

## CHAPTER II

### GENERAL DESCRIPTION

#### 2.1 Hotel's Profile

##### 2.1.1 History

Rosewood Hong Kong opened its doors on March 17, 2019, and stands as a beacon of luxury hospitality on the Tsim Sha Tsui waterfront in Kowloon. The hotel occupies the top 43 floors of a 65-storey tower within the Victoria Dockside development. This area holds historical significance as the former site of Holt's Wharf, a key logistics hub established in 1910. In the 1980s, the location was redeveloped into the New World Centre by property magnate Dr. Cheng Yu-tung and his son Dr. Henry Cheng (Hospitality Interiors, 2019).

The transformation into Rosewood Hong Kong was led by Sonia Cheng, CEO of Rosewood Hotel Group and granddaughter of Dr. Cheng Yu-tung. She envisioned the hotel as a “vertical estate” and urban retreat that integrated her family legacy with a refined modern sensibility. Renowned designer Tony Chi brought this vision to life, crafting spaces that emphasized openness, greenery, and a residential aesthetic (Hospitality Interiors, 2019).

The property includes 413 guest rooms and 186 luxury residences, along with eight dining outlets. Among them, The Legacy House pays homage to the Cheng family's ancestral home in Shunde, a region in Guangdong known for its culinary traditions. The hotel also houses Asaya, a 40,000-square-foot wellness center that blends ancient therapies with modern lifestyle treatments (Rosewood Hotels, 2024; Vogue, 2023).

Beyond its hospitality offerings, Rosewood Hong Kong played a pivotal role in the cultural revitalization of the Kowloon waterfront. As

part of the Victoria Dockside development, the hotel contributed to transforming the area into a cultural and creative hub alongside institutions like K11 MUSEA (Condé Nast Traveler, 2023).

The Rosewood brand itself was founded in 1979 in Dallas, Texas, and was acquired in 2011 by Chow Tai Fook Enterprises, a conglomerate controlled by the Cheng family. The opening of Rosewood Hong Kong thus symbolizes both a homecoming and a statement of modern Asian luxury underpinned by heritage.

Rosewood Hong Kong is not only celebrated for its luxury accommodations but also for its diverse and award-winning dining experiences. The hotel hosts a range of restaurants, cafés, and bars, each offering a distinct culinary identity, many of which have received prestigious recognition in Hong Kong's fine dining scene.

Rosewood Hong Kong is a premier culinary destination, home to an array of distinctive dining venues. The Legacy House honors Shun Tak cuisine with refined regional dishes, while CHAAT reimagines Indian street food with modern flair. HENRY serves premium dry-aged meats in a vintage American steakhouse setting, and BluHouse offers authentic Italian fare with a social impact mission, complemented by the intimate, French-inspired Marmo Bistro. Holt's Café modernizes Hong Kong's Cha Chaan Teng culture, and Bayfare Social brings a lively Spanish food hall experience. Health-conscious diners can enjoy Mediterranean-inspired cuisine at Asaya Kitchen. For desserts, The Butterfly Room provides an elegant afternoon tea, while Butterfly Patisserie offers artisanal sweets. Nightlife options include DarkSide, a jazz-filled cocktail bar, and XX, a secretive speakeasy for curated mixology. These diverse concepts combine authenticity, innovation, and design to attract both guests and locals.

### 2.1.2 Facilities

## A. Room Type

**Table 2.1** Room Types

Figure	Description
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)</p> <p><b>Figure 2.1</b> Kowloon Peak View Room</p>	<p>The Kowloon Peak View Room at Rosewood Hong Kong is a 53 m<sup>2</sup> luxury space located on floors 24–40, offering stunning views of Kowloon, Lion's Rock, and the mountains beyond. It features a king or twin bed, a sitting area by the window, a marble bathroom with freestanding tub and twin showers, and premium amenities like Nespresso, luxury linens, and a walk-in closet. Guests also enjoy 24-hour in-room dining and concierge service.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)</p> <p><b>Figure 2.2</b> Harbour View Room</p>	<p>The Harbour View Room at Rosewood Hong Kong is a 53 m<sup>2</sup> luxury retreat located on floors 24–40, offering sweeping waterfront vistas from Causeway Bay to East Tsim Sha Tsui. It features a king or twin bed, a window-side sitting area, a marble bathroom with a freestanding bathtub, twin showers and sinks, plus a spacious walk-in closet. Guest amenities include Nespresso, luxury linens, 55-inch HDTV, valet box, digital scale, salon-grade hairdryer, bathrobes, and twice-daily housekeeping with evening turndown, along with 24-hour in-room dining and concierge service.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)</p> <p><b>Figure 2.3</b> Premier Harbour View Room</p>	<p>The Premier Harbour View Room at Rosewood Hong Kong spans 53 m<sup>2</sup> (570 ft<sup>2</sup>) on floors 24–36, offering spectacular west-harbour panoramas over Victoria Harbour. Elegantly styled with one king or two twin beds, it showcases a generous marble bathroom with a freestanding bath, twin sinks and showers, plus a spacious walk-in closet. Thoughtful amenities include complimentary Wi-Fi, 55-inch HDTV, Nespresso machine, minibar, luxury linens, digital scale, salon grade hairdryer, bathrobes, twice daily housekeeping with evening</p>

