

A True Home Away From Home

An Interview with Michal Dedera, General Manager, Four Seasons Hotel New York

EDITORS' NOTE Michal Dedera holds the position of General Manager for Four Seasons Hotel New York, ([four seasons.com/newyork](https://www.fourseasons.com/newyork)) bringing with him extensive experience in the luxury hospitality and New York real estate industries and unique knowledge of the Four Seasons brand, having worked with the portfolio for more than two decades and with Four Seasons Hotel New York up until its closure in 2020. A Czech native with a degree from Charles University, Dedera began his hospitality career at the Savoy Hotel in Prague before transitioning to work under the Marriott portfolio where he learned key skills in revenue management and customer service. Shortly after, Dedera began a career journey with Four Seasons, earning his way from Reservations Manager to Assistant Director of Rooms at Four Seasons Hotel Prague in just a few short years. Throughout his tenure, he supported openings around the world ranging from Shanghai and Tokyo to Miami, Sharm El Sheikh, Jackson Hole, Budapest and Seychelles, gaining a wide variety of cultural exposure and experience. Dedera then went on to work for a selection of Four Seasons properties, including the former Four Seasons Hotel London at Canary Wharf, Four Seasons Hotel Chicago, and Four Seasons Resort Palm Beach. In 2017, he relocated to the company's New York location in Midtown, where he spent almost four years as Hotel Manager. During the pandemic in 2020, Dedera oversaw the housing of first-aid workers, enabled by Ty Warner at Four Seasons Hotel New York, gaining critical experience and further knowledge of operations and crisis management. Following four years in a real estate leadership role with Tishman Speyer overseeing their portfolio of commercial and residential assets across New York, Connecticut, and Pennsylvania, Dedera returned to Four Seasons Hotel New York in May 2024 to reopen the Midtown property as General Manager. A multilingual hotelier and business executive, Dedera offers a rare luxury lens to his role with Four Seasons and delivers personalized service to both his employees and hotel guests with care, creativity and authenticity.



Michal Dedera

I started as Reservations Manager at Four Seasons Hotel Prague, opening property number 50 for Four Seasons, and later advanced to Assistant Director of Rooms, gaining invaluable experience in both guest-facing operations and leadership.

One of the most formative chapters of my career was supporting hotel openings around the world. Over the years, I had the opportunity to contribute to projects across four continents with incredible cultural diversity, including Tokyo, Shanghai, Sharm-el-Sheikh, Miami, Budapest, the Seychelles, and Jackson

Hole. Each destination presented a unique culture, guest profile, and operational challenge, broadening my perspective and reinforcing the importance of adaptability, curiosity, and teamwork as well as allowing me to explore the world.

I later held leadership roles at Four Seasons properties in London, Chicago, and Palm Beach, each with a unique operational dynamic before arriving in New York in 2017 as Hotel Manager. My time here in New York was particularly meaningful as Four Seasons New York and the City are an incredibly dynamic combination. During the

pandemic, our team transformed the hotel into housing for frontline healthcare workers, an experience that tested every aspect of leadership while demonstrating the resilience and dedication of our employees.

I fell in love with the life in the City and even though the pandemic hit the City hard and Four Seasons New York closed its doors, I decided to stay and transitioned to real estate leadership, operating multiple high-rises in the City, expanding my understanding of asset management, design and construction, leasing, development, and long-term value creation and leading hospitality innovation and culture evolution in real estate. What a great decision and challenge that was teaching me so much. When the opportunity arose to return to Four Seasons Hotel New York as General Manager and lead the reopening of this iconic property, it felt like a natural next chapter to bring this beloved address back to life. Coming back to this hotel, in this role, has truly been a full-circle moment.

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

Four Seasons Hotel New York occupies a truly unique position within the luxury hospitality



The Presidential Suite offers timeless design, expansive views, and a residential sense of place above Manhattan

Will you discuss your career journey?

My career in hospitality began in Prague, where early roles at the Savoy Hotel and within the Marriott portfolio provided a strong foundation in operations and guest service. Joining Four Seasons was a defining moment in my professional journey.

landscape. Located on 57th Street in the heart of Midtown Manhattan, steps from Central Park, Fifth Avenue, and many of the City's most celebrated cultural institutions, the hotel has been a defining part of New York's luxury landscape since opening in 1993. Designed by I.M. Pei, the property is distinguished by its soaring proportions, timeless architecture, and unmistakable sense of place. Following an almost five-year closure, the reopening of Four Seasons Hotel New York represented one of the most anticipated moments in the City's luxury hotel market. Our goal was not simply to reopen, but to thoughtfully reintroduce an icon to a new generation of travelers while preserving everything that made the hotel so beloved.

What truly differentiates the property today is the combination of amazing location, exceptional space, unparalleled views, an all-suite offering and a highly personalized kind and friendly service culture. In a city where space is often the ultimate luxury, our guests appreciate the residential scale of the accommodations and the sense of calm that exists within the hotel. We appeal to travelers who value discretion, exceptional and memorable space, unparalleled views, and highly engaging and kind personalized service. Many can deliver good service, but providing kind and friendly service from the heart and positive energy is what we are aiming for and trying to offer to our customers as part of their experience. The response has been overwhelmingly positive, and our goal is to offer something that is more and more increasingly rare: a true home away from home.

