

Shanghai **Centre**

September/October
2008



**Happy Birthday
to you!**

Shanghai Centre Talk



Dear Residents,
I am very happy to meet you here at the Newsletter of Shanghai Centre. I am the Human Resources Director here, and my job is to help Shanghai Centre to maintain a workforce motivated with a goal of exceeding your expectations by providing quality service and striving for continuous improvement on our service quality. Though I have been working with Shanghai Centre only for a short while - a little bit more than 2.5 years now - I truly feel proud of the employees of Shanghai Centre for their commitment to

our goal achievement and their continuous contribution to help making Shanghai Centre your first choice by practicing our mission of Continuously Improve Standards to Provide an Attractive Environment for Work and Living.

I met some of you at different occasions, conferences and some of our tenant events. I occasionally called some of you to get a little bit feedback from you about our service to gain input in programming our staff training. Many of you I met or talked with spoke highly of Shanghai Centre. Some long term stay-in tenants even told me their stories of once having moved out of Shanghai Centre but very soon later moved in again with their dearing feelings about Shanghai Centre Those are touching stories. Your common comments of "Shanghai Centre is a great place to stay" have brought to our employees enormous motivation in doing their job better every day. More, I frequently receive praises from many of you, which never stopped even during the period of our big renovation work when some inevitable inconveniences were brought to you all. We put up each of every praise letter received from you at our staff newsletter and our staff bulletin board as encouragement to all for our continuous improvement on our service quality. While we value your praises, we equally value your criticisms and suggestions which help us to understand your expectations from a different angle and provide us with inspirations as well.

Though it has been repeated many times by us, I would put it here again that sincerely we hope you find a most ideal SOHO and a warm home here in Shanghai Centre and everyday of yours is a new experience with us.

Yours Sincerely

Grace Huyan
HR Director

Message from Tomoko

レジデントの皆様

はじめまして。上野 友子
と申します。

7月に退職しました稲垣の後任として、9月1日に上海商
城に入社しました。主にプ
ロパティサービス部で日本
人顧客へのサービスを担当
させていただきます。



私事ですが、少し自己紹介
をさせていただきます。日本で約4年間の実務経験
をした後、始めは日本語教師として2003年の夏に上海に
やって来ました。。初めて上海に来た時は言葉も全くわか
らなかったのですが、その後素敵な友人や同僚に恵まれた
ことで充実した日々を過ごしてきました。その間、サービ
スアパートメントでの営業を経験し、上海に住む日本人の
方の多さにまず驚き、また様々な苦労や工夫をされている
事を知りました。そこで学んだ経験を今後こちらで活かし
ながら、レジデント並びにテナントの皆様により快適なサ
ービスをご提供していきたいと思ひます。

何か皆様のご意見ご要望がございましたら、ご遠慮なくお
聞かせ頂ければ幸いです。

簡単ではございますが、今後ともよろしくお願ひ申し上げ
ます。

上野 友子

Tomoko Ueno
Japanese Customer Relations Manager



Shanghai Centre Management Office
Suite 710, 1376 Nanjing Rd. West,
Shanghai 200040 China
Tel: 6279 8600 Fax: 6279 8610

Kurt Sigouin Property Services Director
Tel: 6279 8600 ext 6759
Jenny Jiang Customer Service Manager
Tel: 6279 8600 ext 6627
Tomoko Ueno Japanese Customer Relations Manager
Tel: 6279 8600 ext 6678
Alex De Ceuster Marketing Director
Tel: 6279 8600 ext 6615

Please direct all enquiries to marketing@shanghaicentre.net

PRODUCTION
Ringier

Emily Chu Editor

Tiger Hu Art Director

Happy Birthday To You!

So far, 2008 has been a big one not only for China with the success of the Olympics, but also for the Shanghai Centre. Besides the Centre's recent facelift, it's also a year of important birthdays. This year, the Shanghai Centre turns the grand age of 18, and the Portman Ritz-Carlton turns ten – making them both longstanding Shanghai icons.

The Portman Ritz-Carlton, Shanghai opened in January 1998 and comprised 578 guestrooms, but has since expanded to 610. In order to keep up to date and to maintain its landmark status, the hotel has been undergoing massive renovations since 2005 to the tune of US\$40 million. Not only has the motor court been given a new lease of life but throughout the hotel there have been big changes including the new Ritz Bar and Tables, the all-day dining restaurant. Furthermore, there are new meeting rooms on Level 11, an all-purpose hospitality suite and for the ultimate in luxury, Shanghai's largest Presidential Suite with a breathtaking expanse of 500 square metres.

