

TARGET

Intelligence Report

VOLUME XXIII No. 6

S A T U R D A Y

January 9, 2021

Viewsletter

Dining and Wining

Dining and Wining

THE BEST

RESTAURANTS OF HONGKONG ...

AND THE WORST !

<u>Name of Restaurant</u>	Man Ho Chinese Restaurant
<u>Address of Restaurant</u>	Level 3, JW Marriott Hotel Hongkong, Pacific Place, No. 88, Queensway, Hongkong
<u>Date of Visit</u>	Saturday, December 19, 2020

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Suite 2901, 29th Floor, Bank of America Tower, Number 12, Harcourt Road, Central, Hongkong.
Telephone Number: 2573-0379 Facsimile Number: 2838-1597 E-Mail Address: editor@targetnewspapers.com
TARGET Website Address: www.targetnewspapers.com

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Dining and Wining

<u>Category</u>	<u>TARGET's Rating</u>		
<u>Service</u>			
First Impression	Excellent	Acceptable	Poor
Attentiveness to Customers' Needs	Excellent	Acceptable	Poor
Flexibility	Excellent	Acceptable	Poor
Product Expertise of Serving Staff	Excellent	Acceptable	Poor
Speed of Service	Excellent	Acceptable	Poor
Cleanliness of Uniform and Serving Staff	Excellent	Acceptable	Poor
<u>Ambiance</u>			
Lighting	Excellent	Acceptable	Poor
Music	Excellent	Acceptable	Poor
General	Excellent	Acceptable	Poor
<u>Food</u>			
Presentation	Excellent	Acceptable	Poor
Taste	Excellent	Acceptable	Poor
Quantity	Excellent	Acceptable	Poor
<u>Total Cost of Meal</u>			
Very Expensive	Moderately Expensive	Very Reasonably Priced	

Comments

The advertisement with regard to the lone Chinese restaurant of JW Marriott Hotel, Hongkong, reads as follows:

'Man Ho Chinese Restaurant serves lunch and dinner, with authentic Chinese fare, home-made dim sum, live seafood and exquisite ingredients. It offers an extensive tea list sourced locally and quality wines from around the world selected by the sommelier.'

At one time, the above may have been accurate, at least, to some extent, but it, certainly, was not accurate, in the opinion of **TARGET** (泰達財經), when our three food appraisers visited it at about 2:00 p.m. on Saturday, December 19, 2020.

To be totally honest and fair about the dire situation that existed on the day that this medium visited Man Ho, the dreaded Covid-19, having taken its toll by infecting in excess of 100 people per day, the Hongkong Government had enforced rules in respect of all restaurants: They were not permitted to have more than two people, seated at one table of all restaurants, and all restaurants were required to close by 6 p.m., each night.

In addition, no restaurant was permitted to utilise more than 50 percent of the total seating capacity.

Further, all customers were required to wear face masks, at all times, when visiting hotels and restaurants, except when ingesting food or imbibing beverages.

Management of Man Ho, in order to comply with the Hongkong Government's rules and regulations, operated two in-house sessions with regard to luncheons: Session One, 11:30 a.m. to 1:00 p.m.; and, 1:30 p.m. to 3:00 p.m. in respect of the Session Two.

On entering Man Ho, **TARGET**'s team of three appraisers, plus one guest, was ushered into a room, just off the spacious main dining area.

Before having the time, even to scan the menu, into this room came a black-jacketed lady who requested whether or not **TARGET**'s team was prepared to place its order for food.

On being asked to be served for four New Zealand abalones, the black jacket said that she would ask the kitchen.

And off she went.

Dining and Wining

Within minutes, the black jacket returned with the statement that New Zealand abalone was not available.

Asked about ‘*cha siu*’ (叉燒) (spare ribs), the black jacket said that it had been sold out (obviously sold to customers of the first session because *cha siu* is somewhat popular at this restaurant).

Then, when **TARGET** requested two roast pigeons, the black jacket wrote down the order, along with some other dishes, selected from the menu, and left the room.

The black jacket returned some minutes later with the news that there was only one pigeon left.

She, then, hurriedly left the room only to return within a very short space of time, with the intelligence that all the pigeons had been sold.

Punishment?

When **TARGET** commented, in Cantonese, words to the effect, ‘*Then, you have very little to sell*’, the black jacket looked blankly and, in a clearly nonchalant motion, made a slow retreat.

She was never seen again.

After coming to the conclusion that there was a distinct paucity of certain dishes that **TARGET** was told had been sold out at the First Session – or never existed – just about all that was left to be ordered included:

- One order of beef balls – three pieces;
- One order of pork dumplings – three pieces;
- One order of part of a pork knuckle;
- One order of deep-fried prawns in a mango dressing – six pieces;
- One order of noodles in fish maw juice;
- One order of sauteed bean curd with vegetables; and,
- One order of pork buns – two pieces.

When one dish after another was presented to **TARGET**'s table, there was one aspect that was very apparent, all the dishes, having the same aspect in common: Each one of them had, quite clearly, been prepared and cooked many hours earlier – or perhaps a few days before –; and, all the dishes, that should have been served hot, were just a degree or so higher than that which one might suggest was a temperature, considered commonly as being lukewarm.

Not one of the dishes that was presented were worthy of a point count of more than three out of 10 points, with 10 points, being the highest level.

After about 45 minutes of frustration and torment in that which should have been a pleasant lunch, but turned out to be a horror outing, **TARGET** asked for the bill and discovered that a Cover Charge of \$HK120 had been added along with a 10-percent Service Charge of \$HK147.60.

DIARRHOEA I

The best, however, was yet to come.

The three **TARGET** food appraisers and **TARGET**'s lone guest, all suffered, during the evening and night, from mild cases of diarrhoea.

Of course, the mild incidences of diarrhoea could have been of the much-more violent type – being the result of ingesting unclean food, or food that, in reality, was not fit for human consumption, causing very upsetting intestinal discomfort ... and for the fact that only mild incidences of diarrhoea, followed a visit to Man Ho, this medium is truly thankful.

Of course, it shall be a long time before this medium will ever, even consider, eating at this food outlet of JW Marriott, Hongkong, again, of that **TARGET** Subscribers may be assured.