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# GUEST SERVICES DIRECTORY

## ABOUT OUR GRAPHIC PATTERNS

At Marriott Hotels, we are redesigning our spaces to create a modern and premium experience that invites reflection and inventive thinking. Our printed materials support this aesthetic by layering textures of natural materials, such as marble, sand, onyx and water, with intricate patterns. This juxtaposition creates an intriguing design tension that provides visual interest and invites reflection.



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# AT YOUR SERVICE

Everything you need to know about our hotel is in the pages that follow. Should you need anything else during your stay, our team, dedicated to outstanding service, is here to host you. While in your guest room, press the **At Your Service®** button on your phone to contact us.

While you are out exploring, you can chat with us on the Marriott Bonvoy™ App to ask questions or make requests for room service, housekeeping and more.

- AIRPORT SCHEDULE
- AIRPORT INFORMATION
- BABYSITTING
- BAGGAGE SERVICE/STORAGE
- BELL STAND
- CASHIER
- CHECK-OUT TIME
- CHURCH / RELIGIOUS SERVICES
- CRIBS / ROLLAWAY BEDS
- DRY CLEANING / MINOR ALTERATIONS
- EXECUTIVE LOUNGE
- FLORIST
- GOLF
- HOUSEKEEPING SERVICES
- HAIR SALON
- ICE
- INTERNET
- IN-ROOM DINING
- LAUNDRY / PRESSING
- LOST AND FOUND
- PHARMACY
- POWER SOURCE
- RESERVATION
- RESTAURANTS AND BARS
- SERVICES FOR PEOPLE WITH SPECIAL NEEDS
- SHOESHINE SERVICE
- SUNDRY ITEMS
- TELEPHONE SERVICES
- WAKE-UP CALLS
- WEATHER





# SERVICES & INFORMATION

## AUTOMATED TELLER MACHINE (ATM)

- Ground Level MHM
- Banco de Oro

## BEAUTY SALON

A full service salon for men and women with expertise on hair and nail care.

- Second Level, Main Wing
- Open daily, 10:00 am - 7:00 pm

## BUSINESS CENTER EXT. 6641

Services include photocopy, facsimile, printing, boardroom rental, computer workstation with access to High-Speed Internet.

- Second Level, Main Wing
- Open daily  
Weekdays 7:00 am - 7:00 pm  
Weekends 10:00 am - 6:00 pm

## CONCIERGE

Help with anything you need during your stay, including restaurant reservations, transportation, sporting events and information about local attractions.

- Ground Level, Main Wing
- Open daily, 24 hours

## CURRENCY EXCHANGE

Foreign currency exchange is available at the Front Desk, Ground Level.

## CREDIT CARDS

All international and local credit cards are accepted.

## DENTIST OR DOCTOR

For medical assistance, **At Your Service®** can assist in contacting a nearby physician or dentist. In case of emergency, press 10 on your phone.

## EXPRESS CHECK-OUT

Your folio will be delivered to your room.

## EXECUTIVE LOUNGE

Benefits include Continental breakfast, afternoon tea, hors d'oeuvres, evening snacks, all day beverage, boardroom usage, Concierge and Business Center services, and private check-in and check-out.

- Second Level, West Wing
- Open daily, 6:00 am - 12:00 mn

## FITNESS CENTER

Features all-new Technogym and Life Fitness machines with over 27 ways to customize your routine, including cross trainers, recumbent bikes, treadmills, and a full selection of strength training equipment. Offers complimentary access to gym locker rooms, sauna steam room and jacuzzi.

- Second Level, Main Wing
- The Deck, West Wing
- Open daily, 24 hours  
can be accessed by room key between 10:00 pm - 6:00 am

## IN ROOM DINING

A complete menu is available in the In-Room Dining Menu inside your room.

## TOUR DESK

- Monday - Friday, 8:00 am - 6:00 pm
- Saturday - Sunday, 10:00 am - 6:00 pm
- Second Level, Business Center

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# SERVICES & INFORMATION

## LAUNDRY SERVICE

Full-service laundry including dry cleaning is available. Article of clothing given to the room attendant by 11:00 am will be returned by 6:00 pm same day.

- Open daily, 6:00 am - 10:00 pm

## MARRIOTT BONVOY

Marriott Bonvoy is more than a loyalty program - it's a platform that enables member to travel and experience more wherever they go. Membership is free! Visit [www.meetmarriottbonvoy.marriott.com](http://www.meetmarriottbonvoy.marriott.com) or drop by the Front Desk.

