



HOT SPRING RESORT ANSHUN

安顺豪生温泉度假酒店

服务指南

SERVICE GUIDE

安顺豪生温泉度假酒店

HOT SPRING RESORT ANSHUN

欢迎下榻安顺豪生温泉度假酒店

WELCOME TO HOWARD JOHNSON HOT SPRING RESORT ANSHUN



尊敬的阁下：

衷心欢迎您下榻安顺豪生温泉度假酒店，酒店有138间各型客房，其中48间标准房、60间单人房、18间套房、12间家庭套房。您在店期间，我们荣幸的为您提供酒店的一切服务，并祝您在店期间生活舒适，愉快！

安顺豪生温泉度假酒店，是一家集餐饮、娱乐、休闲、温泉、住宿、等各种功能于一体的综合性酒店。“顾客至上”、“服务第一”是我们的宗旨。我们希望通过这本酒店指南，能够帮助您了解和使用本酒店的各项设施及服务，使您在此生活舒适、愉快并留下美好的回忆。如有任何地方未达您所需，请及时联系我们，我们将迅速回复并竭力帮您解决。

衷心希望：

我们的温泉，洗去您旅途的疲劳，我们的美食，让您舌心愉悦，我们的服务，让您流连忘返，我们期待您的再次光临！

Your Excellency:

We sincerely welcome you to stay at Howard Johnson Hot Spring Resort Anshun. The hotel has 138 guest rooms of various types, including 48 standard rooms, 60 single rooms, 18 suites and 12 family suites. During your stay, we are honored to provide you with all the services of the hotel. We wish you a comfortable and pleasant stay! Howard Johnson Hot Spring Resort Anshun is a comprehensive hotel integrating various functions such as catering, entertainment, relaxation, hot springs, accommodation and so on. "Customer First" and "Service First" are our tenets. We hope that through this hotel guide, it can help you understand and use the various facilities and services of our hotel, making your stay here comfortable and pleasant and leaving you with wonderful memories.

If there is anything that does not meet your needs, please contact us in a timely manner. We will respond promptly and do our best to solve the problem for you.

We sincerely hope that our hot springs will wash away the fatigue of your journey, our delicious food will delight your taste buds, our service will make you reluctant to leave, and we are looking forward to your next visit!

宾客须知

NOTICE FOR GUESTS



- 1、请勿私自留宿客人或转让床位。
- 2、严禁将易燃、易爆、剧毒和放射性等危险物品带入酒店，请勿在房间内使用大功率电器、生火煮食和自接电线电源。
- 3、请勿在照明器具上使用烘烤衣物。
- 4、在房间吸烟后，请将烟头火柴棒熄灭后丢入烟灰缸，而不是垃圾桶内；请勿在房间内使用明火。
- 5、携带枪支、武器的必须据实登记，自行妥善保管或交由当地公安机关保存。
- 6、严禁宿娼卖淫，吸毒贩毒，走私贩私，贩运传播淫秽物品，聚众赌博，流氓斗殴等违法犯罪活动。
- 7、酒店严禁携带宠物进入房间。
- 8、客房门后，有详尽的疏散逃生图，请阁下认真阅读。
- 9、如没有住客相陪，外来访客须经被访者同意后，在总台办理好来访登记手续后方可进房，所有访客须在23:00前离开。

1. Please do not accommodate guests privately or transfer your bed.
2. It is strictly prohibited to bring dangerous items such as flammable, explosive, highly toxic and radioactive substances into the hotel. Do not use high-power electrical appliances, make a fire for cooking or connect electrical wires and power sources by yourself in the room.
3. Do not use lighting fixtures to dry clothes.
4. After smoking in the room, please extinguish cigarette butts and matchsticks and then throw them into the ashtray instead of the trash can. Do not use open flames in the room.
5. Those who carry guns and weapons must register truthfully, keep them properly by themselves or hand them over to the local public security organs for safekeeping.
6. It is strictly prohibited to engage in illegal and criminal activities such as prostitution, drug use and trafficking, smuggling, trafficking and spreading pornographic materials, gambling in groups, hooligan fighting, etc.
7. Pets are strictly prohibited from entering hotel rooms.
8. There is a detailed evacuation and escape plan behind the guest room door. Please read it carefully.
9. Without the company of the resident guest, outside visitors must obtain the consent of the person being visited and complete the visitor registration procedures at the front desk before they can enter the room. All visitors must leave before 23:00.