	<p>turndown, and 24-hour in-room dining and concierge services perfectly blending stunning views with refined residential comfort.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)</p> <p><b>Figure 2.4 Grand Harbour View Room</b></p>	<p>The Grand Harbour View Room at Rosewood Hong Kong is a luxurious 53 m<sup>2</sup> sanctuary on floors 25–36, offering unparalleled panoramic views of Victoria Harbour and Wan Chai's skyline. Elegantly designed with residential-style décor, it features a king or twin bed, a marble bathroom with a freestanding tub, twin sinks and showers, plus a spacious walk-in closet. Guests enjoy premium amenities complimentary Wi-Fi, 55" HDTV, Nespresso, luxury linens, digital scale, salon grade hairdryer, bathrobes and services including twice daily housekeeping with evening turndown, as well as 24-hour in-room dining and concierge.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)</p> <p><b>Figure 2.5 Club Premier Harbour View Room</b></p>	<p>The Club Premier Harbour View Room at Rosewood Hong Kong is a 53 m<sup>2</sup> luxury haven on floors 24–37, showcasing panoramic west harbour views over Victoria Harbour. It features elegant residential style décor, a king or twin bed, and a marble bathroom with a freestanding tub, twin sinks and showers, plus a spacious walk-in closet. The room includes Manor Club access and upscale amenities such as complimentary Wi-Fi, a 55" HDTV, Nespresso machine, minibar, luxury linens, digital scale, salon grade hairdryer, bathrobes, twice daily housekeeping with evening turndown, and 24-hour in-room dining and concierge service.</p>
	<p>The Club Grand Harbour View Room at Rosewood Hong Kong is a 53 m<sup>2</sup> luxury retreat on floors 25–40, offering sweeping panoramic vistas of Victoria Harbour and Wan Chai. Featuring warm, residential style décor, it includes a king or twin bed, a marble bathroom with freestanding tub, twin showers and</p>

<p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)</p> <p><b>Figure 2.6 Club Grand Harbour View Room</b></p>	<p>sinks, and a spacious walk-in closet. Guests also gain exclusive Manor Club access, along with premium amenities such as complimentary Wi-Fi, a 55" HDTV, Nespresso machine, minibar, luxury linens, digital scale, salon grade hairdryer, bathrobes, twice daily housekeeping with evening turndown, and 24-hour in-room dining and concierge service.</p>
<p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)</p> <p><b>Figure 2.7 Club Grand Harbour Balcony Room</b></p>	<p>The Club Grand Harbour Balcony Room at Rosewood Hong Kong is a 53 m<sup>2</sup> (570 ft<sup>2</sup>) luxury accommodation featuring panoramic views of Victoria Harbour and an exclusive 11.5 m<sup>2</sup> (124 ft<sup>2</sup>) private balcony ideal for enjoying the city's renowned fireworks displays. Inside, the room offers residential style décor with eclectic art pieces, a marble bathroom equipped with a freestanding bathtub, twin sinks, twin showers, and a spacious walk-in closet. Guests also receive exclusive access to the Manor Club, enhancing their stay with additional amenities and services.</p>
<p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)</p> <p><b>Figure 2.8 Kowloon Peak View Suite</b></p>	<p>The Kowloon Peak View Suite at Rosewood Hong Kong is a spacious 98 m<sup>2</sup> (1,055 ft<sup>2</sup>) suite located on floors 24–40, offering sweeping views of Kowloon Peak and the surrounding cityscape. It features a king or twin bed, a marble bathroom with a freeform soaking tub, twin sinks, twin showers, and a spacious walk-in closet. Guests enjoy personalized service with a private butler and exclusive access to the Manor Club, enhancing their stay with additional amenities and services.</p>
 <p><b>Figure 2.8 Kowloon Peak View Suite</b></p>	<p>The Kowloon Bay View Suite at Rosewood Hong Kong is a spacious 118 m<sup>2</sup> (1,270 ft<sup>2</sup>) suite located on floors 24–40, offering stunning city views of the Kai Tak Cruise Terminal and partial vistas of Victoria Harbour. It features a king size bed, a luxurious marble bathroom with twin showers and a freestanding bathtub, and a</p>

<p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)  <b>Figure 2.9 Kowloon Bay View Suite</b></p>	<p>generous walk-in closet. Guests enjoy personalized service with a private butler and exclusive access to the Manor Club, enhancing their stay with additional amenities and services.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)  <b>Figure 2.10 Deluxe Harbour Suite</b></p>	<p>The Deluxe Harbour Suite at Rosewood Hong Kong is a 191 m<sup>2</sup> (2,055 ft<sup>2</sup>) luxury suite offering expansive views of Victoria Harbour. It features a king size bed, a marble bathroom with a freeform soaking tub, twin walk-in showers, and twin sinks. Guests enjoy personalized service with a private butler and exclusive access to the Manor Club, enhancing their stay with additional amenities and services.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)  <b>Figure 2.11 Harbour Corner Suite</b></p>	<p>The Harbour Corner Suite at Rosewood Hong Kong is a 123 m<sup>2</sup> (1,324 ft<sup>2</sup>) suite located on floors 24–39, offering expansive east-facing views of Causeway Bay. It features a king size bed, a marble bathroom with a freeform soaking tub, twin sinks and showers, and a generous walk-in closet. Guests enjoy personalized service with a private butler and exclusive access to the Manor Club, enhancing their stay with additional amenities and services.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)  <b>Figure 2.12 Grand Harbour Corner Suite</b></p>	<p>The Grand Harbour Corner Suite at Rosewood Hong Kong is a 123 m<sup>2</sup> (1,323 ft<sup>2</sup>) suite located on floors 24–39, offering expansive panoramic views of Victoria Harbour. It features a king-size bed, a marble bathroom with a freeform soaking tub, twin sinks, twin showers, and a spacious walk-in closet. Guests enjoy personalized service with a private butler and exclusive access to the Manor Club, enhancing their stay with additional amenities and services.</p>
	<p>The Grand Harbour Balcony Suite at Rosewood Hong Kong is a 123 m<sup>2</sup> (1,323 ft<sup>2</sup>) luxury suite offering panoramic views of Victoria Harbour from its private 18 m<sup>2</sup> (195 ft<sup>2</sup>) balcony ideal for enjoying the city's renowned</p>



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/accommodation>)

**Figure 2.13 Grand Harbour Balcony Suite**

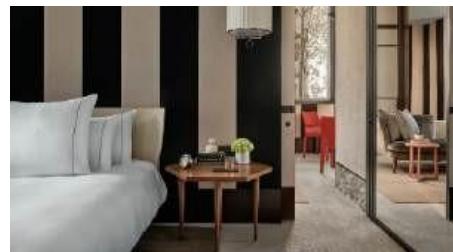
fireworks displays. Inside, the suite features a king size bed, a marble bathroom with a freestanding soaking tub, twin sinks, twin showers, and a spacious walk-in closet. Guests also enjoy personalized service with a private butler and exclusive access to the Manor Club, enhancing their stay with additional amenities and services.



