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Best in Class: EQ Honoured with “Best Service” at Tatler Awards 2025

The hotel’s commitment to excellence continues to win hearts—and accolades

KUALA LUMPUR, 7 April 2025 – EQ continues to shine as an epitome of Malaysian hospitality, having been awarded “Best Service” at the prestigious Tatler Best-in-Class Hotel awards 2025. The recognition marks yet another milestone for the hotel, whose distinctive blend of modern elegance and heartfelt service has made it a favourite among both local and international guests.

Compiled annually by Tatler Asia, the Best-in-Class Hotel awards celebrate outstanding contributions to the art of hospitality across the region. In awarding EQ the “Best Service” title, Tatler credited the hotel for delivering service that is both personalised and efficient, with a team that upholds high standards while creating an atmosphere that is genuinely warm and inviting. EQ’s ability to balance professionalism with a sense of ease was recognised as a key factor in distinguishing it within Malaysia’s competitive luxury hotel landscape.

“This award speaks volumes about our team’s dedication to service not as a transaction, but as an art,” said Gerard Walker, General Manager of EQ. “We believe the smallest gestures often create the most lasting impressions, and I couldn’t be prouder of our colleagues who live and breathe this philosophy every day.”

Since reopening in 2019, EQ has built an enviable reputation as a city hotel that offers the rare combination of understated luxury, exceptional dining, and purposeful sustainability. Situated in the heart of Kuala Lumpur's Golden Triangle, the hotel rises above the city skyline with 440 luxuriously appointed guestrooms and suites, each designed to reflect contemporary sophistication while offering all the comforts of home.

EQ is home to a constellation of award-winning dining venues including Sabayon, the hotel's modern European fine-dining restaurant located on the 51st floor, as well as Blue at Sky51, Nipah, Kampachi, and the all-day café Étoile. Many of these venues have earned international acclaim, including Sabayon's consistent wins in the Wine Spectator Restaurant Awards for Best Award of Excellence and recognition in Tripadvisor's Best of the Best Awards.

Complementing its culinary excellence is Sanctum Wellness, EQ's wellness sanctuary that features a state-of-the-art gym, spa, vitality pool and an expansive infinity swimming pool overlooking the city. Designed with well-being in mind, Sanctum provides a holistic escape from the bustle of the capital, reinforcing EQ's reputation as a hotel that nurtures body, mind and spirit.

In addition to its refined offerings, EQ has become a leader in responsible hospitality. It is one of the few luxury hotels in Malaysia to earn a Gold Certification by the Green Building Index (GBI), a testament to its commitment to sustainable architecture, energy conservation, and green practices across all departments.

Recognition from Tatler adds to the hotel's growing list of accolades, which includes being named No.1 City Hotel in Malaysia by Travel + Leisure Luxury Awards Asia Pacific for three consecutive years and being listed among Travel + Leisure's Top 500 Hotels in the World.

"For us, true luxury lies in human connection," added Walker. "This award is a celebration of that connection—between our people and our guests, between our heritage and the future of hospitality."

With this latest distinction, EQ continues to define a new standard for hospitality in Malaysia and across the region, offering an experience where every detail matters and every guest journey is memorably bespoke.

About EQ

EQ is part of Hotel Equatorial's legacy and is celebrating its fifth decade in the hospitality industry. The hotel is Travel + Leisure Luxury Awards Asia Pacific #1 Hotel in Malaysia 2022 – 2024 and #35 Travel + Leisure Readers' 100 Favourite Hotels in the World for 2023. Occupying the top floors of the award-winning 52-storey Equatorial Plaza, the hotel offers 440 stylish rooms, state-of-the-art banquet and meeting facilities, and an array of signature restaurants and bars such as the Bottega the lounge, Nipah the all-day dining restaurant, Kampachi Japanese Restaurant, as well as the impressive, must-visit Sky51 consisting of Sabayon, a contemporary European restaurant, and Blue, a stylish lounge with an outdoor bar offering the most stunning panoramas of the city. The 5-star hotel is also Green Building Index (GBI) Gold-certified making it one of the most energy and resource-efficient buildings in the country. Other facilities include Sanctum Wellness with its unique spa, 25m infinity pool, vitality Jacuzzi and state-of-the-art fitness centre.

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