前厅服务

Front Office Service

位于酒店一楼大堂右侧

- 24小时入住、退房、结账服务
- 24小时礼宾服务
- 24小时贵重物品及行李寄存
- 预约机场、车站接送服务
预约机场、车站接送服务可致电酒店总台。注：此服务为有偿服务，接送机服务50元/次
- 预约出租车服务
酒店可提前代您预约出租车，如有需要可致电酒店总台。
- 24小时商务中心服务
可提供传真、复印、打字、预定机票及火车票、翻译、旅游等服务。
- 大堂吧
位于酒店一楼，供应特色咖啡、各式茶水、精致点心。营业时间：09:00-22:30
- 大堂商场
酒店大堂有丰富的名酒、饮料供您选择。
- 失物招领
在您入住酒店期间，如有遗忘物品，酒店可以通过邮寄方式给您。

It is located on the right side of the lobby on the first floor of the hotel.

24-hour check-in, check-out and billing services.

24-hour concierge services.

24-hour storage service for valuables and luggage.

Reservation services for airport and station pick-up and drop-off.

For reservation of airport and station pick-up and drop-off services, you can call the hotel front desk.

Note: This service is a paid service, and the pick-up and drop-off service costs 50 yuan per trip.

Reservation services for taxis.

The hotel can reserve taxis on your behalf in advance. If needed, you can call the hotel front desk.

24-hour business center services.

Services such as faxing, copying, typing, booking air tickets and train tickets, translation, and travel arrangements are available.

Lobby bar.

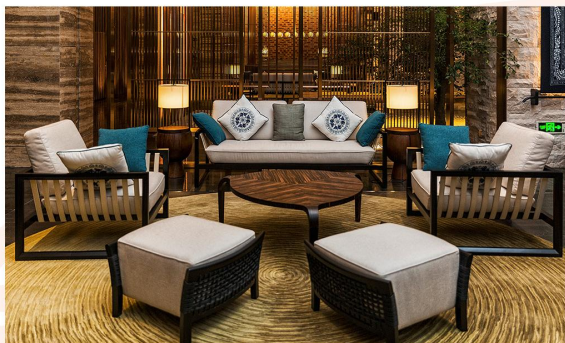
It is located on the first floor of the hotel, offering specialty coffees, various kinds of tea, and delicate snacks. Business hours: 09:00-22:30.

Lobby shopping arcade.

There is a wide selection of famous wines and beverages in the hotel lobby for you to choose from.

Lost and Found.

During your stay in the hotel, if you leave any items behind, the hotel can send them to you by mail.



客房服务

Room Service

客房位于主楼20至26楼

• 24小时送餐服务

服务指南附有客房送餐菜单，多种款式供您选择，我们提供客房送餐服务，如有需要，请致电中餐厅。

• 24小时洗衣服务

酒店提供衣物快洗、熨烫服务，洗衣袋和洗衣单置于房间衣橱内，如有需要请致电总机。

叫醒服务

• 如需叫醒，请与总机联系。

小酒吧

• 如您食用小酒吧和冰箱内之饮品及小食品，将按房内之价目表计收费用。

瓶装水

• 每间客房准备了免费饮用的瓶装水，如需开水请使用房间内电热水壶烧水。

保险箱服务

• 房间设有保险箱。

请勿打扰

• 如您不希望被打扰，请开启房间内“请勿打扰”开关或将“请勿打扰”指示牌悬挂于房门外。

宠物

为了阁下和他人的健康，酒店禁止任何宠物进入。

Guest rooms are located on the 20th to 26th floors of the main building.

24-Hour Room Service

The room service menu is attached to the Service Guide. There are various options for you to choose from. We can provide room service. If needed, please call the restaurant.

