

## Braving the New Normal with Lexis Hotel Group

At Lexis Hotel Group, we take utmost pride in serving you and strive to continue offering you the finest family resort and vacationing experience. Our primary focuses will always be your good health, optimum comfort and absolute peace of mind from check-in to check-out, especially in such uncertain times. Fully dedicated to playing our part in mitigating the spread of COVID-19, we rigorously implement the highest levels of preventive and hygiene measures in line with the strict guidelines provided by the Ministry of Health (MOH) and the World Health Organization (WHO).

As we move forward and adapt to this new normal through the application of elevated housekeeping and hospitality hygiene blueprints, our upgraded protocol now guarantees optimal sanitation and cleanliness levels of each guest room and water villa through the effective utilization of MOH-approved industrial-grade cleaning products and equipment. Rest assured that our team is always diligently monitoring for changes in the recommendations and guidelines issued by our health officials, so that we can best evaluate and update our policies and protocols. With all the aforementioned effort being well in place, Lexis Hotel Group is determined to ensure the safety and peace of mind of each and every guest by creating a COVID-19 Free Zone. Our priority is and will always be to make you feel safe to enjoy your Lexis experience to the full extend.

### 丽昇酒店集团与您共同迈进新常态

在丽昇酒店集团，能够为您服务是我们的荣耀。我们将持续努力去证明说就算在面对当前的种种不确定因素，我们仍然能够为您提供最佳的居住和度假体验。从您开始入住到退房，我们都会倾尽全力地去维护您的安康并确保您能够在绝对安心的环境下度过一段愉快又难忘的时光。我们尽全力的去按照卫生部和世界卫生组织的严格指导方针，去严格执行最有效的预防和卫生措施，为减缓新冠肺炎疫情蔓延尽一份力。

随着我们不断向前迈进，去适应眼前的新常态，我们将通过利用经过提升加强的客房管理和酒店卫生蓝图来进一步更有效的去确保所有客房和水上别墅的卫生，并更谨慎地只使用通过卫生部批准的工业级清洁产品和设备。我们的团队更会一直认真的去跟进卫生官员所发布更新的各种最新建议和指南，静观其变好能够更高效地去对我们的政策和方案重新评估或升级。如此不留余力的去确保所有的卫生和防范措施都到位，我们希望能够与您齐心协力的将丽昇酒店集团旗下的每间酒店都打造成COVID-19免疫区，好确保每位宾客的安全与安心。我们的首要任务将永远都是让您在我们的酒店里无时无刻都感到宾至如归，并充分享受您的丽昇度假体验。







## Stringent Measures to Safeguard Your Wellbeing

### 保障您健康和安全的全面措施

To safeguard the health and safety of our employees and guests, Lexis Hotel Group has outlined the following preventive and protective measures in line with the strict guidelines provided by health officials to ensure that we minimize the risks related to the spread of the COVID-19, while instilling peace of mind at every step of the guest-centric Lexis experience:

- Enhanced Practices for Housekeeping and Cleaning Processes
- Social Distancing Made Easy with New Layouts, Floor Markers and Signages
- Comprehensive Hygiene Training & Education for All Staff
- Reinforced Food Safety and New Dining Protocols
- Hand-sanitizing Stations at All Key Common Spaces
- Compulsory Temperature Check for All Staff and Guests
- Sanitizing and Disinfecting All High-touch Areas Regularly
- Grab&Go and Room Service Options Provided at No Additional Charge

为了一直维护我们员工和宾客的健康和安全，丽昇酒店集团采取了各种符合卫生部严格指南的预防和防范措施，好确保与 COVID-19 相关的所有风险都能够一致被降到最低。下列措施皆以您的安全健康为主，让您能够更妥善地去享受酒店度假的乐趣：

- 加强客房打扫和清洁流程
- 通过新的装潢布局，地上标记等使保持社交距离变得更容易
- 对所有员工进行更全面的清洁卫生培训和教育
- 加强食品安全和新的餐厅用餐规范
- 在所有主要公共区域设置手部免洗消毒站
- 强制对所有员工和宾客进行温度检查
- 一丝不苟的对所有高接触率区域进行全面消毒
- 不另计收费地提供送餐服务



