



**Starstruck:**  
 Hassan  
 (second from  
 left) posing  
 with Martha  
 Stewart  
 (fourth from  
 left) and  
 staff from  
 Mayflower.

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Hassan Mokhtar

## At your service

**W**HEN tourist guide Hassan Mokhtar from Mayflower Acme Tours Sdn Bhd was assigned to take American business magnate Martha Stewart around KL last year, he made a big impression on the businesswoman. So, when Stewart returned to Kuala Lumpur for business this year, she requested for Hassan. This was indeed an honour for Hassan, as everyone knew working with Stewart was not an easy task.

In fact Hassan's clients, mostly American and European tourists visiting KL, have been requesting for his service whenever they visit here.

"I try to make their stay here a memorable one. I want them to feel comfortable and appreciate our hospitality," said Hassan. Apart from providing first-class service to his clients, Hassan makes it a point to read up on the latest happenings in the news and when his clients ask, he is able to answer their queries.

"My clients are well informed about our country. So when you are able to discuss and hold a conversation with them on certain subjects, they appreciate and respect you," he said.

Hassan also caters to tourists who are elderly and are disabled and puts a lot of effort in taking care of them. He goes beyond the call of duty at times by carrying disabled clients and accompanying them even after working for more than 18 hours a stretch.

In return for his hospitality, Hassan's clients will repay his kindness by inviting him to visit their country for free. "I have visited many countries of my clients. They too really took care of me while I was there," he said.

### Angie Ng Set Fui

LAST November, a German family of three travelled to Kuala Lumpur as part of the German delegation from Baden Wurtenberg. During their flight to KL, the father Georg Anton Wengert suffered a severe attack on the airplane and was rushed to the hospital upon landing at KLIA.

Shangri-La Hotel, where the couple were

supposed to stay as guests went the extra mile by lending a helping hand, which is part of their philosophy of extending service from the heart. The team from the Horizon Club where the guests were supposed to stay accompanied Wengert to the hospital and stayed with him till he was discharged.

Since he was not fit to travel, the Wengerts had to stay for the month in KL until Georg recovered and was fit to travel.

During that time, Horizon Club's Guest Service manager Angie Ng Set Fui, made sure that the family was treated well and Georg got all the care that he needed.

"We made sure that he ate only a specific diet prepared by our chef his every day. When he needed to go to the hospital, we arranged transport and accompanied him there until he was ready to go home," she said.

"It was a team effort, we all made sure that this family was well taken care off as they were away from home and we wanted to make their stay with us very pleasant," said Ng.

The hotel also extended a special rate and gave the Wengerts a complimentary upgrade to a suite to make them even more comfortable. Ng and team left an unforgettable experience and memory towards the Wengerts by embracing them as the members of the Shangri-La family by going the extra mile.

### Jasper Chow

IT WAS close to midnight on a day in October last year, Jasper Chow, who was working as a chef at Shangri-La Hotel Kuala Lumpur was returning home after work when he witnessed

an American couple being robbed by a group of six drunkards in the Bukit Bintang area. Risking his life, Chow rushed to couple's aid and used his helmet to hit the drunken men repeatedly forcing the six to flee from the scene.

Noticing that the man was injured Chow offered to take them to the police station and clinic. When he inquired where the couple was staying, he discovered that they were guests at Shangri-La Hotel.

He then told them that he too was an employee there and took them to the hotel's concierge for treatment.

He further showed kind hospitality by providing them with painkillers and an ice pack. He then called for a taxi and accompanied them to the police station to make a police report. It was almost 3am when he brought them back safely to the hotel.

The incident left a black mark on the American couple and their perception of Malaysia and Kuala Lumpur, yet Chow's brave deeds and kindness touched their hearts. They still keep in touch with Chow.

"I was a victim of robbery when I was working overseas several years ago. The incident affected me badly and until today I have yet to recover from it," said Chow.

"So when I saw those men attacking that couple I reacted instinctively. I used my helmet to hit them and was not even thinking at all. The screams of the lady was just too much to bear," he said.

Chow's bravery spurred his employers to submit his name for the Excellent Front-Liner Award category for the KL Mayor's Tourism Award.



**Proud day:** Ng showing off her award.



**True grit:**  
 Chow with  
 the  
 helmet he  
 used to hit  
 the  
 robbers.