

Service Excellence

An Interview with Lee Kelly, General Manager, 45 Park Lane

EDITORS' NOTE With more than 20 years of international hotel management experience, Lee Kelly joined 45 Park Lane (dorchestercollection.com/london) from The Berkeley, London, where he was hotel manager for more than two years. His previous roles include General Manager at Bray's Monkey Island Estate and various directors of food and beverage positions at The Savoy, London and Four Seasons Hotels in Singapore and Canary Wharf, London. Kelly has a degree in hotel and catering management from the University of Surrey.



Lee Kelly

been fortunate to work for a group of fantastic hotels on Downing Street and learn from exceptional leaders and experiences that have shaped my approach to leadership today. What I enjoy most is creating an environment where both guests and colleagues feel genuinely cared for. Leading 45 Park Lane is a privilege because it combines contemporary luxury with a highly personal approach to hospitality. That focus on people remains the most rewarding part of my career.

Will you provide an overview of 45 Park Lane?

45 Park Lane feels like a sleek private residence in the heart of London, with 45 Art Deco-inspired rooms and suites that overlook beautiful Hyde Park. For dining, CUT at 45 Park Lane is Wolfgang Puck's first European restaurant, where works by Damien Hirst line the walls. Upstairs, omakase is honored in its truest, most intimate form at Michelin-starred

Will you discuss your career journey?

Hospitality appealed to me from an early age because it is ultimately about people. I was very lucky as I knew from the age of 11 that I wanted to be a chef after watching celebrity chefs on television. Throughout my career, I have



45 Park Lane lobby



45 Park Lane entrance

Sushi Kaneska, while BAR 45 awaits with a vibrant mix of handcrafted cocktails and an ever-evolving collection of contemporary art.

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

Our people are our greatest strength. The team's commitment to service excellence, combined with a culture of collaboration and care, is what sets us apart. We also benefit from having a clear identity: contemporary, personal, and highly guest-focused. Staying true to that vision has been key to our success.

How valuable is it for 45 Park Lane to have such a strong suite product?

Our suites are a significant part of our appeal, particularly as guests increasingly seek space, privacy and flexibility. Art Deco in style, yet contemporary in attitude, the hotel's 45 rooms and suites gleam with modern luxury. Inside, clean lines and bold design add shape to buttery soft fabrics, while sensual curves reflect in sparkling mirrored detail. Each room and suite overlook Hyde Park opposite, while the glorious Penthouse Suite features a wraparound terrace with panoramic views across the London skyline. All this makes them especially attractive for longer stays and family travel. They are an important differentiator within the London market.

How has 45 Park Lane approached its restaurant/food and beverage offerings?

Our approach has always been to create dining experiences that stand out in London's competitive culinary scene. CUT at 45 Park Lane has become a destination in its own right, attracting both hotel guests and local diners. Each year, we try to do something new on



45 Park Lane



Park Lane Suite

our summer terrace. We did a pop-up with Bubbledogs a couple of years back and this year we have a new fish & chip concept. Upstairs, BAR 45 is a sophisticated space exuding glamour and comfort, where the bartenders mix and shake handcrafted cocktails and signature Negronis.

Will you highlight 45 Park Lane's focus on health and wellness?

Wellness today is hugely competitive, so our approach is centered on choice and flexibility. The state-of-the-art spa is a new world of well-being for guests of the hotel, offering a range of luxurious treatments from

Dr. Uliana Gout and Ishga alongside innovative private training with Intelligent Design. We have an exciting new partnership with luxury skincare brand La Prairie launching this Summer, with all treatments to be enjoyed alongside our 20m indoor swimming pool, gym, sauna, steam room and relaxation lounge.

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

Luxury today is about personalization, authenticity and time. Guests want experiences that feel tailored to them rather than standardized. For me, true luxury is making people feel recognized, valued and understood. It is about paying attention to detail and creating experiences that feel effortless and memorable.

What has made the hospitality industry so special for you?

The people. Hospitality gives you the opportunity to meet individuals from all over the world and make a positive impact on their experiences. Take Hospitality Connects for example – I'm on the board and our initiative is to introduce school students to the world of hospitality via meaningful partnerships. We're celebrating 20 years this year.

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

Be curious, work hard and embrace every opportunity to learn. Hospitality offers incredible career progression for those who are passionate and committed. Focus on building relationships, developing your skills, and maintaining a genuine desire to care for others. Those qualities will take you a long way. ●



45 Park Lane subterranean spa with its luxurious treatments, Park Lane's longest swimming pool, a personal training room and state-of-the-art gym