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/accommodation>)

**Figure 2.14 Kowloon Bay View Family Suite**

The Kowloon Bay View Family Suite at Rosewood Hong Kong is a 171 m<sup>2</sup> (1,840 ft<sup>2</sup>) family-oriented luxury suite located on floors 24–26. It comprises two connected rooms : a Kowloon Bay View Suite and a Harbour View Room, each featuring a king size bed. The suite offers expansive views of Kai Tak and partial Victoria Harbour. Amenities include two full bathrooms and one powder room, personalized butler service, and exclusive access to the Manor Club for up to four guests.



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/accommodation>)

**Figure 2.15 Asaya Lodges**

The Asaya Lodges at Rosewood Hong Kong are luxury wellness suites (73–90 m<sup>2</sup>) featuring king beds, marble bathrooms, private treatment rooms, and exclusive access to the Asaya spa and infinity pool. Designed for holistic relaxation, they offer a tranquil urban retreat with stunning harbour views.



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/accommodation>)

The Manor Suite at Rosewood Hong Kong is a 174 m<sup>2</sup> (1,873 ft<sup>2</sup>) luxury suite offering panoramic views of Victoria Harbour. It features a king size bed, a marble bathroom with a freeform soaking tub, twin sinks and showers, a spacious walk-in closet, and a separate powder room. Guests enjoy personalized service with a private butler and exclusive access to the Manor Club, enhancing their

<b>Figure 2.16 Manor Suite</b>	stay with additional amenities and services.
 (Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a> )	The Two Bedroom Suite at Rosewood Hong Kong is a 191 m <sup>2</sup> (2,056 ft <sup>2</sup> ) residence accessible via semi-private elevator from the 53rd floor. It features a state-of-the-art equipped kitchen and dining room with hand painted chinoiserie wallpaper, making it ideal for entertaining guests. The suite offers expansive city views and includes two full bathrooms and one powder room. Guests enjoy personalized service with a private butler and exclusive access to the Manor Club, enhancing their stay with additional amenities and services.
 (Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a> )	The Three Bedroom Suite at Rosewood Hong Kong is a 230 m <sup>2</sup> (2,476 ft <sup>2</sup> ) residence located on floors 61–63, offering expansive views of Victoria Harbour and Kowloon Peak. It features three bedrooms with marble bathrooms and walk-in wardrobes, an open plan living and dining area, and a powder room. Guests enjoy personalized service with a private butler and exclusive access to the Manor Club, enhancing their stay with additional amenities and services.
 (Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a> )	The Harbour House at Rosewood Hong Kong is an exclusive 1,150 m <sup>2</sup> (12,378 ft <sup>2</sup> ) residence occupying the entire 57th floor, offering unparalleled panoramic views of Victoria Harbour. It features a 13-meter outdoor lap pool, landscaped wraparound gardens, a private gym, and a library. Designed with Loro Piana wool-lined walls and curated contemporary art, the suite includes a dedicated bar, dining area, private kitchen, and personal butler service. Additionally, guests have access to a private elevator, ensuring utmost privacy and convenience.
<b>Figure 2.19 Harbour House</b>	The Studio at Rosewood Residences Hong Kong offers a compact yet luxurious living



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/accommodation>)

**Figure 2.20** Rosewood Residences :  
Studio



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/accommodation>)

**Figure 2.21** Rosewood Residences :  
Premium Studio



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/accommodation>)

**Figure 2.22** Rosewood Residences : One  
Bedroom

space, ranging from 44 to 65 square meters (473–700 square feet). Designed for extended stays, it features a fully equipped kitchenette with Miele appliances, a marble bathroom with a deep bathtub and separate shower, and a 55-inch HDTV with a Bose sound system. Residents enjoy access to Club 53, a private lounge with panoramic views, as well as 24-hour concierge and in-room dining services. The residence also provides daily housekeeping (excluding Sundays and public holidays) and complimentary Wi-Fi, ensuring a comfortable and convenient stay.

The Premium Studio at Rosewood Residences Hong Kong offers 44–86 m<sup>2</sup> (473–925 ft<sup>2</sup>) of luxury living, featuring a fully equipped kitchenette with Miele appliances, a marble bathroom with a deep soaking tub, and a 55-inch HDTV with a Bose sound system. Many units include a private outdoor terrace, providing expansive views of Victoria Harbour or Kowloon Peak. Residents enjoy access to Club 53, a private lounge with panoramic vistas, as well as 24-hour concierge and in-room dining services, daily housekeeping (excluding Sundays and public holidays), and complimentary Wi-Fi. Designed for extended stays, these studios combine comfort and convenience in a sophisticated setting.

The One Bedroom Residence at Rosewood Hong Kong offers a luxurious one bedroom apartment designed for extended stays. It features a fully equipped kitchenette with Miele appliances, a marble bathroom with a deep soaking tub, separate shower, and washlet, along with a 55-inch HDTV and Bose sound system. Residents enjoy access to Club 53, a private lounge with panoramic views, as well as 24-hour concierge and in-room dining services, daily housekeeping

	<p>(excluding Sundays and public holidays), and complimentary Wi-Fi. The residence combines comfort and convenience in a sophisticated setting, making it ideal for both business and leisure travelers seeking a home away from home.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)</p> <p><b>Figure 2.23 Rosewood Residences : Premium One Bedroom</b></p>	<p>The Premium One Bedroom at Rosewood Residences Hong Kong offers 117–155 m<sup>2</sup> (1,259–1,668 ft<sup>2</sup>) of sophisticated living space, featuring corner units with 270° panoramic views of Victoria Harbour. Each residence includes a king size bed, a marble bathroom with a deep soaking tub, separate shower, and washlet, along with a fully equipped kitchenette with Miele appliances. Residents enjoy exclusive access to Club 53, a private lifestyle lounge, and amenities such as daily housekeeping, 24-hour concierge services, and in-room dining. Additional features include a separate washing machine and tumble dryer, complimentary Wi-Fi, and priority reservations at Asaya wellness center and hotel restaurants.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/accommodation">https://www.rosewoodhotels.com/en/hong-kong/accommodation</a>)</p> <p><b>Figure 2.24 Rosewood Residences : Two Bedroom</b></p>	<p>The Two Bedroom Residences at Rosewood Hong Kong, situated from the 52nd floor upwards, offer an elegant and spacious living experience with panoramic Victoria Harbour views. These residences feature semi private lift access, fully equipped kitchenettes with Miele appliances, and luxurious marble bathrooms. Designed for extended stays, they include amenities such as daily housekeeping, 24-hour concierge services, and in-room dining. Each unit is thoughtfully furnished with bespoke bedding and home wares, ensuring a comfortable and refined living environment.</p>
	<p>The Premium Two Bedroom Residences at Rosewood Hong Kong offer an ultra-luxurious living experience with expansive layouts ranging from 1,399 to 2,056 square feet (approximately</p>



