

# Four Decades Of Excellence

An Interview with Andrew Rogers, Market General Manager, The Ritz-Carlton Resorts of Naples

**EDITORS' NOTE** The Ritz-Carlton Resorts of Naples appointed Andrew Rogers as Market General Manager of the two acclaimed Gulf Coast resorts, The Ritz-Carlton, Naples and The Ritz-Carlton Naples, Tiburón in October 2025. A seasoned leader with more than three decades of experience in luxury hospitality, Rogers has extensive expertise in hotel, residential, club, and golf operations. Rogers joined The Ritz-Carlton Resorts of Naples after serving as General Manager of The Ritz-Carlton New York, Central Park. There, he led the Forbes Five-Star property to achieve benchmark performance in the U.S. East region. He also previously served as General Manager of The Ritz-Carlton Maui, Kapalua, where he significantly elevated the resort's reputation through transformative guest experiences and a major renovation, alongside two successful reopenings following both the pandemic and Maui wildfires. Earlier in his career, Rogers served as multi-property Vice President and General Manager of The Ritz-Carlton, Beijing, overseeing eight Marriott luxury hotels in northern China. His results-driven leadership has been recognized with multiple accolades, including General Manager of the Year and Hotelier of the Year in China.



Andrew Rogers

by both Travel + Leisure and Condé Nast Traveler magazines.

The Forbes Four Star, AAA Four Diamond Ritz-Carlton Naples, Tiburón, is renowned for its exceptional personalized service, inventive cuisine, and luxurious accommodations, with panoramic views of the adjacent Greg Norman-designed Tiburón Golf Club. The 295-room Mediterranean-style resort, ranked as one of the top hotels in the U.S. by Travel + Leisure and U.S. News & World Report, provides world-class service, an excellent culinary program including the al fresco Latin American-inspired Ría, as well as unmatched family experiences such as the immersive Reservoir, which boasts a 600-foot lazy river, dedicated family pools, and luxury cabanas. A celebrated destination for active lifestyles, the luxury resort is home to the Mouratoglou Tennis Center run in partnership with renowned coach, Patrick Mouratoglou, and under the direction of pros trained in his methodology, as well as two 18-hole championship golf courses which host three professional tournaments annually in partnership with the PGA, LPGA, and Champions Tour.

## Will you discuss your career journey?

I have grown the entirety of my career with Marriott International and The Ritz-Carlton brands, initially working in Golf Operations at several resort properties in the U.S. and Caribbean. It was through these experiences that I discovered and developed a deep passion for creating meaningful club guest experiences and was drawn to The Ritz-Carlton's culture of genuine care and uncompromising service.

Since those early days, I've been fortunate to grow within the luxury space, holding roles within the brand that have shaped my career and leadership across several remarkable regions. I served as Multi-Property Vice President and General Manager of The Ritz-Carlton, Beijing, which gave great regional oversight while responsible for eight luxury hotels in northern China.

A significant turn in my journey was leading The Ritz-Carlton Maui, Kapalua, through truly challenging times, specifically the COVID-19 pandemic and the devastating 2023 wildfire. These closures tested my leadership and reinforced my commitment to resilience, community, and thoughtful destination stewardship.



Two 18-hole championship courses designed by Greg Norman and a suite of services for golf vacations are at guests' disposal at The Ritz-Carlton Naples, Tiburón



*The Ritz-Carlton, Naples – an icon of Florida's Paradise Coast celebrated its 40th anniversary in October 2025*

More recently, I had the privilege of guiding the iconic The Ritz-Carlton New York, Central Park before joining The Ritz-Carlton Resorts of Naples as Market General Manager where I'm thrilled to sit today. Each role has offered invaluable lessons, shaped my global perspective, and deepened my commitment to delivering exceptional, memorable guest experiences.

#### **What excited you about the opportunity to lead The Ritz-Carlton Resorts of Naples?**

The Ritz-Carlton Resorts of Naples has long been Ritz-Carlton's flagship resort in an extraordinary destination, and I was truly honored to join at such a meaningful moment – the 40th anniversary of The Ritz-Carlton, Naples. Reflecting on four decades of excellence, it is inspiring to see the achievements the property has realized and sustained, and even more so to recognize the dedicated Ladies and Gentlemen whose commitment has shaped its legacy. The resort's storied past motivates me to build upon this foundation and continue elevating the experience for our future guests, our community, and our teams. As we celebrate this milestone, I am excited by the opportunity to help steward the next chapter of growth as we look ahead to many milestone anniversaries to come.