## MAIL AND POSTAGE STAMPS

You may send mail and overnight package from the Business Center where stamps are available. Mail or packages sent to the hotel will be delivered directly to your room.

## PARKING

Marriott Hotel Manila offers a variety of parking options for your convenience and vehicle security. Multi-level parking is located in the hotel basement and Marriott Grand Ballroom. Parking facilities and valet service are available 24 hours. In-house guests enjoy complimentary parking.

Valet parking also available. Fees may apply.

- Daily, open 24 hours

## QUAN SPA

All massage treatment use a combination of organic and marine-based products. Featuring seven (7) treatment rooms with changing facilities, toilet and showers and a Bathing Suite which includes a personal whirlpool and LCD television. Complimentary use of lockers, sauna, steam room and jacuzzi are also available.

- Second Level, Main Wing
- Open daily, 9:00 am - 1:00 am, last reservations at 12:00 mn
- Locker availability, 6:00 am - 10:00 pm

## RESERVATIONS: MARRIOTT HOTELS

Toll-Free number: 1.800.1601.0028 or [access.marriott.com](http://access.marriott.com)

## SAFETY DEPOSIT BOX

In-room safes are available. Complimentary safe-deposit boxes are available at the Front Desk.

## SECURITY

Your safety is our primary concern. Our Security Associates are available 24 hours a day. Call **At Your Service**® for assistance.

## SERVICES FOR PEOPLE WITH DISABILITIES

Accessible rooms and wheelchairs are available.

## SMOKING AREAS

Smoking inside the hotel and all guest rooms is prohibited. However, the hotel has designated smoking areas.

- Al Fresco, Main Wing
- Third Level, Marriott Grand Ballroom, East

## TELEPHONE SERVICE

Please refer to the "Stay Connected" section of this directory for detailed information.

## PARKING

- Valet parking available in the Ground Level Garage
- Daily, 24 hours
- Charges will be applied to guest folio. In and out fees will apply.

## SWIMMING POOL

- Second Level, Main Wing
- The Deck, West Wing
- Open Daily, 6:00 am - 10:00 pm

## WATER

While water from tap is potable, we encourage the use of the complimentary bottled water that is provided inside your room.



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## STAY CONNECTED

### TO RECEIVE CALLS

- Hotel Telephone Number: 632.8988.9999
- Country Code:  
63 + mobile number / 632 + telephone number
- Room-to-room: 7 + room number

### FACSIMILE SERVICE

Fax will be sent directly to your room as we receive it.

- Incoming fax number: 632.8836.9998

### DIRECTORY ASSISTANCE

- Local Calls\*: 9 + number
- Long Distance\*: 9 + area code + number
- International Operator-Assisted\*:  
9 + 00 + country code + number

\*Charges may apply

### DIRECT DIAL CALLS

- Local: 9 + number
  - Domestic Long Distance: 9 + area code + number
  - International: 9 + 00 + country code + number
  - 8XX Number Calls: 9 + 1 + 8xx + number
  - Calling Cards: 9 + 8xx + carrier access number
- \*Please note: 900 and 976 calls are not available through your guest room telephone*

### DO NOT DISTURB

We're happy to hold all your calls or send them directly to voice mail. Call **At Your Service**® to make a request.

### VOICE MAIL

For your convenience, the phone in your room provides you with a private voice mailbox. The red light on your phone will be lit if you have message waiting. All your message will be time-stamped and will remain in your mailbox until you check-out or delete them. When you delete a message, it is removed completely from the system.

To retrieve your message, lift the handset and press the message button.

### HIGH-SPEED INTERNET CONNECTION

Stay connected to what's going on at home and the office with high-speed internet access. *Marriott Bonvoy Members are entitled for complimentary internet access*

**SSID Name: Marriott\_GUEST**

### WIRELESS INTERNET ACCESS INSTRUCTION:

- Step 1: Ensure that your device is Wi-Fi ready
- Step 2: Select your wireless adapter and connect to the "Marriott\_GUEST"
- Step 3: Open your internet browser
- Step 4: On the Marriott welcome page, enter room number and name or Internet Access Code (Name must match reservation).
- Step 5: Choose Internet package you prefer.
- Step 6: Accept Terms and Conditions.



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# SAFETY

At the Marriott Hotel Manila, Guest Safety is our first concern. We ask that you please take a moment to review the important information provided below. Our Security associates are available to help you 24 hours a day. If you have any questions, please call **At Your Service**®.

