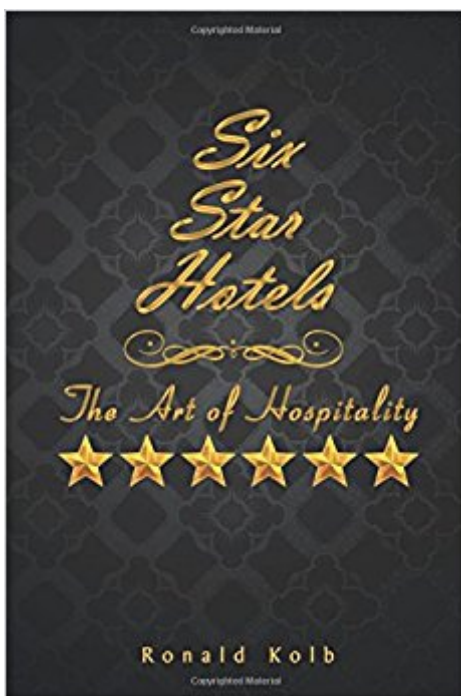


The book was found

Six Star Hotels:: The Art Of Hospitality



Synopsis

#1 BESTSELLER! Ever since luxury hotels started to develop in the 19th century, it was a common goal for their creators to build one of the Top Hotels on the planet. Since this time the race about the Greatest Hotels in the World has taken place. A race concerning quality, service, luxury and art. After the best seller, In Search of Quality, Ronald Kolb wrote this book about the quality evaluation of the world's greatest hotels. It attempts to identify the quality aspects of the next level of quality hotels: the "Six-Star Hotel." But is it possible to find the Greatest Hotel of them all?

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Customer Reviews

A SAMPLE OF WHAT YOU'LL LEARN: THE HOTEL ADLON KEMPINSKI
Welcome to the Hotel Adlon Kempinski, located in the heart of the vibrant city of Berlin. We are proud to offer you an extensive range of Six Star Hotel services to ensure your visit to Berlin is a trip to remember, from incredible city tours to the luxury limousine and concierge services - we will go the extra mile to meet every one of your expectations. Berlin is a great place for dining out. In the city's dining establishments, old and new traditions from both the East and the West come together. To get an idea of how different haute cuisine can taste, you do not have to roam about Berlin. At Hotel Adlon Kempinski, you can embark on a journey of endless culinary possibilities. All rooms are equipped with individually adjustable air-conditioning, separate bathtub, shower and separate toilet. Additionally, there is Internet Protocol Television with 100 channels, High-Speed Internet and Wireless LAN, ISDN telephones including a portable phone for in-house use and fax connection. All suites at Hotel Adlon Kempinski feature Internet Protocol Television with 100 channels, an

individually adjustable air-conditioning as well as a separate bathtub, shower, and separate toilet. Moreover, there are High-Speed Internet and Wireless LAN, ISDN telephone including a portable phone for in-house use, fax connection, and a DVD player. In every suite fruits and mineral water are replenished every day. • Living room with fireplace, two bedrooms, office and bathroom with sauna • Personal butler and limousine service • Private sauna and fitness equipment • Personal butler and limousine service

The Hotel Adlon Kempinski offers a unique variety of different restaurants and bars. Reservations can be arranged via phone or e-mail. Concerning the Lorenz, Adlon Esszimmer, it is advised to make reservations at least four weeks in advance. The heart of Hotel Adlon Kempinski is the Lobby Lounge & Bar. After three months of refurbishment and renovation, the heart of the hotel now shines anew with an architecturally streamlined design, new interior furnishings, and a modern lighting concept. • Spend some pleasant moments. Listen to the quiet splashing sounds of the elephant fountain or the soothing tinkle of the piano. Idly sip a cup of aromatic coffee.

Wellness The Adlon Spa by Resense offers first class beauty treatments, massages, and care programs. In addition, there is also a hair salon and a pool and gym area. Your dream of Six Star Hotel treat awaits you at Hotel Adlon Kempinski. The Flawless high-end finishes and a sleek interior design prove that luxury is truly found in the details. Hotel Adlon Kempinski is indeed a great among all Six Star Hotel!

Quality can be found everywhere. This knowledge shaped Ronald Kolb's professional career all over the globe, especially during the astonishing development of Asia's economy. Asia lifted its economic class to become the world's main manufacturing centre. After beginning in Indonesia, Ronald Kolb lived and worked in Taiwan, China and India, gaining experience in three of the most populated countries of the world. During the fast development of the continent, quality played a major role. The author experienced the industrial development from several sides. Products produced needed to be certified and their factories needed to be audited against international standards. Ronald Kolb also gained experience by both being profit-loss responsible for divisions in several countries and as a Global Representative for Quality. Besides experiences in the field of Quality Management, Product Certification, Safety Testing and Laboratory Accreditations, he was involved in the certification of hotels and the organization of 3rd party inspections. Since Ronald Kolb moved to Hong Kong he has been engaged in developing and managing quality-assurance divisions for trading companies, where the increasing quality demands of the First-World countries created huge challenges.

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