Will you highlight the strength of Four Seasons Hotel New York's suite product?

Our suite product is among the strongest in the city because it offers two luxuries that have become increasingly rare in Manhattan – exceptional bright space with oversized windows and unparalleled panoramic views. The scale of our accommodations creates a true residential experience, while many of our suites provide sweeping vistas of Central Park, the Manhattan skyline, and beyond.

Our Central Park Suites are a particular point of pride. Located on the 31st floor and above, they offer unobstructed views that genuinely stop guests in their tracks. Alongside specialty accommodations such as the Gotham Suite, they showcase what this hotel does best: combining exceptional comfort, privacy, and a deep connection to New York City.

With the reopening, we further elevated the suite experience through upgraded technology, enhanced in-room amenities, and thoughtful refinements that reflect how today's guests wish to live and work. The result is a product that feels residential, refined, and unmistakably Four Seasons.

How has Four Seasons Hotel New York approached its restaurant/food and beverage offering, and what are the keys to being successful in this part of the business?

Food and beverage in New York is extraordinarily competitive, and we approach it with the same intentionality we bring to every aspect of the guest experience. New Yorkers have countless dining options, and we never assume that being located within a luxury hotel is enough reason for someone to visit. Every restaurant and bar must earn its place in the market.



Views that place Manhattan's iconic skyline just beyond your window

Ty Bar has quickly established itself as one of Midtown Manhattan's most distinctive gathering spaces. The cocktail program draws inspiration from New York City's rich history, while one of the largest high-definition screens in Manhattan showcases a live view of the Manhattan skyline from atop the hotel, creating an immersive connection to the City beyond the hotel's walls.

The Garden offers a seasonal menu rooted in fresh ingredients and contemporary American

cuisine, served in one of Midtown Manhattan's most distinctive dining settings. Our goal is to create a restaurant that stands on its own merit, attracting both hotel guests and local diners through quality, consistency, and genuine hospitality.

Ultimately, success in food and beverage comes down to authenticity. Guests can immediately recognize when an experience feels genuine. Culinary excellence, exceptional service, and an

atmosphere people want to return to are what creates long-term success.

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

Personalization is at the heart of everything we do, and it begins with our people. A significant number of our team members have been with this hotel for decades, many since we first opened in 1993. That continuity creates something that cannot be manufactured: an intuitive understanding of our guests and a deep connection to the property's culture and history. Guests are welcomed not as arrivals to be processed, but as individuals returning to a place that knows them. Whether it is remembering a preferred room, anticipating a particular request, or creating a meaningful surprise, it is often the smallest details that leave the greatest impression.

We have also formalized this commitment through our My NYC Moment program which offers guests exclusive access to some of the city's most sought-after experiences. Whether it is a private fragrance consultation at AMAFFI, a personalized shopping experience with an expert stylist, or an in-suite omakase experience curated by the team at Hoseki, each offering is designed to reflect the individual interests of the guest.

Our Les Clefs d'Or concierge team brings this vision to life every day, securing access and curating experiences that transform a visit to New York into something our guests carry with them long after they leave.

What do you feel are the keys to providing a true luxury hotel experience?

The foundation is people. Everything else, including the architecture, amenities, and location, creates the conditions for luxury, but it is the team that delivers it. When employees feel genuinely valued, supported, and proud of where they work, that care naturally extends into



Thoughtfully designed suites

every guest interaction. It is not something that can be scripted.

Beyond that, I believe true luxury is defined by thoughtfulness and restraint. It is not about volume or spectacle. It is about the right detail, delivered at the right moment, with complete sincerity. Space, calm, and the sense that nothing has been left to chance are qualities that today's most discerning travelers recognize immediately.

Finally, consistency is essential. A luxury experience must feel equally elevated on every visit and across every touchpoint, from the first inquiry to the final farewell. That requires a strong culture,

pride in craftsmanship, and a team that understands what excellence truly means.

What has made the hospitality industry so special for you?

Hospitality has given me the opportunity to be present for some of the most meaningful moments in people's lives – celebrations, milestones, reunions, and the quieter moments of rest and renewal that travelers often need most. There is something incredibly rewarding about creating memories that become part of a guest's life story.

Hospitality has taken me across cultures and communities that have shaped who I am as a leader and as a person. Speaking several languages and traveling the world extensively has allowed me to connect with people from different backgrounds and gain perspectives that continue to influence how I lead today.

I also appreciate the complexity of the business. Hospitality is never static. No two days, no two guests, and no two challenges are ever the same. I thrive in that environment, and I always have.

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

Start with humility, curiosity, and a willingness to learn. The most valuable lessons in hospitality come from working closely with guests, understanding operations firsthand, and building relationships across every department. No matter where your career ultimately takes you, that foundation will stay with you.

Be willing to move, and keep learning. Some of the most important experiences of my career came from working in different countries, cultures, and operating environments. The exposure I gained from supporting openings around the world shaped my understanding of leadership and luxury in ways that no single property ever could. Embrace the unfamiliar and never stop learning. It will accelerate your growth in ways you cannot fully anticipate. ●



Wake up to sweeping views of Central Park