



## **Conrad Macao's Director of Front Office Cecily Chan Awarded '2013 Front Office Leader for Luxury Brands'**

**MACAO – June 25, 2014** – Bede Barry, General Manager, Conrad Macao, Cotai Central is pleased to announce that Ms Cecily Chan, Director of Front Office, has been awarded the prestigious honour of 'Front Office Leader for 2013 - Luxury Brands' in Hilton Worldwide's second annual 'Commercial Services Awards'. Hilton's luxury brands include both Conrad and Waldorf Astoria hotels around the world.

Nominees are judged on a range of criteria including how they embrace Conrad's 'Luxury of Being Yourself' brand culture, how they incorporate Hilton's values of Hospitality, Integrity, Leadership, Teamwork, Ownership and Now into their day-to-day work life; as well as their performance in improving the overall guest satisfaction.

"Cecily was awarded this honour for her contribution to the success of the front office team at Conrad Macao, her 'Walk the Talk' attitude has inspired her team to deliver warm hospitality and to extend flawless and passionate services to our guests on a daily basis," said Bede Barry, General Manager.

With more than 23 years' experience in the hospitality industry, Cecily has worked in luxury hotels in both Hong Kong and Macao, SAR, China including the past seven years with Sands China Ltd as part of the pre-opening team for both The Venetian and Conrad Macao. During her career she has received many accolades including Employee of the Month and Leader of the Month on numerous occasions. As a local Macao resident, Cecily's success is testimony to Sands' commitment to develop the massive pool of talent available in Macao.

Cecily will receive a five-night vacation for two to stay at any one of Conrad's 26 or Waldorf Astoria's 25 hotels throughout the world.

For more information or to make a reservation to stay at Conrad Macao please visit [Conrad Macao Cotai Central](#)



**Photo caption:** Ms. Cecily Chan receives her award for 2013 Front Office Leader for Luxury Brands

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#### **About Conrad Macao, Cotai Central**

Conrad Macao, Cotai Central is a world-class, contemporary, luxury hotel located at Sands Cotai Central, offering luxurious guestrooms and suites in a 40-floor tower overlooking the Cotai Strip. Just a five-minute drive from Macau International Airport, Conrad Macao offers easy access to all parts of Macao with limousine service, plus the added convenience of complimentary shuttle buses. Conrad Macao is also connected conveniently to ferry terminals and border crossing points within a few minutes of the hotel. Take advantage of our authentic connections to Macao's cultural and heritage areas or stay entertained with direct access to restaurants and 100 luxury brand shops at Shoppes at Cotai Central or relax at the Pool Deck or Health Club and Bodhi Spa. Conrad Macao, Cotai Central is the place to be in Macao to experience the luxury of being yourself. For more information, please visit [www.conradmacao.com](http://www.conradmacao.com).

#### **About Conrad Hotels and Resorts**

Conrad Hotels & Resorts is the destination for the new generation of smart luxury travelers for whom life, business and pleasure seamlessly interact – people who know that the greatest luxury is the luxury of being yourself. A global brand consisting of 24 properties across 5 continents, Conrad Hotels & Resorts offer guests personalized experiences with sophisticated, locally inspired surroundings and connections to people and places around the corner or halfway around the world. Intuitive service is delivered with the Conrad Concierge App that puts Conrad's services and amenities at the guest's fingertips, whether ordering room service or a wakeup call to customizing the room's pillow options or arranging reservations at our locally inspired cuisine and spa offerings. Conrad is a global luxury brand of Hilton Worldwide with plans to add 12 more properties to the brand's portfolio. Connect with Conrad by booking at [www.conradhotels.com](http://www.conradhotels.com) or learn more about the brand by visiting [news.conradhotels.com](http://news.conradhotels.com).

#### **About Hilton Worldwide**

Hilton Worldwide (NYSE: HLT) is a leading global hospitality company, spanning the lodging sector from luxury and full-service hotels and resorts to extended-stay suites and focused-service hotels. For 95 years, Hilton Worldwide has been dedicated to continuing its tradition of providing exceptional guest experiences. The company's portfolio of eleven world-class global brands is comprised of more than 4,100 managed, franchised, owned and leased hotels and timeshare properties, with more than 685,000 rooms in 92 countries and territories,

including Hilton Hotels & Resorts, Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts, Curio - A Collection by Hilton, DoubleTree by Hilton, Embassy Suites Hotels, Hilton Garden Inn, Hampton Hotels, Homewood Suites by Hilton, Home2 Suites by Hilton and Hilton Grand Vacations. The company also manages an award-winning customer loyalty program, Hilton HHonors®.