## EMERGENCY NUMBER

Dial 10

## SAFETY FEATURE

- State-of-the-art fire emergency alarm system.
- Strobe lights for the hearing-impaired are fixed in all accessible rooms.
- Safety deposit boxes are available in your room and at the Front Desk, free of charge

## EMERGENCY PROCEDURES

The most important part of our safety program is making sure that you know what to do in the event of an emergency. When you arrive, please take a moment to look for the emergency exits on your floor. Exit signs are shown on the floor plans at the back of your guest room door. Staircases are located at the corner of every hallway on every floor. Manual pull station alarms are also located on each floor. In the event of an emergency, please break the glass panel.

## FIRE SAFETY PROCEDURES

Our Hotel is equipped with an efficient fire emergency system that includes sprinkler systems and smoke detectors in guest rooms and hallways. We want to make sure you are prepared to exit the hotel safely if any of our detection systems sound a warning; so we ask that you please familiarize yourself with the following procedures.

### Exiting the Hotel

- Take your key.
- Test your door for heat or smoke before opening it.
- If the hallway is clear, exit by the nearest stairwell.
- Do not use elevators.

### If Your Door Feels Warm or Is Impassable

- Place wet towels at the base of the door.
- Press 10 on your phone, giving your name and room number.
- Turn off air conditioner to keep smoke from entering the room.
- Get down on the floor to avoid inhaling smoke.

## TRAVELER SAFETY TIPS

We want to do all we can to help you enjoy a memorable and safe stay at our hotel. Here are a few tips for your safety and security while you are travelling:

### Inside the Guest Room

- Lock your door securely using all locking devices when you are in your room and always use the viewport to identify visitors.
- Before opening your guest room door, ask for identification. If you're uncertain about anyone who comes to your door, please call **At Your Service**®.
- You may place your valuables in the safe available in your room or at the Front Desk.
- Check to make sure any connecting room doors are locked.

### Outside the Guest Room

- Be observant and look around carefully before entering parking lots.
- If you are travelling in a vehicle, don't leave any valuables within view.
- If you see or hear suspicious activity around the hotel, please notify a hotel associate immediately.
- Be cautious of people pretending they know you or saying they work in the hotel.
- Be vigilant of pickpockets.

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# RESTAURANTS

Award winning Executive Chef, Meik Brammer and his team offers the finest restaurants in town: multi-awarded Cru Steakhouse, renowned Marriott Café, and innovative Greatroom.

Three more dining destinations to the mix: Mian, an Asian Noodle Bar, Crema Coffee Shop, and Manila Life, a casual dining outlet taking pride on Filipino cuisine.

With the opening of the West Wing, Marriott Manila is proud to introduce Man Ho, a traditional Cantonese cuisine in a modern and sophisticated setting, and "Still" Whiskey Bar and Lounge will add a quiet and luxurious alternative venue.

## MARRIOTT CAFÉ

Bright, bold and upbeat, this modern all-day dining restaurant captivates food lovers with its engaging open-theatre kitchens. Indulge from vast sumptuous buffet of local and international favourites or order from the equally irresistible ala carte menu.

Ground Level, Marriott Hotel Manila Open daily.  
Please call **At Your Service®** for operational hours.

## CRU STEAKHOUSE

At Cru Steakhouse, we work to capture the flavour of quality grilled beef and more. Steaks are hand-cut, hand-seasoned and carefully prepared. Salads are freshly made and desserts are simply divine. Our multi-awarded restaurant exudes a sophisticated dining experience with its modern décor and elegant open themed kitchen as the center piece.

Ground Level, Marriott Hotel Manila Open daily.  
Please call **At Your Service®** for operational hours.

## THE GREATROOM

The focal point of the hotel lobby, a space envisioned to cater to every traveler's needs. We offer an eclectic menu which consists of high tea in the afternoon, local and international specialties, and a premium wine bar. It even features a tech menu for all your technological needs from iPad to chargers. Transforming the traditional lobby experience to a more innovative and social setting is the nightly music lounge performances.

Ground Level, Marriott Hotel Manila Open daily.  
Please call **At Your Service®** for operational hours.

## IN-ROOM DINING

We are pleased to offer 24-hours In-Room Dining with a range of delectable selections from our full-service restaurants. Our In-Room Dining associates will gladly assist you with any request for breakfast, lunch or dinner. If you would like an item that is not listed on the menu, please feel free to ask. We will make every effort to accommodate your request. You may pre-order you breakfast for tomorrow, tonight! Simply fill out the In-Room Dining doorknob menu and hang it on the doorknob outside your room before 3:00 am. To place your order directly, please call **At Your Service®**

For a complete menu, please refer to the In-Room Dining menu in your room.