The newest addition, Tables, will open on September 5th and will feature a contemporary pan-Asian buffet as well as authentic western home-style dishes. An à la carte menu will also be available and organic options and macrobiotic items can be ordered. Featuring alfresco dining as well as a distinctive decorating touch with a variety of different table tops, the restaurant offers a focal point of culinary excellence. Open kitchens, including one just for the creation of mouthwatering pastries, make dining a more interactive experience. Finally, a Sunday champagne brunch is set to become a city



favourite. The restaurant will also be commemorating the hotel's tenth birthday with a range of chef's specialties.

In a city where businesses come and go, it is the hotel's dedication to service, which included it being awarded the Platinum Five-star award from the China National Tourism Administration, that has kept it at the top of its field. This award underlines the high level of service provided by the hotel.

To celebrate the hotel's tenth birthday, The Portman Ritz-Carlton will host a gala charity event to benefit the Shanghai Charity Foundation's Foster Care Programme on October 17th. The theme will be "Make A Wish Come True - Rondo Veneziano" and will be held in the brand new Marble Hall Ballroom. The hotel's partner for the event will be Salvatore Ferragamo, and



Centre News

BBQ time!

We are excited to announce that a charcoal BBQ has now been installed on the East side of the Level 8 Terrace. This will give residents the option to use the electric grill or charcoal. For more info and bookings, please contact the Service Center at ext. 6666

Special treats at the Ritz Bar and Tables

The Portman Ritz-Carlton would like to warmly welcome all residents and tenants to the newly opened Ritz Bar and Tables Restaurant. Show your Shanghai Centre Privilege Card at your next visit and receive a complimentary gift or free appetizer with your drink! What are you waiting for?

In-house conference calls

SC is happy to introduce the QuickTalk Audio Conference System to all its residents and tenants. This completely on-demand conference call service allows up to 15 participants using any type phone. For more info, please contact the SC Telecom Department at ext. 8210

New home for City Shop

By the end of this fall, the popular City Shop Supermarket, together with The Ritz-Carlton Deli will move to their new location at the basement of the SC Exhibition Plaza. The new venue will be bigger with more space to provide an even wider selection of your favorite imported goodies. More shopping pleasure guaranteed!



here for most of their childhood.”

Winston Hui is certainly an old Shanghai Centre hand, as he first came to the Centre before it even opened in 1988 to work in the Engineering Department. For Hui, the Centre “has a western style but also a good combination with Chinese culture” and through working at the Centre he has “learned about Western thinking”. Not only this, but Hui has formed a special bond with the Centre as he has watched and participated in its growth from the ground up to the 18 year old beauty it is today.

the event itself will feature a masked ball, silent and live auctions and Executive Chef Christian Rassinoux's five-course menu paired with a fine selection of wines.

While The Ritz-Carlton celebrates its birthday with a new look, the Shanghai Centre's long-term employees and residents reflect on the past 18 plus years.

Long-term resident, Rachel Wang and her Canadian husband, Kurt, have recently returned to the Shanghai Centre after a three year stint of living in Vancouver. They previously lived in the centre from 1989 to 2004. Wang considers her return to the Centre as a return home. Not only has she been a resident of the Centre for many years, but her business, Great West Travel was located in the centre for 14 years. As Wang puts it “You can say I am an expert on living and working in the Shanghai Centre. I have witnessed all the amazing changes that have happened to this landmark property during the last 18 years. I love the Shanghai Centre; the management, the staff and the communities make our life so much easier and enjoyable. Both my kids were born in Shanghai and they consider the Shanghai Centre to be their home as they have played and lived

Sophie Wang, who has been working in the Centre for 14 years after she was employed in 1993, also has a special feeling for the company. Now working as Events Manager,



Wang, remembers that when she first came to the Centre, it was the only premium business complex in the city at that time. “If you took a picture of it, you could see only the Shanghai Centre and the sky”, she reminisces. At that time, the Centre offered the best office facilities and serviced apartments, theatre, and hotel in Shanghai and really had no competition, therefore many financial representative offices, and consulates set up offices here. Since then, the Centre has seen many competitors crop up in the market, but has maintained its lead through making a comfortable living community for residents and visitors by supplying everything they need from the different restaurants and top brand fashion stores to supermarkets, bookstores and a laundry.

Shanghai may change as fast as the blink of an eye, but the Shanghai Centre and the Portman Ritz-Carlton have grown and flourished with the ever-changing city.

