

OLIVER SCHNATZ

BIENVENUE AU SOFITEL BANGKOK SUKHUMVIT

Dear Valued Guest,

Welcome to Sofitel Bangkok Sukhumvit!

We are delighted you have chosen to stay with us while visiting Bangkok, the city of angels, and we invite you to immerse yourself in luxury that blends art, French sophistication and Thai culture. Delight in the genuine hospitality of our Sofitel ambassadors, luxurious room amenities, personalised spa treatments and stylish restaurants including Belga - our roof top bar and brasserie serving authentic Belgian cuisine with more than 40 draught and bottled beers. Enjoy classic Belgian dishes, stunning sunsets and panoramic city views from our rooftop terrace.

Our hotel is positioned strategically and conveniently on the city's famous Sukhumvit road, surrounded by commercial, shopping, dining and entertainment areas, with easy access to the BTS SkyTrain network at Nana and Asoke stations. Our knowledgeable concierges are available at all times to assist you with any information that you may require.

Our mission is to make your every wish come true at Sofitel Bangkok Sukhumvit and we look forward to being of service to you.

Yours sincerely,

OLIVER SCHNATZ
CLUSTER GENERAL MANAGER





SOMMAIRE CONTENTS

1
VOTRE RESTAURATION RESTAURANTS & BARS

2
VOS SERVICES GUEST SERVICES & FACILITIES

3
VOTRE FORME ET BIEN-ÊTRE SPA & FITNESS CENTRE

4
VOS COMMUNICATIONS TELEPHONE & INTERNET ACCESS

5
VOTRE SÉCURITÉ EMERGENCY & SECURITY

1

RESTAURANTS & BARS

THE PHILOSOPHY OF GASTRONOMY

FRENCH AND THAI PEOPLE SHARE A UNIQUE PASSION FOR FOOD, THE TRUE LUXURY OF DAILY LIFE. OUR CHEFS USE ONLY THE FRESHEST PRODUCE – HAND-SELECTED AT THE MARKET FROM ROYAL AGRICULTURAL PROJECTS OR FLOWN IN FROM FRANCE – TO PRESENT YOU WITH THE BEST OF WESTERN AND ASIAN CUISINES PERFECTED WITH SKILLFUL FRENCH TOUCHES..

SOFITEL BANGKOK SUKHUMVIT OFFERS FRESHLY-BAKED BREAD, PARISIAN-STYLE PÂTISSERIES AND AN UNPARALLELED WINE LIST.

WE WISH YOU UNFORGETTABLE CULINARY EXPERIENCES.



LE MACARON
DELI SHOP
G FLOOR (LOBBY LEVEL)

07:00 - 21:00 hrs.

24 seats

Where traditional French elegance combines with modern innovation, Le Macaron enjoys unambiguous authenticity and unquestionable quality, taking a fashion-forward approach to its gourmet food offerings. A fashionable outlet in the modern age of “food lifestyle” living.

LE BAR DE L'HOTEL
BAR
G FLOOR (LOBBY LEVEL)

Temporarily Closed

38 seats

A modern and elegant bar located next to the Lobby that offers all-day refreshments and a range of beverages including fine wines, spirits and cocktails.



VOILÀ!
CUISINES ON STAGE
2ND FLØR

Weekday Breakfast 07:00 - 10:30 hrs.
Weekend Breakfast 07:00 - 11:00 hrs.
Lunch 12:00 - 15:00 hrs.

128 seats

Voilà! is open throughout the day for Asian and western breakfast, international buffet lunches and authentic Mediterranean cuisine at the expansive buffet dinners.

The restaurant, with its live cooking stations, rotisserie and fromagerie (specialist cheese room), is best known for its famous Sunday Brunch that combines an extensive selection of local and international dishes with pass-around items served at each table.

LIQUIDE POOL BAR AND MINÉRALE SPA BAR
9TH FLØR

08:00 - 18:00 hrs.

