



A Winning Partnership Philosophy

A Culture of Passion and Professionalism™

- Our Art of Hospitality -



I Want Music....

I Believe I Can Fly





M swiss-belsuites



LANE

NEW OPEN

LANE

OPEN

Our Essence

In a sometimes chaotic world, when you walk through the door of a Swiss-Belhotel International, you'll enter a world of certainty, an oasis of serenity, safety, and tranquility.

*This is the essence of
Swiss-Belhotel International.*

Our Essence

The essence of Swiss-Belhotel International comes from its accessibility at all levels, offering a complete experience derived from the skill and sensibility of many and blended to enfold the individual in smart practicality.

QUALITY

Swiss-Belhotel International embraces qualities and values that are quintessentially Swiss - and our hotels deliver on this promise in some of the most exotic and chaotic locations in the world.

HOSPITALITY

Swiss-Belhotel International is warm and welcoming with a spirit of homeliness and a feeling of appropriate familiarity and friendliness. You're surrounded by people who truly care.

SIMPLICITY

No matter where you've travelled from, you will treasure the simple pleasures, the calm capability and all those little touches that Swiss-Belhotel International delivers every day.

DISCRETION

Your privacy is appreciated and guarded with the utmost respect and confidentiality. It's the Swiss-Belhotel International style.

SAFETY

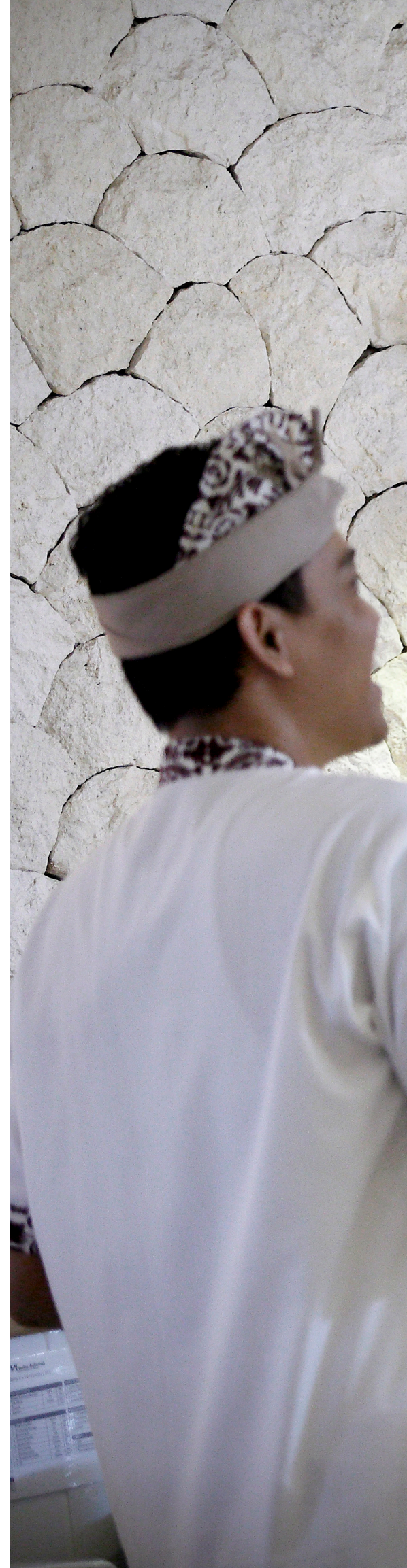
Swiss-Belhotel International means you are in a safe environment, ever dependable and always secure - allowing you to fully enjoy your stay, to experience the wonder of your destination or conduct your business with confidence.

WELLNESS

At Swiss-Belhotel International you will be able to rejuvenate, relax and replenish after exploring, partying, shopping or simply doing business in exciting and different destinations.

EFFICIENCY

At every level of our business we look after every level of yours. Staying with us is easy because we take care of the detail.







Our Unique Philosophy

Swiss-Belhotel International works with owners in partnerships designed to maximise owner's returns and realise their investment potential.

Our management philosophy is unique.

We develop our staff.

