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Managing Director of Chinggis Khaan Hotel

## A WORLD CLASS HOTELIER IN MONGOLIA

### What brought you to Mongolia?

In March 2005 I was invited with a Canadian and American Team to come to Mongolia to see the site of an Old Russian Building used as a retreat in Terelj National Park, after this visit we were contracted to build, remodel, hire staff, set manuals and policies and get an affiliation with a world class Hotel Company. We did all this and opened the Terelj Hotel in June 2008 and handed it over to the ownership.

### Did you start with the Chinggis Khaan Hotel after that?

No, I returned to my Office in Vancouver BC Canada,

Braidwood Hospitality Management and worked with my partner Mr. John Garden on other projects, then Mongolia called again, and in November 2008 we brought a Major USA Hotel Chain Name to Mongolia as a master licensee for a Mongolian Group. I stayed with the Group to set their development and constructions plans and then joined the Chinggis Khaan Complex LLC after I was approached by their parent Company.

### What changes do you look forward to at the Chinggis Khaan Hotel?

The Chinggis Khaan Hotel has the major ingredients and components that any Hotel of its size need to

succeed. It was built as a hotel with a great design and architecture that is impressive and functional. The Building from the outside is impressive as well as many interior details combining old world charm and grace with modern features.

WOW is often heard when visitors come to see the Hotel for the first time, then the grand Lobby adds to their admirations.

Once they experience our Hospitality the marriage between Form and Function is then completed.

Changes will take place only when and if need be, but improvement of the service level, modernization to state of the art PMS system, key cards locks as well as completing the on going renovations during the winter months are few on many changes.

Other strategic plans for expansions and other announcements will be done when the time is right.

I am changing the directions of our Marketing plans and more exposure to Europe, North America will take place as well as to strengthen our ties with our Neighbors in China, Japan, Korea and other regional sources of Business all that will take place and also more exposure to our product in Qatar, UAE, Kuwait, Saudi and other Middle Eastern countries. We shall be attending hospitality trade shows in Germany, USA and Asia.

We will have this summer visiting Somelie and Barista from Spain and Portugal.

### I notice in your office you have a Global Hoteliers Club membership certificate and a Fellow Frame, what does that represent? , can you also tell us a bit about your background?

Too long for the space you have .over the past 40 years, from the UK with the best Trust House Forte at the Grosvenor House, to Canada with the Canadian Pacific Hotels the Algonquin in St. Andrews, the Royal York in Toronto, and then the Alberta resorts in Lake Louise and Banff. Now the Fairmont, Holiday Inns USA and Canada, Ramada Renaissance Middle East, conversion of the Hyatt Oakland to a Clarion and other independent Hotels in the USA and other countries.

I have opened and done Casino Hotels, Golf Hotels, Vacation Ownership, Ski Hotels, Hotels with Marinas, Beach Resorts, Down Town Conventions Hotels, Diving Destinations, Fishing Resorts and more. On the Red sea in 2000 the largest beach resort in Egypt, I opened and managed in Saudi, UAE, Qatar, Germany, UK, Dutch Caribbean, USA, Canada, and Mexico.

I am a Fellow with the British Hospitality institute and a Life member of the Global Hotelier's club Five Continents Member.

### Having been in Mongolia for 5 years how do you find the Mongolian staff to work with compared with the staff in other countries?

The Mongolians are born with a natural gift for Hospitality, they like to complete any task given to them they are also eager to learn, that is over 60% of the ingredients to success.

The other 40% is skills building, new technology and trainers who will have the time and passion to teach.

In other countries you start from 10% and build on it the other 90%.

### Why is the Chinggis Khaan Hotel so popular for weddings and conventions and what are the hotel's other strengths?



Service Service Service, the quality of Food, the ambience and actual layout of the Banquet rooms, we are the only Hotel that can serve 4 parties at the same time 300, 250, 200 and 280 all at the same time but different rooms 1000 people sometimes back to back from Lunches to dinners and parties.

We are a truly a full service Hotel, our location the ample parking, our security, the management and staff attention to details and dedication and we use the best ingredients for all we serve.

We are participating in Exchange programs with USA and Canadian Hospitality colleges, as well as internships from the Raffles Institute in Ulaanbataar for their Graduate class of a B. Com degree and more.



HOTEL TEAM

We have Mongolia department heads with US education, British, Russian, Korean and more.

**How do you foresee the growth of International tourism in Mongolia?**

The world is going through a tough time and the Global crisis did not go away yet, the growth in Mongolia is evident in the new projects for Hotel Chains under constructions, some did stop.

