A STYLE TO REMEMBER



No. 3



At any moment, 400,000 people around the world are in the air. In 1993, as many as 11 percent of passengers were living the high life in First Class, but by 1998 that figure had dropped to 5 percent, and today's figure is probably closer to 2.5 percent. So is that rare creature, the luxury traveller, a species threatened with extinction? A fair number of airlines seem to believe so. Indeed, some well-known carriers - including one royalist, luxury-loving airline serving Arab sheikhs – have already



abandoned them and no longer offer any First Class service. Yet in spite of all this doom mongering, 'winged palaces' are becoming increasingly popular, with more and more passengers calling for the highest level of comfort. The magnificent service provided for them already begins on the ground, with a home pick-up by a chauffeur. A dedicated fast-track service then takes away the stress of any immigration formalities for First Class passengers, both at departure and on arrival at their destination. Sometimes there are even special terminals for them and luxury limousines to ferry them to and from their aircraft. One Asian airline

recently took its First Class service into a completely new dimension, fitting out the very latest A380 with suites boasting sliding doors, mattresses and real eiderdowns. Today's First Class has become a very well-to-do market. The guests aren't just wealthy, but also mindful of status. Moreover, First Class is also a question of prestige. The very word 'prestige' derives from French and is synonymous with high regard or importance. For GHM hotels, just like airlines, the term prestige is also closely associated with status and means constantly questioning the product's excellence in a bid to meet the expectations of a demanding clientele. The value of such a questioning approach is abundantly clear from the fact that CHM's ratio of return guests is amongst the highest in the business.

James Graf was born in Switzerland, but is now based in Southeast Asia where he has worked as a freelance journalist for numerous prestigious magazines and TV channels. Both as an expert on gambling and as a pioneer of Swiss casinos, he has been mentor on the subject of "Political-economic analysis of lifting the ban on gambling" for students working on doctoral dissertations at the Universities of Basle and Zurich as well as the Swiss Hotel Management School Lucerne and the International School of Tourism. At the same time, James Graf also works as a specialist publisher and, being a long-standing friend of GHM President Hans Jenni, is now producing GHM's publication: THE MAGAZINE - a style to remember.

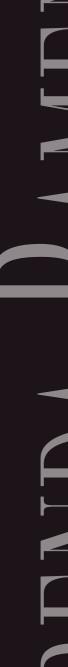


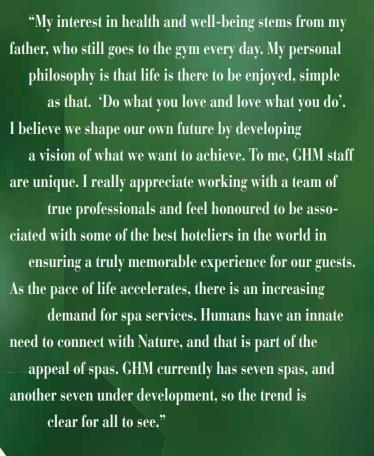












Brenda Ramen is Canadian by birth but also holds Australian citizenship. Brenda was a fashion industry executive before going to study at the Australian College of Natural Medicine. During her studies, she was able to put her courses in massage, reflexology und aromatherapy to practical use as a spa therapist at the Hyatt Regency Coolum Spa. Later, she set up her own natural therapy practice, where she specialised in Hawaiian Temple Bodywork and Ayurveda. At the same time, she continued her training with Vedic gurus and Hawaiian shamans. She joined GHM in 2003 and developed a range of products and services for The Spa at The Legian. Brenda is currently Director of Spas at GHM. Brenda won the 2006 SpaAsia Crystal Award for Most Effective Implementer.









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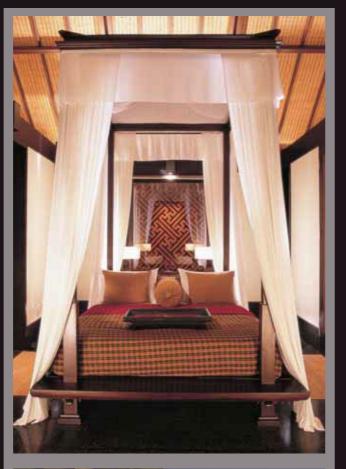






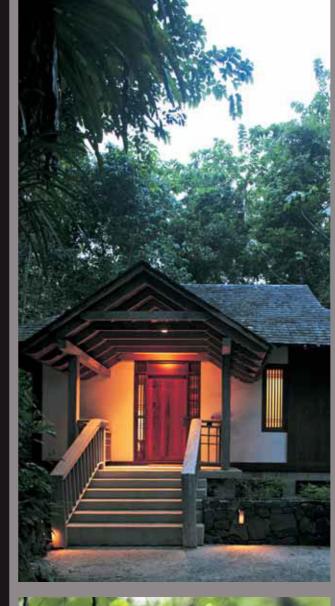


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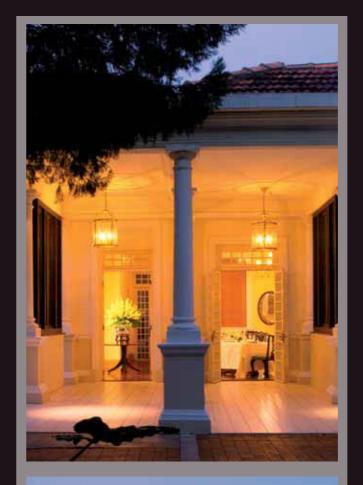
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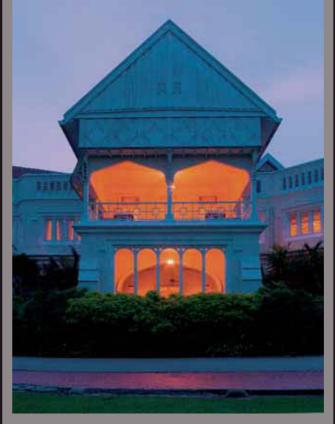






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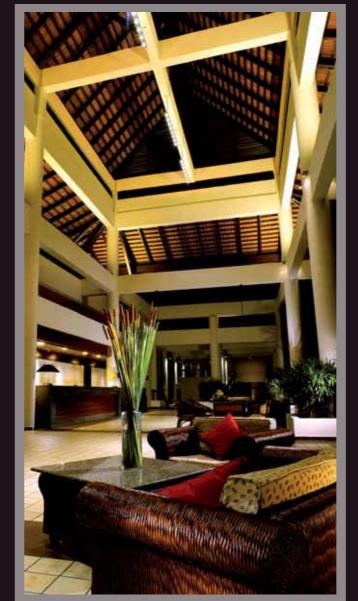


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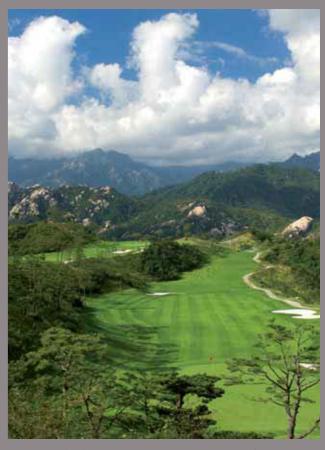
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