



Tales of a Real Life
Basil Fawlty (Part 2)

Amusing Recollections from my career in
Hotel Management
John Malins

Last Time / The Early Years / A quick recap

December 93 -	Manager	SOUTHAMPTON PRINCESS
November 96		Bermuda
September 93 -	Assistant General Manager	CHINA HOTEL
November 93		Guangzhou, China
April 90 -	Resident Manager	JAKARTA HILTON INTERNATIONAL
July 93		Jakarta, Indonesia.
August 88 -	Opening Assistance - Front Office	ANKARA HILTON
November 88	Rooms Division Manager.	Ankara, Turkey.
December 87 -	EAM in charge of Rooms.	ISTANBUL HILTON
April 90		Istanbul, Turkey.
May 1986 -	Opening Assistance - Personnel & Training	NICON NOGA HILTON ABUJA
October 1987	and Admin Asst to GM	Abuja, Federal Capital Territory, Nigeria
June 84 -	Personnel and Training Manager	KENSINGTON HILTON
June 87		London, England
November 83 -	Hiltonet Installer/Trainer	HILTON DATA CENTRE
January 84		New York, USA.
November 81 -	Night Manager, Training Supervisor	GATWICK HILTON INTERNATIONAL
June 84	Asst Personnel & Training Mgr	Gatwick Airport, England.
June 1979 -	Management Trainee	AMSTERDAM HILTON
November 1981	Night Manager, Asst FO Mgr	Amsterdam, The Netherlands

The Later Years

Jan 2021 – July 2021	VP Operations	HILTON LIJIANG (Xianglu Dragon Group) Lijiang, Yunnan, China. (pre-opening)
Nov 2020 - Jan 2021	General Manager	GUIPIN WANGUO HOTEL (Wyndham Grand Brand) Duyun, Qiannan, Guizhou Province, China.
Sept 2018 – May 2020	VP Operations Howard Johnson & Wyndham Grand Plaza Royale Brands	GREATER CHINA HOSPITALITY (GCH) Howard Johnson & Wyndham Grand Plaza Royale Brands Shanghai Corporate Office, Pudong
June 2018 - August 2018	General Manager	YU MEI HOTEL, CENTRAL COAST, SANYA Sanya, Hainan Island, China (pre-opening)
Nov 2017 – June 2018	General Manager	HOWARD JOHNSON JINLIN PLAZA LIJIANG Lijiang, Yunnan Province, China (pre-opening)
Oct 2015 – Feb 2018	VP Operations Howard Johnson Brand & GM	GREATER CHINA HOSPITALITY (GCH) Howard Johnson Shanghai Corporate Office Pudong & Howard Johnson Hotel
June 2014 – July 2017	General Manager	HOWARD JOHNSON PLAZA SHANGHAI Shanghai, China
Nov 2013 – June 2014	General Manager	HOWARD JOHNSON FENGHUA PLAZA, ANJI Anji, Huzhou, Zhejiang Province, China (pre-opening)
Nov 2011 - Oct 2013	General Manager	HOWARD JOHNSON PLAZA KUNMING & WYNDHAM GRAND PLAZA ROYALE (opening) Kunming, Yunnan Province, China
March 2011 – Nov 2011	General Manager	HOLIDAY INN SHIJIAZHUANG (opening) Shijiazhuang, Hebei Province, China
July 2010 – March 2011	General Manager	HOLIDAY INN MUDANJIANG (opening) Mudanjiang, Heilongjiang Province, China
Aug 2009 – July 2010	General Manager	CROWNE PLAZA DANDONG Dandong, Liaoning Province, China
Sept 2008 – July 2009	General Manager	HOLIDAY INN BENXI RIVERSIDE (opening) Benxi, Liaoning Province, China
April 2007 – Sept 2008	General Manager	HOLIDAY INN BINHAI TIANJIN TEDA, Tianjin, China
August 2005 – Jan 2007	General Manager	HOLIDAY INN ATRIUM Singapore
January 2005 – August 2005	General Manager	INTERCONTINENTAL/MUTIARA RESORT Teluk Bahang, Penang, Malaysia
January 2001 – Sept 2004	General Manager	HOLIDAY INN CROWNE PLAZA Chengdu, Sichuan Province, PRC
June 2000 – January 2001	General Manager	GOLD COAST HOTEL Castle Peak Bay, Kowloon, Hong Kong
June 99 - June 2000	General Manager	HOTEL EQUATORIAL SHANGHAI Shanghai, People's Republic of China
January 97 - May 99	General Manager	THE PAN PACIFIC GLENMARIE RESORT Kuala Lumpur, Malaysia

