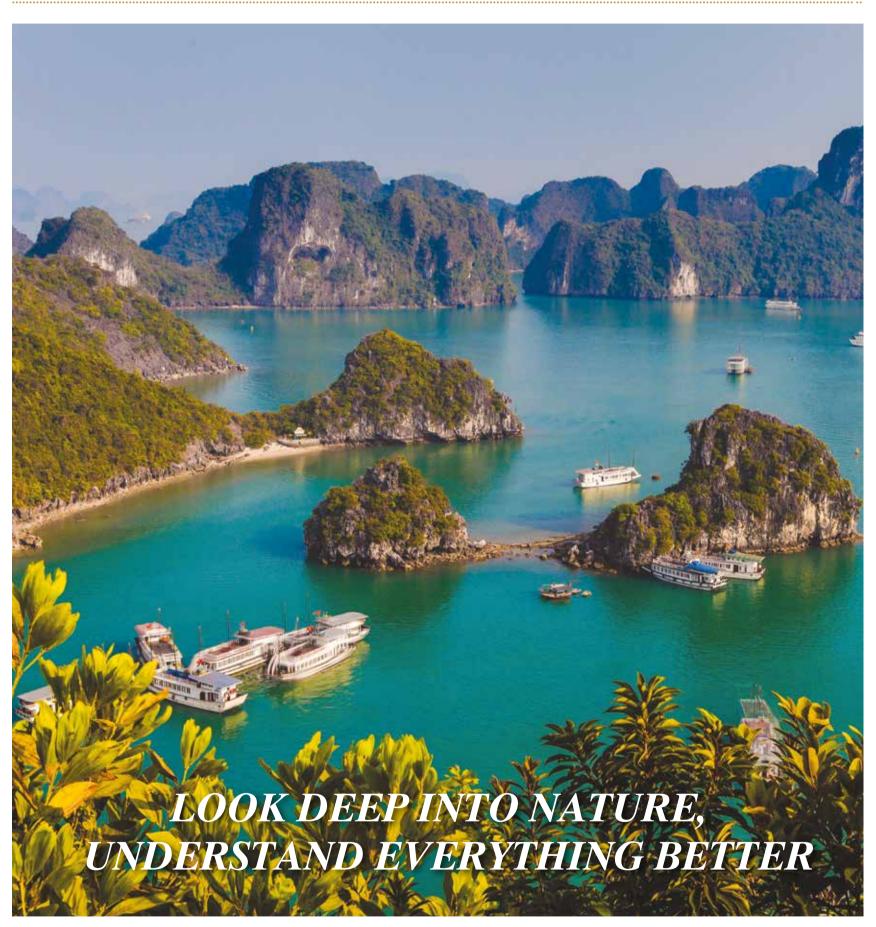


EHG The EHG post

Elegance Hospitality Group Jul & Aug 2019

For internal use only





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Welcome to our EHG family

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Drinks with a view

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Luxury Living in the heart of Hanoi

The luxury of design and ultra-comfort creating special memories

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Do Van Dan (Mr.) Chairman/CEO

Elegance Hospitality Group

Chairman's message

IT IS PEOPLE WHO MAKE A PLACE AND GIVE IT AN IDENTITY

Summertime in Hanoi and welcome to the EHG Post for July and August. Here we keep you updated about new initiatives, introduce you to our people who create special memories and exceed your expectations as well as highlight iconic places of interest in Hanoi and the north of Vietnam.

Enjoy F&B promotions for summer courtesy of Red Bean, Cloud Nine and Gourmet Corner restaurants and our trio of chic sky bars. EHG has three of the best beautifully designed terrace bars in Hanoi with stunning views and live music to suit all tastes.

In this edition we introduce you to some of our key people who work tirelessly to make your stay with us the highlight of your visit to Vietnam. The management team who create, lead, inspire and mentor over 600 members of staff across the business. We believe that a hotel is only as good as its people and we are proud that some of Vietnam's most dedicated, forward thinking and passionate individuals in the hospitality industry are EHG people. Welcome to our team.

Meanwhile, if you want to chill a bit from the summer heat of Hanoi's streets take a trip to the cool climes of Ha Long Bay or enjoy the fresh air of Sapa. A visit to Hanoi, however, is not complete without sampling the city's best street food so take a tour with us and discover the best dishes.

On behalf of EHG welcome to our Hanoi hotels and we wish you a happy summer in Vietnam.



