

## WEDDINGS AT DOUBLETREE BY HILTON KUALA LUMPUR

### *What our couples say...*

"... My husband [and] me would like to give a thankful appreciation to [DoubleTree by Hilton Kuala Lumpur] and the working team that involved in the preparation for the wedding.

Our guests were very happy with the foods and the hotel service. We received only positive comments. Everything [went on] so smoothly and [ended] well for this important event for both the bride [and] groom, I am sure it will be a very sweet [memory] for [the] both of them.

Once again, thank you to the working team, good job."

**JINNY NG** (Mother of the bride)

For the wedding of:

**VIONA LAI & LOKE HOE KAI**

21 MAY 2016

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"I am writing to thank you [for] the great venue that [DoubleTree by Hilton Kuala Lumpur] has arranged, and I want you to know you have an exceptional employee - Joanne.

We would like to thank you for sending Miss Joanne to be our main primary contact. She did her homework well, and was more aware of our needs than any of other venue even when we are doing our enquiry before booking. We appreciate the time she took to go through our needs and the time she took to revert was almost immediate.

She was courteous and friendly as she made decision that always come from our perspective. Such professionalism is rare nowadays. Joanne will definitely be an valuable asset to your hotel and is part of the reason I look forward [to] recommend [DoubleTree by Hilton Kuala Lumpur to] more friends and families.

We will definitely recommend such a great place and great service to our friends. Please convey our thanks to Miss Joanne.

Once again thank you for ensuring the success of our memorable wedding on 28 November 2015."

**GOH WEI LING & MOY HONG CHIANG**

28 NOVEMBER 2015

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"Thank you and your team for putting in a great work for our Wedding Night. We are very impress[ed] [with] the professional service provided that night and also [with] the set up (and everything).

It is always wonderful working with you, and all our guest[s] enjoyed the night.

I will definitely recommend your service to all my friends or family!"

**EANNE LIAU & C.Y. LEE**

20 JUNE 2015

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"... We cannot surpass the opportunity of showing our gratitude towards you and your team for the hard work, putting up with some of our demanding requests, and always there to guide us and answer our enquiries right from the day we booked our wedding with DoubleTree [by Hilton Kuala Lumpur].

Being a typical Chinese family, we take our food seriously. Our families and friends were skeptical about the quality of the food when we decided to hold our wedding at a hotel. Fortunately Chef David Poh and team proved them wrong and 3 months into our wedding, we still have family and friends complimenting the food at our wedding reception! (Looks like Chef Poh has stolen the thunder of our wedding)

It was also a nice surprise that your hotel offers western dessert for a Chinese banquet dinner. It's really refreshing to have hotel offering not only good personal service, but also unforgettable food.

Thank you once again Joanne, Chef Poh and team for making our wedding reception a smooth sailing and memorable one. Keep up the good work!"

**SIEW ANNE & JASON**

28 MARCH 2015

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"Our families and us are extremely happy with the service provided by [DoubleTree by Hilton Kuala Lumpur], especially the floor manager for that night and her team. Many of our guests complimented by saying that they were very attentive and helpful. They also coordinated with my emcee perfectly, which made everything to move smoothly and timed perfectly during my wedding reception night. Most of my guests also complimented the food... One even said he will propose to his company to have their company dinner in [DoubleTree by Hilton Kuala Lumpur].

Thank you so much for such wonderful service. We had a brilliant time and a phenomenal experience having our wedding reception in [DoubleTree by Hilton Kuala Lumpur]. Definitely one of our best [decisions] made by us to have our wedding reception dinner at [DoubleTree by Hilton Kuala Lumpur]. Would definitely recommend [DoubleTree by Hilton Kuala Lumpur] to our friends and families. Please extend our gratitude to your whole team, especially the floor manager and chef."

**DOMINIC KHOO AND DAPHNE WON**

10 JANUARY 2015

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"... Thank you so much for all the arrangements you have made for us. It's too much to list down in an email haha... As the bride sitting at the main table, I was happy with how everything turned out. I was happy with the fact that all our comments were taken seriously by you, the chef and the management. From changing the cutleries to being accommodating when it comes to payment. Am also happy with the room provided and the service staffs during our entire stay at [DoubleTree by Hilton Kuala Lumpur].

I would like to also thank the chef for impressing my guests. We receive some calls from guests the next day to ask if we paid extra for the food served that day. They commented that it was good. I must say that I enjoyed my food at the main table too! A lot of times, brides don't get to eat much, or they don't get to eat at all, but I stayed at the table and had at least the first few course of food until the prawns were served!

I must say that I didn't get to spend enough quality time that night as time passed too quickly. I would also like to thank the banquet staffs, especially those taking care of the main table. They were excellent in terms of attentiveness. Some servers at the guest tables were good too as they paid attention to my guests needs.

Overall, we are happy throughout... Thank you [DoubleTree by Hilton Kuala Lumpur] Team!

**JENNIE CHEAH & CK CHAN**

9 SEPTEMBER 2014

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"It was a great pleasure to meet you although it was just a short period of time. We had a great time and your team has given me the most memorable day in my life. I can't say thank you enough. Everyone said the food was marvelous and they have never expected such good quality food can be served in hotel wedding. All my relatives and friends somehow enjoyed themselves so much during that night. I can tell you some of my friends are already interested in having their weddings at [DoubleTree by Hilton Kuala Lumpur]!

Also I would like to thank Kak Zelda too. She has done such a great job and the flowers looked so beautiful too. Well done!

Once again, thank you very much and look forward to see you again!"