We embrace our guests and build customer loyalty.

We welcome the participation of owners, work with owners, and lift properties to the next level by adding Swiss-Belhotel International unique values to the vision of our owners, staff and customers.

We do not replace.

We partner..

We put air under your wings.

A handwritten signature in black ink, appearing to read 'G. Faull', with a stylized, cursive script.

Mr Gavin M. Faull, JP
Chairman and President
Swiss-Belhotel International

“A *WINNING* PARTNERSHIP PHILOSOPHY”

WORKING HAND IN HAND WITH OWNERS

Complete Accessibility

Swiss-Belhotel International is big on the ground and small at the top – with a compact, hands-on management team renowned for encouraging engagement. We know that great hotels cannot be managed by people who confine themselves to offices behind the scenes.

Good management starts with personal accessibility, grows with personal engagement, and relies on personal appraisal to succeed.

Our managers lead from the front. They get results by engaging with guests, staff, and our owners.

As owners working for owners we do the same. We're out there – front and centre – working with our owner partners.

When we fly... we fly together.

Passion and Professionalism™

Our key words are Passion and Professionalism™.

We use Passion and Professionalism in equal measure to exceed the expectations of all Swiss-Belhotel International guests, investors, owners and staff.

We understand and contribute to the country, the culture and environment in which we manage.

We are economically creative and progressive.

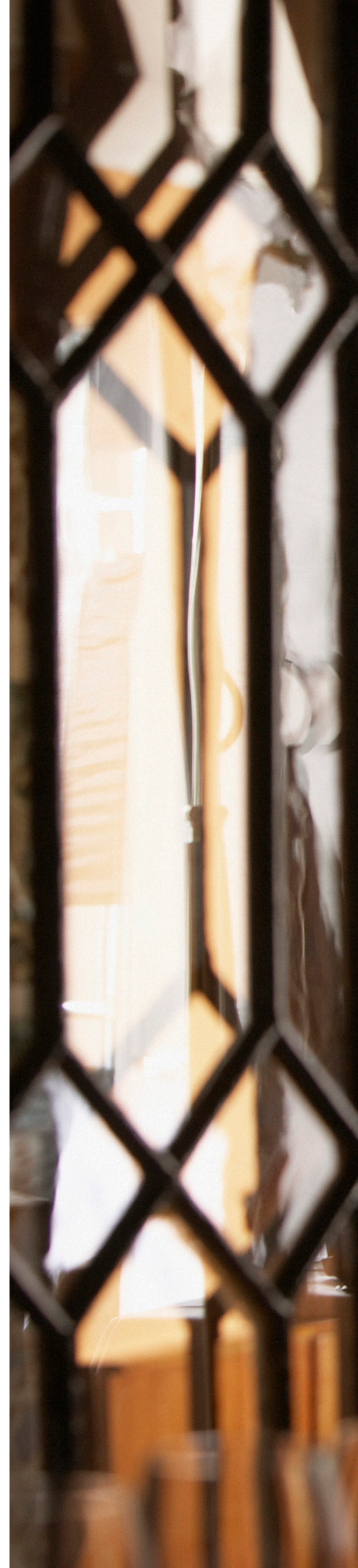
We are a committed, employee empowered management company.

We are part of and contribute to an economically and environmentally sustainable world community.

We combine the heritage and professionalism of Swiss hospitality with the passion and service of Asia.

We believe owners, management and hotel personnel become first class professionals by working together as complementary management and investment teams.

*Passion & Professionalism™ ...
combine to lift us higher.*





Our Strength

Swiss-Belhotel International works to exceed the expectations of owners, staff and guests by developing and introducing:

Transparent management policies

A true Eurasian identity

Strong regional brands

Midscale market expertise

Outstanding distribution networks

Our management model combines:

- Local management skills

with

- Global management, communications and technologies that are locally relevant.

