

GLOBAL

DESTINATIONS

A Guide to the world of Hospitality, MICE and Tourism

- Hong Kong • HKIA • AWE • ITB Berlin • Frankfurt
- Karlsruhe • JW Marriott, Pune • Ethiopian Airways



Readers: Our Most Precious Asset

Hong Kong International Airport (HKIA) is committed to enhancing passenger and cargo services and expanding cross boundary multi-modal transportation network to reinforce HKIA's status as a leading international aviation hub, as well as facilitate commerce, social and cultural exchanges between Hong Kong and the world.

✈ The World's Busiest Air Cargo Hub

✈ Named the World's Best Airport for over 80 Times

✈ Connects to 220 Destinations across the Globe



HKIA and AWE – Dedicated to make City Airport into an Airport City



As HKIA aims to improve the passenger experience, the strategy is to make the airport into a well-developed city through a three-pronged development strategy - Infrastructure, Innovation and Destination. Lots of developments like SKYCITY, expansion of AWE, budget to luxury hotels, implementation of new technology are in the pipeline and by 2024 visitors will see a different airport feels **Chandragupta Amritkar** who was recently invited to Hong Kong by HKIA and AWE

It was during IMEX, Frankfurt that I met the dynamic C. K. NG, Executive Director, Airport Operations of Airport Authority Hong Kong (he recently retired and has been appointed as Chairman, AsiaWorld-Expo) and the charming Irene Chan, CEO, AsiaWorld-Expo along with the team.

What caught my attention was the term ‘City Airport to Airport City’ and the enthusiasm with which C. K. NG talked about it drew my attention. Add to this the recent acquisition of AsiaWorld-Expo (AWE) by Airport Authority Hong Kong. Irene Chan felt it would be a great idea if I visit Hong Kong when the Disney’s Musical ‘The Lion King’ will premiere in Hong Kong as a part of the international tour. We all felt it would be a good idea.

Co-ordinating with the efficient PR teams - Cathy Cheung, Karen Kwok, Tiffani Lau from Hong Kong International Airport (HKIA) and Rita YIP and Tracy Lau from AsiaWorld-Expo (AWE) we narrowed down on the visit arriving on 5th January. They organized my stay at the Hong Kong SkyCity Marriott Hotel that is directly connected to AWE via a footbridge making it convenient for guests, visitors and exhibitors with events and convention related business.

Arriving early at the airport Kylie Cheung, Director of Marketing Communications, Hong Kong SkyCity Marriott Hotel had organized a limo pick up from the airport. The hotel staff greeted me at the hotel entrance and I was taken directly to my room.

Chinese fine dining restaurant – NUVA

My afternoon lunch was arranged by AWE at their Chinese fine dining restaurant – NUVA that is located on Level 2 of AWE. After having a nap I crossed the footbridge to NUVA. Being a vegetarian they had organized a full vegetarian meal. The view from my table was wonderful as NUVA offers 180-degree sea views. NUVA is inspired from the word Nubivagant, which originated from

Latin words “nubes” (cloud) & “vagrant” (wandering) to mean wandering in the clouds.

For lunch they served me Steamed Wild Mushroom Dumplings Flavoured with Truffle Paste, Double-boiled Cabbage with Black Mushroom and Bamboo Piths, Wok-fried Bean Curd with Matsutake, Tossed Noodles with Termite Mushroom and finally the desert - Sweetened Bean Curd Flavoured with Osmanthus. The menu is a celebration of authentic Cantonese cuisine. I also collected my Lion King ticket from the restaurant.

Disney's musical THE LION KING

In the evening I proceeded to experience the euphoria of Disney's musical THE LION KING. Located in the AsiaWorld-Expo, Arena (an indoor arena that can accommodate 4,000), specially set up in Theatre-Mode. In spite of being a fortnight old the show was literally packed to capacity and I feel was a roaring success.