Long chair - 24 seats
Bed - 8 seats
Bar - 16 seats

A lush retreat at the centre of everything, yet tucked away from the city's vibrant energy. Soak up the sun from a luxurious lounge chair. Refresh with a speciality cocktail served by our Pool Ambassadors, or indulge in a range of refreshment cocktails. Enjoy the atmosphere in our secret sanctuary, situated on the hotel's exclusive rooftop deck.

BELGA ROOFTOP BAR & BRASSERIE
32ND FLØR

Monday - Sunday 17:00 - 00:00 hrs.

** As per recent Thai government laws alcohol service is prohibited only until 23:00 hrs.

Belga Rooftop Bar & Brasserie brings authentic Belgian beer and cuisine to Bangkok! Enjoy classic Belgian dishes, stunning sunsets and panoramic city views from the spacious terrace. The bar stocks more than 40 specialist draught and bottled Belgian beers and the restaurant's many striking features include an open kitchen, copper beer tap and private dining room.

#FeelTheCraftMoment #BELGABangkok

Dress code: Casual (kindly refrain from wearing singlets and flip flops)



2

GUEST SERVICES & FACILITIES

AT SOFITEL, PERSONALISED SERVICE IS OUR MOTTO.

CONCIERGES: HOLDING THE KEYS TO BANGKOK

SHOULD YOU DESIRE TO EXPLORE THE CITY BEYOND THE HOTEL, SOFITEL BANGKOK SUKHUMVIT IS STAFFED BY CONCIERGES EAGER TO ASSIST YOU.

THE CONCIERGE CAN PROVIDE DIRECTIONS TO FAMOUS CITY LANDMARKS, OR TO LITTLE-KNOWN DESTINATIONS OFF THE BEATEN TRACK. THE CONCIERGE CAN HELP TO SECURE A RESERVATION AT ONE OF THE CITY'S FINEST RESTAURANTS, OR OBTAIN TICKETS FOR ONE OF THE EXCITING ATTRACTIONS BANGKOK HAS TO OFFER.

THE CONCIERGE CAN ALSO BOOK TOURS, TAXIS AND FLIGHTS ON YOUR BEHALF. PLEASE ASK FOR THE CONCIERGE THROUGH GUEST SERVICES OR VISIT THE CONCIERGE DESK IN THE LOBBY.

GUEST SERVICES: ONE BUTTON FOR ALL SERVICES

WITH GUEST SERVICES, ONE BUTTON CONNECTS YOU TO THE HOTEL SERVICE YOU WANT.

WHATEVER YOUR NEEDS MAY BE, WE HAVE A DEDICATED TEAM WAITING TO ASSIST YOU, ALL AT THE TOUCH OF A BUTTON.

WOULD YOU LIKE TO ORDER ROOM SERVICE, CONTACT HOUSEKEEPING OR PLACE A WAKE UP CALL? DO YOU HAVE A QUESTION ABOUT OUR FACILITIES? ARE YOU LOOKING FOR DIRECTIONS, NEED A TAXI OR SEEKING INFORMATION ABOUT LOCAL ENTERTAINMENT AND ATTRACTIONS? IF YOU HAVE A QUERY, SIMPLY PRESS GUEST SERVICES BUTTON ON YOUR PHONE AND A TEAM MEMBER WILL BE PLEASED TO HELP YOU.

A

ADAPTOR

The voltage used is 220 volts. Should you require an adaptor or a converter, please contact Guest Services.

AIRLINES

Please contact the concierge located in the lobby for any assistance with airline reservations, amendments and confirmations of existing tickets. For a full list of airlines operating out of Thailand, please contact the concierge.

ASSISTANT MANAGER

Should you require any special service or assistance, please contact the Assistant Manager through Guest Services.

ALARM CLOCK

Your room features the Bose Wave® Music System III. The all-in-one system for all your music also includes two independent alarms that can be set for two different wake-up times. Each alarm can be set for time, a wake-up source of buzzer, radio or CD, and volume. There is also a snooze function.

