

Contents

INTERVIEWS



CLINTON 12

Bill Clinton Now

An Interview with the Honorable William Jefferson Clinton, 42nd President of the United States

12

Connecting with Consumers' Souls

An Interview with Gerd H. Klauss, President and CEO, Volkswagen of America, Inc., Auburn Hills, Michigan, and Volkswagen Canada, Inc., Ajax, Ontario

18

Priceless

An Interview with Robert W. Selander, President and Chief Executive Officer, MasterCard International, Purchase, New York

23

What Makes or Breaks Businesses

An Interview with John S. Chen, Chairman, President, and CEO, Sybase, Inc., Dublin, California

26

We Listen a Lot

An Interview with Darryl R. Jackson, Vice President, Dodge Marketing, DaimlerChrysler Corporation, Auburn Hills, Michigan

39

Providing Solutions in Challenging Times

An Interview with Mike Hulley, President, Transportation Global Industry Solutions, EDS, Plano, Texas

42

Security and Technology

An Interview with Janet Wejman, Senior Vice President and Chief Information Officer, Continental Airlines, Inc., Houston

43

America's Largest Regional Tech Network

An Interview with Steven G. Zylstra, President and Chief Executive Officer, Pittsburgh Technology Council, Pittsburgh

44

LEADERS STYLE

The Secrets of Lady Pidgeon

An Interview with Lady Pamela B. Pidgeon, Director and Owner, Great Brampton House Antiques Ltd., Madley, United Kingdom

174

The Love Behind the Legend

An Interview with Stanislas de Quercize, President and Chief Executive Officer, Cartier Joailliers, New York

175



A LEGEND 175

What Aficionados Understand

An Interview with Daniel Lalonde, President and Chief Executive Officer, LVMH Watch & Jewelry North America, Springfield, New Jersey

177

Watchmaker to the Right People

An Interview with Thierry Nataf, President and Chief Executive Officer, Zenith International SA, Le Locle, Switzerland

178

Crystal as an Investment

An Interview with Marie McKee, President and Chief Executive Officer, Steuben, Corning, New York

179

A Look That Lasts a Lifetime

An Interview with Anthony Spitz, Owner & President, Poulsen, Skone & Co., London

180

Luxury Jeweler Turns Lavish Hotelier

An Interview with Francesco Trapani, Chief Executive Officer, Bulgari S.p.A., Rome

183

Frame Me

An Interview with Eli Wilner, Founder and Chief Executive Officer, Eli Wilner & Company, New York

184

Casually Elegant Luxury

An Interview with Janice Winter, President, Judith Ripka, New York

185

Building on a Beautiful Legacy

An Interview with Chaya Saity, Cofounder, David Saity Jewelry, New York

186

What Does Your Watch Say About You?

An Interview with Samuel Friedmann, Owner and President, Gevril, Rockland County, New York

188

Much More Than a Label

An Interview with Pier Luigi Guerci, President, Loro Piana USA, New York

189

One-Line Success

An Interview with Carlo Crocco, President and Chief Executive Officer, Hublot (Montres MDM Fabrication S.A.), Nyon, Switzerland

191

LEADERS IN REINVENTION

An



Special Report

28

DEPARTMENTS

The Leaders Award

48

Leaders Advisory

131, 145

Editor's Choice

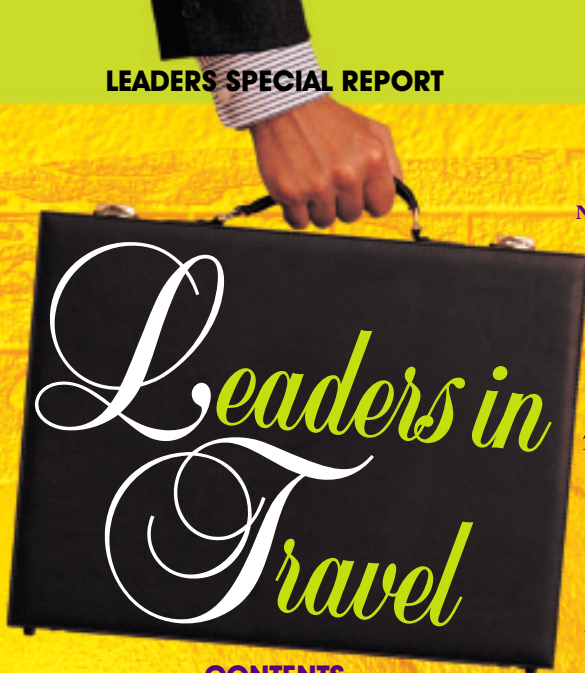
166

Things No One Ever Tells You

193



TABLE OF CONTENTS 8



Leaders in Travel

CONTENTS

A Multi-Billion Dollar Mission
An Interview with Curtis Nelson, President and CEO, Carlson Hospitality Worldwide, Carlson Companies, Minneapolis
 53