#### **Will you highlight the recent transformation that took place at The Ritz-Carlton, Naples?**

The Ritz-Carlton, Naples underwent a complete transformation that debuted in July 2023. This comprehensive project involved a top-to-bottom refresh of the property, honoring the traditions cherished by guests over the past four decades while looking toward a sophisticated future. The most notable addition was the new Vanderbilt Tower, an expansion adding 14 floors and incorporating more than 70 new Club-Level guest rooms and suites. Guests staying in these premium accommodations benefit from a dedicated check-in area and access to a sophisticated, 4,000-square-foot Club Lounge, which provides private dining and entertainment spaces alongside

curated programming. Furthermore, the transformation introduced a new resort lobby, three new dining experiences, and extensive redesigns to all 474 existing guest rooms and suites.

#### **How important was it to keep some of the history and traditions of the resort with the focus on bringing a modern and current feel as part of the transformation?**

When undertaking a comprehensive redesign, it was crucial to honor the nearly forty-year legacy of the resort while striking a vital balance between providing a modern, current hospitality experience and preserving the resort's enduring legacy. The design features are new, yet the genuine hospitality and exceptional service that have consistently drawn guests back year after year remain at the resort's core. Recognizing the deep connection guests feel, many of whom hold their own treasured Ritz-Carlton, Naples stories, an online platform was established leading up to the anniversary. This initiative encouraged guests to share photos and memories made over the past four decades, collecting submissions from original employees and couples who celebrated significant life events at the resort. This allowed the resort to celebrate its past, effectively honoring those who came before while setting the stage for future generations of guests.

#### **Will you discuss The Ritz-Carlton, Naples' focus on offering personalized service and a customized guest experience?**

At The Ritz-Carlton, Naples, and throughout The Ritz-Carlton brand, personalized service is at the heart of everything we do. Our Ladies and Gentlemen are dedicated to anticipating the needs of each guest and creating moments that feel unique and meaningful. Whether it's through thoughtful touches, intuitive attention, or an understanding of personal preferences, we aim to ensure every guest feels genuinely welcomed, cared for, and celebrated. It is this commitment to crafting individualized experiences that defines our legacy of exceptional hospitality.

#### **Will you provide an overview of the repositioning of The Ritz-Carlton Naples, Tiburón?**

The resort was always known as a premier destination for golf – between the championship courses and annual professional tournaments – but it was evident that guests were reflecting a much wider audience. With the repositioning, the resort's name was changed to The Ritz-Carlton Naples, Tiburón in order to encapsulate the broader experience that the resort provides to families, couples, groups of friends, and all types of travelers. Guests can expect a world beyond golf when they check into The Ritz-Carlton Naples, Tiburón like family memories at the immersive water feature, The Reservoir, or premier tennis instruction at the new Mouratoglou Tennis Center. General Manager, Jenny Piccione, seamlessly led The Ritz-Carlton Naples, Tiburón's repositioning and we're excited to share new updates to come very soon.

#### **What can guests expect when visiting the property?**

The Ritz-Carlton Naples, Tiburón is positioning itself as an ultimate destination for those who seek to be active during their vacations, but is still a quick shuttle transfer to the stunning Vanderbilt Beach. Set back in the lush Southern Florida landscape, the resort offers two legendary 18-hole championship golf courses designed by Greg Norman and a suite of services for golf vacations – from one-on-one lessons designed to elevate performance to caddie concierge services, and exclusive access to the driving range, putting green, and equipment rentals. Further to this, in 2024 the resort launched The Mouratoglou Tennis Academy, the first in the state, created in partnership with renowned tennis instructor Patrick Mouratoglou who has led some of the greatest to success – including Serena Williams and Coco Gauff. The academy provides private and semi-private lessons, group clinics, kids summer camps, UTR tournaments, and more taught by instructors who are experts in Mouratoglou's teaching method. Mouratoglou is known for his mentorship and focus on developing the whole player, not just the tennis skills, which his team of pros carry out to everyone that they teach. Little ones can live their most active lives at Tiburón, spending all day at The Reservoir – an immersive aquatic experience. Boasting exciting waterslides, private cabanas, a winding lazy river, splashzone, and poolside activities, the property serves as a destination for families to create lasting memories.

#### **Did you always know that you wanted to pursue a career in the hospitality industry?**

While working a job in high school, I always enjoyed being with members and guests. I don't think I intentionally set out to work in hospitality, but through a series of internships in college, it became a great career path for my family and me.

#### **What advice do you offer to young people interested in the hotel business?**

My advice would be to just get started. Hospitality offers many flexible part-time roles that can be done while attending school or around other work. Hotels have so many departments where you can work, and I suggest trying many to see what you might like. In addition, it's a transferable skill and there are hotels, resorts and clubs all over the U.S. in which you can transfer. ●