The musical witnesses Simba, the young lion cub and heir to the throne but manipulated by his evil uncle Scar who is also



“The whole aim is to make our airport more efficient and tech savvy”

In an exclusive Interview with **Vivian Cheung Kar-fay, Executive Director, Airport Operations, HKIA** she highlighted quite a few pointers to how the HKIA is going tech savvy and about the aviation institute. **Excerpts**

HKIA is planning a transformation from city airport to ‘Airport City’. What is the idea and concept?

The aim is to integrate the airport with many functions surrounding it, turning it into a much bigger entity – an Airport City. It’s a three-pronged development strategy represented by three key words:

Infrastructure, Innovation and Destination.

On the Infrastructure front apart from a series of expansion projects we are planning a three-runway System. As you know future airports will focus on innovation. HKIA has been investing in new technologies to enhance services and operational efficiency. Covering approximately 25 hectares of land, SKYCITY is one of the largest commercial projects in Hong Kong and is set to transform Hong Kong International



Airport from a city’s airport into an Airport City. The SKYCITY will consist of retail, dining, entertainment, offices as well as hotels.

Can you throw light on the three-runway system?

As the airport is edging closer to the full capacity of the existing two-runway system, there is an urgent need for HKIA to expand into a three-runway system otherwise it will not be able to cope with the traffic demand. From here, one can reach half of the world’s population in just five hours’ flying time. The three-runway system of HKIA will strengthen Hong Kong’s status as an international aviation hub and generate tremendous economic benefits.

What steps have you taken to make it a Smart Airport City?

We have certainly become more technology driven employing the latest technology to elevate travellers’ airport experience including biometric scanners using facial recognition, CCTV

projects, Robots to do service/delivery, smart check-in kiosks etc.

Also our airport’s free mobile app – HKG My Flight –provides real-time flight information and boarding alerts, indoor wayfinding aids with augmented reality, airport parking booking, and in-app translation of airport signage into nine languages. If the app is paired with MyTAG, the smart luggage tag developed by us, it will notify arriving passengers when their baggage is ready to be collected at the baggage reclaim.

I would also like to highlight our Autonomous Electric Tractor (AET). Its with great pride that I share we are the world’s first airport to roll out AET in live operation environment. With lidars sensors, cameras and GPS technology, AET can avoid obstacles autonomously and safely, further enhancing the airport’s operational efficiency.

We also conduct a Technovation Conference every year. The whole aim is to make our airport more efficient and tech savvy.

Heard a lot about your Aviation Academy.

Yes we are very proud of it. The rapid growth of the aviation industry is creating ample employment opportunities with a diverse array of job duties and skill requirements. We offer a wide range of aviation training to the airport community and members of the general public interested in the aviation industry.

We have entry level courses for crew, catering services, ground handling etc. We have a one year intern course. One of our popular course is ATC training as we get students from across the globe. Our master’s course in aviation management is quite popular. We sponsor a few seats every year which includes course fee, stay and air ticket. This year we had 2 seats from India. This helps them advance their career. I think if you are keen on aviation we would like to welcome you to attend one of our courses and get a feel of the industry.



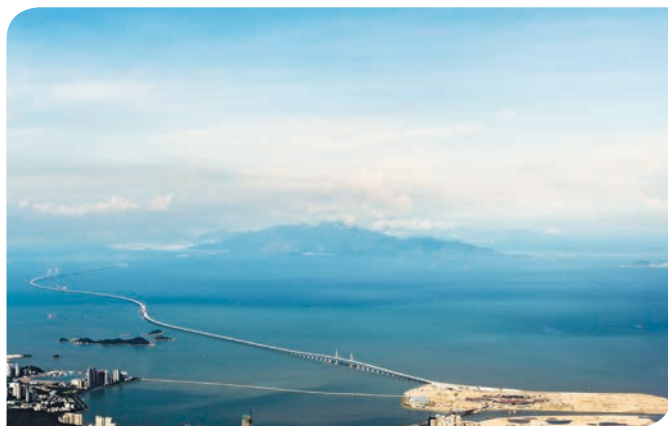
Vivian Cheung Kar-fay

responsible for his father's death but blames it on young Simba. Fleeing his homeland Simba is taken care by his new friends (whose comedy gets applause). Under Scars rule (who becomes the king) the kingdom becomes drought-stricken. Simba, now an adult meets his childhood friend and sweetheart, Nala, who encourages him to return to the kingdom and fight back for justice and become the ruler.