The Art of Being Donald Trump
An Interview with Donald J. Trump, President and Chief Executive Officer, The Trump Organization, New York
 57

We're in the Experience Business
An Interview with Geoffrey J.W. Kent, Chairman and Chief Executive Officer, Abercrombie & Kent Group of Companies, London
 61

Representing 10 Percent of the Global GDP
An Interview with Jean-Claude Baumgarten, President, World Travel & Tourism Council (WTTC), London
 66

The Art of Life
An Interview with Atef N. Mankarios, President, St. Regis Hotels & Resorts, Starwood Hotels & Resorts Worldwide, Inc., White Plains, New York
 69

What's New on the Orient-Express
An Interview with Nicholas R. Varian, Vice President, Trains, Cruise, and Retail Division, Venice Simplon-Orient-Express Ltd., Orient-Express Hotels Ltd., Hamilton, Bermuda
 71

Leveraging Relationships in a Downturn
An Interview with James D. Caldwell, President, Omni Hotels, Irving, Texas
 74

A Triumphant Comeback
An Interview with Maurice Flanagan, Group Managing Director, Emirates, United Arab Emirates
 76

Beyond the Old White-Glove Test
An Interview with Paul M. McManus, President and Chief Executive Officer, The Leading Hotels of the World, Ltd., and Hotel Representative, Inc. (HRI), New York
 78

\$200 Million Better
An Interview with Eric O. Long, General Manager, The Waldorf-Astoria, New York
 80

Private Pampering at the Pink Palace
An Interview with Alberto del Hoyo, General Manager, The Beverly Hills Hotel and Bungalows, Beverly Hills, California
 83

Gaining Charisma Through Consistency
An Interview with Kurt Wachtveitl, General Manager, The Oriental, Bangkok
 85

Much More Than Just Gaming
An Interview with Mark Brown, Chairman, Mohegan Sun Tribal Council, Mohegan Sun, Uncasville, Connecticut
 86

Live in a Legend
An Interview with Pamela C. Conover, President and Chief Operating Officer, Cunard Line, Miami, Florida
 88

Why Fly?
An Interview with Richard Brown, Chief Executive Officer, Eurostar Group and Eurostar UK Ltd., London
 90

A Culture of Zeal
An Interview with Gabriele Burgio, President and Chief Executive Officer, NH Hoteles, Madrid
 92

The Big Difference at the George V
An Interview with Didier Le Calvez, General Manager, Four Seasons Hotel George V, Paris
 95

Renovated and Wired in Boston's Back Bay
An Interview with David J. Colella, Vice President and Managing Director, The Colonnade Hotel, Boston
 96

Not Just Any Suite – Your Suite
An Interview with Carlos Lopes, Managing Director, Hotel Bel-Air, Los Angeles
 98

Hidden Luxury in the Heart of London
An Interview with Terence R. Holmes, M.I. FHCIMA, Executive Director, The Stafford, London
 101

The Best on the Island
An Interview with Radha Arora, General Manager, Four Seasons Resort Maui at Wailea
 102

The Palace and the Towers, No Dungeons
An Interview with Michael Silberstein, Managing Director, New York Palace
 104

High Standards in the Heart of Hong Kong
An Interview with Dennis A. Clarke, Area Vice President, Asia, Conrad Hospitality, LLC, and Managing Director, Conrad Hong Kong
 107

Special Value for the Top 2 Percent
An Interview with Geoffrey Gelardi, Managing Director, The Lanesborough, a St. Regis Hotel, London
 108

Differentiating During a Downturn
An Interview with Laurence Deniban, Owner and Managing Director, Manhattan East Suite Hotels, New York
 110

Eastern Graciousness + Midwestern Hospitality
An Interview with Maria Razumich-Zec, General Manager, The Peninsula Chicago
 113

The Washington Power House
An Interview with Christopher B. Hunsberger, Regional Vice President and General Manager, Four Seasons Hotel Washington, DC
 114

Navigating Through the Storm
An Interview with John J. DePaul, President and Chief Executive Officer, The Melrose Hotel Company, Philadelphia
 116

**Amsterdam's Only
Luxury Boutique Property**

*An Interview with Christian Beek,
General Manager, Amstel InterContinental
Amsterdam*

118

Paradise on the Mexican Riviera

*An Interview with Ricardo Acevedo, General
Manager, Four Seasons Resort Punta Mita,
Nayarit, Mexico*

119

**As You Wish: High Tech
or Personal Service**

*An Interview with Bernard Lackner,
Vice President and General Manager,
Hôtel Plaza Athénée, New York*

