

## In The Heart Of Tribeca

An Interview with Igor Morosowski, General Manager, Four Seasons Hotel New York Downtown

**EDITORS' NOTE** Born in Ukraine and raised in Germany, Igor Morosowski developed a love for travel and hospitality at a very young age. A promising career in competitive tennis brought Morosowski to Spain as a young adult, but it wasn't long that Morosowski was pulled into the world of hotels and ultimately completed his hotel degree in Marbella before interning in glamorous locations such as Cannes and London. A passionate communicator and a master linguist



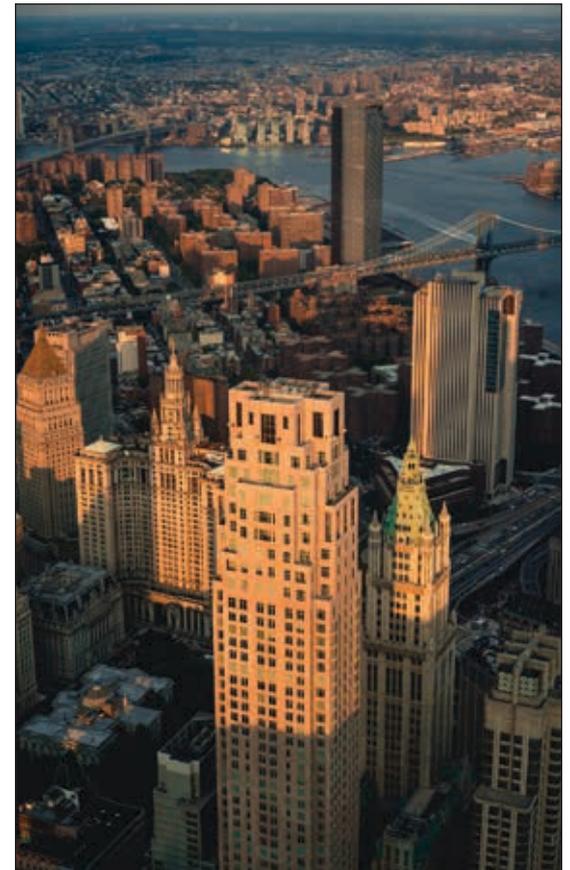
Igor Morosowski

(speaking five languages fluently), Morosowski felt right at home at the front desk. His first position with Four Seasons was in Paris as a Night Manager at Four Seasons George V. Morosowski found a global home with Four Seasons and took the opportunity to transfer to Beverly Wilshire, A Four Seasons Hotel, his first position in the United States. He then led the Rooms division at Four Seasons Resort Bora Bora. A few years later, Morosowski moved back to the United States as Rooms Manager at

Jackson Hole and was subsequently promoted to Resort Manager. Most recently, he led the team at Four Seasons Hotel Washington, DC. Morosowski now leads Four Seasons Hotel New York Downtown, an architectural icon in the heart of Downtown Manhattan.

**PROPERTY BRIEF** Four Seasons Hotel New York Downtown ([fourseasons.com/newyorkdowntown](http://fourseasons.com/newyorkdowntown)) places guests at the center of Tribeca's vibrant energy, steps from world-class dining, culture,

and creative life below 14th Street for an urban chic escape. Surrounded by iconic neighborhoods including SoHo, the West Village, Seaport and FiDi, the hotel offers a refined residential-style retreat with spacious accommodations, an award-winning spa and wellness experience, and CUT by renowned Chef Wolfgang Puck. Rising above the skyline as a modern Downtown landmark, it offers a distinctly New York stay where luxury, location, and lifestyle converge.



Four Seasons Hotel New York Downtown

### Will you discuss your career journey?

I've always been drawn to people, travel, and different cultures – that's really what led me into hospitality. I was born in Odessa, Ukraine, raised in Germany, and grew up with a very international perspective. I joined Four Seasons back in 2007 at the iconic George V in Paris, and since then I've been fortunate to work at some incredible properties around the world and live in many incredible places. Hospitality feels natural to me; it allows me to connect with people on a personal level and create experiences that genuinely make them feel welcome and cared for. That's what motivates me every day.