Our Promise

Financial Success is our Strength,

Sustainability is our Foundation,

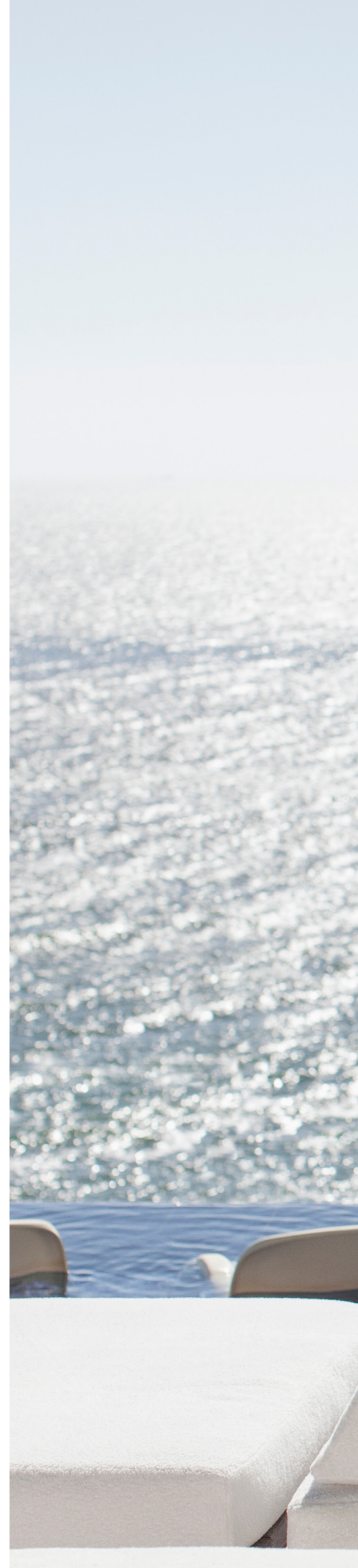
Technology is our Backbone,

Corporate Social Responsibility is our Commitment,

Guest and Staff Loyalty is the Heart of our Business,

and Absolute Value for Money is our Promise,

A Promise that we make to our Owners and our Guests!









Our Growth

Swiss-Belhotel International has grown steadily despite turbulent political and economic times in many of the regions.

We have grown by listening to our investors, gauging local issues and opportunities and delivering on our guests' expectations.

Swiss-Belhotel International makes the most of the rich opportunities provided by combining global hospitality management and experience with the vision of local owners, staff and exotic environments.

Our philosophy spreads across continents covering Oceania, Asia, Europe, The Middle East, Africa, India regions and more.

Through all this growth our philosophy has been constant: to enfold our guests, exceed their expectations, and drive financial success.

Our Culture

Our people are our business. They are our most important asset, and when we manage your property they become your asset too.

Our people are more than single level specialists: they bring many years of multiple large brand experience to your business.

They have learned to strive, to survive, to seek out and apply strategies and solutions that often can elude others.

They bring global knowledge and a world of local experience gained in challenging and good times alike.

It is their leadership, their passion and professionalism and their experience that empowers our business and delivers the vital essence of Swiss-Belhotel International through all our properties and regions.







Our Brand

There is a Swiss-Belhotel brand to meet all market expectations.

Our brand is a symbol of elegance and excellence at every level.

The essence of our brand embraces qualities and values that are quintessentially Swiss:

- A commitment to quality, discretion, neutrality, efficiency and timeliness
- Hospitality that is simple, warm and welcoming
- It means the provision of safe and secure environments for conducting business
- And - as an owner or a guest - it means that at every level of our business, we're looking after every level of yours.

Every Swiss-Belhotel brand is uniquely conceptualized and offering simple, warm, and welcoming hospitality.