121

**Comfort and Coddling for
Today's Cautious Travelers**

*An Interview with Gail R. Isono,
General Manager, The Huntington Hotel,
San Francisco*

122

A Peerless Panorama

*An Interview with Jennifer Fox,
Managing Director, InterContinental
Hong Kong*

124

The Deeper

Dimension of Luxury

*An Interview with Philippe Krenzer,
General Manager, Hôtel de Crillon,
Paris*

127

Differentiation

+ Distinction = Success

*An Interview with Richard Segal,
General Manager, Park Hyatt Chicago*

128

Reaping the Rewards of Renovation

*An Interview with Frank van der Post,
Regional Vice President Operations,
Eastern United States and The Caribbean,
InterContinental Hotels and Resorts, London*

130

**World-Class Service
with a Malaysian Flair**

*An Interview with Michael Cottan, General
Manager, Shangri-La Kuala Lumpur, Area
Manager, West Malaysia, Shangri-La Hotels
and Resorts, Hong Kong*

132

**Al Capone Wouldn't
Have Gotten a Reservation**

*An Interview with Hans R. Willmann,
General Manager, Four Seasons Hotel
Chicago*

135

A Classic on Fifth

*An Interview with Mark Pardue, General
Manager, The Stanhope Park Hyatt New York*

136

**A Marriage of
Service and Style**

*An Interview with Manfred J. and
Christina Hörger, Managing Directors,
Hotel Savoy Baur En Ville, Zurich*

138

**Reinvesting in an
International Marketplace**

*An Interview with Campbell W. Black,
Regional Vice President Operations,
Western U.S.A., InterContinental Hotels &
Resorts, London, and General Manager,
InterContinental Mark Hopkins
San Francisco*

139

**A Unique Setting
for Corporate Meetings**

*An Interview with Paul Piszcz, General
Manager, Park Hyatt Washington,
Washington, DC*

141

An Air of Barefoot Elegance

*An Interview with
Richard Ian Whitfield, FCA,
Managing Director, Half Moon,
Montego Bay, Jamaica*

142

**Softer Rates, Same
Superior Standards**

*An Interview with Niklaus J. Leuenberger,
General Manager, The Peninsula,
New York*

144

Fantastic Memories Assured

*An Interview with John M. Hutar,
Vice President and General Manager,
Hotel Nikko San Francisco*

147

Five Stars with a B&B Feel

*An Interview with Werner R. Kunz,
Managing Director,
Harbor Court Hotel, Baltimore*

148

**Delivering a Decidedly
Thai Experience**

*An Interview with Duncan Palmer,
General Manager, The Sukhothai,
Bangkok*

150

**The Grand Lady of
Michigan Avenue**

*An Interview with Lewis Fader,
Vice President, Operations
InterContinental NA,
Atlanta*

152

**The Secrets of Profitable
Hotels in Great Locations**

*An Interview with Michael P. Walsh,
President, Ocean Properties, Ltd.,
Portsmouth, New Hampshire, and
Delray Beach, Florida*

153

**A Ballroom Fit for a
President or Pop Star**

*An Interview with Christopher R. J. Knable,
President and Managing Director,
The Regent Wall Street, New York*

155

Paradise Found

*An Interview with Howard Karawan,
Executive Vice President and Chief Marketing
Officer, Kerzner International Resorts, Inc.,
Kerzner International Limited, Paradise
Island, The Bahamas*

156

Grand in Cannes

*An Interview with Sylvain Ercoli, General
Manager, Hôtel Martinez, Cannes, France*

158

Renovating the Registry

*An Interview with Ronald Albeit, General
Manager, The Registry Resort & Club,
Naples, Florida*

159

Tradition and Modernity

*An Interview with Peter C. Borer, Group
General Manager (Asia), The Peninsula
Group, Hong Kong, and General Manager,
The Peninsula Hong Kong*

160

Your Private Beach in Paget Parish

*An Interview with Randolph Lawton Wilcott,
Director of Marketing, Elbow Beach,
Bermuda*

162

Balancing Rates with Product Integrity

*An Interview with Nicolas Daepfen, General
Manager, The Helmsley Park Lane Hotel,
New York*

163

A Commitment to Luxury and Service

*An Interview with Bunty Abamed,
General Manager, The Phoenician,
Scottsdale, Arizona*

164

Rebound, Grow, and Strengthen

*An Interview with Bruce Nobles, President
and Chief Operating Officer, and
Allen M. Chastanet, Vice President,
Marketing and Sales, Air Jamaica,
Montego Bay, Jamaica*

167

Viva Four Seasons!

*An Interview with George Cordon,
General Manager, Four Seasons Hotel
Las Vegas*

169

Hoteliers' Hall of Achievement

LEADERS Survey

170

Who Are the Best Hoteliers

LEADERS Survey

171