We are able to combine a five-star experience with



At your service – creating your EHG memories

WELCOME TO OUR EHG FAMILY

We created the EHG family 20 years ago based on a philosophy of amazing customer service, attention to detail, good honest hospitality and a great team of people

Chairman Do Van Dan
Chairwoman Tran Duong Thuy

We ensure the best quality, resources, amenities and inspiring staff are always at the heart of everything we do

CFO Tran Thanh Nga HR Director Dang Minh Thu La Spa Director Bui Thi Kim Cuc We lay the foundations of your memorable stay. With a seamless booking system, dedicated customer service teams, the best in hotel construction, technical design and luxury set up. We know first and last impressions count

DOSM Duong Doan Nam
Chief Engineer Ha Van Hai
Group Executive Housekeeping Dao Van Van
Chauffeur Limousine Manager Do Van Dang

We bring to life your special guest experience. From the moment we welcome you into our hotels to bidding farewell. Our people make your stay extra special, where every expectation is exceeded. From meet and greet, to fine wines and elegant cuisine. From fun tour suggestions to a luxury night's sleep. We ensure our teams stand apart from all others.

GM La Siesta Premium Hang Be GM La Siesta Premium Cau Go GM La Siesta Trendy Nguyen Quang Bich EAM La Siesta Classic Ma May GM La Siesta Classic Lo Su GM La Siesta Resort Hoi An HM Hanoi E Central Lo Su

Pham Trung Dung Le Van Tuan Nguyen Minh Tuong Nguyen Duy Long Do Duc Giang Vuong Dinh Manh Vu Duy Thang

a down-to-earth personality.

July and August 2019 - Summer months

EHG's restaurants and bars have a great selection of food and beverage offers this summer.



THE STUNNING VIEW HAPPY HOUR

50% discount on all local beers, mixed drinks, classic cocktails and summer chill spirts cocktail
Signature cocktails VND189,000++
Available 16:30-19:30
Twilight Sky Bar

THURSDAY NIGHT LIVE MUSIC

20:30-22:30 with our resident band (no entry fee or surcharge on drinks) Twilight Sky Bar

SUMMER SEAFOOD PROMOTION

10% discount applied for advance booking Red Bean Cau Go





HAPPY HOUR

Buy 1 get 1 free on all local and craft beers, mixed drinks and Vietnamese fruity & herbal rice wines
Buy 2 get 1 free on all cocktails, Trappist beer, singleton 12 by shot and house wines by the glass
Available 17:00-19:00
Lighthouse Sky Bar

SET LUNCH PROMOTION

Great value authentic Vietnamese set lunch Price at VND250,000++ per set Super deal price at VND865,000++ for a group of four Cloud Nine Restaurant



RED BEAN NGUYEN QUANG BICH RESTAURANT & THE DEN BAR

Add: 12 Nguyen Quang Bich Str., Hoan Kiem Dist., Hanoi Tel: (+84-24) 3923 4026





HAPPY HOUR

Buy 1 get 1 free on classic cocktails, mixed drinks and local beers Buy 2 get 1 free on signature cocktails and wine by the glass Available 17:00-18:30 Red Bean Nguyen Quang Bich

DOUBLE BILL HAPPY HOUR

Buy 1 get 1 free on classic cocktails, mixed drinks and local beers Buy 2 get 1 free on signature cocktails and wine by the glass Available 17:00-18:30 and 21:00-23:00 The Den Bar

TRENDY STREET FOOD BUFFET LUNCH

Enjoy over 63 street food dishes from around Vietnam Price from VND265,000++/ guest Available 12:00-15:30 daily Red Bean Nguyen Quang Bich

SPECIAL BEER PROMOTION The more the merrier for beer lovers: Craft beer combo and special beer (Budweiser)

4 bottles: VND280,000++ 6 bottles: VND420,000++ 8 Bottles: VND560,000++ Red Bean Nguyen Quang Bich

FRIDAY NIGHT MUSIC AND COCKTAILS

Live music from our resident band and signature cocktail demonstrations Every Friday night 21:00-23:00

The Den Bar

RED BEAN MA MAY RESTAURANT Add: Ground floor, 94 Ma May Str., Hoan Kiem Dist., Hanoi Tel: (+84-24) 3926 3641, Ext 8105





HAPPY HOUR

Early evening:

Buy 1 get 1 free on mocktails, classic cocktails and mixed drinks (gin, rum, tequila, vodka and whiskey with soft drinks) Buy 2 get 1 free on signature cocktails Available 15:30-18:30 daily

Late evening:

Available 22:00-23:45 daily Buy 2 get 1 free on our selected menu

SUMMER SET LUNCH - Save up to 40%

Enjoy our 3-course set lunch of signature dishes and get 20% discount on a bottle of wine ordered with set menu Available 11:30-15:00 daily Red Bean Ma May

LIVE MUSIC PERFORMANCE

Every Sunday night 19:30-21:30 Red Bean Bar

THE GOURMET CORNER RESTAURANT & DIAMOND SKY BAR Add: 32 Lo Su Str., Hoan Kiem Dist., Hanoi







HAPPY HOURS

Buy 2 get 1 free on classic cocktails, craft beers, mixed drinks and wine by the glass

Available 17:00-19:00 @ Diamond Sky Bar Available 18:00-19:00 @ The Gourmet Corner

LUNCH PROMOTION

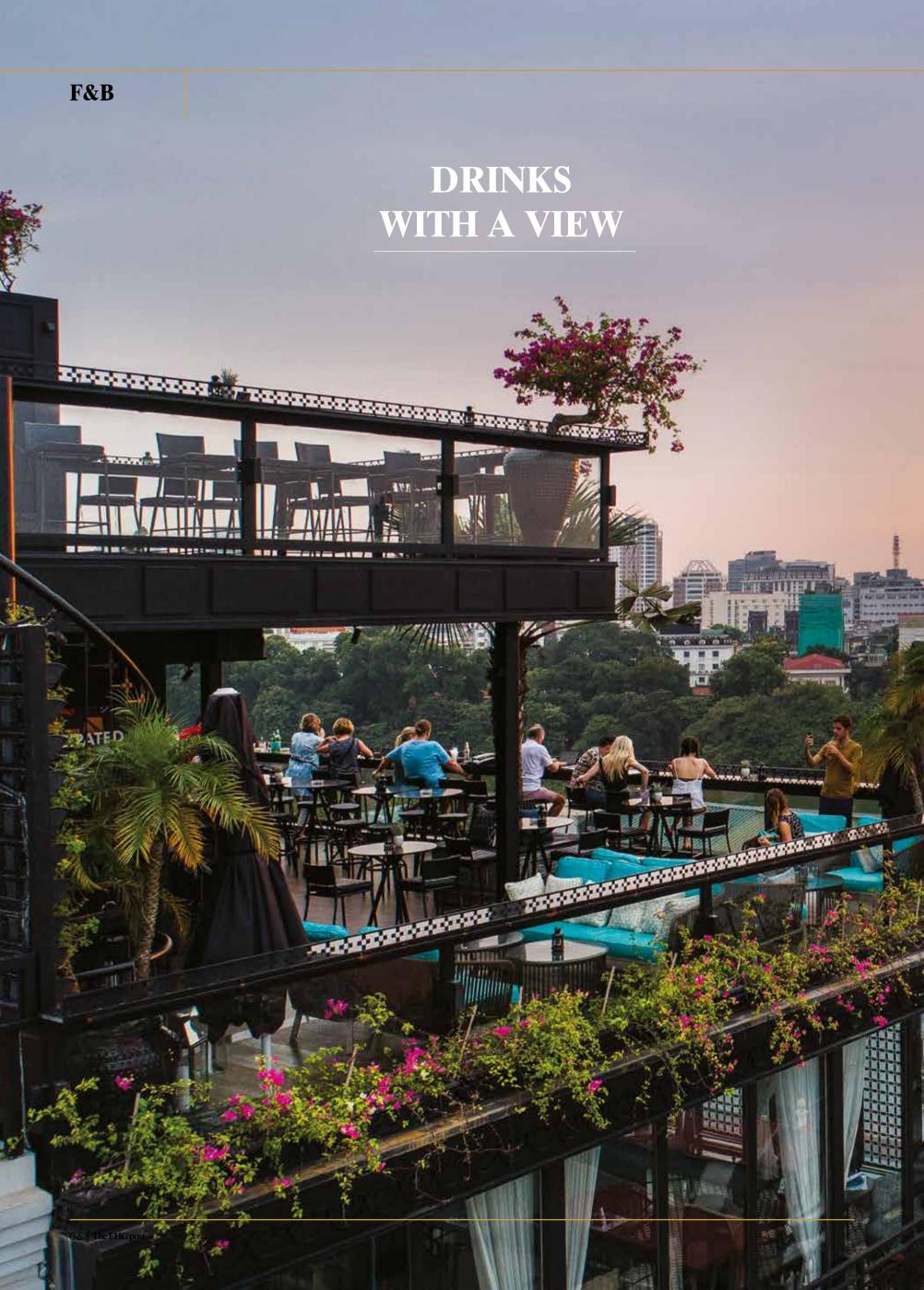
20% discount on the Chef's Signature Set Menu Available daily 12noon-16:00 The Gourmet Corner