24-Hour Laundry Service

The hotel offers express laundry and ironing services. The laundry bags and laundry lists are placed in the closet in the room. If needed, please call the hotel switchboard.

Wake-up Call Service

If you need a wake-up call, please contact the switchboard.

Mini-bar

If you consume the drinks and snacks in the mini-bar and refrigerator, charges will be calculated according to the price list in the room.

Bottled Water

Each guest room is equipped with of free bottled water. If you need boiled water, please use the electric kettle in the room to boil water.

Safe Deposit Box Service

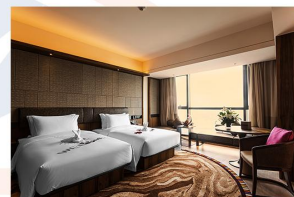
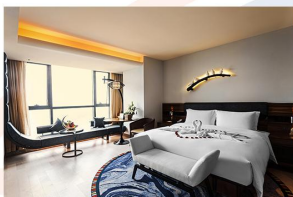
There is a safe deposit box in the room.

Do Not Disturb

If you do not wish to be disturbed, please turn on the "Do Not Disturb" switch in the room or hang the "Do Not Disturb" sign outside the room door.

Pets

For the health of you and others, the hotel prohibits any pets from entering.



• 退房时间

标准退房时间为中午12:00, 若需延迟请与前台联系。

• 物品借用

酒店可以提供雨伞(位于衣橱内)订书机、指甲刀、胶布、手机充电器、等物品免费借用服务。

• 医疗服务

如需要医疗服务, 请与大堂副理联系。

• 客房钥匙

本酒店使用的是IC卡门锁, 当超过预定退房时间, IC卡将不能开锁, 如需续住请到前台办理手续。

• 酒店用品添加

酒店提供备用被、决明子枕、荞麦枕、乳胶枕、一次性筷子勺子和杯子、如需借用请与总机联系。

Check-out Time

The standard check-out time is 12:00 noon. If you need to delay the check-out, please contact the front desk.

Item Borrowing

The hotel can provide free borrowing services for items such as umbrellas (located in the closet), staplers, nail clippers, adhesive tape, mobile phone chargers, etc.

Medical Service

If you need medical services, please contact the assistant manager in the lobby.

Guest Room Keys

Our hotel uses IC card door locks. When it exceeds the scheduled check-out time, the IC card will not be able to unlock the door. If you need to extend your stay, please go to the front desk to complete the relevant procedures.

Hotel Supplies Addition

The hotel provides spare quilts, cassia seed pillows, buckwheat pillows, latex pillows, disposable chopsticks, spoons and cups. If you need to borrow them, please contact the switchboard.



客房送餐单

Room Service Menu



品名/Product Name	价格/Price
小食系列/snack	
炸薯条/French fries	¥18
酱萝卜/sauce Radish	¥18
炸鸡柳/Fried chicken fillet	¥28
柠檬酸辣凤爪/Lemon Sour Chicken Feet	¥38
香酥腰果/Crispy Cashew Nuts	¥28
果盘系列/fruit	
水果拼盘(小)/Fruit platter (small)	¥28
水果拼盘(中)/Fruit platter (medium)	¥48
水果拼盘(大)/Fruit platter (large)	¥68
饮品/Drink	
小米汁/millet juice	¥18/cup ¥68/pitcher
五谷粗粮汁/Whole Grain Juice	¥18/cup ¥68/pitcher
红枣花生汁/Jujube Peanut Juice	¥18/cup ¥68/pitcher
核桃豆浆汁/Walnut Soy Milk Juice	¥18/cup ¥68/pitcher
西瓜汁/watermelon juice	¥18/cup ¥68/pitcher
加多宝/JDB	¥8
可口可乐/Coca Cola	¥8
豪生矿泉水/Howard Johnson Mineral Water	¥5
主食系列/main food	
干炒牛河/Stir-fried Niuhe	¥33
三丝炒粉/Three silk fried noodles	¥33
红烧牛肉面/Braised beef noodles	¥32
海鲜乌冬面/Seafood Udon	¥32
少爷炒饭/Young Master Fried Rice	¥32
叉烧炒饭/Char Siew Fried Rice	¥32
煲仔系列/Claypot rice	
腊味煲仔饭/Bacon Claypot rice	¥48 (small) ¥68 (large)
叉烧拼滑鸡饭/Barbecued Pork and Chicken Rice	¥48 (small) ¥68 (large)

