



Peninsula Chinese Business Association

美國華聯商會

Leading because we care

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Dear Members and Friends:

One stormy night in the late 19th century, a couple ran into the lobby of a small hotel in Philadelphia, looking for a room to get out of the rain. The couple approached the front desk, "Would you have a room for a night?" the man asked. The clerk, a friendly man with a pleasant smile, explained to the couple that there were three conventions in town, and all the rooms were taken. But he couldn't send the couple out in the rain at one o'clock in the morning. The clerk said, "Would you perhaps be willing to sleep in my room? It's not exactly a suite, but it will at least be good enough to make you folks comfortable for the night." The clerk assured them, "Don't worry about me when the couple declined." I'll be fine." So, the couple agreed.

As he paid his bill the following day, the man said to the clerk, "You are the kind of person who should be the manager of the best hotel in the United States. Maybe someday I'll build one for you." The clerk looked at the couple and smiled. The three had a good laugh. As they drove away, the couple agreed that the helpful clerk was indeed exceptional, as finding people who are both friendly and helpful isn't easy.

Two years passed.... The clerk had almost forgotten the incident when he received a letter from that man. It was an invitation to visit the couple in New York, and a round trip ticket was enclosed. Upon his arrival in New York, the man took him to the corner of Fifth Avenue and 34th Street. Pointing to a great new building, a palace of reddish stone, with turrets and watchtowers thrusting up to the sky, the man said: "That is the hotel I have built for you to manage." "You must be joking," the young man replied. "I can assure you I am not," the man said with a look of satisfaction on his face.

The man's name was William Waldorf Astor, and the magnificent structure was the original Waldorf-Astoria Hotel. The young man who became its first manager and the president afterward was George C. Bolt. This young clerk never foresaw the turn of events that would lead him to become the manager of one of the world's most famous hotels.

One achieves great things not just through services but through a compassionate heart. When someone goes out of their way to help you from the heart, it makes a difference. Helping one person may not change the world, but it may change one person's world. But if everyone does the same, the world will be full of kindness, and happiness will follow with unexpected rewards.

Best Regards,

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