TWICE WEEKLY LIVE MUSIC @ THE DIAMOND SKY BAR Solo saxophone and violin

Every Wednesday night 20:30-22:30

Resident cover band

Every Saturday night 20:30-22:30 Diamond Sky Bar (no entry fee or surcharge on drinks)





TWILIGHT, DIAMOND, LIGHTHOUSE. WHICH IS YOUR FAVORITE?

Looking down over the ordered chaos of Hanoi's noisy streets with a glass in hand at a rooftop bar is one of the best ways to spend a hip evening in the city. The idea of the rooftop bar dates back to 1890 New York when the Casino Theater on Broadway and 39th street revealed its garden bar on the roof. Fast-forward 129 years to today where in Vietnam terrace bars are all the rage and EHG has a trio of Hanoi's best.

The Twilight, Diamond and Lighthouse Sky Bars are much loved by our hotel guests and Hanoi residents alike. The three bars are united by an overall look and feel calling to mind an Indochina era. They share a monochromatic color palette of black. granite grey, touches of cream. A mixture of angles and curves crafted from glass, black metal and wood. The effect is softened by trees and walls of delicate plants in blankets of greens and bright colors, and splashes of bright hues such as the Twilight Sky Bar's pale turquoise soft furnishings,

Meanwhile, each bar has a personality and character of its own and many of our customers have their own favorite.

The TWILIGHT SKY BAR on the 8th and 9th floors of La Siesta Premium Cau Go is approached by a spiral staircase from the Red Bean restaurant. This is against a backdrop of 270-degree views of the city streets and Hoan Kiem Lake - beautiful in daylight and magical after dark with its myriad of twinkling lights. Close to our hearts, this is the first of our sky bars.

The DIAMOND SKY BAR takes pride of place at La Siesta Classic Lo Su. It is uniquely designed over three overlapping angled levels giving 360-degree awe-inspiring views of the city, Hoan Kiem Lake in its entirety and five bridges spanning the iconic Red River. The views are matched by the bar's intriguing design feature - the overhanging second level is shaped as the curves of a grand piano.

The latest addition to this family is the LIGHTHOUSE SKY BAR on the 10th floor terrace of La Siesta Premium Hang Be. The design is based on its location and meaning of Hang Be street. Be means boat/raft and the bar is designed as a boat "moored" over several levels. The 'bow' overlooks the street, the 'stern' faces the Red River with steps leading up to the 'ship's bridge'.

Stunning designs and amazing views are complemented by great live music from our resident cover band and violin and sax instrumental duo. Whether your beverage of choice is a classic cocktail, a fine wine or spirit we invite you to escape the frenetic pace of Hanoi. Visit all three of our sky bars and decide which one is your favorite.

Twilight Sky Bar

La Siesta Premium Cau Go Add: 8th & 9th floors, 1 Cau Go Str., Hoan Kiem Dist., Hanoi

Diamond Sky Bar

La Siesta Classic Lo Su Add: 13th, 14th & 15th floors, 32 Lo Su Str., Hoan Kiem Dist., Hanoi

Lighthouse Sky Bar

La Siesta Premium Hang Be Add: 10th floor, 27 Hang Be Str., Hoan Kiem Dist., Hanoi



CULINARY CREATIVITY

WE EAT WITH OUR EYES. COLORS, FLAVORS, TEXTURES AND CREATIVE DESIGN TAKE THE DINER ON A JOURNEY THROUGH CUISINE

With four restaurant businesses encompassing a total of six outlets in Hanoi and hence great menu choice, EHG has no shortage of fine dining options. EHG and La Siesta's casual fine dining restaurants of Red Bean, Gourmet Corner, Cloud Nine and Cha Ca Lang offer some of the city's best authentic Vietnamese and fusion cuisine.