B

BABYSITTING

A babysitting service is available. Please contact Guest Services to arrange babysitting services at least four hours in advance.

BAGGAGE SERVICE / STORAGE

Bell ambassador service is available 24 hours a day. Please contact the concierge for luggage pick-up or storage.

BUSINESS SERVICES

Our receptionist will be glad to assist you with any business services you may need such as fax, photocopying, message delivery and package handling.

BUTLER SERVICE

Imagine someone tending to all your needs and fulfilling all your wishes before you even ask. Indulge in the luxury of our butler service after a long flight or a busy day.

Whether you want to enjoy an aromatherapy bath or need assistance with last minute arrangements, the dedicated butler team will make sure that all your needs are fulfilled around the clock. The butler service is available for Club Millésime and Suite guests.

C

CAR RENTAL

Please contact the concierge located in the lobby for information and reservations.

CHECK-OUT

Check-out time is 12:00 hrs. (noon). If you wish to check-out at a later time, please contact the Front Desk through Guest Services to inquire about extended check-out times. The ambassador will do everything possible to accommodate your request. Please note that a surcharge may apply.

CLUB MILLÉSIME

Guests booking Club Rooms and Suites enjoy unlimited access to the exquisite Club Millésime located on the 31st floor which is open from 06:30 - 23:00 hrs. Our services range from personalised express check-in to breakfast and evening cocktails in the Club Millésime Lounge

Dress code: Casual (kindly refrain from wearing singlets and bedroom slipper)

CONCIERGE SERVICES

Please contact the concierge located in the lobby for your transport needs, tours, courier/messenger services, mail and stamps, local points of interest, restaurants, shopping, theatre, sporting activities and other information on Bangkok.

COURIER & MAIL

Our concierge will be happy to assist you with both courier and mail services.

CREDIT CARDS

All major credit cards including American Express, Diners Club, MasterCard, VISA and Union Pay are accepted.

CRIBS / ROLL-AWAY

Please contact Guest Services for your bedding requirements.



CURRENCY EXCHANGE

Major foreign currencies can be exchanged at the Front Desk. Re-conversion from Thai Baht can be arranged at the exchange counters at the international airport.

D

DO NOT DISTURB

We respect the privacy of our guests and will not disturb if the 'Do Not Disturb' sign is turned on.

E

EMERGENCY / SECURITY

Emergency evacuation instructions are located on the back of your room door. Please refer to the 'Emergency & Security' section in this directory for instructions and information about the safekeeping of your valuables.

F

FACSIMILE

Fax facilities and services are available at the front desk. Guests may receive faxes through the concierge. There is no charge for faxes received.

FLORIST

Flowers can be arranged upon request. Please contact Guest Services to place an order for flowers.



H

HOUSEKEEPING

Rooms are serviced between 08:00 hrs. and 16:00 hrs. and again with a turn down service between 18:00 hrs. and 21:30 hrs. Please contact Guest Services if you have a preferred service time.

Dinner 18:00 - 23:00 hrs.

Bar 17:00 - 01:00 hrs.

I

ICE

For ice delivery, please contact Guest Services.

INTERNET CONNECTIONS

Personal computers can be connected to high-speed internet in all guest rooms.

L

LAUNDRY / DRY CLEANING

Our laundry service is available from 07:00 - 20:00 hrs. Please call Guest Services for collection. All garments received before 10:00 hrs. will be returned on the same day; garments received after 10:00 hrs. will be returned the following day by 12:00 hrs.

Other available services include:

Three-hour express laundry service and dry cleaning service
Minor repairs and alterations

LIMOUSINE SERVICE

The dedicated concierge will be glad to arrange all your transport requirements. Advance bookings are recommended.

LOST AND FOUND

In the event you misplace a personal item, please contact Guest Services for assistance.



M

MAIL AND POSTAGE STAMPS

If you receive mail during your stay, it will be held for you at the Concierge Desk and a notification message will be left on your voicemail. Postage and mail, including overnight deliveries, can be arranged through the Concierge.