## Minister of Tourism, Arts and Culture Visits Lexis Hibiscus Port Dickson

### 旅游、艺术和文化部长到 马来西亚大红花（丽昇精选酒店）一游

Tourism, Arts and Culture Minister, Dato' Sri Hajah Nancy Shukri visited Lexis Hibiscus Port Dickson in conjunction with the Tourism Recovery Plan that is set to benefit Malaysia's tourism industry players. Her one-day visit covering the states of Selangor, Negeri Sembilan and Malacca aims at preparing the ministry in bolstering their various effort to restore the confidence among the public to resume domestic travelling and help revive local tourism.

She mentioned that efforts to promote the country as a safe tourism destination will be continued and this will also be applied to the international market. "For a start, we want this (safe travel) to be proven in the domestic tourism industry which we should all work together to revive."

"These activities need to be carried out with utmost responsibility while practicing the new normal and strictly adhering to all standard operating procedures (SOPs) set by the National Security Council (NSC) and the Ministry of Health (MoH). Even though the Visit Malaysia 2020 campaign has been cancelled, efforts to promote the country as a safe destination for tourists will continue," she said.

旅游、艺术和文化部长拿督斯里南希苏克里为了亲自践行其旅游业复兴策划而到马来西亚大红花（丽昇精选酒店）进行实地考察。旅游业复兴策划预计会让广大的本地旅游业者获益良多。此地一日游包括了拿督斯里南希苏克里亲自到雪兰莪州、森美兰州和马六甲州进行为期一天的实地考察。目的是让旅游、艺术和文化部能够有更齐全的准备，好让重新恢复公众对国内旅游的信心各种努力皆能事半功倍，并能够在最短时间内重振本地旅游业。

她提到说将继续努力推广本地旅游，并将马来西亚推上国际舞台上作为全球最安全的旅游目的地之一。"但首先，我们应该先共同努力重振本地旅游业，并让这一点（大马为最安全旅游目的地）能够通过国内旅游业而得到证明。"

"在我们一同迎来疫后新常态的同时，实行安全十足的旅游活动是一项重大的责任，各方皆必须严格遵守国家安全委员会（NSC）和卫生部（MoH）所制定的所有标准操作程序。尽管2020马来西亚旅游年已被取消，但我们还是会继续努力把马来西亚打造成一个最安全的理想旅游目的地。"





## More Dolphins and Turtles Return to Port Dickson

### 更多海豚海龟重返波德申海域



The absence of all form of recreational or irresponsible commercial fishing activities, as well as other human activities throughout the entire MCO and CMCO is said to be the main factors that lead to the return of more dolphins spotted swimming closer to the shores of Tanjung Tuan beaches in Port Dickson. Bopping in and out of the calm sea surface of the Port Dickson's waters in pods, these magnificent creatures are actually considered quite a regular sight to the local fishermen or the Department of Fisheries (DOF) as they often appear even on any other regular days, and are not disturbed as they belong to a protected species.

在禁游行动管制令及复苏期行动管制令期间没有了任何形式的人类娱乐消遣活动，不道德商业捕鱼，以及其它的人类活动，被认为是导致更多海豚重返靠近丹絨岬海滩的主要因素。成群结队的在波德申海里自由在地畅游的海豚们对当地的渔夫以及渔业部来说却已并非奇观，即便在平日里他们几乎每天都有机会看到海豚在此海域出没。由于海豚属于受保护动物，所以它们从来都不会去打扰这些壮观的生物们。



Over 200 turtle eggs have also been discovered along popular tourist beaches in Port Dickson during the CMCO, half of them belong to Green turtles while the remaining are from unknown species. Turtles have always been known to land on Port Dickson beaches to lay their eggs, though scarce and never in such large quantity. This is also largely attributed to human activities and light pollution. These turtle eggs have been transferred over to the local marine conservation centres to be incubated.

