



## Nicholas Chow

### **Executive Trainer**

Nicholas Chow brings 15 years of international experience in luxury hotels, leading culturally diverse teams in achieving service excellence with a guest-centric approach.

Chow began his career at JW Marriott Hotel Hong Kong and followed that with 12 years at The Peninsula Hotels group in various room division leadership roles spanning three metropolitan cities: Hong Kong, New York and Tokyo.

At The Peninsula Tokyo, Chow helped teams create elevated guest experiences in his roles as guest experience manager and later assistant head of front office. His meticulous, passionate personality led to his appointment as a first-generation trainer of Peninsula Service Principles, where he assisted in implementing the brand's guest engagement guidelines at the Tokyo property.

In February 2023, Chow was hand-selected as an opening task force member at The Peninsula Istanbul, where he successfully established a solid foundation for personalizing guest journeys.

Chow's global experience has allowed him to develop a genuine understanding of diversity. In addition to his native Cantonese, Chow is fluent in English, Mandarin and Japanese.