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/accommodation>)

**Figure 2.25** Rosewood Residences :  
Premium Two Bedroom



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/accommodation>)

**Figure 2.26** Rosewood Residences :  
Three Bedroom

130–191 m<sup>2</sup>). These residences feature private lift access, designer led interiors, and corner units with private outdoor terraces. Fully equipped kitchenettes with Miele appliances, 55-inch HDTVs, and Bose sound systems enhance the living experience. Located from the 52nd floor upwards, they provide sweeping views of Victoria Harbour and Kowloon Peak. Ideal for extended stays, these residences offer bespoke services and amenities, including daily housekeeping and 24-hour concierge services.

The Three Bedroom Residences at Rosewood Hong Kong offer an unparalleled living experience, combining the comforts of home with the luxury of a five star hotel. Spanning 2,476 square feet (230 square meters), these residences feature three spacious bedrooms, each with walk-in wardrobes and en-suite marble bathrooms. The open plan living and dining area, complete with a six seater dining table, is designed for both relaxation and entertaining. Residents enjoy sweeping views of Victoria Harbour and Kowloon Peak, accessible via private elevators. Additional amenities include a fully equipped kitchen, Bose sound system, and access to exclusive services such as twice daily housekeeping, 24-hour concierge, and Manor Club privileges.

## B. Restaurants

**Table 2.2** Restaurants

Figure	Description
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 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/dining">https://www.rosewoodhotels.com/en/hong-kong/dining</a>)</p> <p><b>Figure 2.27 Marmo Bistro</b></p>	<p>Marmo Bistro at Rosewood Hong Kong (G/F, 18 Salisbury Road, Tsim Sha Tsui) is the hotel's intimate, marble-accented French bistro led by Chef Giovanni Galeota. Open Wed-Sun, 6-10:30 pm, it serves a concise, seasonal à la carte menu of reimagined Parisian classics fresh seafood, prime meats, hearty French onion soup and table-side dessert trolley paired with curated French wines and classic cocktails.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/dining">https://www.rosewoodhotels.com/en/hong-kong/dining</a>)</p> <p><b>Figure 2.28 BluHouse</b></p>	<p>BluHouse at Rosewood Hong Kong (G/F, 18 Salisbury Road, Tsim Sha Tsui) is a sprawling, sun-drenched Italian dining destination led by Chef Giovanni Galeota, offering both casual and fine-dining experiences through two distinct concepts : a lively food-hall style eatery with counters for coffee, rotisserie, pizza al taglio, pasta, gelato and a deli, plus "The Dining Room by BluHouse" for a more elevated multi-course menu. With panoramic Victoria Harbour views, an in-house wine cellar, aperitivo bar, and a mission driven ethos allocating 1% of revenue to community upliftment and upskilling initiatives, it blends authentic regional Italian cuisine with social impact in a stylish Mediterranean-inspired setting.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/dining">https://www.rosewoodhotels.com/en/hong-kong/dining</a>)</p> <p><b>Figure 2.29 The Legacy House</b></p>	<p>The Legacy House at Rosewood Hong Kong (5/F, 18 Salisbury Road, Tsim Sha Tsui) is a stylish, one MICHELIN starred Cantonese restaurant offering refined Shunde and Guangdong cuisine led by Chinese Executive Chef Li Chi Wai. Featuring a spacious main dining room and seven art-filled private rooms each evoking family heritage and boasting panoramic Victoria Harbour views it honors the legacy of the Cheng family with handcrafted dim sum, barbecued meats, classic soups and more, all served in a contemporary setting.</p>

 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/dining">https://www.rosewoodhotels.com/en/hong-kong/dining</a>)</p> <p><b>Figure 2.30 Holt's Café</b></p>	<p>Holt's Café at Rosewood Hong Kong (2/F, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui) offers a modern, upscale take on the beloved local cha chaan teng, blending comforting Hong Kong style café dishes with international fare in a stylish, contemporary parlour; it's open daily for breakfast, all-day dining and dinner (7 a.m.–10:30 p.m.) and also features an in-house Tea Conservatory retail section.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/dining">https://www.rosewoodhotels.com/en/hong-kong/dining</a>)</p> <p><b>Figure 2.31 CHAAT</b></p>	<p>CHAAT at Rosewood Hong Kong (5/F, 18 Salisbury Road, Tsim Sha Tsui) is a one MICHELIN starred Indian restaurant led by Chef Gaurav Kuthari, showcasing reimagined street-food staples and regional classics from lobster curries and tandoori meats to duck keema kulcha and butter chicken served in a vibrant, modern space with counter-style dining and panoramic harbour views; open lunch and dinner Tue–Sun, it blends bold flavours and social dining traditions for a refined yet lively culinary experience.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/dining">https://www.rosewoodhotels.com/en/hong-kong/dining</a>)</p> <p><b>Figure 2.32 Butterfly Patisserie</b></p>	<p>Butterfly Patisserie at Rosewood Hong Kong (2/F, 18 Salisbury Rd, Tsim Sha Tsui) is a luxurious dessert boutique housed in a gleaming, high jewellery atelier inspired space designed by Tony Chi. Under Executive Pastry Chef Jonathan Soukdeo, it showcases meticulously crafted, artfully beautiful pastries, signature mille-feuilles, Japanese-style flans (like the famed Hokkaido Custard Flan), specialty chocolates and seasonal dessert creations, available daily from 11 a.m. to 8 p.m.</p>
	<p>The Butterfly Room at Rosewood Hong Kong (2/F, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui) is an elegant all-day lounge and glamorous tea destination designed by Tony Chi, offering refined afternoon tea with</p>