The audience appreciated the show's costume and puppetry designs and was in awe, watching the animals - elephants, rhinos etc. Most audience members experienced the animal parades closely. The venue is so large that two large screens were set up on either side of the stage to project close-ups of the actors. I was regularly switching to and fro between screen and stage. I was informed that the touring production had 100 + cast from 20 nationalities and it holds the title of the 3rd longest running Broadway show.

HK-Zhuhai-Macao Bridge HK Port

The next day morning I proceeded to meet Karen Kwok - our first meeting venue HK-Zhuhai-Macao Bridge (HZMB) HK Port. Right next to the hotel is the bus stop and my meeting place was



just a stop away. Public transport in Hong Kong is excellent but the problem is exact change is required to travel on buses and trams. So an Octopus card is the most convenient way to pay as the amounts get deducted whenever you commute.

The HZMB links three major cities Hong Kong, Zhuhai and Macau cutting down travel time. The 55-km HZMB, comprising the 12km Hong Kong Link Road, 29.6km Main Bridge and 13.4km Zhuhai Link Road, is the longest bridge-cum-tunnel sea crossing in the world.

Entering the two-storey HZMB Passenger Clearance Building (PCB) that has retail shops, F&B outlets, ATMs etc. There is also a visitor centre and HKIA check-in service counters. PCB is an energy efficient and environmentally friendly infrastructure and there is abundant natural light.

Operating 24 hours a day it will take only 40 minutes to travel the distance of approximately 42km from Hong Kong Port to Zhuhai Port and Macao Port. There are 3 mainstream and popular options to get between Macau and Hong Kong, 2 ferry options (TurboJet

and Cotai Water Jet) and 1 bus option. "Using the HZMB link is not only faster but also more economical. The bus service runs 24 hours a day and it takes just 40 minutes. Also we are planning to link the airport building with HZMB, so for our airline passengers it would be easy," said Karen Kwok.

The HKIA

Using a special entry pass Karen took me into the airport premises.

Opened in July 1998 HKIA has already won 80 + "World's Best Airport" awards. The airport connects to 220 destinations worldwide through 120 airlines. With just 78,000 staff the airport handled 71.5 million passengers and 4.8 million tonnes of cargo and airmail moved in 2019.

HKIA is well connected to the city by numerous public transport services. The quickest way to and from the city is Airport Express. The Airport Express Shuttle-bus (connecting to major hotels) is a complimentary add-on service provided exclusively for Airport Express and High Speed Rail passengers. Then there are the public buses, taxis, hotel coaches etc. "Apart from this there are coach services right from the airport to surrounding cities like Macau," said Karen.

The airport has plenty of facilities/services including Airline/Private Lounges, Airport Courier Service,

Baggage Packing and Wrapping Service, Battery Recharge Service, Charging Facilities, Children Play and TV Areas, Complimentary Shower Facilities, Frequent Visitor e-Channel and Smart Departure, Electric Vehicles, Health and Medical Services, Hotel and Travel Agent Counters, Money Exchange & Banking Services, Nursing Rooms, Police Reporting Centers, Self-Check-in, SIM Card & Pocket Wi-Fi as well as Wi-Fi & Internet Access

But what caught my attention was the variety of 24-hour shops and dining outlets. HKIA has 230 shops and 60 restaurants. The food court is quite popular and serves several vegetarian options. We had our lunch at the food court before proceeding to meet Vivian Cheung Kar-fay, Executive Director, Airport Operations.



Hong Kong SkyCity Marriott Hotel

In the evening I decided to have a tour of the hotel. In the lobby apart from Kylie met up with Michael Muller, GM, SkyCity Marriott and his team Stephen Tse, Director of Marketing and German Yan, Director – MICE. We had a small but interesting interaction before Kylie took me on a hotel tour.