The Tourism I am sure will come back once there is stability in the world economy and tourists will have an extra income to spend on Vacations, even in the USA and Europe the last 2 years were not strong years. There are other segments which compensate and contribute to the continuity to a healthy Hotel and Hospitality business in Mongolia, regional conferences, business travelers, and soon new comers for the OT project.

**How would you describe in brief a Hotel or a Resort Opening or a completion of a Renovation Plan?**

Like a combination of a great wedding celebrations executed to perfection and a birth of a child. The elements are anticipation, pressure, excitement, team work sacrifice, passion, obsession, sometimes panic, but at the end the hard work and planning, pays off, the brass, glass and crystals are shining, the marble is glowing, the flowers are fresh and all the people are smiling and happy, relaxations sets in, cameras flashing and music fills the air, a living building with a soul is now functional and all involved are a proud bunch, now they will enjoy the fruits of their hard work and the owners the return on their investments.

**Who is your Mentor in the business or your role model?**

Many in my Career, but Lee Iacocca's words are what I go by.

Lead, Follow or get out of the way. It reflects the motor trends in the auto industry but also in the hotel business and its competitiveness worldwide.

**What Books would you recommend for The Hospitality students and other staff in Hotels?**

In Search of Excellence is an international

bestselling book written by Tom Peters and Robert Waterman.

Lee Iacocca Behind the wheel at Chrysler  
Gung Ho by Ken Blanchard and Sheldon Bowles  
Winning By Jack and Suzy Welch  
Marketing for Hospitality and Tourism by Philip Kotler  
Front Office Operations and Management by Ahmad Ismail

**After completing your work at the Chinggis Khaan Hotel what is your next goal?**

What comes to my mind is:  
Veni Vidi Vici  
I came, I saw I accomplished rather than I conquered.  
I have done it all in 11 countries and 5 continents, opening Hotels and Resorts.  
I do not think I will retire as I am a very active person. I will teach may be on a part time basis, continue to do motivational speeches in the Middle east and the USA or any where then complete my 3rd book.  
I also must stop and make the time to smell the Roses; give time for my Children and their children.



MR. ROGER AND HIS TEAM (F&B DEPARTMENT)



CHEF B.MUNKHTSETSEG , N.BATCHULUUN, G.BATTSETSEG

**What would be your advice for anyone who wants to be an international hotelier?**

Beside hard work honesty and fairness the person must respect the culture where he or she will work, be like a diplomat and also in touch with all innovations Global Marketing and Technology.

\*A famous hotelier published the following article in 1930 his name was Freddy Elwert. He was the GM of the famed shepherd hotel in Cairo, Egypt. This article will summarize everything,  
{ If you can speak Italian like a native, and put a Russian stranger at his ease, If you can charm and be appreciative, in Spanish, French, German and Portuguese, if you can always do and say what's proper and mix with Court, Church, Stage and law, If you can mix with silver, gold and copper, and get on well with rich and poor...

If you can read a face and what's inside it, and know men and women at a glance, or guess a Trickster's trick before he's tried it, if you can tell just when t take a chance, If you can face a Board that's thrifty minded, and tell it how you want some money spent, If you can open eyes that have been blinded, and then with purest logic gain consent, If you can win your staff, yet be respected, and feel they're all behind you, if you can live a day with heavy onus, And remember even then, when day is done, That someone on your staff deserves a bonus, You will make a hotel manager, my son.\*}

**Any final words?**

To the future Hoteliers, Hospitality and Tourism people of Mongolia; arm yourselves with education, further your studies in the business, knowledge is power. Learn foreign languages, the internet is a great source of info. , travel, work abroad with major Hotel Chains. Do not ever say I know it all we all



BELLMAN GANZORIG

learn something every day. Then come back to your great country and give it all back to then the other generations.



Anna Batchuluun and the Blue Sky Girls  
Standing: Tseegii, Khongoroo, Oyko, Gerelee, Ugi  
Kneeling: Nomin, Puujee, Tsetse, Uuree

**Blue sky girls**

The Chinggis Khaan Hotel is sponsoring the company Blue Sky Circus Productions who are taking a 9-girl Mongolian Contortion Act to the 2010 Monte-Carlo Circus Festival, in Monaco, in January.

The Monte-Carlo Circus Festival is the most prestigious circus festival in the world and one of the most glamorous events in Europe. Each year it is attended by many international celebrities and even royalty.

Originally created in 1974 by H.S.H. Prince Rainier, the star-studded festival is traditionally opened by H.S.H. Prince Albert II and His Sister, H.S.H. Princess Stephanie.

The directors of Blue Sky Circus Productions, Anna Batchuluun and Mike Brown, are proud to be ambassadors for Mongolia and the Chinggis Khaan Hotel at such a high profile and glamorous event.