## CREMA

An upscale gourmet coffee shop that offers a sophisticated ambiance perfect for short meetings or a quiet read. Enjoy a sensory experience as you smell the aroma of world class artisan coffee complemented with the fine taste of elegant pastries and artisanal gelato.

Ground Level, Marriott Grand Ballroom  
Please call **At Your Service®** for operational hours.

## MIAN

This modern Asian noodle bar offers refined and unique noodle dishes fired in an open kitchen. Whether you like your fare traditional or with a twist of something new. Stir fried or soup, dine-in or take-out, our menu offers a variety of tempting selections to sink your chopstick into.

Ground Level, Marriott Grand Ballroom  
Please call **At Your Service®** for operational hours.

## MAN HO

Marriott's renowned and signature Chinese restaurant, famous for refined Cantonese cuisine and dim sum specialties, using the available fresh-sourced ingredients. Expect a modern and sophisticated restaurant with a ribbon of traditional style.

Ground Level, West Wing  
Please call **At Your Service®** for operational hours.

## STILL

A tea bar by day and whisky bar by night. Headlining the menu are world's famous single-estate teas from Sri Lanka and Hong Kong which are best paired with Asian tapas and dim sum. As the sun sets down, a wide selection of premium, single-malt whiskies take over the bar.

Ground Level, West Wing  
Please call **At Your Service®** for operational hours.

## GOURMET EXPRESS

Bespoke hand-rolled pizzas and southern-style fried chicken delivered anywhere within the hotel complex. Enjoy these hot and freshlymade whether inside your guestroom, while attending an event at the Grand Ballroom, or lounging at the lobby.

Please see the Gourmet Express Flyer menu in your room for more details.

## THE DECK

Nestled at the rooftop of West Wing, this chic oasis flaunts a 3600 sweeping view of the city landscape. It's a trendy bar with light to heavy chows and refreshments, and completed by a stunning outdoor pool, comfy chaise lounge chairs and fitness facilities.

The Deck, West Wing  
Please call **At Your Service®** for operational hours.

## MANILA LIFE

Serving a new take on local favorites, Manila Life Café exudes the true Filipino culture in the modern-day setting. The contemporary rustic café gives guests a homey and chic retreat while waiting for their flights.

Fourth Level, Ninoy Aquino International Airport Terminal 3.  
Please call **At Your Service®** for operational hours.



# GETTING AROUND

Manila has a lot to offer to make your stay more pleasurable. Whether in the city for business or leisure, Manila has the sights and sounds to satisfy your every need.

## AREA ATTRACTION

### Resorts World Manila

*Newport Boulevard (Across NAIA Terminal 3)*

*Newport City, Pasay*

Resorts World Manila is the first one-stop, non-stop entertainment and leisure destination in the Philippines that features recreational thrills, world-class performances, unique events, and exciting lifestyle options.

RWM is an instant gateway to world-class Philippine hospitality and is home to international lodging brands, (MAXIMS Hotel, MARRIOTT Hotel Manila, HOLIDAY INN EXPRESS and SAVOY Hotel Manila), a three-story convention center housing the country's largest hotel ballroom (Marriott Grand Ballroom), and three more hotels (SHERATON Hotel Manila, HILTON Hotel Manila and OKURA Hotel Manila) currently under construction.

Also home to RWM is The NEWPORT Mall which features international luxury brands, state-of-the-art movie theaters Newport Cinemas, an award-winning, ultra-modern Newport Performing Arts Theater (NPAT), and a cozy, 24/7 entertainment hub at Ba 360. Dine in one of almost 50 restaurant outlets offering a diverse selection of local and world cuisine, prepared by top Filipino and foreign chefs and paired with a wide selection of the finest wines and popular liquors.

### Active Fun

*Bonifacio High Street, Bonifacio Global City, Taguig City*

Active Fun allows kids to expend their seemingly boundless energy at this indoor play center. It has a padded "Play frame" with a stupendous slide, hanging bridge, trampoline, and tunnels for big kids as well as a soft area with a ball pool, small slides, and an open space for little kids.

### Bonifacio High Street at Fort Bonifacio

*Fort Bonifacio Global City, Taguig City*

Bonifacio High Street is a mall experience that is literally a walk in the park. It offers diverse cuisine, retail shops, event street performances and an interactive park. Adjacent is Serendra, featuring a two-level esplanade showcasing international food and retail stores.

