

# Hospitality

## Contents

### The Golden Rule

Allen Smith,  
President and Chief Executive Officer,  
Four Seasons Hotels and Resorts

104

### A Service Legacy

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

107



### The Peninsula Inspiration

Peter C. Borer,  
Chief Operating Officer,  
The Hongkong and Shanghai Hotels, Limited

108

### Creating Excellence

Horst H. Schulze,  
Chairman and Chief Executive Officer,  
Capella Hotel Group

110

### The Regent Tradition

S. Steven Pan,  
Executive Chairman of Regent Hotels & Resorts  
and Formosa International Hotels Corporation

112

### A Clear Vision

Christopher Cowdray,  
Chief Executive Officer, Dorchester Collection

114

### Taj's Tradition

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

116

### Leading Renewed

Ted Teng,  
President and Chief Executive Officer,  
The Leading Hotels of the World, Ltd.

118

### A Sense of Place

Nicholas Clayton,  
Chief Operating Officer, Jumeirah Hotels & Resorts

121

### Selling European Flair

Reto Wittwer,  
President and Chief Executive Officer,  
Kempinski Hotels

122

### A Guiding Force

Valerie Ann Wilson,  
Founder, Chairman, and Chief Executive Officer;  
Jennifer Wilson-Buttigieg,  
Co-President and Co-Owner;  
and Kimberly Wilson Wetty,  
Co-President and Co-Owner,  
Valerie Wilson Travel, Inc.

124

### Growing the Mohegan Brand

Mitchell Grossinger Etes,  
Chief Executive Officer,  
Mohegan Tribal Gaming Authority

126

### A Parisian Family Story

Véronique Beauvais-Valcke,  
Directeur Général, Les Hôtels Baverez

127

### A Blend of Unique Hotels

Timothy R. Busch,  
Founder and Chief Executive Officer,  
Pacific Hospitality Group, LLC

129

### "Morganisms"

Daniel R. Flannery,  
Executive Vice President and Chief Operating  
Officer, Morgans Hotel Group

130

### Tailor-Made Stays

Christoph Schmidinger,  
Regional Vice President, Four Seasons Hotels and  
Resorts, and General Manager,  
Four Seasons Hotel New York

132

### Providing the Next "Wow"

Offer Nissenbaum,  
Managing Director, The Peninsula Beverly Hills

134

### Looking to the Future

Patrick Elsmie,  
Managing Director, The Gleneagles Hotel

135

### Five Star Service

Edward V. Staros,  
Vice President and Managing Director,  
The Ritz-Carlton Resorts of Naples

137

### The Value of Location

Paul Nash,  
General Manager, The St. Regis New York

138

### ONExperience

Jonathan Segal,  
Founder and Chief Executive Officer,  
The ONE Group

139

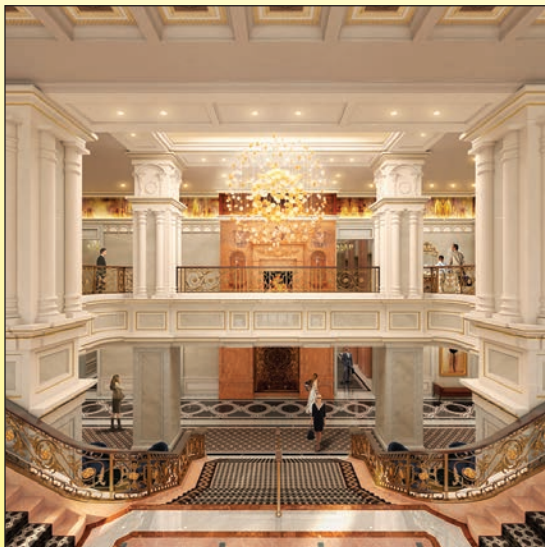


**History, Glamour, and Allure**

Edward A. Mady,  
Regional Director of West Coast USA,  
Dorchester Collection and General Manager,  
The Beverly Hills Hotel  
**141**

**The “New” New York Palace**

David Chase,  
General Manager, The New York Palace  
**142**



**Exceeding Expectations**

Karen Whitt,  
General Manager, Regent Palms Turks & Caicos  
**144**

**A One-of-a-Kind Venue**

Eric O. Long,  
General Manager, Waldorf Astoria New York  
**145**

**Selling Service**

Sven Wiedenbaupt,  
General Manager, Four Seasons Resort Nevis  
**147**

**Defining Luxury**

Stuart P. Johnson,  
General Manager, Rocco Forte's Brown's Hotel  
**148**

**Elevating the Guest Experience**

Susanne Hatje,  
General Manager, Mandarin Oriental, New York  
**150**

**“The Home Away from Home”**

Ashish Verma,  
General Manager, The Lowell  
**153**

**Building ESquared**

Jimmy Haber,  
Managing Partner, ESquared Hospitality  
**154**

**The Next Generation of Luxury Hospitality**

Lisa A. Potts,  
Senior Vice President-Sales and Marketing,  
Trump Hotel Collection  
**156**

**Smart Luxury**

Robert Rechtermann,  
General Manager, Conrad New York  
**158**

**The Africa Experience**

Deborah Calmeyer,  
Chief Executive Officer, ROAR AFRICA  
**159**

**Providing What the Customer Wants**

Janis Milbam,  
Senior Vice President, Modern Essentials and  
Extended Stay, Marriott International  
**161**

**Home for the Entertainment Industry**

Mehdi Eftekari,  
General Manager,  
Four Seasons Hotel Los Angeles at Beverly Hills  
**162**

**The Future of Hospitality**

Steven Pipes,  
President, The Jack Parker Corporation  
**164**

**DIAMOND Standards**

Robert J. Newman,  
President, Corcoran Jennison Hospitality, LLC and  
General Manager, Ocean Edge Resort & Golf Club  
**165**

**The People Business**

Amy Commans,  
General Manager, Luxe Sunset Boulevard Hotel  
**166**

**A Year-Round Escape**

Chris Plummer,  
General Manager, Nemaocolin Woodlands Resort  
**168**

**A Passion for Venice**

Francesca Bortolotto Possati,  
President and Chief Executive Officer, The Bauers  
**170**

**Thinking Creatively**

Suzie Mills,  
General Manager,  
Trump International Hotel & Tower New York  
**172**

**Authentic Traditional Italian Cuisine**

Gianfranco Sorrentino,  
Owner, Il Gattopardo and  
The Leopard at des Artistes  
**173**

**“Aim For The Stars”**

Daniel A. Hostettler,  
President and Group Managing Director,  
Ocean House Management  
**175**

**Distinct and Individual**

Warren Chiu,  
Vice President, Warwick International Hotels  
**176**

**Delivering Value**

Jennifer N. Rutkowski,  
Vice President, Sales & Marketing,  
The London Hotels  
**179**

**Providing an Experience**

Michael McCarty,  
Proprietor, Michael's  
**180**

**An Urban Resort**

Daniel Entenberg,  
General Manager, Gramercy Park Hotel  
**181**



**Creating a Brand New Category**

Will Asbcroft,  
Founder and Chief Executive Officer, Jumpjet  
**182**

**The Human Experience**

David J. Colella,  
Vice President and Managing Director,  
The Colonnade Hotel  
**184**

**A Secret Gem**

Kate Martin,  
General Manager, Hotel Chandler  
**185**