Summer Camp Fun

The little ones had fun upon fun at the SC summer camp! From Chinese fan painting, creating their own Olympic torch, a visit to Think Town and a kids-only pajama party – all part of a fun and exciting summer.

Thanks again to Ms Lilly, Ms Suzie, Ms Sarah and Ms Christy for giving our kids another summer to remember.

Welcome back to our Butterflies and Caterpillars!

The SC preschool would like to welcome all returning and new kids at the start of the new school year! Parents were invited at the Open School Day to meet the teachers and kids got a chance to get to know their new class mates... Ms Swati, Ms Lilly and Ms Morgan are ready to make it a fun and exciting school year!



Event Schedule

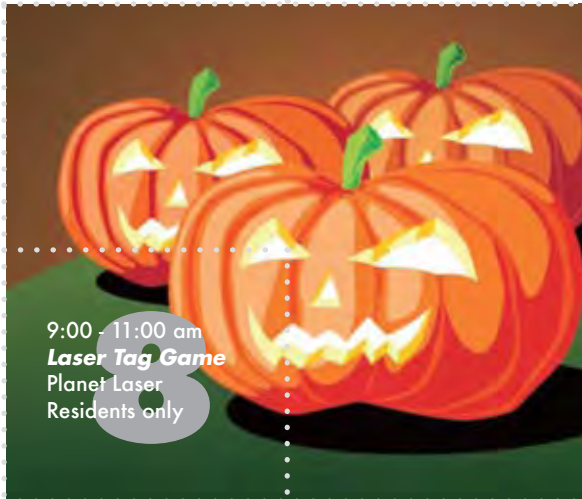
Oct

1:30 - 3:30 pm
Bartending Class
Ritz Bar
Residents only

10:00 - 11:30 am
Coffee Morning
Resident Lounge,
Suite 101
Residents only

10:00 am - 12:30 pm
Farmer's Market
Exhibition Plaza
Open to public

3:00 - 6:00 pm
Halloween Party
Hotel Marble Hall
Residents only



9:00 - 11:00 am
Laser Tag Game
Planet Laser
Residents only

Nov

8:45 am - 12:45 pm
Walking Tour
TBA
Residents only

10:00 - 11:30 am
Coffee Morning
Resident Lounge,
Suite 101
Residents only

10:00 am - 12:30 pm
Farmer's Market
Exhibition Plaza
Open to public

6:00 - 8:00 pm
Wine Tasting
TBA
Residents only

Regular Events - Residents Only

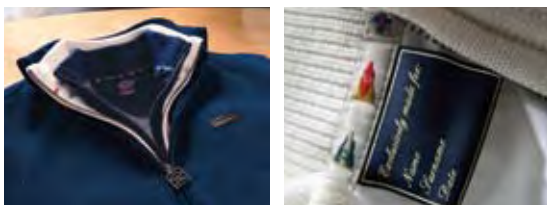
Monday 10:00 - 11:00 am
Yoga Class
Health Club, Level 7, Portman Ritz-Carlton Hotel, Residents Only

Friday 10:00 - 11:00 am
Pilates Class
Health Club, Level 7, Portman Ritz-Carlton Hotel, Residents Only

Friday 5:00 - 6:00 pm
Children's Art
Resident Lounge, Suite 101, Residents Only

* For further information on these or any other events hosted by Shanghai Centre, please contact the Marketing Department at extension 6621.

Retailer Section



Interactive Jacket

Jacket with connection for iPod and Bluetooth

Absolutely water-proof and high tech performance are the two main characteristics of this jacket which is resistant to a 20m column of water (Typhoon 20000). It is multi-functional with an iPod and Bluetooth connection.

The removable hood has lining in coyote fur. This is ideal for yachting enthusiasts and as well as for the metropolitan adventurers.



Shop A01, Paul & Shark,
6279-8418

Theater

Senegalese Band African Sunlight

--The 10th Shanghai International Arts Festival



Bringing a ray of African sunshine to Shanghai!

The band African Sunlight will perform for the first time in mainland China during the 10th Shanghai International Arts Festival; the group of musicians from Senegal will bring you a mix of R&B, Hip-Hop, Rap, Samba and African medleys. A must-see for all of you!