### Will you provide an overview of Four Seasons New York Downtown and how the property is positioned in the market?

We're a luxury lifestyle hotel right in the heart of Tribeca, one of Manhattan's most vibrant and creative neighborhoods. The hotel rises high above the city, offering beautiful skyline views, but it still feels very residential and intimate, inspired by downtown New York living. What really sets us apart is simple: service, service, service. Our team is passionate and incredibly dedicated, and the consistency and personalization they deliver make all the difference. We also have an award-winning spa with one of the best pools in the city and a top-tier fitness facility. And now with Club 27, our membership program, we're building even stronger connections with the local community through wellness and lifestyle experiences. It's that combination of thoughtful design, privacy, a strong sense of place, and truly genuine care that defines our experience.



Greenwich Suite

**How valuable is it for Four Seasons New York Downtown to have such a strong suite product?**

Our suites are an incredibly important part of our offering, and they've been very well received by repeat guests, VIPs, and travel partners. Many of our guests travel globally with Four Seasons and want that sense of familiarity; something that feels like home, but elevated. Our suites really deliver that residential feel. Our newest additions, the Greenwich and Trinity Suites, even include marble kitchenettes, ideal for longer stays and creating further at-home feel. They're inspired by luxury Tribeca living, with curated art, generous layouts, and a real sense of the neighborhood's character. A lot of our guests travel with family or loved ones, so having that space, warmth, and comfort makes a big difference. It's about creating a true home-away-from-home, of course, with unmistakable Four Seasons elegance.

**How has Four Seasons New York Downtown approached its culinary offerings, and what are the keys to success in this area?**

Collaboration is key for us both between the team and our partnership with Wolfgang Puck. We love creating energy around food and beverage, whether it's through fashion events, seasonal celebrations, or major cultural moments like Fashion Week or film festivals. Personalization is also incredibly important. Celebrating birthdays, anniversaries, return visits; those thoughtful touches matter. Our 24-hour in-room dining menu offers guests comforting, high-quality options anytime. And of course, our banquet and event spaces allow us to host everything from executive meetings to beautiful social celebrations.



*Trinity Suite kitchen*

Being in one of the greatest food cities in the world pushes us to constantly elevate what we do, and in addition to our on-site offerings, we have the benefit of being steps from some of the most celebrated restaurants in New York City.

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

At its core, being a general manager is about people. I truly believe that when we

take great care of our team, they naturally take great care of our guests. So, employee experience and guest experience go hand in hand. In a 24/7 business like ours, collaboration and agility are essential. My role is to support the team, remove obstacles, and ensure we execute consistently and efficiently. At the same time, I'm always thinking ahead: how we can elevate our product, our service, and our performance long-term. Clear and frequent communication is critical. I believe in overcommunicating to make sure everyone feels aligned and empowered.

**What makes for a true luxury hotel experience today?**

Luxury today is about being personal, kind, and seamless. Guests are looking for genuine human connection – something that feels natural, not scripted. Listening carefully, showing empathy, and anticipating needs before they're expressed all make a big difference. The arrival experience is especially important. Those first five minutes set the tone for everything. When it's warm, smooth, and effortless, guests can truly relax and begin their stay feeling cared for.

**What advice do you offer to young people considering a career in hospitality?**

You really have to love what you do. Hospitality is about curiosity, empathy, and a sincere desire to create memorable experiences for others. If you enjoy what you do, that passion grows naturally, and so does your motivation to learn and improve. Every day is different. You're constantly meeting new people, solving challenges, and creating moments that matter. The energy you receive from making someone's day better is incredibly rewarding, and that sense of purpose is what sustains a long and successful career in this industry. ●



*Trinity Suite living area*