Swiss-Cafe[™]
RESTAURANT

Our Property Brands

Luxury Star rating: 5+ star luxury	 M A U A by  swiss-belHOTEL		 BOHEMIA by  swiss-belHOTEL	
	 Grand swiss-belHOTEL		 Grand swiss-belRESORT	
Upper Upscale Star rating: 5+ and 5 star	 swiss-belSUITES		 swiss-belBOUTIQUE	
	 swiss-belHOTEL THE GMMN by  swiss-belHOTEL		 swiss-belRESORT  swiss-belVILLAS	
Upper Midscale Star rating: 5 and 4 star	 swiss-belRESIDENCES  swiss-belLODGING			
	 swiss-belINN		 swiss-belCOURT	
Economy/ Budget Star rating: 3 and 2 star	 swiss-belINN		 swiss-belCOURT	
	 swiss-belINN		 swiss-belCOURT	
Zest Star rating: 3 and 2 star	 Zest^{plus} by  swiss-belHOTEL		 Zest by  swiss-belHOTEL	
	 Zest^{plus} by  swiss-belHOTEL		 Zest^{ok} by  swiss-belHOTEL	

Our Service Brands

Restaurant Branding








In-Room Guest Amenities


SWISS-CARE™

SWISS-CARE™

Sustainable Practices



Global Loyalty Programme



Staff Learning Platform





SBEC BENEFITS

Global Loyalty Programm



Our Solutions and Services

Choose Swiss-Belhotel International, and we will deliver a complete suite of management services for your property, supported by an internationally proven technical and operational systems. With an extraordinary depth of experience at both local and international levels, Swiss-Belhotel International is ready to provide you with comprehensive hotel management.

- TECHNICAL SYSTEMS
- MANAGEMENT SYSTEMS
- SALES & MARKETING
- CUSTOMER LOYALTY PROGRAM
- PEOPLE DEVELOPMENT AND TRAINING
- FINANCIAL SERVICES
- PERFORMANCE AUDITING
- MAINTENANCE AND ENGINEERING



**SIGN UP
FOR FREE**



A student at Sala Bai Hotel School, Siem Reap, Cambodia holding our mascot, the St. Bernard dog.



Our Corporate Social Responsibility

Swiss-Belhotel International takes its Corporate Social Responsibility seriously and incorporates this responsibility into its philosophy and corporate behaviour.

Corporate Social Responsibility

As a Group, Swiss-Belhotel International supports Salabai hotel school in Siem Reap, Cambodia specifically developed to educate and create careers for underprivileged and socially challenged Cambodians. This charity hotel school has been supported by Swiss-Belhotel International for many years and is also personally supported by our Chairman and President, who is an ambassador to the school through his association with Blue Mountain Hotel School - Sydney, Australia.

Individual hotels are involved in socially responsible and sustainable activities in the communities in which they operate and become involved through their staff members and their families as well as through the local community. This is important cultural recognition.

Our Learning Platforms



Education is the only pathway to success. Education cannot be taken away - like wealth can. Learning is the only skill we must never lose. If you stop learning, you stop growing. If you stop learning, arrogance, complacency, and boredom will take over.

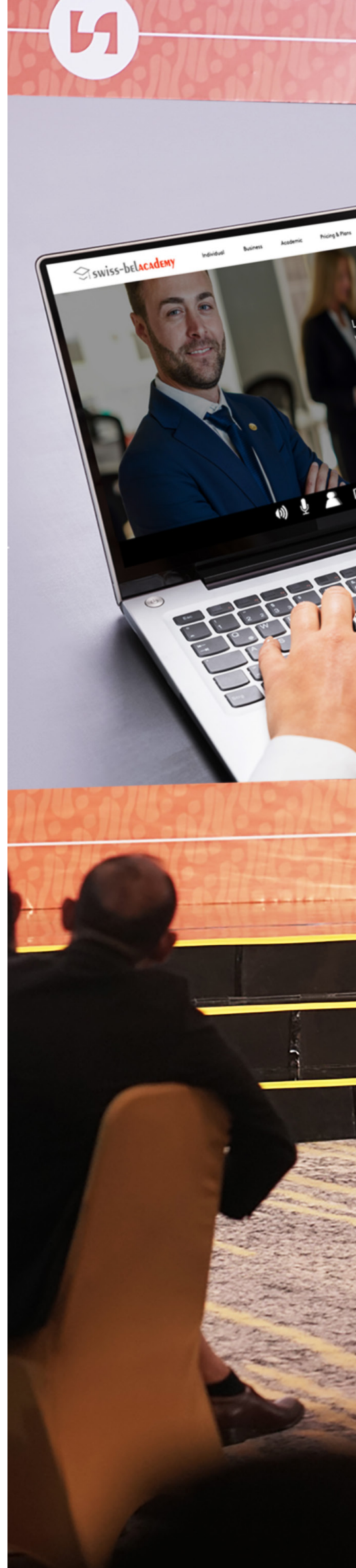
Swiss-Belhotel International is fully committed to the development of its team talent, allowing every staff member to learn new skills and reach their full potential.

