilton Los Angeles/Universal City
Hilton San Diego Bayfront
Hilton San Francisco Airport Bayfront
Hilton San Francisco Financial District
Hilton San Francisco Union Square
Hilton Santa Clara
Hilton Times Square
Hilton Vancouver Airport
Hilton Vancouver Metrotown
Hilton Waikiki Beach



希尔顿欢迎
HILTON HUANYING

Hilton Waikoloa Village®
New York Hilton Midtown
The Palmer House®, A Hilton Hotel
Grand Wailea, A Waldorf Astoria Resort
The Towers of The Waldorf Astoria New York
The Waldorf Astoria New York
The Waldorf Astoria Orlando
Washington Hilton

For more information:

<http://news.hilton.com/huanying>