

Timeless Elegance

An Interview with Joel Fabian, Hotel Manager, Warwick New York

EDITORS' NOTE Joel Fabian is a seasoned hospitality professional with nearly 19 years of experience in the hotel industry. He currently holds the position of Hotel Manager at the Warwick New York hotel. Fabian began his career in hospitality as a front desk agent, working at both Warwick New York and Peninsula New York. After gaining initial experience, he returned to Warwick New York as Front Office Manager. During his tenure at Warwick New York, Fabian expanded his expertise beyond front office duties to include various operational areas such as accounting, sales, housekeeping, revenue management, and food and beverage. Fabian holds a BS degree and an associate degree in hotel management.



Joel Fabian

PROPERTY BRIEF Commissioned in 1926 by media magnate William Randolph Hearst as a glamorous urban residence for actress Marion Davies, the Warwick New York (warwickhotels.com) has evolved into Midtown Manhattan's refined jewel. Nestled at 65 West 54th Street, on the corner of Sixth Avenue and opposite the Museum of Modern Art, the hotel blends European-style elegance with New York grandeur. From Hollywood icons like Cary Grant and The Beatles to today's style-savvy traveler, its legacy of effortless sophistication endures.

Will you provide an overview of Warwick New York hotel and how the property is positioned in the market?

Warwick New York is part of a distinguished collection of hotels renowned for their timeless elegance and exceptional hospitality. Perfectly situated in the heart of Manhattan, the hotel offers guests convenient access to the city's most iconic landmarks, cultural attractions, and premier shopping destinations. As a luxury property, Warwick New York is committed to delivering an experience defined by sophistication, comfort, and personalized service. Every detail – from the refined décor to the attentive staff – reflects the warmth and charm of a true home away from home, creating a haven where guests can relax, rejuvenate, and feel genuinely cared for.

Warwick New York has a strong suite product. Will you highlight this offering, and do you see this as a differentiator for the property?

Since the hotel is housed in a landmark historic building, we benefit from a unique

architectural legacy that gives each room its own distinct character. This individuality allows us to create our Signature Suites – an exclusive collection of one-of-a-kind accommodations that blend the charm of a bygone era with contemporary luxury. Meticulously renovated, these suites offer refined interiors that balance classic elegance with modern functionality. Several feature expansive wraparound terraces showcasing breathtaking views of the Midtown Manhattan skyline, providing guests with a rare sense of space and serenity in the heart of the city. These distinctive suites set us apart from other luxury hotels and appeal to discerning travelers seeking an experience that is anything but ordinary.

How has Warwick New York approached its food and beverage offering, and what are the keys for a hotel to be successful in this area?

Warwick's food and beverage philosophy takes a thoughtfully adaptive approach, designed to respond to the preferences and rhythms of our diverse clientele. Our menus are tailored to meet the distinct needs of our guests, whether they're

business travelers balancing tight schedules during the week or leisure visitors seeking relaxation over the weekend. On weekdays, we focus on offering convenient yet high-quality options that cater to guests on the go – meals that are both efficient and satisfying without compromising on flavor or presentation. During weekends, our culinary offerings shift toward heartier, more comforting dishes that encourage guests to slow down, savor, and enjoy the experience.

Presentation also plays a vital role in our dining concept, as we believe that guests dine with their eyes before tasting their food. Every plate is thoughtfully arranged to be as visually appealing as it is delicious. Complementing our cuisine, our wine selection stands out as a hallmark of refinement. We are fortunate to have the guidance of our Senior Vice President, a true wine connoisseur, who personally curates our list with discernment and passion, ensuring each bottle served aligns perfectly with the character and quality of Warwick's dining experience.

Will you discuss Warwick New York's focus on offering personalized service and a customized guest experience?

Warwick New York Hotel places great importance on offering personalized service and a truly



Modern Art Suite living area



Randolph Suite living and dining area

customized guest experience. Our philosophy centers on understanding each guest's individual preferences and anticipating their needs to create moments that feel thoughtful and genuine. From the moment guests arrive, our team strives to provide warm, attentive service that combines the efficiency of a luxury hotel with the comfort of a home away from home.

Because every stay is unique, we tailor our offerings – from room assignments and amenities to dining recommendations and concierge services – to complement each guest's lifestyle and purpose of visit. Whether accommodating the fast-paced schedules of business travelers or curating memorable experiences for leisure guests, we focus on ensuring that every interaction leaves a lasting impression of care, quality, and authenticity. This commitment to personalization is what distinguishes Warwick New York and reinforces the timeless elegance our hotel is known for.

How do you define the role of the general manager, and what are the keys to being effective in the role?

The role of General Manager at Warwick New York extends far beyond daily operations. A successful GM embodies multiple roles: leader, mentor, counselor, and collaborator. By maintaining a deep understanding of both the employees and guests, the general manager fosters a workplace built on trust, communication, and shared purpose. Strong listening skills are essential, as they allow the GM to address concerns effectively, resolve conflicts with empathy, and ensure both team morale and guest satisfaction remain high.

Equally important is the ability to maintain balance – achieving financial goals without compromising the quality of the guest experience. An effective general manager leads by example, demonstrating professionalism, humility, and the willingness to step in wherever necessary, even in the most hands-on tasks. Clarity of direction is

vital; the GM must communicate goals and expectations to department heads, ensuring each team member understands how their role contributes to the hotel's success.

Approachability and fairness define this leadership style. While the GM must remain open and supportive, listening to staff and encouraging growth, there are times when firmness and accountability are required to uphold service standards and operational excellence. Through this blend of empathy, discipline, and vision, the general manager sets the tone for the entire property – ensuring that Warwick New York continues to deliver the exceptional and personalized service for which it is known.



Marion Suite bedroom

What has made the hotel business so special for you?

The hotel business has been truly special because it offers the chance to make meaningful connections with guests from all walks of life, each with their own stories and cultures. Creating memorable experiences – whether through a warm welcome, personalized service, or exceeding someone's expectations – brings a unique sense of fulfillment. Being part of a team that works together to bring comfort, joy, and elegance to someone's stay is incredibly rewarding, making every day feel purposeful and inspiring.

What advice do you offer to young people interested in building a career in the hotel industry?

Young people aiming for a successful hotel career should bring dedication, energy, and a heartfelt desire to serve others. Hospitality means creating memorable experiences, so develop attention to detail, empathy, and the ability to exceed expectations – all essential for lasting success.

Start by taking entry-level opportunities such as at the front desk, in housekeeping, or food service, where you'll learn invaluable basics that serve as the building blocks for growth. Don't underestimate the importance of understanding every aspect of hotel operations – building up from these roles sets a solid foundation for career advancement.

Hospitality can be demanding and fast-paced, with long hours and unexpected challenges. Let your passion for service motivate you on busy days; tackle problems with a positive outlook, and be ready to adapt when guest needs or operations shift. Flexibility and resilience will help you not just keep up, but thrive.

Above all, remember this industry is about making a meaningful difference for guests and colleagues. Kindness, helpfulness, and teamwork are vital – let each day be a chance to positively impact others while building a fulfilling career for yourself. ●