**LEE WAI SAN & EE WEI HAN**

12 JULY 2014

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"... First of all, I must say that you and your crew had done a awesome job on our wedding night. That night was a great success. I must take this chance to thank you and your crew for the superb service and perfect accommodation not only to myself and my husband but also to all the guests. Special thanks to Chef David and his team for keeping the food quality intact.

Furthermore, I must point out that the coordination amongst ground staff were great that night. I was very impressed on how they coordinate and led us during the grand march in and our second march in. Everything fell just right in place. Even after the event, [staffs] were helpful and helped carry our heavy belongings back to our room. Thanks once again to all the ground staff that night.

... All in all, Kher Soon and I were very satisfied with all the arrangement. You guys have given us a flawless night. Keep it up!!!!

THANK YOU VERY MUCH!

**MABEL & KHER SOON**

1 MARCH 2014

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"... I would like congratulate you once again for the wonderful team you have in place, which made my stay & wedding a very pleasant one.

I would like to highlight a few personnel who have done their jobs outstandingly, throughout my event:

Elishah Tan - The star of the team. She has fantastic overall planning & follow through. She has worked very hard & made things happen despite our demands. It would take me a very long email to list everything she has done, but from reservation to planning to organizing, she has not failed us a single time. Excellent!

Shah - He has ensured that the program ran perfectly. We made a mistake in our program flow and did not even catch it till Shah approached us in the midst of our dinner to highlight [it] to us and provide an instantaneous solution to our self inflicted problem! KUDOS! He even took the effort to wait for us to descend from our rooms during check out and waited for us at the lobby near the lift to ensure that we are alright and apologize for the lapel mic which we ordered, was not working during the ceremony but was charged to us. He assisted to waive the charges at 3am in the morning! So much dedication.

Amri - We had pre-booked 30 seats to be reserved for us at Makan Kitchen the following day for our thanksgiving lunch, but when my guest arrived, the tables were not available. Amri however, upon knowledge of our predicament made the necessary arrangements and our guests were seated within 15 minutes! Fantastic. He even stayed back to apologize for the error & took the effort to find out & explain to us why our tables were not ready in the first place (apparently a separate group had walked in and took up our seats without being seated by the hotel staff? Things like this do happen, not the fault of the hotel/staff, just very impressive follow through to sort out the hiccups).

Johnson - Very friendly, very accommodating, very helpful staff. Took the effort to explain the concept of Makan Kitchen to my guests & family who were there for the 1st time. Brilliant service!

2 staff from the engineering team - I apologize as I misplaced the names of these 2 engineers who really think out of the box, but with the details I provide below, I hope you are able to trace & commend them for their service... My sister-in-law, who is also my maid of honor, was getting ready with me to go down my wedding reception when her high heel broke and we did not have any extra shoes. I contacted housekeeping who got the engineering team to come up with some glue. When they arrived shortly after, we found that the glue would take a few hours to dry and would not be useful to us. They did not have any thumb tacks, heat glue guns, nails/screws but what they did have was creativity. By looking at the broken heel, they managed to straighten some of the existing nails which held the heel to the shoe and started hammering it back together. It may have been a small gesture, but the act saved us a big inconvenience during the event."

**ALICIA HUE & NAVIN KUMAR**

21 DECEMBER 2013

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Also, a note from the parents and parents-in-law of Alicia Hue and Navin Kumar

"... I would like to thank and congratulate you, as General Manager of [DoubleTree by Hilton Kuala Lumpur], for the top notch service and fantastic cooperation rendered by your wonderful team during the wedding of Alicia & Navin, my beloved daughter and son-in-law, on 21 December 2013. I was concerned about service delivery initially as I know fine dining western set is different from the usual Chinese set for weddings. It turned out very well and beautiful with many of our guests singing praises and enjoying the dinner. I have the pleasure of having some interactions with Elishah, your wonderful Event and Wedding Planner, compared to the rest. And of course Navin and Alicia had, in a major part, been working in close liaison with her. She is sweet, very helpful, and was trying her very best to fulfill the requests of the bride and groom. A very hardworking girl. I also heard from Alicia that the entire team, and the Banquet Manager, was also very much on the ball with the service on that night.

I must also compliment your 'Makan Kitchen' for the wonderful breakfast spread. We were welcomed by Mr Johnson at the entrance who took us to a nice corner for breakfast. Very pleasant and well mannered gentleman. He also took the initiative, after find out that it was my first time having breakfast at your restaurant, to show me the different cuisines particular the Chinese corner which was away from the main counter.

The experience at your beautiful hotel was very pleasant for me and husband, as well as for some of our guests, who stayed there for 1-2 nights. The rooms were very comfortable. The Bridal Suite of Navin & Alicia caused my jaw to drop with an immediate 'Wow!' when I first saw it. Beautiful view too from the balcony. Alicia has mentioned to me that should she wish to organize a future event, your hotel would first come to her mind.

Thank you once again for all the big as well as little things that had in amazing ways contributed tremendously to the beautiful wedding and created a wonderful experience for us and our guests."

**JOYCE & ERIC HUE**

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"... A big thank you to YOU and your team for a fabulous job done! The service rendered to us both was impeccable and most guests commended on the good quality of the food and the service staff. The hotel stay was really good as well. Most of our guests enjoyed staying in [DoubleTree by Hilton Kuala Lumpur]... Overall, the experience was good and yes, we look forward to seeing you again soon!"

**AMANDA TAN & GERALD DIGAT**

3 AUGUST 2013