Date: Oct.20, 2008
Time: 19:30 pm
Venue: Shanghai Centre Theatre
Ticket price: RMB 100, 180,
280 and 380

Centre Spotlight

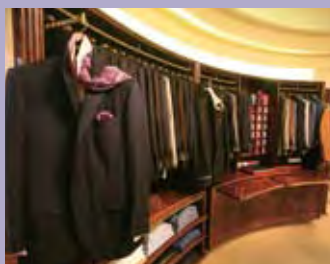


Italian brand Stefano Ricci

Italian brand, Stefano Ricci was established in Florence in 1972. The only Shanghai branch of the store whose emphasis is on, as head of the company, Enrico Zhou describes, "Classic styles and luxury and the search for excellence", is located in the lobby at The Portman Ritz-Carlton.



The Autumn/Winter 2008 collection focuses on this quest for luxury and is certainly not for the shrinking violet. Key elements include alligator and ostrich jackets with mink linings as well as alligator belts in a range of colours with platinum and diamond buckles. Shirts come in bold hues and stripes and can be teamed with diamond-studded cufflinks with graphically-inspired designs.



Also a long term resident, there has been a branch of Stefano Ricci in the Shanghai Centre since 1994. Not only that, but in continuation of the current mood for celebration at the Centre, Zhou will soon be celebrating his wedding at The Portman Ritz-Carlton, a place he sees as his "second home".

Shop 128, Stefano Ricci, 6279-8086

Out and About in Shanghai Centre



Event Recap

SC Dragon Boat Race

Eighty rowers on 5 boats competed for the trophy at the first SC Dragon Boat Race! The US Consulate team crossed the finish line first, followed by the SC staff-team; The Portman Ritz-Carlton team came in third, trailing only a few seconds behind. Congratulations to all participants and we look forward to another exciting race next year!



Coffee Corner @ Häagen-Dazs

What is better than an ice cream on a hot summer day? The Coffee Corner events at our favorite SC ice-cream parlor proved once again very popular with more than 300 residents gathering at Häagen-Dazs to mingle with neighbors, chat about the Olympics, or just simply enjoy a cup of coffee along with a selection of your favorite ice cream or a piece of cake.

Pottery Workshops

SC Residents showed off their artistic skills at our summer pottery workshops. Spread out over two sessions all participants got the opportunity to create, paint and glaze their own work... The highlight of the workshop was trying out a real potter's-wheel! More creative classes are scheduled for the near future...



1. The SC Tenants and Residents Dragon Boat team
2. Creating a masterpiece at the Pottery workshop...
3. Time to paint and glaze our artwork!
4. Arts & craft at the SC Summer camp
5. Our amazing summer camp teachers
6. Excited rowers after the Dragon Boat Race



Peking Opera - Earthquake relief fundraiser

An enthusiastic crowd of more than 500 people gathered at the SC Theatre for our fundraiser "A taste of Peking Opera". The Shanghai Peking Opera Troupe brought a stunning performance and the event was even covered on local TV and newspapers! All collected funds will be used to buy books for a new school library in Sangzao, one of Sichuan's worst hit earthquake disaster areas. Thanks again for your great support!

ADMINISTRATION SERVICES

The Portman Ritz-Carlton, Shanghai 6279 8888
Fax:6279 8800
Business Centre 6279 8801
BellSouth Admin Office 6279 8900
Fax:6279 8910
BellSouth Customer Service Ext. 8900

SHANGHAI CENTRE SERVICES

Shanghai Centre Management 6279 8600
Fax:6279 8610
Shanghai Centre Customer Service Ext. 6666
service@shanghaicentre.net Fax:6279 7610
Shanghai Centre Security Ext. 6656
Wake-up call Ext.0
Apartment Room Service Ext. 5955
East Residence Lobby Ext. 6692
West Residence Lobby Ext. 6730
Preschool 6279 8519
Kids Club 6279 7146
Resident Lounge Ext. 6752
Theatre ticket office 6279 8663
Maintenance/Building Services Ext. 6666

FASHION

Dave's Tailoring 6279 8805
Suite 105, West Retail Plaza
Gucci 6279 8028
Suite A03, Street Level, West Retail Plaza
Marc Jacobs 6279 8321
Suite A04, Street Level, West Retail Plaza
Paul & Shark 6279 8418
Suite A01, Street Level, East Retail Plaza
Salvatore Ferragamo 6279 8838
Suite A02, Street Level, East Retail Plaza
Stefano Ricci 6279 8086
Suite 128, Portman Ritz-Carlton Shanghai
Qinyi Fashion 6279 8628
Suite 458, East Office Tower