餐饮服务

Catering Services



餐厅位于酒店6楼

• 中餐厅

酒店6楼设有中餐厅和11间各具风格的豪华包房共260餐位；汇聚潮粤精品、川黔特色菜肴，为您提供午餐、晚餐、承办各式宴会。

营业时间：

午餐：11:00-14:00

晚餐：17:00-21:00

• 西餐厅

酒店6楼西餐厅设有38个餐位，为您提供各式西餐。

营业时间：

午餐 11:00-14:00

晚餐 17:00-21:00

• 早餐

早餐用餐地点位于6楼西餐厅和咖啡厅。营业时间：07:00-09:30。

• 咖啡厅

位于酒店6楼。营业时间：09:00-24:00。

• 酒吧

位于酒店6楼。营业时间：09:00-24:00。

The restaurant is located on the 6th floor of the hotel.

Chinese Restaurant

There is a Chinese restaurant on the 6th floor of the hotel, along with 11 luxurious private dining rooms each with its own style, offering a total of 260 dining seats. It gathers fine Cantonese and Chaozhou cuisines as well as characteristic Sichuan and Guizhou dishes, providing you with lunch and dinner services and undertaking various banquets.

Business Hours:

Lunch: 11:00 - 14:00

Dinner: 17:00 - 21:00

Western Restaurant

The Western restaurant on the 6th floor of the hotel has 38 dining seats, offering you various Western cuisines.

Business Hours:

Lunch: 11:00 - 14:00

Dinner: 17:00 - 21:00

Breakfast

The breakfast dining area is located in the Western restaurant and the coffee shop on the 6th floor. Business Hours: 07:00 - 09:30.

Coffee Shop

It is located on the 6th floor of the hotel. Business Hours: 09:00 - 24:00.

Bar

It is located on the 6th floor of the hotel. Business Hours: 09:00 - 24:00.



宴会、会议服务 Banquet and Conference Services

Howard Johnson
HOT SPRING RESORT ANSHUN

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• 大型宴会厅：

位于5楼的龙宫大厅为无柱多功能宴会厅可容纳1000人用餐、1200人的会议，配套中央空调、LED大屏、环绕音响设备等大型宴会及会议服务。

• 中型宴会厅：

位于5楼的龙宫前厅可同时满足200人用餐，配套中央空调、LED大屏、环绕音响设备等服务。

• 小型宴会厅：

位于6楼大小7个多功能会议厅，其中有2个会议室可容纳80人至100人，5个会议室可容纳40-50人，可灵活调节场地，配套音响设备、投影仪等设备。

• Large Banquet Hall:

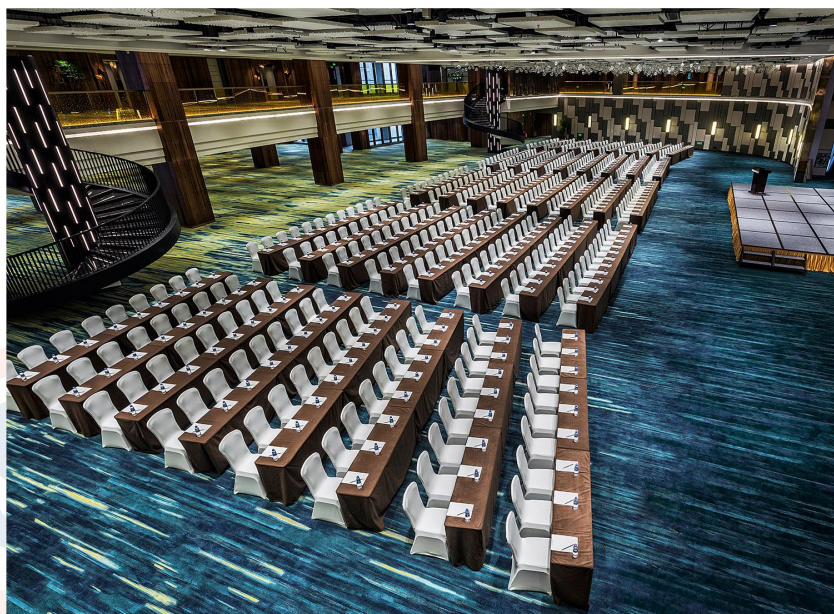
The Longgong Hall on the 5th floor is a pillarless multi-functional banquet hall that can accommodate 1,000 people for dining and 1,200 people for conferences. It is equipped with central air conditioning, LED large screens, surround sound equipment and other services for large banquets and conferences.

