

## FOUR POINTS BY SHERATON AND RENTOKIL NOTCHED UP ANOTHER VICTORY FROM THEIR PARTNERSHIP

*“Ranked No. 1 in South East Asia Starwood Hotels and Resorts Group 2013 Food Safety and Hygiene Audit”*



One of Kuching's most prominent landmarks, the Four Point By Sheraton Hotel is now famous for its superb accommodation and top-notch services with the recent award recognition, **HAPA Best 4-Star Hotel/Resort – Exceptional Excellence 2013-2015 (Malaysia Series) – Best 5 in Malaysia** and **HAPA Signature Deluxe Hotel 2011-2013 (Regional Series) - Best 5 in Asia**. The property would need to work closely with all partners in their risk management of such a large premises that consists of more than 400 guest rooms, business centre, conference rooms, poolside bars and several restaurants. **Chef Liou Chong Yaw** talks about the importance of effective pest management and the partnership with Rentokil to ensure that its pest management is in good hands.

### **Why is pest management important to The Four Points By Sheraton Hotel ?**

The hotel places very high standards for guest experience and food safety hygiene. There will be pest risks due to factors such as guests, employees and goods coming in and out of our hotel round the clock. So proactive pest management is crucial to address any possible point of infestation.

### **How is your partnership with Rentokil and how do they work with your staff to manage pests?**

Rentokil Kuching team delivered effective and reliable services. They would keep me informed, providing me monitoring updates and recommendations after every service. Documentations are also in place to comply with our various audits. One of our recent achievements was the excellent score in our Food Safety Hygiene (FSH) Audit 2013 as we continue to uphold our standards.

### **What has been the overall impact of your partnership with Rentokil?**

Working with Rentokil allows our employees to focus on their job, that is to maintain the best customer experience in the hotel industry. Rentokil would go the extra mile to exceed our expectations and it made the partnership experience a pleasant one as they value us as customers the way we value ours.

*“A big thank you to the FSH committee, fellow associates, partners and owner's side for giving us full cooperation on this success. Let's work together again and we can make a difference!”*

*- Chef Liou Chong Yaw, Executive Chef*

*“We are glad on these winnings and it reflects our commitment to consistently deliver service from the heart for our guests. The awards are a testimony to the hard work of our associates and their continual commitment to service and quality”*

*- Bobby Ting, Acting General Manager*



### The Experts in Pest Control

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