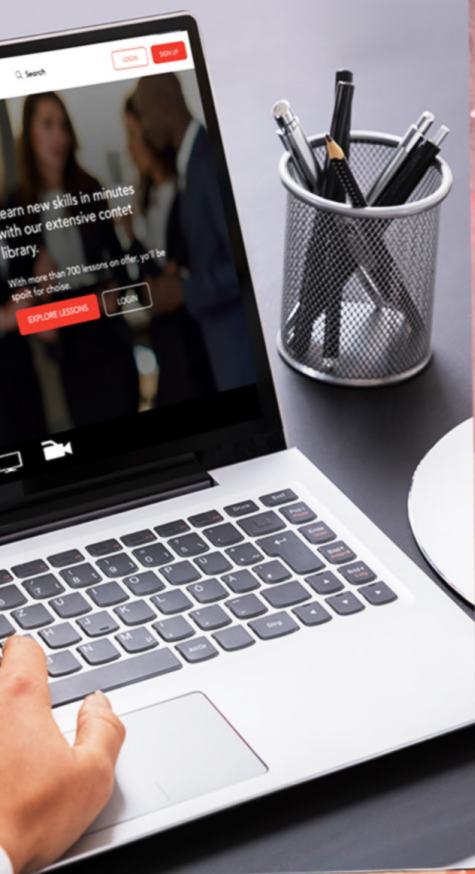
At the cornerstone of this companywide commitment is Swiss-Belacademy, an online training programme that aims to up-skill Swiss-Belhotel International's global workforce and develop the present and the next generation of hospitality leaders.