MINI-BAR

The mini-bar is available in your room. Please mention your usage of the mini-bar at the Front Desk upon check-out. Should you require additional items, please contact Guest Services.

N

NEWSPAPERS

We provide PressReader, a digital platform, where guests may access a selection of international newspapers and magazines. English and Thai national newspapers are available from 07:00 hrs.

P

PILLOW MENU

The hotel provides a Pillow Menu which features six choices of pillows to maximise your comfort. Please contact Guest Services for assistance.

S

SAFE DEPOSIT BOXES

An in-room safe is provided for your convenience. The hotel is not responsible for articles placed in this safe. There is a general safe at the front desk.

SECURITY

The hotel is patrolled 24 hours a day by our security ambassadors. For your own security and privacy, guests are advised to use the safety latch on the door. For any security-related issue, please contact our Duty Manager via Guest Services, who can be paged by Guest Services.

SHIPPING

Please contact the concierge located in the lobby for assistance.

SHOESHINE

A 24-hour shoeshine service is provided with our compliments. Please contact Guest Services to request the service.



T**TAXIS**

The concierge ambassador will be pleased to assist you with taxi services at the hotel. Please note that on rainy days in Bangkok, like most other international cities, taxis may take longer to obtain.

TELEPHONE SERVICES

Please refer to the Telephone & Internet Access section in this directory for dialling instructions or contact Guest Services for further assistance.

TELEVISION SET

The smart LED TV features pay per view movies, 60 satellite channels, hotel menus and services, city information and much more.

V**VOICEMAIL**

Please press the 'Voicemail' button on your telephone to access the voicemail system. Please contact Guest Services for any assistance that you may require.

W

WAKE-UP CALL

Press the 'Wake up' button to place your alarm call.

WATER

Tap water is purified but not recommended for drinking. For your convenience, complimentary bottles of drinking water are provided in your room.



3

SPA & FITNESS CENTRE

WHY NOT TAKE THE TIME TO EXPERIENCE SOME UNIQUE "INSTANTS MAGIQUES" IN THE NAME OF RELAXATION AND FITNESS?

WHEN IT COMES TO BEAUTY AND WELL-BEING, DISCOVER WHAT FRENCH KNOW-HOW HAS TO OFFER WHEN IT BLENDS WITH A MODERN APPROACH TO SERVICE AND STANDARDS.

WE INVITE YOU TO ENJOY RELAXING, LUXURIOUS MOMENTS IN OUR COMPANY.



SWIMMING POOL
LOCATED ON THE 9TH FLOOR

OPEN 07:00 - 20:00 hrs.

Enjoy the sundeck, cool down by the pool and enjoy massages at Le Spa sala.

LE SPA WITH L'OCCITANE
LOCATED ON THE 9TH FLOOR

OPEN 10:00 - 20:00 hrs.

At Le Spa with L'Occitane, named as a Regional Winner (south east Asia) at the 2019 World Luxury Spa Awards, we combine ancient Thai traditions with luxury L'Occitane products to create a range of quality treatments.

SO FIT
LOCATED ON THE 9TH FLOOR

07:00 - 22:00 hrs.

So FIT welcomes you every day and is open around the clock.
So FIT has a comprehensive range of exercise equipment, locker rooms and sauna.



4

TELEPHONE & INTERNET ACCESS

BECAUSE YOU NEED TO REMAIN CONNECTED, SOFITEL PROVIDES STATE-OF-THE-ART COMMUNICATION FACILITIES. PLEASE REFER TO THE FOLLOWING SERVICE LIST.