The Hong Kong SkyCity Marriott Hotel located on Lantau Island and directly connected to AsiaWorld-Expo and just a 28-minute



train ride to city centre has 658 guest rooms either facing the sea or golf course. It is quite a popular for transit passengers with long layovers, those who have an early morning flight (with frequent shuttle service to airport terminal) as well as for business and trade visitors.

My room was quite spacious (*vis-à-vis* those in downtown). The hotel has numerous categories of rooms - deluxe, premier, suites, presidential suite and rooms with executive lounge access. The room has excellent block out curtains in case you want to sleep in the day after a long flight. There's also a chaise lounge to relax or for a quick nap. The bathroom has a full-size shower with 'Thann' toiletries. All rooms at the SkyCity Marriott are soundproofed though one can see the planes land from select rooms. I also liked the idea of an international adapter in the room, just in case guests forgot to bring one.

For gastronomy the hotel has - Man Ho Chinese Restaurant serving contemporary Cantonese, Velocity Bar & Grill, SkyCity Bistro is the all-day dining restaurants with an open kitchen, Java+ serving coffee, pastries, cakes, on-the-go-snacks etc, The Lounge in the lobby is ideal for an afternoon tea service.

I really liked the executive lounge with great views and good food options including lots of salads and veggies. The Lounge also has TV monitors updating guests on latest flight information.

For MICE the hotel has 14 event rooms spread over 13,670 sq ft. The pillar less Grand Ballroom can be divided into 3 separate rooms, accommodating up to 650 guests. The Grand Ballroom is equipped with multi-purpose LED lighting with an LCD projector boasting 10,000 ANSI lumens. The MICE Centre is in a separate building – opposite the hotel thus giving exclusivity. The Grand Ballroom is also a popular wedding venue.

The hotel has a 24-hour Fitness Center, 25-meter indoor heated swimming pool and an award-winning boutique spa – Quan (I promised to experience it during my next visit).

Post tour we proceeded for a wonderful Indian dinner prepared by Indian Head Chef, Santhosh C. Subramanian. The variety of Indian dishes – starters to main course - that he presented (including a very authentic and tasty wada sambar) made me suggest Kylie that she should announce an Indian food festival and give an opportunity to localities to relish some great Indian cuisine.



Santhosh C. Subramanian



The Tech Savvy Plaza Premium Lounge

Some of the best private lounge worldwide are the Plaza Premium Lounges - the world's first independent airport lounge concept. They are quite popular in India too where they have presence in several cities. Being headquartered in Hong Kong, it was but natural for me to experience the lounge. Co-ordinating with Maggie Leung, Senior Manager, PR & Corporate Communications and Polly Wan, Senior Marketing Manager, Greater China, Plaza Premium Group I decided to visit one of their new lounge at the departures level of HKIA.

Located near Gate 35, Level 6, Departures this lounge is quite tech savvy. For the first time they have introduced QR code scanning by your smartphone to place orders (this truly gets rid of the queuing hassles inside a busy lounge) of made-to-order dishes that you want and will be delivered to your seat. This lounge has a seating capacity of 109 guests with floor-to-ceiling windows so guests can see airplanes in close proximity. It also has 9 private shower cabins ideal for guests with a few hours' layover. Polly Wan highlighted their Smart Traveller Global Airport Reward Programme where you earn points for every lounge entry via Smart Traveller app and then redeem them at the lounge.

The other new lounge is located near Gate 60, Level 7, departures and can accommodate up to 154 guests. This lounge provides Lavazza specialty coffee experience by either paying for a classic type of coffee or a slow coffee. The pricing for both lounges is 1 Hour: HKD 320; 2 Hours: HKD580; 5 Hours: HKD780 per adult and the prices include in-lounge dining, 30-min shower and 10-min massage.



