

INTERVIEWS

Corporate Governance and Social Entrepreneurship in the Arab World *Badr Jafar, President, Crescent Petroleum and Co-Initiator, Pearl Initiative* 112

A Trendsetter

Jorge M. Pérez, Chairman and Chief Executive Officer, The Related Group 114

Managed for the Long Term

Deanna M. Mulligan, President and Chief Executive Officer, The Guardian Life Insurance Company of America 116

From Strategy to Design to Execution Jorge Benitez, Managing Director-North America and Chief Executive-United States, Accenture 118

A Vision Worth "Fighting" For Rev. John I. Jenkins, C.S.C., President, University of Notre Dame, home of the "Fighting Irish" 120

> The New Lexus Mark S. Templin, Group Vice President and General Manager, Lexus 122

Leica's Leadership Alfred Schopf, Chief Executive Officer-Management Board, Leica Camera AG 124

Owner/Operators Norman Sturner, President and Chief Executive Officer, Murray Hill Properties 126

The Best Return on Investment Peter V. Handal, Chairman and Chief Executive Officer, Dale Carnegie Training 128

The TOC: Transforming the Global Financial Industry Jonathan Fieldman, Chief Operating Officer, Broadway Technology 129

> Jerusalem's Future Kevin Bermeister, Founder, Jerusalem 5800 130

Overcoming Barriers

Beth Brooke, Global Vice Chair – Public Policy, Ernst & Young; Nawal El Moutawakel, Vice President, International Olympic Committee; and Donna de Varona, President, DAMAR Productions, Inc.

132

The P&G Culture

Colleen E. Jay, President-Global Retail Hair Care & Color; Mary Lynn Ferguson-McHugh, Group President-Western Europe and Global Discounter & Pharmacy Channels; and Teri L. List-Stoll, Senior Vice President and Treasurer, Procter & Gamble 136

The Power of Supplier Diversity Terrez Thompson, Vice President-Global Supplier Diversity, The Coca-Cola Company 138

Resource Allocation Courtney Hall Leimkubler, Executive Vice President, Corporate Strategy, NYSE Euronext 139

The Role of Credit Unions Debbie Matz, Board Chairman, National Credit Union Administration 140



100 Years of Innovation Giuseppe Aquila, Chief Executive Officer, ELMO & MONTEGRAPPA S.p.A. 160

A Natural Fit Dr. Jeff Gardere, Chief Medical Spokesperson, Philip Stein Watches International 161 Engineered for Speed Pam Murphy, Chief Operating Officer, Infor

Developing Diverse Talent Mary A. Tolan, Founder and Chief Executive Officer with Alicia Coughlin, Sara S. Spector, Briana A. Kearney, and Natasha Esprey, Accretive Health 142

A Culture of Inclusion Maritza Montiel, Deputy Chief Executive Officer and Vice Chairman, Deloitte 144

> Workplace 360 Laura A. O'Brien, Global Director-Human Resources and Workplace Strategy, CBRE 145

Leveraging the Science and Art of Communications Into Reputation Leadership Joan H. Walker, Executive Vice President-Corporate Relations, Allstate Insurance Company 146

Creating Happy Hearts Petra Nemcova, Founder and Chairwoman, Happy Hearts Fund 148

> Meet the 2012 Ernst & Young Entrepreneurial Winning Women[™]

> > 150

EDITORS' CHOICE TW Steel 131

6 LEADERS



Traditional Values The Honorable Gary R. Herbert, Governor of Utab 154

Huntsman's Heritage Jon M. Huntsman Sr., Founder and Executive Chairman, Huntsman Corporation 156

An International Destination The Honorable Dana Williams, Mayor, Park City, Utah 158

The Magic of Deer Valley Bob Wheaton, President and General Manager, Deer Valley Resort 159



Editors' Choice Hartford Family Winery 163

Quality and Value Kathryn Walt Hall, Proprietor, HALL Wines 164

Complex, Intense, and Balanced Dan Kosta, Founder, Kosta Browne Winery 165

Grown, Produced, and Bottled at the Winerv Jean Arnold Sessions, President, Hanzell Vineyards 166

> The Ambassador of Guatemala Roberto Garcia Botrán, President and Chief Executive Officer, Industrias Licoreras de Guatemala 167

> > **Editors' Choice** Starlite Vineyards 168

Hospitality Contents

A Vision for More J.W. Marriott, Jr., Executive Chairman and Chairman of the Board, Marriott International, Inc. 12

> Imaginariums Kathleen Taylor, President and Chief Executive Officer, Four Seasons Hotels and Resorts 14

Everlasting Innovation S. Steven Pan, Chairman, Regent Hotels & Resorts, and Chairman and Chief Executive Officer, Formosa International Hotels Corporation 16

Global Growth Raymond N. Bickson, Managing Director, Taj Hotels Resorts and Palaces 18

> Fairmont's Future Jennifer Fox, President, Fairmont Hotels & Resorts 20

The Dorchester Collection Difference Christopher Cowdray, Chief Executive Officer, Dorchester Collection 23