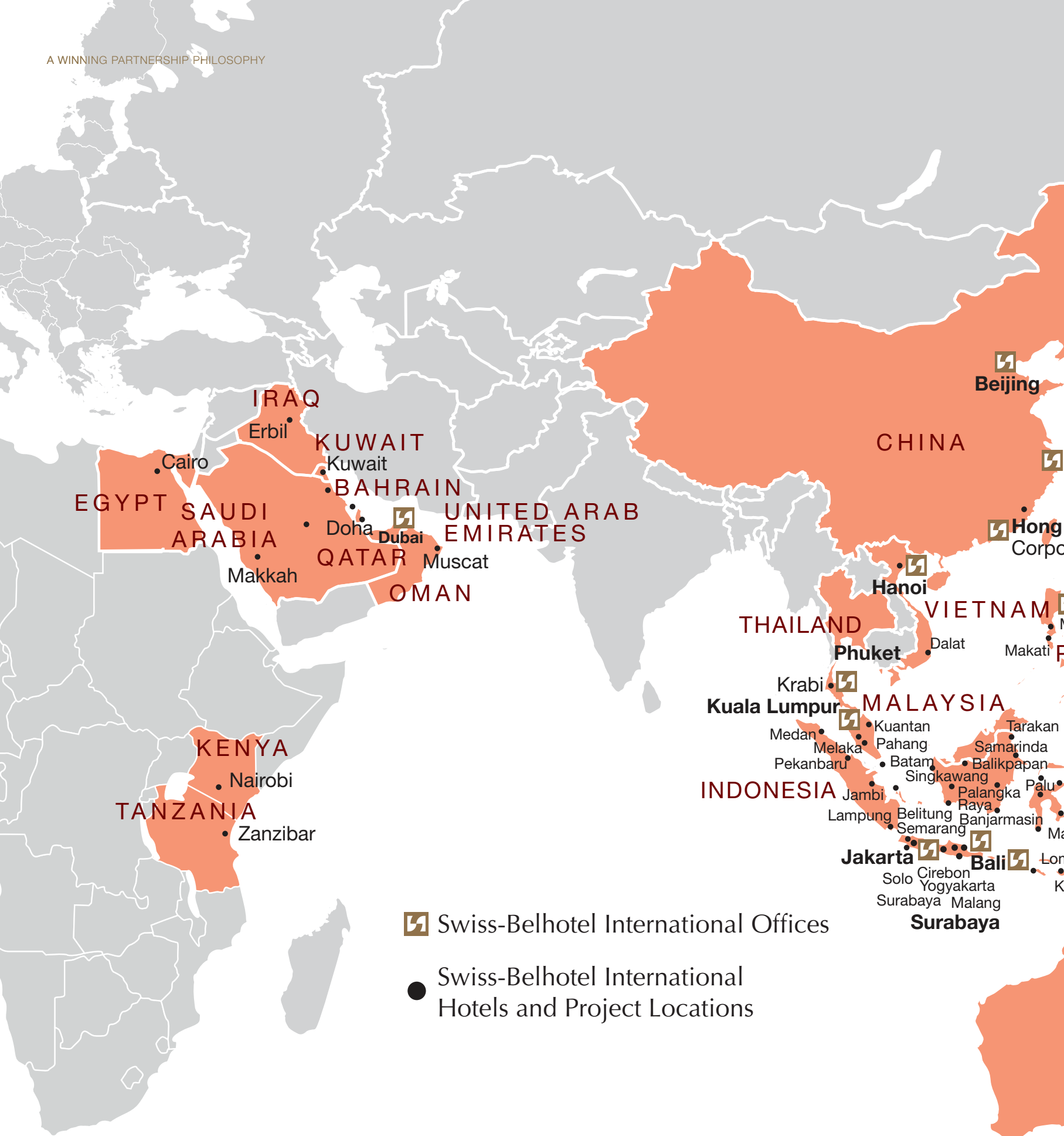
Harnessing e-hotelier's & Topsy highly respected e-learning platform, Swiss-Belacademy comprises a collection of courses suited to a variety of different career levels and departments, including front office, food & beverage, finance, housekeeping and revenue management. Team members can select the modules that meet their own personal requirements or career ambitions, and complete each course at their own speed, allowing hotel staff to organise their training around their busy work schedules.

E-learning platforms:  

Certification Affiliation
Registered in England:  **Institute of Hospitality**







Our Corporate Structure

Shanghai

Hong Kong
Corporate Head Office

Manila
Manila

PHILIPPINES

Manado
Sorong
Biak
Maluku
Jayapura
Manokwari
Kendari
Makassar
Mabok
Merauke
Mupang

AUSTRALIA

Brisbane

Sydney

Auckland

NEW ZEALAND

Napier

Queenstown

Rather than a large centralised corporate infrastructure, Swiss-Belhotel International has always been committed to placing our resources close to your hotels.

As part of our philosophy, we develop regional management hubs to specialise in the delivery of essential operational management services.

Some of these are focused on day-to-day operations while others take responsibility for sales, marketing and distribution.

Whether it is our Corporate Head Office in Hong Kong or a Group or Regional office elsewhere, we are always ready to meet the needs of our operations and our owners.

‘Our Management Hubs are strategically located to meet all your needs.’

The Leadership Team





Join The World of Swiss-Belhotel International

At Swiss-Belhotel International we do not replace,
we partner.

Central to the essence of our business is the fundamental understanding
that we do not grow larger by making others smaller, but rather by
combining our skills and resources to lift more, aim higher and achieve
results well beyond our individual reach through productive partnerships.

We combine the Passion and Professionalism™ of our staff with yours.
Our managers work with your managers. We welcome the pride and
passion you will bring to us.

At Swiss-Belhotel International we do not replace, we partner.

And because we take our partnerships seriously, you will always have a
voice as we work to build a world of calm, transparency, and accessibility.

