

Welcoming Guests Like Family

An Interview with Darryll Adams, Managing Director, Loews Philadelphia Hotel

EDITORS' NOTE Darryll Adams joined Loews Hotels & Co as the Managing Director of Loews Philadelphia Hotel (loewshotels.com/philadelphia-hotel) in January 2023. Adams is also the First Vice President of the Greater Philadelphia Hotel Association. He has a stellar hospitality track record and an impressive tenure in hotel operations. Prior to Loews, he was Area General Manager for Marriott Residential Operations, overseeing the day-to-day operations of more than 300 luxury branded residential units. He previously spent three years as General Manager of The Ritz-Carlton Philadelphia, during which the hotel completed a successful multi-million-dollar renovation. Adams has more than 25 years' experience working with The Ritz-Carlton Hotel Company in various operational leadership roles. In addition to The Ritz-Carlton Philadelphia, he also worked for some of the



Darryll Adams

most recognized hotels and resorts within the brand, including The Ritz-Carlton Amelia Island, The Ritz-Carlton Golf Resort in Naples, The Ritz-Carlton Naples, and The Ritz-Carlton Tyson's Corner. Adams began his career in hospitality in 1988 as Security Supervisor of the J.W. Marriott Hotel in Washington, DC.

Will you provide an overview of Loews Philadelphia Hotel?

Loews Philadelphia Hotel is a four-diamond property and is the home of America's first savings bank, Philadelphia Savings Fund Society (PSFS). The hotel is also considered to be one of America's first skyscrapers. With 581 guest-rooms, a full-service restaurant, Bank & Bourbon, serving inherently American food, a grab-and-go organic market and a state-of-the-art fitness center, the hotel has everything you need whether you are traveling for

business or pleasure. It is also home to the iconic 33rd floor, boasting unparalleled city views and the perfect backdrop for any type of meeting, special event, or simply a photograph. Ideally located in the heart of Center City, Loews Philadelphia Hotel is directly across from the Pennsylvania Convention Center, and within walking distance of the Reading Terminal Market, Independence Hall, Philadelphia Museum of Art, and Barnes Foundation to name a few of the city's most popular attractions.

What have been the keys to Loews Philadelphia Hotel's strength and leadership in the market?

Loews is a leader in the market. Having just celebrated its 25th anniversary as a Loews in Philadelphia, the hotel is known by all and its iconic PSFS lights on the roof is a huge part of the city skyline and can be seen from 20 miles away. We welcome our guests like family whether they are visiting for the first time or fifth.



The PSFS building that houses Loews Philadelphia Hotel and the building's entrance

Partnerships are also at the core of our values and our business. From that, the brand has recently created a new hotel program and initiative focused around partnerships called Local by Loews Hotels. We are proud to partner with a local art gallery, Morton Contemporary, showcasing artists and their work in our lobby over select Thursdays.

How valuable is it for Loews Philadelphia Hotel to have such a strong suite product?

When in need of a little more space in which to stretch out, you'll find exactly what you're looking for in our suites. Our stylish Philadelphia hotel suites offer more space, more seating and, of course, more luxury. They're the perfect solution for a business traveler hosting a small meeting and also for families traveling with children. Enjoy an updated hotel suite that's uniquely furnished, extremely comfortable, and timelessly stylish.

How has Loews Philadelphia Hotel approached its culinary offerings and what are the keys to being successful in this part of the business?

At Loews Philadelphia Hotel, sustainability is woven into the fabric of every dining experience. The brand just launched Freshly Rooted by Loews Hotel, an initiative that is part of the property's broader commitment to offering natural, healthier food options, with a focus on responsibly sourced ingredients free from artificial additives. By partnering with local, trusted purveyors, Loews Philadelphia Hotel ensures that all ingredients – whether meat, dairy, produce, grains, or beverages – are Certified Humane, free from antibiotics, hormones, and steroids, and fully traceable to their origin. This dedication to sustainable



Presidential Suite 3118 bedroom

sourcing not only supports the environment, but also promotes the well-being of guests and the local community.

Will you highlight Loews Philadelphia Hotel's strength in meetings and events?

We're all about excellence here at Loews Philadelphia Hotel. Our building was the first

skyscraper in the United States, and we continue to strive for greatness with every meeting and event we host. The hotel has 47,000 square feet of flexible function space, including three beautiful ballrooms with extensive pre-function space. We're especially proud of our 33rd-floor space, where the city skyline unfurls before your eyes.

With state-of-the-art A/V service, award-winning catering, and a top-notch team of meeting professionals, we're a natural choice for Philadelphia events of any size. That's not just an opinion: we're proud winners of the prestigious Gold Key Award from *Meetings & Conventions* magazine, as well as the Successful Meetings Pinnacle Award.

How do you define the role of a general manager and how do you approach the role?

My role is to provide the vision and leadership needed for the entire team to achieve success. The way I see it, my most important responsibility is to ensure that my teams have the knowledge, training, and tools to provide our guests with exceptional service as well as an experience that keeps bringing them back to the Loews Philadelphia. It's to continue to reinforce the family culture that Loews Hotels stands for. In my role, I am tasked with managing the present and executing the future.

What advice do you offer to young people interested in pursuing a career in the hospitality industry?

It has to be in your heart, you have to love taking care of others, be creative and always know that your main job is to take care of the people who you select to take care of your guests. ●



Bank & Bourbon restaurant