Pan Pacific Glenmarie Kuala Lumpur, Malaysia

- 36 holes of golf, 18 with floodlights.
- First time GM & start of broadcast career
- Top photo used to be my apartment but was changed to Executive Lounge when rebranded to Holiday Inn





Equatorial Shanghai

-
- Although located in Shanghai, Equatorial was a Malaysian company
 - My first experience of being considered “the enemy within”. GM caught between owner and operator.
 - Owner had their own travel agent undercutting our sales effort then blaming us for poor performance.
 - Broadcasting career continues, the voice of Dove chocolate and others

Gold Coast Hotel, Hong Kong

The territories only 5-star beach resort

- Owned by Sino land Property developer.
- Horrible living conditions. Not as would like to expect from Hong Kong
 - Remote, 1 hour or more from Central. Nearer to Shenzhen.
 - Had to work every weekend. Never materialized replacement off
 - Daughter left for school 5am every day. Wife bored
 - Meetings almost daily downtown. Saturdays selling apartments.
- **The Auction**





Crowne Plaza Chengdu, Sichuan



- Between assignments my acting career bloomed with a lead role in a Chinese movie as 007.
- 3 months shooting full time in various locations
- Also, guest appearance with Oktoberfest band
- Notable VIPS, Sir Bobby Charlton and other MUFC players and the infamous **Steven Segal**.





Mutiara Beach Hotel, Penang

On nature's
doorstep

- Located in Teluk Behang at the northwestern most end of the island, Muka Head with its lighthouse.
- Affectionately known as the end of the world, restaurant of same name.
- Adjacent to Monkey beach and home to many monitor lizards, snakes and insects that posed issues.

Holiday Inn Riverside Singapore

- Singapore where your life is pre-programmed.
- My diversion was a weekly trip to the Holiday Inn Batam in Indonesia.
- Batam was everything that Singapore was not.
- Singapore had FFWs but Batam had N.E.D.



The Next Chapter: Mainland China

- Holiday Inn Binhai Tianjin,
 - Remote. 45 mins by light rail to Tianjin. First Ghost town
- Holiday Inn Benxi, Liaoning.
 - Remote, super cold winters. Hotel opened in 52 days.
- Crowne Plaza Dandong, Liaoning
 - Remote being on the North Korean border, famous its broken bridge and new train bridge
 - Play spot the light bulb, visit the NK restaurant, carried UK govt warden role, and evacuate Embassy in Pyongyang.
- Holiday Inn Mudanjiang, Heilongjiang
 - Remote, even colder, everything underground. Harbin 4 hours by bus on icy roads

The Next Chapter: Mainland China

- Holiday Inn Shuifenhe, Heilongjiang
 - Literally on Russian border, supposed site of 2 casinos, in free movement zone, Russian food. And ice-cold beer in Harbin weekends. Home of Ice festival annually
- Holiday Inn Shijiazhuang, Hebei
 - Only 20 minutes from Beijing but different world. Home of coal mining in China. Most polluted city.
- Holiday Inn Chenggong, Yunnan
 - Ghost town No2. Chance to turn acting career full time with star role in the Flying Tigers history.
- Wyndham Grand Kunming, Yunnan
 - City of Eternal Spring (it is not).
- Wyndham Grand Anji., Zhejiang
 - Remote, despite Hangzhou and Shanghai close by. Hello Kittyland.

The Next Chapter: Mainland China

- Howard Johnson Shanghai
 - Enemy within again
- Wyndham/HoJo HQ
 - Travel, travel, travel. Covid, WFH
- Howard Johnson Lijiang
 - **Jail Time**
- Wyndham Grand Duyun
 - Remote to the extreme
- Hilton Lijiang
 - Return to scene of the crime I guess

Social Wrap up!

Ask anything

Stay tuned for Part 3