Dishes are elevated to new levels. The art of eating delights all the senses. Many elements are combined to create a love of dining: captivating colors and composition, tantalizing textures and tastes, stimulating aromas and creative design.

It is no wonder we commonly say 'we eat with our eyes'. Exquisite plating of food, artistically designed table settings and beautiful restaurant surroundings beckon the diner on a culinary journey through food.

Try one of Cloud Nine's starters: Hanoi Deep Fried Spring Rolls. These actually originated in southern Vietnam and then become a firm Hanoi favorite. Although nowadays eaten any time of the year spring rolls were originally served on special occasions such as Tet or family gatherings. In the north fried spring rolls are known as Nem Ran and in the south Cha Gio.

Banana flower salad is popular throughout Vietnam. Known as Nom Bap Chuoi in the north and Goi Bap Chuoi in the south this salad unites the rural areas throughout the country. This is a perfect, healthy, cool dish for the hot weather. There are many variations and at Red Bean Cau Go we enhance it with garlic pork jerky to give it that extra kick.

One of Hanoi's most famous dishes is Cha Ca and a favorite on our menus. Red Bean Trendy uses marinated sea bass, paying tribute to Hanoi's 100 year old recipe. It was invented by the Doan family during the French colonial era who lived on Hang Son Street, now Cha Ca Street. The family held secret anti-French resistance meetings and began selling their family-invented dish to earn more money.

Hanoians have a sweet tooth. They love desserts such as che or rice inspired puddings. Kem Xoi Nep Cam - violet sticky rice, on the menu at the Gourmet Corner has long been one of the nation's favorite summer desserts. Deep shining purple glutinous rice is nicknamed 'forbidden rice' because the ancient Chinese revered purple and black rice; at the time only the emperor was allowed to eat it hence the name. This nutty slightly sweet flavored rice is usually eaten with sour yoghurt; however, at the Gourmet Corner our own version is served with creamy vanilla ice cream.

Take your pick of dishes from our à la carte menus and enjoy the best in Vietnamese food.





LUXURY LIVING IN THE HEART OF HANOI

THE LUXURY OF DESIGN AND ULTRA-COMFORT CREATING SPECIAL MEMORIES AT THE HEART OF LA SIESTA

The dictionary tells us the definition of the word luxury is something desirable, with surroundings that offer extreme comfort and enjoyment. This definition accurately describes our latest boutique hotel in the La Siesta collection - La Siesta Premium Hang Be.

Designed with great attention to detail calling to mind the former Indochina style of the French colonial area, it features a neutral color scheme of black, white, browns, taupe and creams with touches of bright colors like turquoise. Together with mood lighting the result is peace peaceful in a relaxing atmosphere.

Guestrooms and suites are luxuriously appointed, furnished with every convenience and high-end amenities ensuring your stay is as smooth and comfortable as possible. For the ultimate luxury experience, book the Penthouse Suite on the 8th floor with its four poster bed and triple-sided

terrace providing panoramic views over the city streets and rooftops.

Indulge in divine cuisine at Cloud Nine restaurant. Elegantly presented authentic Vietnamese dishes and international favorites against a backdrop of awe-inspiring 360-degree views through the floor to ceiling windows. Relax in supreme comfort at La Spa where body massages using the highest quality oils and essences create luxury sensations for the mind, body and soul.

Prepare to be amazed by the Lighthouse Sky Bar, designed as a boat moored over three rooftop levels facing the mighty Red River. It is the ultimate bar venue especially magical after dark.

From the moment our limousine service meets you on arrival at the airport to when we bid farewell, every member of our dedicated, English speaking team at La Siesta Premium Hang Be will ensure you experience supreme comfort and enjoyment in a totally luxurious setting.





THE INSPIRATION BEHIND LA SIESTA PREMIUM CAU GO



Lê Văn Tuấn is the young, inspiring and resourceful GM of La Siesta Premium Cau Go. With a proven track record in F&B plus many accolades to his name as one of SE Asia's leading mixologists, he is one of the faces behind EHG's sky bars and a driving force in the group. EHG Post caught up with Tuấn to ask him about what motivates him.

1, What were your achievements when you were EHG F&B Manager?

