

Contents



Sandals Resorts International - 92



The Peninsula Beverly Hills - 98

Exceeding Expectations

Gordon "Butch" Stewart,
Chairman, Sandals Resorts International

92

Staying Ahead of the Competition

Geoffrey Gelardi,
Managing Director, The Lanesborough

94

Touching Hearts

M. Ilker Ayci,
Chairman of the Board and the Executive
Committee, Turkish Airlines

96

A Hotel With Soul

Offer Nissenbaum,
Managing Director, The Peninsula Beverly Hills

98

Service Culture

Karen Whitt,
Vice President of Sales & Marketing,
The Hartling Group

100

Luxury in the Center of Hong Kong

Duncan Palmer,
Managing Director, The Murray, Hong Kong

102

DUKES COLLECTION

Debrah Dbugga,
Managing Director, DUKES COLLECTION

104

The Dream Story

Jay Stein,
Chief Executive Officer, Dream Hotel Group

106

People, Product, Service

Maria Zec,
Regional Vice President, USA East Coast,
The Peninsula Hotels; General Manager,
The Peninsula Chicago

108

A Sense of Place

George Filopoulos,
President, Metrovest Equities

109

A Panoramic View of Los Angeles

Jean-Jacques Reibel,
General Manager,
InterContinental Los Angeles Downtown

110

An International Hotel

Alex Attia,
General Manager,
The Charles Hotel and Charles Square

112

The New Hotel Californian

Carlos Lopes,
Managing Director, Hotel Californian

114

Hamptonality

Shruti Gandhi Buckley,
Global Head, Hampton by Hilton

116

The Value of Personalization

Ashish Verma,
Vice President Luxury Division for Dream Hotel
Group overseeing The Chatwal New York

117

Offering A Lifestyle

Robert Festinger,
General Manager, Mondrian South Beach

118

Ideally Located in London

Alvaro Rey,
General Manager,
InterContinental London Park Lane

120

In the Heart of New York City

Senih Geray,
General Manager, The St. Regis New York

122

The Advantages of Being Independent

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

124

Creating Experiences

Eugene Remm,
Co-Founder, EMM Group

126

A Commitment to the Arts and Hospitality

Jonatban Plutzik,
Owner, The Betsy - South Beach

128



Shore Club, Turks & Caicos - 100



Lotte New York Palace - 132

Passion for Peninsula

*Jonathan H. Crook,
General Manager, The Peninsula New York*

129

An Ultimate and Grand Experience

*Becky Hubbard,
General Manager, Lotte New York Palace*

132

The Ritz-Carlton Service Experience

*Damien O'Riordan,
General Manager, The Ritz-Carlton, Sarasota*

134

Creating Excellence

*Hermann W. Elger,
Chief Operating Officer, Baccarat Hotels and Resorts,
and Managing Director, Baccarat Hotel New York*

135

Design Language

*Lorenz Maurer,
General Manager, San Francisco Proper Hotel*

136

The Mohegan Way

*John Washko,
Vice President of Exhibitions and
Conventions Sales, Mohegan Sun*

138

A Foundation in Midtown

*David Chase,
Managing Director, Omni Berkshire Place*

140

Generating Top-Line Revenue

*Joy Berry,
Chief Operating Officer, L.E. Hotels*

142

Personalized Service

*Gul Turkmenoglu,
General Manager, The Benjamin*

144

Growing The Reeds

*Ron Gorodesky,
Managing Director, The Reeds at Shelter Haven
and The Riverhouse at Odette's*

146

Diverse Design

*Philip L. Truelove,
General Manager, The Greenwich Hotel*

148

Driving Growth in Hospitality

*Dominic T. Bencivenga,
Chief Sales Officer, Travel & Hospitality,
Active International*

150

Smart Luxury

*Marlene Poynder,
General Manager, Conrad New York*

152

Delivering Excellence

*Prince A. Sanders,
General Manager,
Trump International Hotel & Tower New York*

154

The Guest Experience

*Pedro Dias,
General Manager, The Surrey*

156

Passionate About the Hotel Industry

*Jody Merl,
President, Innovative Travel Marketing*

158

Consistency and Quality

*William J. Degel,
Founder and Chief Executive Officer,
Uncle Jack's Steakhouse*

160

EDITORS' CHOICES

**Four Seasons Resort Orlando
at Walt Disney World® Resort**

105



Four Seasons Resort Orlando
at Walt Disney World® Resort - 105

Il Mulino New York

130