在这同一段期间，渔业部也在波德申一个著名的观光景点海滩上发现了超过200颗海龟蛋。其中一半属于绿海龟，其余则来自未知品种。一直以来海龟都会在波德申的沙滩上产卵，但从未记录过如此大的数量。这在很大程度上也归因于各种人类活动和光害的不良影响。刚被发现的海龟蛋如今已被转移到当地的海洋保护中心去进行孵化。



## Lexis Suites Penang Sets Precedence In Unchartered Waters

### 檳城麗昇豪華酒店備受認同在酒店業里勝人一籌

Lexis Suites Penang received vehement praises from the Balik Pulau Member of Parliament- Muhammad Bakhtiar Wan Chik in a recent article he had penned for publication in the Malay Mail. Titled "How to save the Malaysian Tourism Industry", published on Sunday the 7th of Jun 2020, his bold and very insightful piece unravels the harsh reality faced by local tourism industry players in the face of the current pandemic and economic slump, as well as how a selected few industry players and government agencies managed to persevere despite the circumstances. Below is a snippet from the said piece:

"A local player in the name of Lexis Penang is one that has taken up such measures and this has ended up bearing fruit for them with occupancy rates reaching almost 50 per cent. Of course, to entice our locals to be lured by such efforts, the hoteliers will need to offer discounts and booking vouchers that are valid for a long period of time. The key in making this a success would lie in keeping the hotels and resorts operating at low density and to ensure social distancing protocols are adhered at all times. This would definitely allow the hotels to make a comeback and play an instrumental part in reviving the tourism economy."

檳城麗昇豪華酒店日前獲得浮羅山背議會議員莫哈末峇迪亞的熱烈贊揚。他最近在《馬來郵報》發表了一篇文章，命題為“如何拯救大馬旅遊業”并于2020年6月7日周日出版。其針見血且條理分明的文章里全面的替讀者們詳盡分析了本地旅遊業于經歷當前的疫情肆虐和經濟衰退之際所必須面對的殘酷現實，並將焦點放在少數業界人士/團體和政府機構的成功案例，分析它們如何在逆境中設法適應生存。以下是此文章的摘要：

“檳城麗昇豪華酒店就採取了這麼樣的一個措施，並成功的讓他們的賓客入住率在這段期間還是成功的達到接近50%。為了吸引當地人入住，酒店們首先需要提供折扣和有效期限較長的客房入住卷。成功關鍵是在這期間運營的酒店和度假村都必須一直保持的低密度，並確保始終保持特定的社交距離。這務必會讓酒店們能夠有機會东山再起，並對國家重視旅遊經濟扮演極為重要的角色。”





## Vivacity Makes a Comeback to Port Dickson Beaches

### 观光人潮重返波德申海滩

The official implementation of the Recovery Movement Control Order (RMCO) was extremely well-received by the people of Malaysia. With its official announcement, Malaysians could finally breathe a sigh of relief as interstate travelling is now permitted with the much more relaxed restrictions.

This is especially evident with the presence of large numbers of local tourists enjoying the sun and the sea along the reopened beaches of Port Dickson. After nearly three months of being cooped up at home, the public now simply can't wait to bask in the warmth of Port Dickson sunlight and get some much-needed vitamin D.

马来西亚人民非常欢迎和期待复苏期行动管制令 (RMCO) 的开始。复苏期行动管制令的正式官方宣布让马来西亚人都终于可以松一口气，因为在这更为宽松的限下，国内人们又可以再次跨州旅行了。

光是目测在波德申海滩上享受日光浴和海风的本地游客人数就足以证明这一点。被禁足在家里接近三个月后，如今大家都迫不及待地想要在波德申阳光充裕的沙滩上晒晒太阳，吸取一些天然维生素D。



## Enhanced Cleaning Protocols for a Safer Stay

### 更强化的卫生系统，更安心的入住体验

With its hotels reopening to guests, the Lexis Hotel Group is disinfecting its hotels and resorts, while keeping guests safe through enhanced procedures and protocols. In the wake of the COVID-19 spread, the Group has also partnered with the Fire and Rescue Department of Malaysia to disinfect and sanitise its properties. The firefighters were armed with their personal protective equipment (PPE) and sanitation gear, to disinfect and sanitise the rooms and surrounding areas around the hotels.