 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/dining">https://www.rosewoodhotels.com/en/hong-kong/dining</a>)</p> <p><b>Figure 2.33 The Butterfly Room</b></p>	<p>savoury bites, warm scones, artful pastries and specialty teas from noon to early evening, before transforming into a chic evening lounge serving champagne, tea-inspired cocktails and small plates in a stylish, art-filled setting.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/dining">https://www.rosewoodhotels.com/en/hong-kong/dining</a>)</p> <p><b>Figure 2.34 Bayfare Social</b></p>	<p>Bayfare Social at Rosewood Hong Kong (5/F, 18 Salisbury Road, Tsim Sha Tsui) is a vibrant Spanish tapas-inspired gastro-market led by Chef Gerard Rubio Casabayó (formerly Álvaro Ramos), featuring interactive food counters offering paella, crudo, charcuterie, and international tapas in a lively, communal atmosphere overlooking Victoria Harbour; open daily from lunch through late evening with happy hour specials, it's perfect for social gatherings over sangria, draft beer or cocktails.</p>
 <p>(Source :  <a href="https://www.rosewoodhotels.com/en/hong-kong/dining">https://www.rosewoodhotels.com/en/hong-kong/dining</a>)</p> <p><b>Figure 2.35 HENRY</b></p>	<p>HENRY at Rosewood Hong Kong (5/F, 18 Salisbury Road, Tsim Sha Tsui) is a sophisticated American grill and smokehouse showcasing wood-fired ovens, charcoal grills and an in-house butcher shop with dry-aged heritage breeds, artisanal sausages and homemade terrines. Led by Chef Jorge Vera Gutierrez, it specializes in premium steaks from Texan-style whisky-flambé porterhouse and cowboy ribeyes to tableside-carved tomahawks alongside Southern-inspired barbecue, classic sides and curated drinks via the Opus One wine program and bold cocktails. The clubby, leather and marble interior offers intimate indoor seating and al fresco views, open daily for dinner with weekend lunch service.</p>
	<p>DarkSide at Rosewood Hong Kong (2/F, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui) is</p>



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/dining>)  
**Figure 2.36 DarkSide**



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/dining>)  
**Figure 2.37 XX**



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/dining>)  
**Figure 2.38 Asaya Kitchen**

a sultry, jazz-soaked cocktail lounge celebrated as one of Asia's premier bars. Named for Kowloon's "dark side," it features plush Art Deco interiors, a refined terrace with sweeping harbour views, and a focus on dark spirits rum, whisky, Calvados, exclusive casks of Grande Champagne cognac and aged port. The concise, classic cocktail menu (standout : the Gibson) complements rare vintage pours and cigars, all set to live nightly jazz in an elegant, intimate setting.

XX at Rosewood Hong Kong (5/F, 18 Salisbury Road, Tsim Sha Tsui) is an intimate, upscale lounge and cocktail bar featuring plush velvet seating, antique mirrored tables, and a sophisticated terrace overlooking Victoria Harbour. Open Tue–Thu & Sun 5 p.m.–12 a.m., and Fri–Sat until 1 a.m., it offers an elevated spirits menu complex whiskies, fine wines and seasonal cocktails crafted by Bar Manager David Monroy paired with premium cigars and live pop-contemporary jazz for an exclusive yet accessible nightspot.

Asaya Kitchen at Rosewood Hong Kong (6/F, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui) is a light-filled Mediterranean-inspired restaurant led by Chef Fabio Nompelleggio that emphasizes wellness and sustainability. Open for lunch (daily) and dinner (Wed–Sun), it features health-focused, plant-forward and sustainably sourced seafood dishes including local Sai Kung seabass and Mediterranean octopus served in an elegant space by the infinity pool with harbour views, blending nutritious cuisine, responsibly sourced ingredients, and a serene wellness-oriented setting.

### C. Fitness and Wellness

**Table 2.3 Fitness and Wellness**

Figure	Description
 <p>(Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/wellness">https://www.rosewoodhotels.com/en/hong-kong/wellness</a>)</p> <p><b>Figure 2.39 Asaya Fitness Center</b></p>	<p>Asaya Fitness Centre at Rosewood Hong Kong (6/F, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui) is a 2,800 sq ft, 24-hour gym equipped with state of the art Technogym cardio, strength and functional training zones, plus a harbour-facing boot-camp area. Staffed daily from 7 a.m. to 10 p.m., it offers personal coaching, group classes (HIIT, TRX, yoga) and heart-rate monitored sessions all set against panoramic Victoria Harbour views to inspire your fitness journey.</p>
 <p>(Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/wellness">https://www.rosewoodhotels.com/en/hong-kong/wellness</a>)</p> <p><b>Figure 2.40 Asaya Pool</b></p>	<p>Asaya Pool at Rosewood Hong Kong (6/F, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui) is a stunning 25-metre outdoor infinity pool set beside a landscaped deck overlooking Victoria Harbour. Open daily from 7 a.m. to 6:30 p.m., it offers attentive poolside service and a serene oasis perfect for morning laps under the sunrise or relaxing lounge time with harbour views.</p>
 <p>(Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/wellness">https://www.rosewoodhotels.com/en/hong-kong/wellness</a>)</p> <p><b>Figure 2.41 Asaya Spa by Guerlain</b></p>	<p>Asaya Spa by Guerlain at Rosewood Hong Kong (6–7/F, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui) is a 40,000 sq ft urban wellness sanctuary overlooking Victoria Harbour. Open daily 9 a.m.–10 p.m., it features nine treatment rooms (including VIP suites), bathhouses, an infinity pool, a 2,800 sq ft gym, aroma atelier, and Asaya Kitchen. Rooted in a holistic philosophy, services include tailored spa therapies, emotional and fitness assessments, art and meditation workshops, and immersive Guerlain signature rituals like the eye-calligraphy massage all set in light-filled, minimalist spaces.</p>
	<p>Rossano Ferretti HairSpa at Rosewood Hong Kong (6–7/F, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui) is an exclusive Italian hair-artistry</p>



(Source :  
<https://www.rosewoodhotels.com/en/hong-kong/wellness>)

**Figure 2.42** Rossano Ferretti HairSpa

retreat within the Asaya wellness centre, offering bespoke services using the signature Ferretti Metodo Cut and premium, naturally-derived Italian products. With a minimalist, tranquil design overlooking Victoria Harbour, it blends luxury craftsmanship, holistic wellness consultations, and personalized care in a serene salon environment open by reservation daily.