### Flow House Manila

*South Molino, Cavite*

A venue for new and expert riders. It is a type of sport where you get on a board either lying or standing while maintaining your balance on top of a pressured water that runs from 20-30MPH, you can try surfing, body boarding, skim boarding, and wakeboarding; it is accessible for anyone who wants to try a new water adventure.

### Greenbelt Mall

*Ayala Center, Makati*

Greenbelt is a Premier Fashion & Lifestyle Center, featuring choice of restaurants with top chefs and seasoned restaurateurs; a distinct mix of popular, foreign, and luxury fashion brands as well as the best of Filipino fashion and home designers.

### Greenhills Shopping Center

*Connecticut Street, San Juan City*

It can be described as Manila's little Hong Kong. With almost 1,400 mini stores and more than 2,000 merchants, the 16-hectare Greenhills Shopping Center has always been a favourite destination for bargain-hunting shoppers looking for an assortment of retail items. With its shop and tiangge (bazaar) stalls offering jewellery, food, textiles, computers and cellular phones, among others, the Greenhills Shopping Center brings in the whole market spectrum with its variety of product choices.

### Intramuros, The Walled City

*Bonifacio Drive, Padre Burgos St., Manila*

Literally means "within the walls", Intramuros was built by the Spanish in the 16th century and is surrounded by thick, high walls and moats. The streets and churches maintain old Spanish era influences, most notable of which are Fort Santiago and San Agustin Church.

### KidZania Manila

*Park Triangle, Bonifacio City, Taguig City*

A safe and unique environment where children aged 4-14 can discover, explore and learn about the real world with its 8,000 square meters of play space. It is complete with paved streets, transport system, and a functioning economy where the children can explore their interests and learn life skills through over 100 immersive role playing activities.

### Manila Ocean Park

*Behind Quirino Grandstand, Luneta, Manila*

This is the Philippines' first state-of-the-art oceanarium and open water habitat. The main attraction is the 25-meter long, 220 degree curved acrylic walkway tunnel. The oceanarium features more than 20,000 marine inhabitants and approximately 300 species.

### Mind Museum

*Taguig City*

A uniquely Filipino science museum with 250 interactive exhibits through five interconnected stories, the exhibition spans nature in scale, from the smallest thing in nature to the largest and everything in between: Atom, Earth, Life, Universe, and Technology. It is a learning venue where you can satisfy your thirst for science discovery. Whether it is by joining MindBurst weekends or taking part in educational programs or by visiting travelling exhibitions, The Mind Museum is sure to inspire and provoke you to continue exploring and asking questions.

### Rockwell Center

*Makati City*

Known to many as a 'city within a city', Rockwell Center was envisioned as a mixed-use development to fulfil the needs of a growing community of residents, tenants, and professionals who put their confidence in the Rockwell brand of luxury and lifestyle. Going beyond just residences, Rockwell provides a holistic experience of lifestyle and luxury. Spaces for retail, wellness, and leisure provides residents and patrons a complete environment and space that sustains their day to day living. Being a well-planned mixed use development, it only shows that Rockwell is a self-sufficient and self-contained community, where you can find anything and everything.

### SM Mall of Asia (MOA)

*SM Bay City, Pasay City*

Philippines' largest and world's third largest mall, the 407,000 square-meter SM Mall of Asia. One of the mall's main attractions is the first ever IMAX theatre in the country, along with a Director's Club Theater for intimate screenings, a Premier Cinema, and the center Stage Cinema which can be used for live musical concerts and theatrical performances.

## CHURCHES

### Shrine of St. Therese, Newport Complex

This shrine dedicated to St. Therese was constructed by Magnificent Ventures Corp. in the Villamor Airbase property owned by the Military Ordinariate of the Philippines. For schedule of daily masses, please call **At Your Service®**.

### Manila Cathedral, Manila

One of the oldest and most famous churches in Asia, with a storied history and legacy that spans over four Centuries, it has survived fires, typhoon, earthquake, and even World War II. Today, it is one of the most celebrated venue for church wedding and it is also where Pope Francis celebrated his first Papal Mass in Manila last January 16, 2015.

## CLUB AND LOUNGE

### House Manila at Resorts World

A nightlife mecca that pulsates with energy and vibrancy, House offers a world class nightclub experience that serves as a private haven to its guests. The Club exudes in class and style with an extensive private seating area that can accommodate 300 guests.

### Xylo at the Palace, Taguig City

Valkyrie nightclub is Manila's biggest and hottest club with space for over 2,000 people. It offers 6 private sky boxes and music are mainly EDM. Some international DJs that have performed in Xylo (formerly known as Valkyrie) are Martin Garrix, Adventure Club, Dirty South and Quintino.