Lexis Hotel Group wishes to thank the Fire and Rescue Department for their cooperation. With stricter cleaning processes such as this, we hope our guests will feel more confident to stay at our resorts.

随着酒店重新对客人们敞开大门，丽昇酒店集团也加强旗下酒店和度假村的固定消毒程序，并通过加强各个卫生清理系统来确保客人们的卫生安全。在疫情持续恶化之际，丽昇酒店集团还与马来西亚消防和救援部合作，一起更有效率的为酒店进行消毒工作。消防队员穿上了完整的个人防护装备 (PPE) 和卫生装备，逐一为所有客房和酒店周围进行消毒。

丽昇酒店集团感谢消防救援部门的配合，有了这更严格的清理程序，我们希望客人们在入住时会更有信心和安心。



## Malaysia Sets Stage for Domestic Tourism Recovery

### 大马为国内旅游业复苏万事俱备

Malaysia hotels and tourism players are gearing up to welcome domestic travellers again, as the country allows interstate travel under the Recovery Movement Control Order (RMCO).

From June 10 to August 31, the RMCO replaces the country's Conditional Movement Control Order (CMCO), and will see the easing of interstate travel, as well as meetings and workshops, under strict health protocols. However, the country's borders will remain shut.

Making the announcement in a televised broadcast Prime Minister Tan Sri Muhyiddin Yassin, said the RMCO will feature more lenient restrictions and formed part of the country's exit strategy.

Malaysian Association of Hotels (MAH) CEO, Yap Lip Seng, said that the move is significant for the tourism industry as it marks the beginning of the resumption of domestic travel, which will pave the way to industry recovery.

He added that tourism stakeholders had long prepared for this day to come, particularly the hotel industry with its very own guidelines to ensure a clean and safe stay for tourists and guests alike.

On May 1, MAH published its base guidelines for hotels, designed to steer hotels into the new norm of hotel operations in the post-COVID era, benchmarked against Ministry of Health's requirements and best practices from other countries and major hotel chains around the world.

Entering the RMCO, Yap said the industry is expecting a pickup in not only leisure travel but also business travellers. Although hotels generally are investing and spending more in compliance to SOPs, many are rolling back room rates, offering attractive packages and promotions for direct bookings on their websites, according to Yap.

随着马来西亚政府正式公布将开始实行复苏式行动管制令 (RMCO) 并重新允许跨州行动，马来西亚的酒店和旅游业公司也准备好再次欢迎国内游客。

从6月10日到8月31日，RMCO将取代大马现有的有条件行动管制令 (CMCO)，并将开始放宽跨州行动限制。以及准许会议和研讨会等活动在遵循严格的标准作业程序为前提下可恢复活动。然而，马来西亚的边境将继续被封闭。

首相丹斯里慕尤丁在电视广播中宣布，RMCO将有更宽松的限，这是马来西亚开始恢复的退出战略很重要的一部分。

马来西亚酒店协会 (MAH) 首席执行官叶立生表示，此举对旅游业意义极为重大，因为它代表着国内酒店业将死灰复燃，也将为旅游业复苏铺好路。

他还补充说，旅游业者早就为这一天的到来做好了准备，尤其是特别设有自己的新方针以确保游客和宾客能享受到卫生和安全的住宿环境的酒店业者们。

MAH于5月1日发布了《酒店管理基本准则》，以卫生部的要求以及其它国家和全球主要连锁酒店的最佳做法为基础，指导酒店业者进入后COVID时代的酒店运营新规范。

叶立生还说，进入RMCO之后，酒店业预计不仅休闲旅游会出现起色，商务旅行者也会开始与日俱增。最重要一点是，尽管酒店业者们普遍在投资和支出方面都因为疫情而不断上升，但许多酒店都在降低房价，在其网站上提供诱人的旅游居住套餐和直接预订的促销活动。







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