I gained great experience working as F&B Manager, while at the same time I believe I instilled new energy in the department and a creative rationale for the bars

2, You left the group for a while to be GM of a hotel in Ho Chi Minh City. Then EHG invited you back to be GM of La Siesta Premium Cau Go. How did you feel to be offered this opportunity?

I felt really proud to be given this chance to manage one of Hanoi's most beautiful hotels and I knew I also had a lot to offer. It was also a privilege to be invited back and to be entrusted with running this hotel

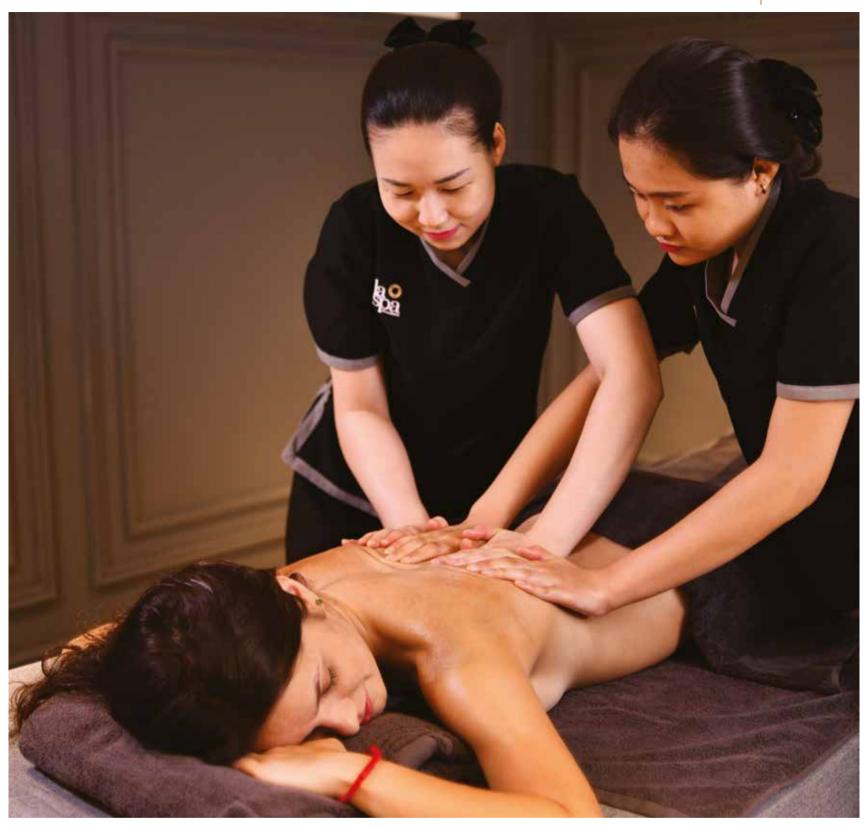
3, How did your time away from EHG help you in your current role?

I learnt a lot running the hotel in Ho Chi Minh City. I was on the original set up team and stayed as GM. It was a big learning curve for me as my previous experience had just been in F&B. I found myself as GM of a new hotel in the heart of the city with a lot to prove. I also had to work independently and learn about every department from Front Office and Sales, to the spa and the financial management of the property. I realized I had a natural ability to inspire the team to work hard and how to be passionate in their job. My two years in Ho Chi Minh City made me a lot stronger as a person and more confident in my abilities. The whole experience was valuable training for my current GM role with EHG and made it easy for me to fit into the team

4, What are the challenges ahead for this year?

My three top challenges for 2019 are:

- 1. To maintain La Siesta Premium Cau Go's number one position in Hanoi
- 2. For my team and I to work hard to make our hotel number one in the world on TripAdvisor
- 3. To achieve the highest F&B revenue figures in $\ensuremath{\mathsf{EHG}}$



A KALEIDOSCOPE OF SENSATIONS



Scan here, get there

MANY HANDS CREATE A SPECIAL SENSE OF WELL-BEING

Four-hands massage truly is an exceptionally heavenly experience, far superior to and more luxurious than single person massage. Two therapists, four hands, 10 fingers, working in choreographed movements apply overwhelming sensations of touch to the whole body. This therapy induces the most amazing level of relaxation and a complete sense of letting go. It improves blood circulation, strengthens the relaxation of muscles in a superior way and leads to a great sense of well-being.

