

Celebrating The Richness Of Mexican Culture

An Interview with Felix Murillo, General Manager, Four Seasons Resort Tamarindo

EDITORS' NOTE *Felix Murillo is the General Manager of Four Seasons Resort Tamarindo, Mexico. Hailing from Madrid, Murillo was introduced to hospitality by his parents who were passionate about showcasing the quality of food and beverages in Spain. Murillo apprenticed at a luxury landmark property while studying geography and history in Madrid, and then went on to focus on hotel management at a Swiss university. Once he had his degree, Murillo got his first start working at the Four Seasons London. Murillo has been an integral part of the Four Seasons family, working for 13 properties across four continents – four times as General Manager, including St. Petersburg prior to Tamarindo.*



Felix Murillo

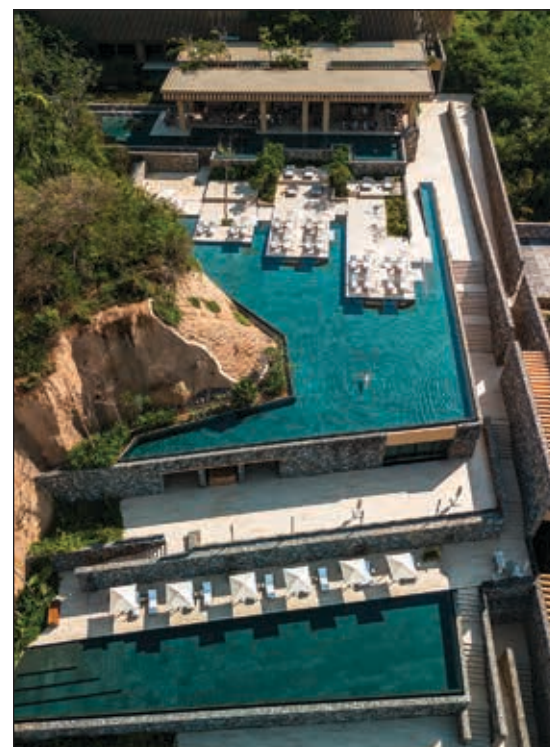
Will you discuss your career journey?

I come from a family of gourmet shop owners and restaurateurs and grew up in Madrid, passionate about quality Spanish products and service. My father believed one worked

to learn. With that philosophy in mind, I entered the hotel industry as a young apprentice. I first attended the local university and then Les Roches Hotel School in Switzerland, fulfilling my dream of joining Four Seasons. Since then, I've held positions within Four Seasons from Stewarding to General Manager across multiple destinations – from London to Istanbul, from North Africa to Chicago, from South America to Miami, from Russia to Mexico.

Will you provide an overview of Four Seasons Resort Tamarindo?

Located along Mexico's unspoiled Costalegre coastline, Four Seasons Resort Tamarindo is set within a 3,000-acre private nature reserve where only 2 percent of the land will ever be developed. Surrounded by dramatic Pacific cliffs, secluded beaches, and lush tropical forest, the 157-room resort was thoughtfully designed to blend seamlessly into its natural surroundings while celebrating the richness of Mexican culture, craftsmanship, and hospitality. Guided by a philosophy of conservation, cultural preservation, and meaningful connection, Tamarindo



invites guests to discover the destination with immersive culinary, wellness, and outdoor experiences that foster a deeper appreciation for the land, its people, and the extraordinary biodiversity that makes this region of Mexico unlike any other.

What do you feel have been the keys to the strength and leadership of the property?

For me, leadership begins with education, staying true to your values, and approaching everything with genuine care. At Tamarindo, we've built a culture rooted in caring for one another, our guests, and the extraordinary destination we have the privilege to steward. When people feel supported, empowered, and inspired to grow, they naturally create exceptional experiences. Our success is not the result of any one individual, but of a team united by a shared purpose and a commitment to authenticity.