TELEPHONE SERVICES

ROOM TO ROOM

Dial 5 + ROOM NUMBER

LOCAL CALLS

Dial 9 + 02 + TELEPHONE NUMBER

LOCAL MOBILE

DIAL 9 AND THEN THE LOCAL MOBILE NUMBER (STARTING WITH 0)

DOMESTIC CALLS

DIAL 9 + AREA CODE + TELEPHONE NUMBER

INTERNATIONAL DIRECT DIALLING – INTERNATIONAL CALLS

DIAL 9 + 001 + COUNTRY CODE + AREA CODE + TELEPHONE NUMBER

THE HOTEL'S RATES FOR INTERNATIONAL DIRECT DIAL (IDD) CALLS ARE BASED ON THE DURATION OF THE CALL AND THE COST RATE, PLUS A SURCHARGE PER CALL. OUR CALL CENTRE OPERATOR WILL GLADLY PROVIDE YOU WITH MORE DETAILS ON SPECIAL CHARGES BY COUNTRY.

DIALLING COLLECT, CREDIT CARD CALLS, PRE-PAID PHONE CARDS

DIAL 9 + THE ACCESS NUMBER OF YOUR SERVICE PROVIDER
(A SURCHARGE WILL BE APPLIED)

BROADBAND INTERNET CONNECTIONS

WIRELESS INTERNET SERVICE

We provide wireless internet in the hotel's public areas. Complimentary wireless internet at the Club Millésime Lounge is provided for our Club Millésime guests.

IN-ROOM DATA PORT

All rooms and suites are equipped with data ports for easy internet connection.



5

EMERGENCY & SECURITY

AT SOFITEL, THE SAFETY AND SECURITY OF OUR GUESTS AND AMBASSADORS ARE OUR FIRST PRIORITY. THEREFORE, IT IS IMPORTANT FOR US THAT YOU TAKE A MOMENT TO READ THESE GUIDELINES AND TO TAKE NOTE OF THEM AS A PRECAUTION FOR ANY EMERGENCY THAT MAY OCCUR.

WE WISH YOU A SAFE AND PEACEFUL STAY AT SOFITEL BANGKOK SUKHUMVIT.





USEFUL LOCAL NUMBERS

- Press 9 for an outside line followed by:
Police Emergency 191
Fire Emergency 199

SECURITY SERVICES

- Safe boxes are available in your room.
- A sprinkler system, fire emergency system and smoke detectors are installed in the hotel.

UPON ARRIVAL IN YOUR ROOM

- Check if your luggage is complete and inform Guest Services of any discrepancy.
- The map behind your door indicates the location of the fire exits. Please familiarise yourself with the location of all safety equipment. The fire hose cabinets and local fire alarm stations are situated in front of the exit stairs.

WHEN IN YOUR ROOM

- We recommend that you use the in-room safe for any valuables. For your own security, do not share your code with anybody.
- If someone knocks on your door, remember to look through the view window in your door to identify the person before you open it. Please be advised that all our ambassadors wear name badges.
- When you do not wish to be disturbed, simply press the "Do Not Disturb" button next to the door.

WHEN YOU LEAVE YOUR ROOM

- Ensure that all electronic equipment is switched off and unplugged.
- Ensure that your main door is securely locked.
- Do not entrust your room keycard to anyone.

WHEN MOVING AROUND THE AREA

- Be wary of strangers who are unusually friendly, or casually offer goods and services. When in need of assistance outside the hotel premises, please call the hotel's Assistant Manager who is available to help you around the clock.
- It is recommended that you write down the plate number, model and colour of each taxi you use. The Doorman will do this for you when you leave the hotel by taxi.
- Stay away from dark alleys and areas that look deserted.
- Exchange your currencies only with accredited foreign exchange dealers and always ask for a receipt.
- Beware of suspicious looking persons and activities.

IN THE EVENT OF AN EMERGENCY

- Keep calm and do not panic. Follow emergency procedures posted on the back of your room door. Do not use the elevators during an evacuation of the hotel.
- In a fire emergency, take the nearest evacuation route, assisted by the hotel ambassadors and fire authorities. Be on the alert for public address announcements and the fire brigade's instructions.
- In the event of a major earthquake, protect your head from falling debris and stand underneath a strong structure such as a structural beam or door lintel. Walk calmly down to the evacuation site outside the building once the tremors stop, as aftershocks are likely to occur.

