

Guestroom Amenities Case Study – SkyCity:

Kiwi hospitality comes first at SkyCity Grand Hotel



AUCKLAND'S SKYCITY GRAND HOTEL IS KNOWN FOR ITS GENUINE KIWI HOSPITALITY AND MODERN, SPACIOUS ACCOMMODATION.

Whether guests visit to experience the sights and sounds of vibrant Auckland, including the iconic Sky Tower or rejuvenate in the spa facilities or even to drop in to the exciting SkyCity Casino, this hotel offers world-class facilities and services. The chosen guestroom amenities range reflects this top class hotel, full of personality and brimming with unique Auckland spirit.

Colette Leonard is the hotel manager at SkyCity Grand Hotel and she said: "We use an exclusive range called Puriri. We wanted to continue the tradition of using New Zealand made hair and body care products that went back to the day the hotel opened, and so we worked with Health Pak to identify a number of indigenous botanical ingredients that we could use as the cornerstone of our formulations.

"We ended up using Puriri leaf extract as we loved the name Puriri and the Puriri moth offered the perfect visual identity for the new brand. They then helped us develop not only the items you would expect in the room: shampoo, conditioner, body wash, body lotion and soap, but also some really unique products like facial cleanser, exfoliating body scrub and the divine bath bag infusions we offer in our top rooms that guests have probably never seen before in a hotel room."

According to Ms Leonard, the Health Pak formulations are loved by guests "for being, not only salon grade quality, but also biodegradable, sustainably sourced GE-free and plant-based. With Puriri, we went

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further into customising the product with not only the botanical Puriri extract (which has been used for hundreds of years for traditional healing preparations) but we also worked with Health Pak and their perfumer to develop a truly unique perfume for the range."

The Puriri range of bathroom amenities make a striking statement at SkyCity Grand Hotel and Ms Leonard revealed, "We receive plenty of positive guest feedback about the Puriri range. Our guests love the fragrance, the sensory impression and the character of the product.

"And yes, guests do love to take them home. We have started a retail range of larger bottles which we sell at the hotel because we get so many requests from guests who stayed, enjoyed the product and wanted to purchase the larger bottles. In fact, we have sent Puriri right across the world in the last six months." ■

By Mandy Clarke, Industry Reporter