PERSONAL SERVICES

Beauty Farm 6279 8399
Suite 808, East Tower
City Shop 6279 8018
Suite 104, West Retail Plaza
FIORI - Nail Plus Salon 6279 8118
Suite 210, East Retail Plaza
Huashi Pharmacy 6279 8090
Suite 206, West Retail Plaza
Jazz Laundry Valet
Suite 111, East Retail Plaza
Major Shoe Repair & Key Service
Suite 355, East Office Tower
Post Office 6279 8044
Suite 355, East Office Tower

LifeLine Shanghai 6279 8990
SinoUnited Health 6279 8920
Suite 601, West Office Tower
The Portman Ritz-Carlton Health Club Ext. 5922
Level 7, Portman Ritz-Carlton, Shanghai
The Portman Ritz-Carlton Salon 6279 8630
Level 7, Portman Ritz-Carlton, Shanghai
Toni & Guy Hairdressing Salon 6279 8806
Suite 209, East Retail Plaza
Wally's Digital & Photocopy 6279 7880
Suite A06, Street Level, East Retail Plaza
Parkway Health 6445 5999
Suite 203, West Retail Plaza

GOVERNMENT OFFICES

American Chamber of Commerce 6279 7119
Suite 568, East Office Tower
Australian Consulate Visa Section 6279 8098
Suite 406, West Office Tower
British Consulate 6279 7650
Suite 301, West Office Tower
Canadian Consulate 6279 8400
Suite 604, West Office Tower
Canadian Consulate Visa Section 6279 8400
Suite 668, East Office Tower
Irish Consulate 6279 8729
Suite 700A, West Office Tower
Consulado General de Mexico Trade Section 6279 7691
Suite 438, East Office Tower
New Zealand Consulate Visa Section 6279 7368
Suite 507, West Office Tower
Philippine Consulate 6279 8337
Suite 368, East Office Tower
US Commercial Service 6279 7630
Suite 631, East Office Tower

RESTAURANTS / ENTERTAINMENT

California Pizza Kitchen 6279 8032
Suite 107, West Retail Plaza
Cheese & Fizz 6279 8298
Suite 111A, West Retail Plaza
Element Fresh 6279 8682
Suite 112, East Retail Plaza
Häagen-Dazs 3222 0099
Suite 111, West Retail Plaza
Hanagatami Japanese Restaurant 6279 8888
Level 2, Portman Ritz-Carlton, Shanghai Ext. 5898
Long Bar 6279 8268
Suite 206A, Centre Retail Plaza
Palladio Italian Restaurant 6279 7188
Level 1, Portman Ritz-Carlton, Shanghai
The Ritz Bar 6279 8888
Level 2, Portman Ritz-Carlton, Shanghai Ext. 5777

Starbucks Coffee 6279 8667
Suite 103, West Retail Plaza
Summer Pavilion 6279 8888
Level 2, Portman Ritz-Carlton, Shanghai Ext. 4770
Tables 6279 7166
Level 1, Portman Ritz-Carlton, Shanghai
Tony Roma's 6279 7129
Suite 109, West Retail Plaza
Paul Bakery 6279 7568
Suite 118, East Retail Plaza

GIFTS & ACCESSORIES

Alice Flower 6279 8737
Suite 106C, West Retail Plaza
Emperor Silk 6279 8711
Suite 201, West Retail Plaza
Lady's World 3222 1303
Suite 326, East Office Tower
Lilli's Shanghai 6279 8987
Suite 605, West Office Tower
The Ritz-Carlton Gift Shop 6279 8888
Level 1, Portman Ritz-Carlton, Shanghai Ext. 5891
Zhang's Textiles 6279 8587
Suite 202A, West Retail Plaza
Chaterhouse Booktrader 6279 7633
Suite 202B, West Retail Plaza
L'e Crin 6279 8565
Suite 203A, West Retail Plaza

TRAVEL & BUSINESS SERVICES

Aeroflot Russian Airlines 6279 8033
Suite 114, East Retail Plaza
All Nippon Airways 800 820 1122
Suite 208A, East Retail Plaza
Great West Travel 6279 8489
Suite 563, East Office Tower
HSBC 6279 8582
Suite 106, West Retail Plaza
Jade Travel 6279 8393
Suite 427, West Office Tower
Malaysia Airlines 6279 8579
Suite 560, East Office Tower
Northwest Airlines 6279 8100
Suite 207, East Retail Plaza
Philippine Airlines 6279 8765
Suite 735A, East Office Tower
Turkish Airlines 6279 8392
Suite 211, West Retail Plaza
Vietnam Airlines 6279 7777
Suite 531A, East Office Tower
Club Med 6279 8088
Suite 528, West Office Tower



SHANGHAI CENTRE
上海商城