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A Guide to the world of Hospitality and Tourism



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Readers: Our Most Precious Asset

Sama Sama: A Perfect transit hotel

When I was invited to Bali as well as Hong Kong, I decided to use this opportunity to experience an airport transit hotel for the first time. Flying Malaysian airlines, I decided to arrive into Kuala Lumpur airport in the night and catch the morning flight to Hong Kong.

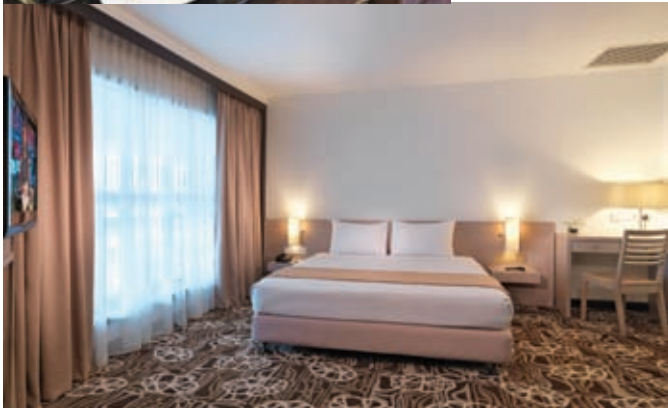
Keeping this in mind I e-mailed Rohanna Ibrahim, DoSM, Sama-Sama Hotel, KLIA who in turn connected me to Kellyn On, Mar Com Manager, Sama-Sama Hotel, KLIA. Got an immediate reply that they will be delighted to host me. Though unfortunately I did not have the pleasure of meeting Kellyn On, I was able to interact with Iqmal, Manager at Sama Sama Express KLIA.

When I arrived from Bali at 10.30 pm, I was surprised to see two girls from Sama Sama hotel with my board. As it was a transit hotel and having noticed directions to reach the hotel when I went to Bali, I was a bit surprised. The girls clarified that the flight had landed at a different terminal and since we had to take the aerotrain between the terminals and I don't become anxious or have difficulty in reaching the hotel they decided to receive me. I was impressed – pretty impressed. This is what I could call service in hospitality industry.

Located in the satellite building of the KL International Airport adjacent to Gate C5 Sama Sama Express KL International Airport is an ideal place for transit passengers seek a few hours of respite and quietness before catching their connecting flight. The best part is you get a nice room to rest without the hassle of obtaining a visa (and using another page of your passport – each page counts for frequent travelers), going through immigration and then waiting for the hotel shuttle/taxi just to get into a bed. But do remember that the airside transit hotel is only for guests on transit to another flight and are required to produce the boarding pass of their next flight upon check-in.



The check in was fast and efficient and as expected the staff were friendly. The room was excellent and I had a great view of the runways. I had a stationary airplane facing my window - just a few meters



away. The room was spacious with a comfortable double bed, mini bar, complimentary tea and water, AC and a set of fresh shower towels.

They have complimentary wifi throughout the hotel and I was able to update both my spouse and parents. After checking and replying to my e-mails I got ready for a decent sleep. Even though it's right in the airport (and aircrafts do make sufficient noise) my room was quiet and I had a good night sleep.

The Sama Sama Express offers 80 sleek, modern rooms and suites - Queen and Twin accommodations are available along with one inclusive suite. Each has been remodeled to provide guests with contemporary comfort with a workspace. Satellite TV programming provides an extensive menu of choices, with global news, sports, movies, and children's channels. The rooms are rented by hourly basis with a minimum stay 6 hours. The hotel also has round the clock Business Facilities.

After a good nights sleep I went to the lounge. For those who don't want a room or have a few hours of transit the Sama-Sama Express Lounge is ideal – costing around USD 10 - it includes a buffet meal, shower plus complimentary Wifi and Internet facilities. The lounge has arm chairs, colorful bean bags and an HD TV.

In the morning while talking to one of the guests on his experience he said, "I have a long 10hr wait and so I booked the room for 6hrs. Let me tell you to have a shower and freshen up in your own special room before a 10 hour flight is worth the amount you spend. It has certainly refreshed me for my flight back home. It's a great way to relax in-between flights."

It's advisable to book online before arrival as you get an assured room as well as a nice online discount. On arrival also you can visit and get a room, if available. The costing is USD 60 onwards for 6 hours.

I personally feel that airport hotels are made for very practical purposes - very suitable for passengers who not only want to rest but also for the workaholics/ businessmen who would like to have a spacious quiet room to finish off the work instead of a business lounge. Infact an interesting comment by a guest caught my attention, "If I have to pay would prefer to have a room to myself than rest in a business lounge with lots of noise – from movement of tables and cutlery and with plenty of new faces – unable to concentrate on my working zone - a laptop."

It is a very good option if you have a long stopover or if your flight gets delayed.