From the beginning, we recognized both the challenges of operating in a remote destination and the incredible potential of the local community. We chose to invest in education at every level, establishing partnerships with nine universities to provide internships and career pathways into Four Seasons, while also creating an apprenticeship program for local secondary school students. We expanded that commitment



A panoramic view of Four Seasons Resort Tamarindo (above); pool (top right)

by helping establish a primary school and, more recently, a kindergarten for our employees' children, while also offering adult education programs that allow team members to earn official academic certifications while working.

What makes me most proud is that many employees now volunteer as tutors for their colleagues, reinforcing a culture of learning, mutual support, and shared success. By investing in education while preserving the humility, generosity, and values of our people, we've built more than a team – we've created a thriving community.

How valuable is it for Four Seasons Resort Tamarindo to have such a strong suite product?

Our suite product is one of the defining elements of the Resort because it reflects both the scale of the destination and the extraordinary level of craftsmanship behind every detail. Beyond the generous indoor and outdoor living spaces, each suite showcases exceptional materials, designed and built by some of Mexico's most renowned architects and artisanal craftsmanship that create a true sense of place. Having a private pool measuring more than 14 meters in every cliff-side suite is incredibly distinctive, but even more so each pool overlooks stunning Pacific Ocean views. These suites allow guests to experience a level of privacy, comfort, and connection with the surrounding landscape that is truly unique to Tamarindo.

How has Four Seasons Resort Tamarindo approached its restaurant/food and beverage offerings?

Our culinary philosophy begins with quality, but it's deeply rooted in the traditions and rich heritage of Mexico. Every restaurant and dining experience is designed to celebrate the country's extraordinary ingredients,



Coyul Restaurant at Four Seasons Tamarindo (above); golf course (bottom left)

culinary traditions, and regional diversity while embracing the innovation and refinement guests have come to expect from Four Seasons. We work closely with local producers, fishermen, ranchers and artisans to create authentic experiences that feel deeply connected to the destination. For us, food is one of the most meaningful ways guests connect and experience Tamarindo, and every meal tells a unique story about the people, culture, and natural richness of this remarkable region.

How does Four Seasons Resort Tamarindo champion Mexican artisans and designers?

From the very beginning, Tamarindo was envisioned as a celebration of Puro Talento Mexicano. That philosophy extends far beyond design – it's woven into every aspect of the guest experience. Throughout the Resort, guests encounter the work of extraordinary Mexican architects, artisans, designers, chefs, artists, and craftspeople whose creativity and expertise help define the character of Tamarindo.

For us, championing Mexican talent means creating meaningful opportunities to share these stories in an authentic way. Whether it's the handcrafted furnishings and locally sourced materials found throughout the Resort, the culinary experiences inspired by regional traditions, or the cultural connections our guests make during their stay, every touchpoint reflects the richness and diversity of Mexico.

We're proud to collaborate with individuals who are preserving traditional techniques while also shaping the future of Mexican design and craftsmanship. By placing local talent at the heart of the experience, we're able to offer guests a deeper connection to the destination while honoring the people, culture, and creative spirit that make this region so extraordinary.

What does luxury mean to you in today's hospitality landscape?

To me, luxury is a combination of a well-curated product with intentional service that creates a meaningful experience that is worth sharing. Today, luxury is no longer defined by excess; it's defined by intention. It's the thoughtful combination of a beautifully curated product and genuine, intuitive service that creates meaningful experiences for every guest. True luxury is personal; it anticipates needs without being intrusive, fosters authentic human connection, and creates moments that guests remember long after they've returned home. Those are the experiences that become worth collecting, sharing, and carrying with you. Those are the experiences that leave a lasting impact.

What has made the hospitality industry so special for you?

Hospitality has never simply been a career. For me, it's been my life's vocation. It's given me the opportunity to create memorable experiences, remain endlessly curious, and continue learning from and giving back to people and cultures around the world. Every day presents a new opportunity to make someone feel welcomed, cared for, and inspired, and that sense of purpose continues to motivate me after all these years.

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

Never lose the innocence that inspires the dream of hospitality. Stay curious, remain humble, and always be willing to learn. If you approach this industry with passion, authenticity, and an open mind, you'll discover that hospitality offers endless opportunities for both personal and professional growth. ●