#### D. Meeting and Events

**Table 2.4** Meeting and Events

Figure	Description
 (Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/meetings-and-events/event-space">https://www.rosewoodhotels.com/en/hong-kong/meetings-and-events/event-space</a> ) <b>Figure 2.43</b> Grand Ballroom	The Grand Ballroom at Rosewood Hong Kong (3/F, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui) is a majestic, pillar-free 1,000 m <sup>2</sup> (10,700 ft <sup>2</sup> ) event space featuring carved limestone and fumed oak veneer, expansive pre-function foyer and standalone bar. Its signature “Skyfold” automated ceiling-tucked partition allows effortless division into two separate rooms, while adjacent lawn and harbour-view terrace enhance its versatility and dramatic setting with a maximum capacity of around 800 guests for receptions.
 (Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/meetings-and-events/event-space">https://www.rosewoodhotels.com/en/hong-kong/meetings-and-events/event-space</a> ) <b>Figure 2.44</b> The Gallery	The Gallery at Rosewood Hong Kong (3/F, Victoria Dockside, 18 Salisbury Road, Tsim Sha Tsui) comprises four naturally lit, high-tech event rooms totaling 334 m <sup>2</sup> (3,596 ft <sup>2</sup> ) with individual and combined configurations (e.g., Gallery 301–303 seats up to 250). Designed for seamless meetings and stylish presentations, it also features a dedicated hospitality lounge available on request.
	The Pavilion Hall at Rosewood Hong Kong (4/F, 18 Salisbury Road, Tsim Sha Tsui) is a refined, residential-style event venue spanning 920 m <sup>2</sup>

	<p>(Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/meetings-and-events/event-space">https://www.rosewoodhotels.com/en/hong-kong/meetings-and-events/event-space</a>)</p> <p><b>Figure 2.45 Pavilion Hall</b></p>
	<p>(Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/meetings-and-events/event-space">https://www.rosewoodhotels.com/en/hong-kong/meetings-and-events/event-space</a>)</p> <p><b>Figure 2.46 Salons</b></p>
	<p>(Source : <a href="https://www.rosewoodhotels.com/en/hong-kong/meetings-and-events/event-space">https://www.rosewoodhotels.com/en/hong-kong/meetings-and-events/event-space</a>)</p> <p><b>Figure 2.47 Botanical Kitchen</b></p>

### E. Facilities at Butterfly Patisserie

**Table 2.5 Facilities at Butterfly Patisserie**

Figure	Description
	<p>In the first corner, the product that are being displayed mostly the retail brand's product. Some of the retail products that are being displayed are Rosewood Coaster, Rosewood Candle, Pillow Mist, and Room Spray. This corner also has other products such as the</p>

 <p><b>Figure 2.48</b> Butterfly Patisserie's Display Corner 1</p>	<p>Almond Crisp and Holt's Cafe English Breakfast Tea.</p>
 <p><b>Figure 2.49</b> Butterfly Patisserie's Display Corner 2</p>	<p>On to the next corner, some other cookies and jam were being displayed there. In this corner, the Chocolate Almond Cookies were being displayed, alongside with the Strawberry Jam, Acacia Honey, The Legacy House's XO Sauce, and also Butterfly Patisserie's soft cookies with 4 kinds of flavors. This corner also has the figurine of some of the cakes that our outlet sells.</p>
	<p>In the third corner, the author calls this corner as a tea corner since this corner were being displayed with all kind of teas that Butterfly Patisserie have. Some of the teas that being displayed here are English Breakfast Tea, Puerh Tea, Coconut Vodka White Peony Tea, Yunnan Tuo Tea, Rose Tea, Da Hong Pao Tea, Lapsang Souchong Tea, and many more.</p>

 <p><b>Figure 2.50</b> Butterfly Patisserie's Display Corner 3</p>	
 <p><b>Figure 2.51</b> Butterfly Patisserie's Display Corner 4</p>	<p>On the last corner, the products that are being displayed are mostly wine and spirits from other outlets. The products that are being displayed here are DarkSide's Old Fashion, Negroni, and Martini, Billecart-Salmon Brut, and CHAAT's All Spice Negroni. For DarkSide's alcoholic drinks, it comes in various size, starting from the travel kit which is around 50ml, up to 350ml.</p>
 <p><b>Figure 2.52</b> Butterfly Patisserie's Holt's Cafe Side Display Fridge</p>	<p>This display fridge was located on the right side of the outlet. The rule of the displaying the pastry product is to always put more variation of the pastry product on the right side because this area was connected with the shopping mall, so more people will come from this side, compared to the other side. One display fridge can fit up to 10 variations of pastries with 4 pieces for each pastry.</p>
	<p>This display fridge was located in front of the Butterfly Room's entrance. This display fridge will be the one that always goes empty</p>



*Figure 2.53 Butterfly Patisserie's Butterfly Room Side Display Fridge*



*Figure 2.54 Butterfly Patisserie's Left Side Storage Area*



*Figure 2.55 Butterfly Patisserie's Right Side Storage Area*



*Figure 2.56 Butterfly Patisserie's Cashiering Area*

first because we will try to fill the other display fridge. The purpose of taking the pastry from this display fridge is mainly because Butterfly Room sell tea set menu that comes with a full course including the dessert. Most of the guest who come to Butterfly Room will not purchase and more pastry product after they finish eating. So, it is better to fill the other side of the display fridge to gain more attraction from the guest who pass by to or from the shopping mall.

On the left side of the storage area, most of the stuff that are being stored here are teas, tea label, tea box, tea tin, 3D cake box, medium sized bag, chocolate block's box with hammer, the jam for tea set and scones set, and many more.