*Whenever you are ready, we'll
be there... ready to fly with you.*

Board of Directors



GAVIN M. FAULL

Executive Director / Chairman and President

Gavin brings over 40 years of extensive experience in hotel management, operations, and corporate development. He provides Passion and Professionalism™ leadership to the company's executive team, drawing on his deep understanding of the hospitality industry's needs and its interaction with government support.



JAMES K.C. TAM

Executive Director / Executive Vice President

James has been part of Swiss-Belhotel International since 1987, bringing 40 years of extensive experience in the operational and technical management of hotels. He contributes significantly to the company's operations and strategic direction over several decades.



SUZANNE STANTON

Executive Director / Swiss-Belhotel International Australia Pty. Limited Legal Counsel

Suzanne brings extensive experience from her 10 years as a Partner at a major Australian law firm. Suzanne serves as the Executive Director and Legal Counsel, overseeing the company's legal affairs and contributing to its strategic direction. Her role involves providing crucial legal guidance and management, ensuring robust operations for the Australian entity.



MATTHEW D. FAULL

Executive Director / Senior Vice President - Information Technology, E-Commerce & Distribution

Matthew leads the company's strategic initiatives in digital transformation, focusing on enhancing technological infrastructure, optimising e-commerce platform, and streamlining distribution channels. He brings over 28 years of experience as an Information Technology specialist and has held senior management positions in New Zealand, Japan, Russia, Philippines and Indonesia.



OLIVER R. FAULL

Executive Director / Senior Vice President, Australia and New Zealand / Assistant Chief Financial Officer

Oliver serves as Executive Director and Senior Vice President for Australia and New Zealand, holding the additional role of Assistant Chief Financial Officer. He brings extensive expertise in financial management, encompassing management accounting, budgeting, audit, system, and financial analysis. In these capacities, Oliver plays a crucial role in overseeing the financial health and strategic direction of the company's operations within the region.



EDWARD J. L. FAULL

Executive Director / Senior Vice President - Group Technical Services and Projects / Senior Vice President - Projects and Development, Central Asia and Indonesia

Edward plays a crucial role in overseeing the technical aspects, development, and expansion of properties in these key regions; Middle East, Vietnam, Malaysia, Indonesia, Australia, and New Zealand. His extensive experience in construction and consultancy across New Zealand, Papua New Guinea, Hong Kong, and China is integral to driving strategic growth and ensuring the successful execution of projects.



TREVOR PUN

Senior Vice President / Chief Financial Officer / Secretary to the Corporate Executive Board

Trevor brings over 18 years of extensive experience in financial management, auditing, and accounting, primarily within the service and hotel industries. In his role, Trevor is responsible for overseeing the company's financial health, ensuring sound fiscal strategies, and maintaining compliance. His expertise supports the executive team in strategic decision-making and efficient financial operations.

*An invitation to discuss partnering
and to meet our key executives*

Mr Gavin M. Faull, JP
Chairman & President
Swiss-Belhotel International

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GROUP OFFICE

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Group Global Sales,
Group Marketing and Communications
Group Human Resources and Talent Development

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Group IT, E-commerce & Distribution,
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GROUP AND CORPORATE OFFICE

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GROUP AND REGIONAL OFFICE

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Group CRM & Loyalty

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Connect with our Regional Leaders



ASIA - INDONESIA

ILKIN ILYAZADE

Senior Vice President - Operations and Development, Indonesia

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ASIA - CHINA, VIETNAM, MALAYSIA, THAILAND

EDWARD J. L. FAULL

Executive Director /

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ASIA - PHILIPPINES

JAMES K.C. TAM

Executive Director /

Executive Vice President

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EUROPE, MIDDLE-EAST, AFRICA & INDIA

LAURENT VOIVENEL

Senior Vice President - Operations and Development, Europe, The Middle East, Africa & India /

Senior Vice President - Group Human Resources and Talent Development

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AUSTRALIA, NEW ZEALAND AND THE PACIFIC

RAYMOND FAULKNER

Vice President - Operations and Development, Australia, New Zealand and the Pacific

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REGIONAL SALES, MARKETING, OPERATIONS AND DEVELOPMENT OFFICES

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CENTRAL ASIA (MALAYSIA)

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