La Spa's four-hands massage employs an elegant technique resulting in a beautifully choreographed dance of four hands performed over the body. The therapists mirror each other's movements with seamless fluid motions. One of the hardest aspects of this type of massage is ensuring each therapist applies exactly the same levels of pressure at the same time, equal speed and motion to avoid disunity. At La Spa the therapists are perfectly paired, they

are in tune with each other working as one. Here, the four-hands massage technique has been superbly refined, reinforcing the notion that with this type of therapy the brain cannot discern which hand is doing what. In other words, the mind stops trying to work out what is going on and surrenders to pure relaxation. La Spa employs a variety of extremely smooth movements. So much so that it feels more than four hands at work as they continuously snake over the skin and muscles using long, circular, deep strokes.

How can one visually describe the sensations of La Spa's four-hands massage? It can be likened to the beauty of synchronized swimming. A visual delight of grace and rhythm requiring strength and a synchronicity of artistic formation. If four-hands massage could be seen in color it would be a kaleidoscope. Fascinating patterns of colors and reflections continually moving to create seamless new beautiful forms.

La Spa four-hands massage - a sensory experience like no other.

CRUISING EMERALD WATERS AND LIMESTONE ROCKS

Ha Long Bay is a UNESCO World Heritage site, due to its cultural, historical and geological importance. A vast bay, dotted with around 2,000 limestone cliffs and islets. Its breathtaking, mystical and magnificent scenery cannot fail to impress.

Recognizing that not everyone has the luxury of time you may wish to consider a one-day cruise to ensure you do not miss out on the wonders of Ha Long bay's magic. The daily cruise commences with an 8am pick-up from your hotel, driving through the Red River delta. Arriving at Bai Chai Ha Long boat station mid-morning you will be welcomed on-board by the cruise captain and his team.

The four-hour cruise commences with lunch on board against the backdrop of spectacular views. Travel through dramatic scenery sailing past caves, grottoes and striking islets including Thien Cung Grotto (Heavenly Palace), Dinh Huong islet (Incense burner islet) and Trong Mai islet (fighting cocks islet). At the end of this cruise you disembark at 4pm and make your way back to Hanoi and your hotel.

This one-day excursion is a perfect way to see the best Ha Long Bay has to offer in a short space of time.

Please contact the front desk for more information and to book.



Scan here, get there!

FOOD IS THE WAY TO HANOI'S HEART



Scan here, get there!



HANOI - THE SOUTH EAST ASIAN STREET FOOD CAPITAL

Eating street food-style is a very social affair; Vietnamese people seemingly don't like dining solo but prefer the company of others. The street food industry is part of the national culture and a street food tour is one of the best ways to get to know Vietnam. Hanoi is considered one of South East Asia's street food capitals. The best way to dine is perched on a small stool amongst the hustle and bustle of the city.

Meet your guide and begin the journey with a walking tour of the old quarter's '36 streets'. The area is over 1,000 years old and despite centuries of change, its special charm is preserved. Sample some of Hanoi and Vietnam's iconic dishes from hundreds of food stalls from Pho Bo or Pho Ga (beef or chicken noodle soup), Bun Cha to Banh Cuon and Bun Rieu Cua. Rub shoulders with the locals as you perch on low street side stools sipping Hanoi's legendary egg coffee or ca phe sua da (Vietnamese iced coffee). Our guide will lead you down hidden alleys to discover equally hidden food stalls and local restaurants and will explain about the history of the dishes you will sample as well as some of Hanoi's heritage.

Hanoi Street Food Tour Runs daily: Lunchtime 11:30-14:30 Dinnertime 18:00-21:00

2 people 35 USD\$ pp 4 people 30 USD\$ pp 6 people 25 USD\$ pp

TERRACES OF RICE



SHIMMERING EMERALD GREENS OF SPRING AND GOLDEN COLORS OF AUTUMN

Lying 350km northwest of Hanoi is the popular mountain resort of Sapa in Lao Cai province. Established as a hill station by the French in 1922, it also became a sanatorium for ailing French officers during the French colonial period. Now it is a magnet for both foreign and domestic visitors to north Vietnam.

So what is it in particular that draws people to Sapa? Without doubt one of the most spectacular aspects of the area are the rice terraces, ranked in the top seven most beautiful and impressive such terraces in the world. Cascading down the hillsides, and surrounded by towering mountains, the terraces are vast and stretch as far as the Hoang Lien National Park. They have existed for hundreds of years, established by the local ethnic peoples of the Dao, Ha Nhi, Tay, Xa Pho, H'Mong tribes who continue to farm them and live in small villages dotted around the area.