On the other side of the storage room, most of the things that are being stored here are chocolate box (consist of 4, 9, and 12 pieces box), madeleine box, canelé box, jam box, log cake bag, large sized bag, XO Sauce, DarkSide's wine, 1 pieces cake box, 2 pieces cake box, rubber hand gloves, disposable cutlery, and many more.

In this cashiering area, it has a set of micros system computer, payment machine, bill rack, and a cashier machine. This is the area where the transaction was made and the payment were settled.

The cake packing area was located on the 4<sup>th</sup> floor, sharing with the banquet teams. Every morning, we will bring the fridge from Pastry Kitchen to 4<sup>th</sup> floor to pack all the



**Figure 2.57** Butterfly Patisserie's Cake Packing Area

cakes and pastries and return the fridge back to B1.

### 2.1.3 Structure of Organization

Every company have its own structure of organization. The structure of organization itself was made since there are different levels of positions in a company. As for the hotel, the organizational charts does matter a lot. It needs to be well structured since they will become the represent of the hotel itself. By creating a good organizational charts, a hotel will be classified on how well structured the company is. Besides that, an organizational charts also help the staff in order to know their role and help them during the reporting process, especially when there is problem caused. Those staff with upper level of positions will report to their seniors or people with higher positions either daily, weekly, or monthly, to give update of the outlet or division they are placed at. That way, an organizational charts will help a lot in maintaining the service given and give a more efficient workflow to their staff. The chart also crucial in determining the efficiency and the effectiveness of each role itself. As for Rosewood Hong Kong, the author try to get the organizational chart by asking the Human Resources Department but unfortunately, the Rosewood Hong Kong's organizational charts was confidential and can not be provided. Therefore, the author will only provide the Food and Beverage Service Department Organizational Chart at Rosewood Hong Kong and Organizational Chart at Butterfly Patisserie.

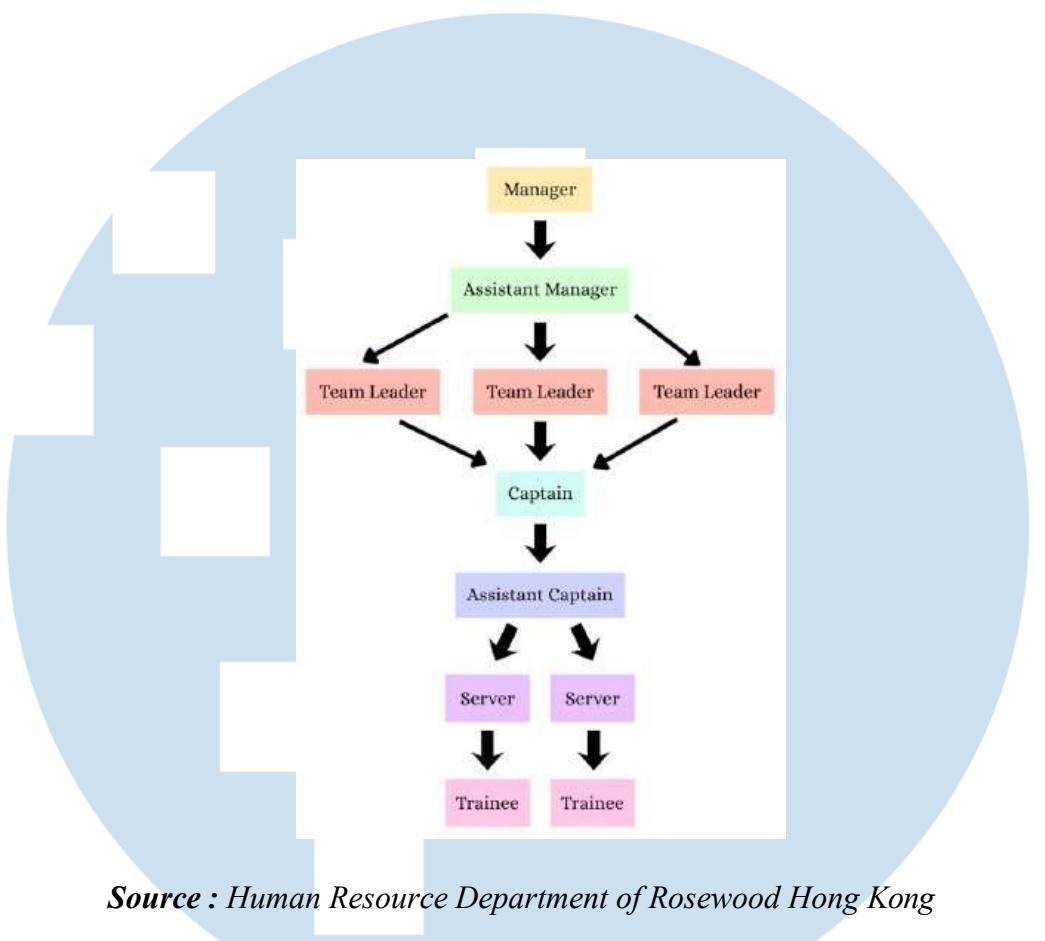


*Source : Talent Development Manager for Food and Beverage Service of Rosewood Hong Kong*

**Figure 2.58 Food and Beverage Service Department**

*Organizational Chart at Rosewood Hong Kong*

Rosewood Hong Kong, the Food and Beverage Service Department is not only at the restaurant but also in many other departments. Food and Beverage Service Department at Rosewood Hong Kong includes the Banquet and also the In Room Dining services. While the bar is also included in the Food and Beverage Service Department, both XX and DarkSide did not open for the internship program since it is a big job. Others outlet also serves alcoholic drinks but mainly in a more simple way compared to XX and DarkSide since they are a bar restaurant.

