

GO

[ DIALING INSTRUCTIONS ]

GRAND

## DIALLING INSTRUCTIONS

### LOCAL CALLS

Dial 9 + Telephone Number

### ROOM TO ROOM CALLS

Dial 8 + Room Number

### HOTEL EXTENSION NUMBERS

Assistant Manager	0
Business Centre	1
Bell Desk	6
Concierge	1
Reception	2
Housekeeping	0
Room Attendant	0
Laundry	0
Plateau Spa Reception	8-7650
Plateau Spa Reservation	8-7688

### RESTAURANTS & BARS

Champagne Bar	8-7321
Chocolatier	8-7298
Grand Cafe	8-7722
Grand Hyatt Steakhouse	8-7722
The Grill	8-7722
The Waterfall Bar	8-7722
Grissini	8-7722
Kaetsu	8-7722
One Harbour Road	8-7722
Tiffin	8-7722
Room Service (24 hours)	3
Guest Services	0

## DIALLING INSTRUCTIONS

### INTERNATIONAL DIRECT DIALLING (IDD)

International Direct Dialling (IDD) is available in the hotel allowing you to make overseas telephone calls without having to go through Guest Services. The correct procedure for making an IDD call is as follows:

Dial 9 + 001 + Country Code\* + Area Code\* + Telephone Number

\* There is no need to dial 0 (if any) in front of country and area codes.

### APPLICABLE CHARGES

Charges will be calculated from the time the line is answered to the time the receiver is replaced. The cost of the call will be added automatically to your hotel bill.

1) IDD calls

IDD call service charges may vary depending on the country the call is made to. Please contact Guest Services on extension 0 for further information.

2) Collect calls and all calling cards (Home Direct) HK\$ 35.00

3) Local calls free of charge

4) Calls to local Internet providers HK\$ 7.00 for the first 20 minutes  
HK\$ 1.00 for every minute thereafter

# VOICE MAIL

## VOICE MAIL

For your convenience, we have installed an electronic Voice Mail system that enables you to receive confidential messages when you are on the phone or away from your room. The callers may choose to have our Guest Services take their messages or connect them to your Voice Mail.

Voice mail allows you to access your messages from any hotel phone as well as external telephone. All retrieved messages will be retained in your mailbox until checkout, unless option for deletion is selected. You will know if you have a message waiting when your telephone light is flashing. When retrieving your message, kindly press "Voice mail" button on your telephone. Should there be no newly recorded message, please check your television screen or call Guest Services on extension 0 for any printed messages.

## TO RETRIEVE YOUR MESSAGE

- 1) From your guestroom telephone, press "Voice mail" button  
Your messages will be automatically played in sequence.
  - To listen to new messages, press 1
  - To listen to saved messages, press 2
  - After listening to the messages, press 1 to delete message or press 2 to save message
  - To replay the current message, press 4
  - To skip forward to the next message, press 3
  - To return to main menu, press \*
- 2) From outside your room  
When outside your room, messages can be retrieved when using a touch-tone phone.
  - To retrieve messages from house phone, dial 7977 + \* + Room Number + 1234
  - To retrieve messages from outside the hotel, dial 2584-7977 + \* + Room Number + 1234

## TO DELETE MESSAGES

- To delete message after it is played, press 1
- To go to the next message at any time, press 3

Note:

- For assistance, press \* to return to main menu while using the Voice Mail system, or hang up and press 0 to contact Guest Services.
- The message light will continue to flash if you do not select to delete or save the retrieved message.
- Once you have settled your room account, the Voice Mail message service in your room will be discontinued.