Photo courtesy Plaza Premium Lounge

"It's the only venue in Hong Kong that can host 360-table banquets for up to 5,000 guests"

The next day morning I proceeded to AWE. Having already been impressed by the size of AWE when I went for Lion King event, I was looking forward to catching up with the AWE team. Jointly owned by Hong Kong SAR Government and Airport Authority Hong Kong, AsiaWorld-Expo opened its doors in December 2005. Within a span of 14 years it has become a world-class venue in Hong Kong, offering over 70,000 square metres of rentable spaces. Located right next to the Hong Kong International Airport and at the centre of an extensive and efficient air, land and marine transport network. It boasts an in-venue MTR station - the Airport Express. Infact AWE was kind enough to give me two Airport Express tickets so I can experience the journey and also visit the city. To get more insights about this venue **Chandragupta Amritkar** spoke with **Dorothy Tan, COO, AsiaWorld-Expo. Excerpts**



Dorothy Tan

What is so unique about AWE?

We have Hong Kong's largest and most versatile indoor seated Arena - a purpose-built entertainment Arena with a 14,000 capacity. That's where you saw Lion King. We have 10 ground-level, column-free exhibition halls featuring a ceiling clearance of 10 - 19 metres. We have a 70,000 Sq.Mt of rentable spaces for exhibitions, conventions, concerts, sports and entertainment events. It's the only venue in Hong Kong that can host 360-table banquets for up to 5,000 guests. We are also just 1-minute transit via the Airport Express to in-venue AWE Station.



For both exhibitors and visitors we are surrounded by many world-class attractions, including Hong Kong Disneyland, Citygate Outlets, Lantau Island's Giant Buddha and Ngong Ping 360 Cable Car. Over 30,000 hotel rooms available within 30 minutes travelling time of the venue.

What about venue services?

One of the best in the world. Our column-free layout enhances space utilization thus providing convenient access and easy loading and unloading of equipment and materials. Visitors can leave their baggage with the friendly and efficient Concierge Team, who will forward it on to AsiaWorld-Expo and put it in complimentary storage for the first hour. Self-service locker service is available at a nominal price. We are able to provide comprehensive ICT services, including underground servicing, data systems, telecoms and wireless LAN.

On the culinary front we are capable of handling all dietary requirements, such as vegetarian, Halal, Jain, and kids' meals,

as well as thematic dishes with corporate branding. We have a track record of serving Michelin-starred culinary creations to over 1,000 VIPs at a world-renowned sporting event, and regularly staging large-scale banquets with over 300 tables. We have lot of F&B outlets including our NUVA restaurant.

What type of events have you organized?

We have successfully hosted 300+ mega events catering to almost 4 million visitors. Our world-class exhibitions and conferences include ITU TELECOM WORLD 2006, Global Sourcing Fairs, Asia Fruit Logistica, Jewellery & Gem expo etc. Large-scale corporate events include NU SKIN Greater China Regional Convention, TEDx Conference, Samsung China Forum, Hexagon (HxGN) LIVE and HSBC CEO conference etc.

How do you view competition with Hong Kong Convention and Exhibition Centre (HKCEC)?

There's no competition. Infact we complement each other especially during a few International events like the Jewellery & Gem expo that spans across two world-class venues - AWE and HKCEC. Both venues contribute to Hong Kong's growth.

What about expansion plans?

That's on the agenda. Also SKYCITY will be a major integrated development offering a gross floor area of up to 350,000 square metres making it the largest retail complex in town with shopping alleys, an array of diverse dining options, advanced entertainment facilities and more hotels.



AsiaWorld-Expo
亞洲國際博覽館

HongKong Shine

始於香港 閃耀世界

AsiaWorld-Expo
Your Ideal Venue Partner

AsiaWorld-Expo Management Limited
AsiaWorld-Expo

Hong Kong International Airport, Lantau, Hong Kong
Tel: (852) 3606 8888 Fax: (852) 3606 8889
Email: sales@asiaworld-expo.com
www.asiaworld-expo.com

Find us on:       

A member company of HKIA SHL, subsidiary of the Airport Authority Hong Kong