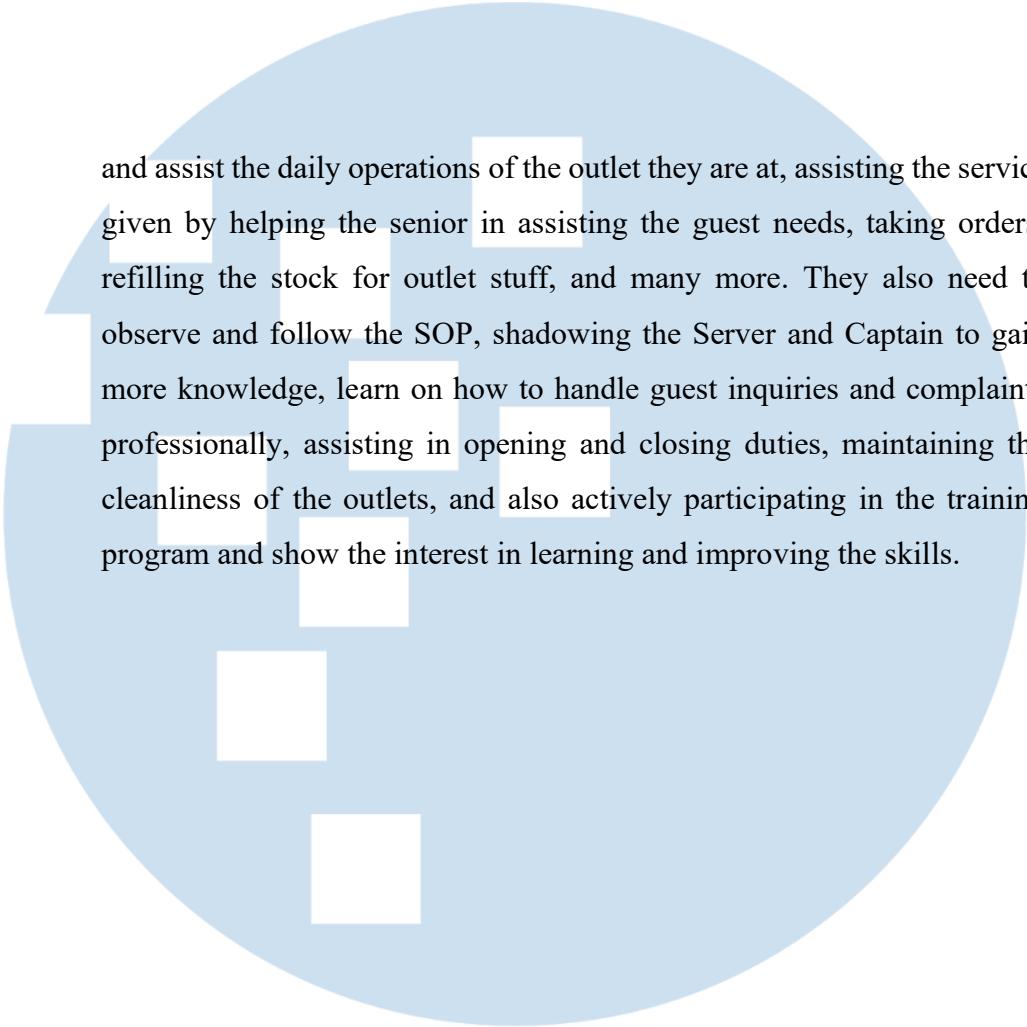


*Source : Human Resource Department of Rosewood Hong Kong*

*Figure 2.59 Organizational Chart at Butterfly Patisserie*

At Butterfly Patisserie Hong Kong, they have a really well structured of organizational charts for each department and division. In the Food and Beverage Service Department of Butterfly Patisserie, the division was led by the Outlet Manager, followed by the Assistant Manager, Team Leader, Captain, Assistant Captain, Servers, and Trainees. The main job of the Outlet Manager is to oversee and maintain the daily operations by overseeing the whole operation, ensuring the quality of the food and service, and handling the guest complaint if there any. They also need to do the staffing process such as hiring and giving them training to ensure their quality of service, motivate and ensure that the staff follow the SOP that are being given. A Manager also need to monitor the sales of its outlets and manage the budget well. The last but not least they need to ensure that the guests have a wonderful experience and feel satisfied when they left the outlet after visiting. They need to know on making a warm and welcoming atmosphere for their outlet, assist the guest needs, and gain

positive feedback for the outlet. Meanwhile, the role of an Assistant Manager is also important because they need to oversee and take the Manager's responsibility when the Manager is not on duty. Assistant Manager need to ensure that everything goes well and ensure that all guest feel satisfied with the services and products. Assistant Manager also need to assist the Manager in making the employee work schedule and manage the number of staff that are working on the following week. For the Team Leader, their role is important because they need to become a 'role' for the other colleagues. A Team Leader is responsible to help the other colleague in solving the problems, maintaining the outlet layout, manage the stock that the outlet has, placing the orders for the outlet stuff, and also overviewing the trainee performance. Captain is also important since they need to lead the service team in the outlet to ensure that they give the best of their service to the guest. A Captain and Assistant Captain need to guide and supervise the team to ensure the service, train new staff according to the outlet's SOP, make a coordination with the Pastry Department to ensure that the products was made correctly, upsell the product that the outlet have, doing the quality control for the food and check every equipment used to ensure the safety, and ask for a feedback from the guest about their experience. For the Servers, their main job is to give the best services to the guest by taking their pastry or cake order, serving the pastry or cake they order, and ensure a pleasant experience at the outlet. They need to interact with the guest, enter their order to the POS system of the hotel, and ensure that special requests are noted correctly. Besides that, they also need to pass the cake to the other outlet if the guest choose to dine-in the cake they buy from our outlet, clear up the display when there is no more pastry or cakes, maintain the cleanliness of the outlet area, present and process the payment process accurately, and handle minor complaints and inform the Captain or Supervisors if the complaint become more serious. The last role, which is Trainee, also have some important job related to the operation. The main job of the Trainee itself is to learn



and assist the daily operations of the outlet they are at, assisting the service given by helping the senior in assisting the guest needs, taking orders, refilling the stock for outlet stuff, and many more. They also need to observe and follow the SOP, shadowing the Server and Captain to gain more knowledge, learn on how to handle guest inquiries and complaints professionally, assisting in opening and closing duties, maintaining the cleanliness of the outlets, and also actively participating in the training program and show the interest in learning and improving the skills.