• Medium Banquet Hall:

The front hall of Longgong on the 5th floor can meet the dining needs of 200 people simultaneously. It is equipped with central air conditioning, LED large screens, surround sound equipment and other services.

• Small Banquet Hall:

There are seven multi-functional conference halls of different sizes on the 6th floor. Among them, two conference rooms can accommodate 80 to 100 people each, and five conference rooms can accommodate 40 to 50 people each. The venue can be flexibly adjusted, and it is equipped with sound equipment, projectors and other equipment.



娱乐休闲

Entertainment and Leisure



HOT SPRING RESORT ANSHUN

• 鸣·温泉

鸣·温泉位于酒店7楼，营业时间：9:00—23:00。

鸣·温泉自助简餐，营业时间：17:30—20:00。

• 健身中心

健身中心位于6楼，营业时间：9:00—24:00

• SPA

养生SPA位于6楼，营业时间：9:00—24:00

• 茶艺馆

茶艺馆位于6楼，营业时间：9:00—24:00

• 棋牌室

棋牌室位于6楼，营业时间：9:00—24:00

• 台球室

台球馆位于6楼，营业时间：9:00—24:00

• 乒乓球室

乒乓球馆位于6楼，营业时间：9:00—24:00

Ming Hot Spring

Ming Hot Spring is located on the 7th floor of the hotel. Its business hours are from 9:00 to 23:00. The buffet simple meal at Ming Hot Spring is available from 17:30 to 20:00.

Fitness Center

The Fitness Center is situated on the 6th floor, with business hours from 9:00 to 24:00.

SPA

The Wellness SPA is on the 6th floor, and its business hours are from 9:00 to 24:00.

Tea House

The Tea House is located on the 6th floor, and its business hours are from 9:00 to 24:00.

Mahjong Room

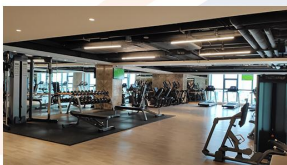
The Mahjong Room is located on the 6th floor, and its business hours are from 9:00 to 24:00.

Billiard Room

The Billiard Room is located on the 6th floor, and its business hours are from 9:00 to 24:00.

Ping-Pong Room

The Ping-Pong Room is located on the 6th floor, and its business hours are from 9:00 to 24:00.



电话服务

Telephone Services



HOT SPRING RESORT ANSHUN



- 酒店总机：86--0851--3376 8888
- 房间互打：6+房间号
- 市内电话：9+外线号码
- 国内长途：9+0+外线号码
- 总机：0
- 前厅接待：1
- 前厅收银：2
- 大堂副理：3
- 房务中心：4
- 餐饮部：3376 6666 内线拨号：5
- 鸣·温泉：3366 6677 内线拨号：7
- 礼宾部：8
- 内线报警：66110
- 酒店WiFi：房间号 密码无

Hotel switchboard: 86--0851--3376 8888

Inter-room calls: 6 + room number

Local calls: 9 + outside line number

Domestic long-distance calls: 9 + 0 + outside line number

Switchboard: 0

Front desk reception: 1

Front desk cashier: 2

Assistant manager in the lobby: 3

Housekeeping center: 4

Food and Beverage Department: 3376 6666 Internal line dialing: 5

Ming · Hot Spring: 3366 6677 Internal line dialing: 7

Concierge Department: 8

Internal line alarm: 66110

Hotel WiFi: Room number, no password.