The new rice season is during May-June when the farmers plant the rice. This is the $\,$



rainy season and is probably the time of year to see the terraces at their best. The vibrant emerald green colors of young rice sparkle in the rain complementing the colorful wild flowers. Late autumn, when the farmers harvest the rice crop, also creates beautiful images when the rice fields have been transformed into golden steps. To appreciate the beauty of the terraces one can take a variety of trekking tours around the area.

Sapa is a location of breathtaking natural beauty, its rice terraces stretching as far as the eye can see in a patchwork of colors which change throughout the seasons.





Tanmy Design sits behind a wonderful old facade, and combines the feel of old Hanoi with modern and contemporary architecture and design.

Tanmy Design features Vietnam's finest designers - Fashion, Accessories, and Homewares as well as traditional Tan My Embroidery own brand.

tanmy design



www.tanmydesign.com

email info@tanmydesign.com 61 & 63 Hang Gai, Hanoi (8424) 3938 1154 (8424) 3938 1153

■ Open daily 08:00 - 20:00





Feeling touched with every touch

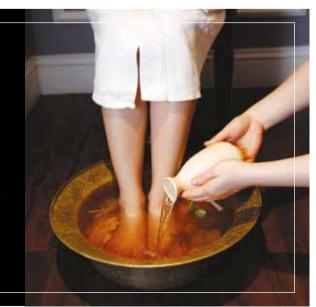
HAPPY HOUR

9:00 - 12:00 daily

Select one of the following options: Buy 1 service 90min, get 1 service 30min for free (Refresh facial or Foot Scrub)

Discount 25%

for all service from 60min up



Speaking Vietnamese

DAILY CONVERSATION

ENGLISH	VIETNAMESE	PRONUNCIATION
Hello/ Hi/ Good morning/ Good	Xin chào	Sin chow
afternoon/ Good evening		
Goodbye	Tạm biệt	Tam bee it
Good night	Chúc ngủ ngon	Chook ngu ngon
See you again	Hẹn gặp lại	Hen gawp lie
How are you?	Bạn có khỏe không?	Ban co kwe khome?
I'm fine, thank you!	Cảm ơn bạn tôi khỏe	Gahm un ban thoy kwe
What's your name?	Bạn tên gì?	Ban thane zee?
My name is	Tôi là	Thoy la
Thank you	Cảm ơn	Gahm un
You're welcome	Không có chi	Khom go chee
Sorry/ Excuse me	Xin lỗi	Seen loy
No problem	Không sao	Khome xao
Yes	Vâng	Vung
No	Không	Khome
Can you help me?	Bạn giúp tôi được không?	Ban zoop thoy duc khom?
I don't understand	Tôi không hiểu	Toy kung hey-oh
l understand	Tôi hiểu	Toy hey-oh
Happy New Year!	Chúc mừng năm mới!	Chuck moong numb moi!

SHOPPING

ENGLISH	VIETNAMESE	PRONUNCIATION
I would like something else	Tôi muốn cái khác	Toy muan kai khac
Souvenir	Quà lưu niệm	Wa lew niem
Bag	Вао	Вао
How much?	Bao nhiêu tiền?	Bow neuw tee-en?
Can you give me a discount?	Bớt được không?	Bot duoc kung?
That's too expensive	Đắt quá	Dat wa
I can't afford it	Tôi không đủ tiền	Toy kung du tien
Ok, I'll take it	Tôi mua cái này	Toy moo-ah kuy nay
I don't want to buy this	Tôi không mua	Toy kung moo-ah
Smaller size	Cỡ nhỏ hơn	Cor nyor hurn
Larger size	Cỡ lớn hơn	Cor lurn hurn
What is this?	Cái gì đây?	Kie zee day
Can I have a look?	Tôi có thể xem được không?	Toy co the xem duoc kung?

ABOUT

Elegance Hospitality is a group of hotels renowned for our well-equipped facilities and sophisticated service. Founded in the early 2000s, we have developed from our first hotel in Hanoi to the current chain of 6 boutique hotels in Hanoi's Old Quarter and one outstanding resort in Hoi An Town. Our distinctive collection of properties redefines the very concept of boutique and luxury hospitality.

HEAD OFFICE

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For media, please contact Ms.Anh: anh.nguyen@ehg.com.vn

