

A Collection of Collections

An Interview with Trey Matheu, Managing Director, Nemacolin

EDITORS' NOTE In July 2020, Trey Matheu was appointed to his current position as Managing Director of Nemacolin. He originally joined the property as director of lodging in May 2002. During his career, he served in several senior positions in the hospitality industry, including Food and Beverage Manager at the Keystone Resort in Colorado, Resident Manager at Jackson Lake Lodge in Wyoming, and Resident Manager at Snake River Lodge & Spa, also in Wyoming. He holds a bachelor's degree in history from Pennsylvania's Lafayette College.



Trey Matheu

Will you provide an overview of Nemacolin and what guests can expect when visiting the resort?

The property is completely unlike any other resort, offering guests an environment where luxury meets whimsy, and what we're really all about here at Nemacolin is fostering memorable and magical moments for every guest and member that stays with us. The resort is really a campus – we are located on over 2,300 acres, with five distinct lodging options that cater to everything from multi-generational and family style accommodations to couples on a search to get away from it all. I think the thing I have always enjoyed about the property is how it has grown organically. To really describe Nemacolin, I use the term “a collection of collections.” We collect and display everything from a world-class art collection to an airplane and car museum, to exotic animals, to a myriad of activities that include 18 incredible restaurants and lounges; two Pete Dye-designed championship golf courses; the award-winning Woodlands Spa and Salon; a Holistic Healing Center; Orvis-endorsed fly fishing; and a collection of outdoor activities. And our activities are featured year-round. In the winter, we host everything from downhill skiing to a year-round heated pool to dog sledding. This year, we have converted an indoor space to add a ninja warrior type of activity for those days when there is inclement weather.

You had been at Nemacolin, moved on to other properties, and returned to Nemacolin. What excited you about the opportunity to come back to Nemacolin?

Nemacolin is truly a family and returning here was like coming home. Nemacolin has always been an integral part of my career history and I am proud every day to work alongside some of the most incredible people in the hospitality industry. Coming back to the resort, I was most excited about the innovative and pioneering atmosphere of the property. Nemacolin is a trailblazer in luxury hospitality, and I am constantly inspired and invigorated by my Nemacolin team. Right now, I'm most looking forward to the

upcoming opening of The Grand Lodge. The reimagination is a remarkable feat and I can't wait for guests and members to experience all the accommodation has to offer from a new restaurant and lounge to 56 incredible suites designed to highlight various magical themes.

How valuable has it been in leading the property to have an owner who is focused on continuous improvement and investment in the resort?

Nemacolin's reputation as a pioneer in the hospitality industry can be attributed to Maggie Hardy's invaluable expertise and passion for innovation and improvement. With Maggie at the helm, Nemacolin has always been at the forefront of the conversation. Her unconventional ideas help to retain Nemacolin's whimsical character while also still pushing us forward into new and exciting opportunities. Maggie's emphasis on supporting her Nemacolin family is unwavering and fosters an incredible drive and work ethic among associates which can be seen in the excellent care that is given to all our members and guests. One of my favorite quotes from her which has become the foundation of my own leadership style is, “I have two bosses – the guests and the associates.” All decisions are made with these two things at the forefront of our mind. From the creation of The Peak to the reimagination of The Grand Lodge to creating Wisteria as our associate community, she includes all aspects of Nemacolin in her plans for growth and expansion. It is an incredible honor and joy to lead Nemacolin with an owner like Maggie Hardy at the helm.



The Chateau at Nemacolin



The Peak pool at Nemacolin

“Nemacolin’s commitment and investment in its associates is most evident in the associates only community, Wisteria, which was completed this past spring.”

What are some of the current developments taking place at Nemacolin?

There are a lot of exciting developments taking place at Nemacolin. In the fall, guests and members can look forward to the opening of The Grand Lodge. This transformation of the resort’s original lodge will offer impeccable butler service, unique amenities, and all-new dining and lounge experiences. An elevated interpretation of the resort’s original lodge, this accommodation will feature exclusive butler service, personalized amenities, and a new restaurant and bar. Our Nemacolin whimsy and magic continues with grand four-poster beds and fanciful boutique embellishments. The Grand Lodge features large bathrooms, many with freestanding soaking tubs, marble countertops and flooring, chandeliers, and elegant gold and brass accents that will create a luxurious atmosphere where guests can unwind after an activity-filled day. The reimagination of The Grand Lodge is Nemacolin’s tribute to the resort’s incredible heritage and paves the way for the future of luxury hospitality. We are also beginning the reimagination of iconic Nemacolin dining venues Barattolo and The Tavern, which have many surprises in store for guests and members upon their respective completions. In addition, we keep adding to our activity offerings – including an obstacle course and a new zip-line highlighting the beauty of the Laurel Highlands.



Woodlands Spa and Salon at Nemacolin

Will you highlight Nemacolin’s commitment and investment in its associates?

Nemacolin’s commitment and investment in its associates is most evident in the associates only community, Wisteria, which was completed this past spring. Equipped with state-of-the-art amenities and top of the line produce and groceries, Wisteria offers associates housing, The Market, The Rec Center, and The Pub. Produce for The Market is sourced both locally and internationally to provide all of Nemacolin’s associates with the items they need without requiring a visit to specialized markets. The property now has over 200 housing options for associates from townhomes to shared apartments to individual patio homes. The Wisteria community is both a commitment to the current team as well as an investment in the future of Nemacolin.

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

The hospitality business is currently in the middle of a paradigm change. We are facing many obstacles to how the business operated in the past that is forcing us to redefine the way the business operates. The industry lost about one third of their employees post-pandemic. That number is slowly shrinking, but an entire generation of mid-level managers were lost. This may possibly be the most opportunistic time to start a career in the last 20 years. My best advice is to always be open and learning no matter what stage of your career you’re in. As hospitality professionals, providing impeccable service is a must. Part of that is listening to any and all feedback and implementing improvements based on that feedback. Whether from guests or your colleagues, you learn something new every day that can and should be instrumental to making you a better hospitality professional. ●