Brand Promise Reto Wittwer, President and Chief Executive Officer, Kempinski 24

A Great Sense of Responsibility Ho Kwon Ping, Executive Chairman, and Claire Chiang, Senior Vice President, Banyan Tree Holdings 26

Creating a Culture Horst H. Schulze, Chairman and Chief Executive Officer, Capella Hotel Group 30

> **LEADERS Advisory** Four Seasons Restaurant 31

The Power of Preferred Lindsey Ueberroth, President, Preferred Hotel Group 32

Service Commitment Hervé Humler, President and Chief Operations Officer, The Ritz-Carlton Hotel Company 34

The Passion to Serve Peter C. Borer, Director and Chief Operating Officer, The Hongkong and Shanghai Hotels, Limited

Timeless Elegance and Smart Luxury John Vanderslice, Global Head of Luxury & Lifestyle Brands, Hilton Worldwide 38

> **Citizens of the Caribbean** Adam Stewart, Chief Executive Officer, Sandals Resorts International

40

Luxe Luxury Efrem Harkham, Chairman and Founder, Luxe Hotels 42

> **Editors' Choice** The Lanesborough 43

The Morgans Model Daniel R. Flannery, Executive Vice President, Chief Operating Officer, Morgans Hotel Group 44

> **Executing a Vision** Peter Shaindlin, Chief Operating Officer, Halekulani Corporation 46

"Welcome Home" Terry Holmes MI FIH, Executive Director, Red Carnation Hotels 48

Innovation in Private Aviation Blair LaCorte, Chief Executive Officer, XOJET 50

The Power of Access Valerie Ann Wilson, Founder, Chairman, and Chief Executive Officer, Valerie Wilson Travel, Inc. 51



Contents Continued

Constant Reinvestment Paul H.F. Nash, General Manager, The St. Regis New York 52

The Benefits of Being Independent David J. Colella, Vice President and Managing Director, The Colonnade Hotel 56

> Editors' Choice Four Seasons Hotel New York 57

The Best of All Worlds Bernard Lackner, Chief Executive Officer, Fisher Island Club 58

Gold Standards Scott Geraghty, Area Vice President and General Manager, The Pitz Carlton New York, Control Park

The Ritz-Carlton New York, Central Park 60

An Authentic Experience Anthony Lee, General Manager, The May Fair Hotel 62

Suite Strength Suzie Mills, General Manager, Trump International Hotel & Tower New York 63

Growing Gansevoort Michael Achenbaum, Co-Owner and President,

Gansevoort Hotel Group, LLC

A Relaxed Luxury Lifestyle Karen Whitt, General Manager, Regent Palms Turks & Caicos 66

> The Lowell Lifestyle Ashish Verma, General Manager, The Lowell 68

Timeless Elegance Franka Holtmann, General Manager, Le Meurice 70 Fit for its Namesake Philip A. Wood, Managing Director, The Jefferson 72

Growth in the Downtown Market Andreas Oberoi, General Manager, Trump SoHo® New York 73

Enriching Life Experiences Ben Addoms, Founder and Chief Marketing Officer, The Quintess Collection 75

> Editors' Choice The London NYC and The London West Hollywood 76

The Heart of Nob Hill Gail R. Isono, General Manager, The Huntington Hotel & Nob Hill Spa 78

A Progressive Luxury Experience Gerald Glennon, Managing Director, The Modern Honolulu 8]

Peninsula Moments Jonatban H. Crook, General Manager, The Peninsula New York 82

All About Choice Chris Plummer, General Manager, Nemacolin Woodlands Resort 84

Wingless Flight Michael Renz, Owner and President, Analar Corporation 85

One Man's Dream is Another's Hotel Vikram Chatwal, President, Vikram Chatwal Hotels 86

Tradition with a Contemporary Twist Stuart P. Johnson, General Manager, Rocco Forte's Brown's Hotel 89 Growing the Conrad Brand Robert Rechtermann, General Manager, Conrad New York 90

Enhancing the Guest Experience Sebastian Wurst, General Manager, Hôtel Plaza Athénée New York 92

Nourishment, Connectivity, and Community Steven A. Rudnitsky, President and Chief Executive Officer, Dolce Hotels and Resorts 94

Renovating an Icon Gary Budge, General Manager, The Algonquin Hotel 95

> Editors' Choice Le Parker Meridien and Parker Palm Springs 97

Fueling Fourth Wall Michael Stillman, President, Founder, and Partner, Fourth Wall Restaurants 98

Creating a Buzz Olivier Lordonnois, General Manager, The Mark Hotel 100

The Select Advantage Paul Sunshine, President, Sunshine Select Worldwide 102

Putting The Surrey on the World Map Shan Kanagasingham, General Manager, The Surrey

> An Atmosphere of Elegance and Quietude Hilary J. James, General Manager, Bristol Plaza 106

Firm, Fair, and Consistent Edward Maynard, General Manager, The Westin New York Grand Central 108

POSTED WITH PERMISSION. COPYRIGHT © 2013 LEADERS MAGAZINE, INC.