

## TRAVELLING WITH TARGET

### THIS SHANGRI-LA HOTEL IS A DUD

#### Part Two

#### A Visit To Ting Restaurant

Ting Restaurant and Ting Lounge are one of the same food outlets at Shangri-La Hotel at The Shard, with the Ting Restaurant, being the only outlet at the hotel that serves meals, other than at breakfast and teatime at which time, the outlet is called the Ting Lounge.

On Wednesday, September 26, 2018, at 7:15 p.m., **TARGET**'s representative showed up at Ting Restaurant with the intention of sampling the cuisine at this food outlet.

Ting Restaurant is on the 35<sup>th</sup> Floor of The Shard, the same floor as is the Reception Counter of the hotel.

In the evenings, Ting Restaurant serves Asian and European food, with one side of the restaurant, devoted to Asia cuisine, and one side, devoted to European cuisine.

After waiting at the entrance of the Ting Restaurant for about two minutes, a young lady sauntered over and asked whether or not **TARGET** had made a reservation.

She did not ask whether **TARGET** would prefer Asian cuisine to European cuisine.

On being told that no reservation had been made and that **TARGET**'s representative was a guest of the hotel, the young lady said that it would be a little while for a table to be made available.

About ten minutes later, this young lady led **TARGET**'s representative to a table, close to the entrance of the hotel lobby.

(Ting Restaurant occupies the entire 35<sup>th</sup> Floor of The Shard and the table to which the young lady directed **TARGET** was near the reception counter and the two lifts that take guests to their rooms.)

The table, to which **TARGET** had been directed, was sufficient to accommodate at least six people with considerable ease.

It was not a dining table, at all, but place where people may be seated, specially to accommodate the imbibing of alcohol at '*Happy Hours*', along with little snacks.

The chairs, other than **TARGET**'s, were all facing in different directions and the table, itself, had not been prepared for guests, with no serviette, plates and cutlery in sight.

Looking round the restaurant, it was noted that there were only six diners present.

Due to the fact that the table, to which **TARGET** had been instructed to be seated, was in the public area and not the restaurant, per se, it meant that **TARGET**'s representative was, in a word, '*on show*', and as such, for a single Chinese lady, seated demurely in this public position, it was considered not an appropriate table, especially with hotel guests and visitors to the hotel, having to pass by her table.

**TARGET** asked the young lady that she be moved to a more-appropriate table.

The young lady did not say anything, but just strode away in somewhat of a huff.

**TARGET** refused to be seated at this table, at this juncture.

About 15 minutes later, a waiter came over and asked: '*You are not happy with this table?*'

He went on to say:

*‘I have another table for you, but you will have to be seated, facing a man.’*

**TARGET** responded by stating that anything was better than the first table because it was as though she were *‘on show’*.

The waiter, then asked: *‘Is there another problem?’*

(Was this supposed to be a veiled *‘suggestion’* by the hotel’s Management?)

About 30 minutes later, an Asian menu was slapped onto the new table with no introduction by the waiter who left it there.

A European man, obviously a senior staff member, wearing a black jacket, passed by **TARGET**’s table.

**TARGET**’s representative informed this staff member that Asian cuisine was never expected since she had come to sample European food.

The *‘black jacket’* went over to a waiter and the two of them had a brief chat, ending with them, both, staring a **TARGET**’s representative for about two minutes.

Some minutes later, one sheet of paper was placed on **TARGET**’s table, this single sheet of paper, being the entire European menu for the evening.

The following is that which was selected for the evening meal:

Delica Pumpkin Velouté, cost £12.00

Torre Meadow’s Beef Fillet, cost £38.00

Green Beans, cost £6.00

With the above, **TARGET** ordered one glass of Montepulciano D'Abruzzo, Emidio Pepe, at a cost of £55.

(This one glass of wine cost more than the entire meal!)

The female sommelier, named Alexandra, came over to **TARGET**'s table in order to serve the wine which had, already, been poured into a glass at a different station of the restaurant.

On viewing the glass of wine, it was noted that small amounts of cork were floating on the top of it and, at the bottom of the wine glass, there existed about one millimetre of sediment, all of which was very visible.

The glass of wine, complete with the particles of cork and the sediment, was taken away, following **TARGET**'s complaint.

The sommelier disappeared for about ten minutes, following **TARGET**, having completed devouring the first course.

When the sommelier returned, she held a glass of wine in her hand, this time, with no cork crumbs, floating on the top of the wine, but with that thick layer of sediment, still at the bottom of the glass.

This time, however, there was more than double the amount of the reddish-brown liquid that had been in the first glass.

To **TARGET**'s amazement that, very quickly, turned to annoyance, it was discovered that the liquid in the glass was a mixture of wine and water – and it was completely insipid!

It was as though one was drinking reddish water, not wine.

As for the dishes, the soup had been lukewarm while the beef, being edible, could only be described as being mediocre, with very little taste.

**TARGET**'s representative left the restaurant 90 minutes after her arrival.

In describing the above situation in an email to **TARGET**'s offices in Hongkong, she described her experience as one that, hopefully, she would never have to experience, again.

The Ting Restaurant is well staffed, to be sure, but during this medium's visit, many members of the staff were audibly laughing with exchanges that, no doubt, were their raunchy experiences, all of which that could be heard, throughout the length of the restaurant.

These staff members were acting, laughing and speaking in a manner as though they were entertaining the guests.

In Hongkong, there remains a large number of dai pai dong eateries – traditional licensed street stalls, typically with a small seating area, selling cooked food at low prices – and the service at these dai pai dongs is far superior to that which is given at Ting Restaurant.

This hotel may have a captive audience with regard to paying guests, but if it is interested in luring members of the British public and/or tourists to come to sample food at Ting Restaurant, one visit may turn out to be once too often.

That which, once again, had been made only too plain to **TARGET**, was that Shangri-La at The Shard does not, particularly, welcome single, Chinese ladies to visit this hotel for whatever reason.

One may only ponder as to Management's raison d'être for the Weltschmerz, made very apparent to ladies, travelling, round the world, unescorted.

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