安全服务

Safety and security services



• 安全提示

- *为了保障您的安全，请随时关闭且反锁房门，关闭窗户，请在开门前一定查看观察镜。如遇不速之客，请及时与总机联系。
- *保险箱设在酒店一楼大堂，请将贵重物品寄存，如阁下在房间或酒店公共场所遗失任何物品，本酒店恕不负责。
- *如钥匙遗失，请立即通知前台。
- *为了您的安全，禁止在客房私自使用取暖器或烹调设备。
- *严禁在酒店内进行嫖娼、吸毒、赌博、走私等违法活动。

• 防火提示

- *当您进入房间后,请仔细查阅在房门后的紧急疏散图。对照图示，确认自己住房的所在位置及安全出口的位置。
- *为了熟悉路线，请您亲自确认安全出口位置。
- *您如果行动不便，请告知酒店前台工作人员。
- *一旦火灾发生或警报响起，请立即从最近的消防通道疏散，勿使用电梯。房间衣柜内备有火灾逃生面具和应急手电筒，请在紧急情况下使用，否则，酒店将收取相应费用。

Safety Precautions

- * To ensure your safety, please keep your room door closed and double-locked, and close the windows at all times. Be sure to check the peephole before opening the door. In case of unexpected visitors, please contact the hotel switchboard in a timely manner.
- * The safety deposit boxes are located in the lobby on the first floor of the hotel. Please deposit your valuables there. The hotel shall not be responsible for any items lost by you in your room or in public areas of the hotel.
- * If you lose your key, please notify the front desk immediately.
- * For your safety, it is prohibited to use heaters or cooking appliances privately in the guest rooms.
- * Illegal activities such as prostitution, drug use, gambling, and smuggling are strictly prohibited within the hotel.

Fire Prevention Tips

- * After entering your room, please carefully read the emergency evacuation map on the back of the door. Refer to the illustration to confirm the location of your room and the location of the safety exits.
- * To familiarize yourself with the escape route, please confirm the location of the safety exits in person.
- * If you have difficulty in moving around, please inform the hotel front desk staff.
- * In the event of a fire or when the alarm goes off, please evacuate immediately through the nearest fire escape. Do not use the elevators. Fire escape masks and emergency flashlights are provided in the wardrobe in your room. Please use them in case of emergency. Otherwise.

• 在脱离现场时

- *请勿携带行李，立即离开现场。
- *为了防止火灾蔓延，在离开房间时请关上房门。
- *在浓烟中逃生时，请尽量降低身体高度，并用湿手巾捂住口鼻以避免吸入有害气体。
- *请勿乘坐电梯。

• 如被困在房间内

- *立即拨“0”通知总机，关闭房门，把火挡在门外，将毛巾或床单弄湿堵在门缝处以阻止烟气进入。

• 防火措施

- *请不要在床上吸烟。
- *请勿将烟蒂丢弃至垃圾桶。
- *发现火警、烟味立即拨打“0”通知总机或敲响离您最近的火警报警器。
- *为了防止火灾的发生，客房内禁止动用明火或烧煮食物，禁止存放易燃易爆、有毒及放射性物品或其它危险物品。

When Evacuating the Scene:

- * Do not take your luggage with you. Leave the scene immediately.
- * To prevent the spread of fire, please close the door when leaving the room.
- * When escaping in thick smoke, try to lower your body as much as possible and cover your mouth and nose with a wet towel to avoid inhaling harmful gases.
- * Do not take the elevator.

If Trapped in the Room:

- * Dial "0" immediately to notify the hotel switchboard. Close the door to keep the fire out. Wet towels or bed sheets and stuff them in the door gap to prevent smoke from entering.

Fire Prevention Measures:

- * Please do not smoke in bed.
- * Do not discard cigarette butts into the trash can.
- * If you detect a fire alarm or smell of smoke, dial "0" immediately to notify the switchboard or sound the nearest fire alarm bell.
- * To prevent the occurrence of fire, it is prohibited to use open flames or cook food in the guest rooms. It is also prohibited to store inflammable, explosive, toxic, radioactive items or other dangerous items.





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