

Contents

Hospitality

A Portfolio of Iconic Hotels

Hamad Abdulla Al-Mulla,
Chief Executive Officer, Katara Hospitality

104



Constant Reinvention

Steve Joyce,
President and Chief Executive Officer, Choice Hotels

107

Embracing the Principles of Mutual Respect

Rakesh Sarna,
Managing Director and Chief Executive Officer,
Taj Hotels Resorts & Palaces

110

Growth Through Innovation

John Vanderslice,
Global Head of Luxury & Lifestyle Brands,
Hilton Worldwide

112

Creating Uniquely Special Properties

Adam Stewart,
Chief Executive Officer,
Sandals Resorts International

114

A Bespoke Experience

Hervé Humler,
President and Chief Operations Officer,
The Ritz-Carlton Hotel Company

116

The "Tao of Regent"

S. Steven Pan,
Executive Chairman of Regent Hotels & Resorts
and FIH Regent Group

118

Brands with Personality

C. Scott Robm,
President, SH Group

119

A True Destination Resort

Thomas Steinbauer,
General Manager, Four Seasons Resort Orlando at
Walt Disney World Resort

120

Brand Growth

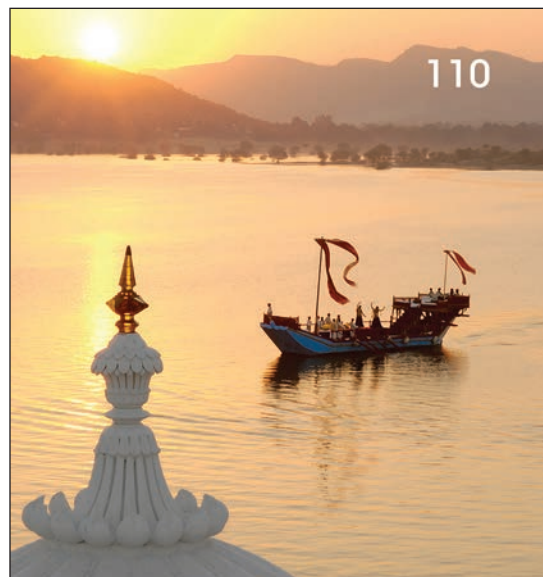
Ronen Nissenbaum,
Vice President of Operations, Luxury Hotels,
Americas, Hilton Worldwide

122

A Tailored Experience

Philip A. Wood,
Managing Director, The Jefferson, Washington, DC,
and Kathryn Sargent, Savile Row Tailor

123



Product and Service Excellence

Edward V. Staros,
Vice President and Managing Director,
The Ritz-Carlton Resorts of Naples

124

Genuine Service

Jonathan H. Crook,
General Manager, The Peninsula New York

126

A Classic Experience

Debrah Dhugga,
Managing Director,
DUKES LONDON and DUKES DUBAI

128

Long-Term Luxury

Janet Martin,
Chief Administrative Officer, Milstein Properties

129

The Guest Experience

Noah Tepperberg,
Founder, The TAO Group

130

Five-Diamond Downtown

Gary E. Schweikert,
Regional Vice President
and Managing Director, Trump SoHo New York

132

Keys to the City

Maria Zec, Regional Vice President,
USA East Coast, The Peninsula Hotels;
General Manager, The Peninsula Chicago

134

A Jewel in the Heart of Manhattan

Asbish Verma,
Vice President-Luxury Division,
Hampshire Hotels Management LLC

136

French Style and Influence

Marc Pichot,
General Manager, Sofitel Montréal Golden Mile

137

Growing Grace

Felipe Espinoza,
Head of Americas, Grace Hotels

138

The Heart and Soul of the Hotel

Offer Nissenbaum,
Managing Director, The Peninsula Beverly Hills

140

Personalized Service

Suzie Mills,
General Manager, Trump International
Hotel & Tower New York

141

Contemporary with Japanese Accents

Sonja Vodusek,
General Manager, The Peninsula Tokyo

142

A Lifestyle Multi-Brand Platform

Niki Leondakis,
Chief Executive Officer, Commune Hotels & Resorts

144

Growing the STK Brand

Sam Goldfinger,
Chief Financial Officer, The ONE Group

146

Luxury in Lower Manhattan

Robert Rechtermann,
General Manager, Conrad New York

147



116

A Strong Independent

Alex Attia,
General Manager, The Charles Hotel,
Harvard Square

148

A Hint of the Unexpected

Stuart P. Johnson,
General Manager, Rocco Forte's Brown's Hotel

150

A Trendsetting Destination

Karen Whitt,
General Manager, The Palms Turks & Caicos

152

A Return to Greatness

David I. Coben,
General Manager, Hôtel Plaza Athénée New York

153

Creating a Lifestyle Brand

John Inserra,
President and Chief Operating Officer,
Cooper's Hawk Winery & Restaurants

154



130

Creating Magic

Gail R. Isono,
General Manager, The Scarlet Huntington
(formerly The Huntington Hotel)

156

A Sense of Place in Sarasota

Damien O'Riordan,
General Manager, The Ritz-Carlton Sarasota

158

Hospitality from the Heart

Gianfranco Sorrentino and Paula Bolla-Sorrentino,
Owners, Il Gattopardo, The Leopard at des Artistes,
and Mozzarella & Vino

160

A Zen Environment

Debbie (Despina) Riga,
General Manager, Morgans New York

161

Innovating Vacation Rental

Michael Joseph,
Co-Founder and Chief Executive Officer,
InvitedHome

162

The Personal Touch

Steve Sasso,
General Manager, The Benjamin

164

A Winning Attitude

Winfred van Workum,
Hotel Manager, The Ritz-Carlton
Bal Harbour, Miami

166

The B in F&B

Jason Cott,
President, Alchemy Consulting

168

The Essence of The Algonquin

Manuela Rappenecker,
General Manager, The Algonquin Hotel

170

The Art of the Stay

Richard Bussiere,
Managing Director, Langham Place, New York

172

Raising the Bar

Joel Freyberg,
Managing Director, Gansevoort Park Avenue NYC

174

The Full City Hotel Experience

David Chase,
Managing Director, Omni Berkshire Place

176

The Energy of W

Ed Baten, General Manager,
W New York - Times Square;
Bill Bunce, Complex General Manager,
W New York and W New York - Union Square;
and Gonzalo Gason Maggi Bescos,
General Manager, W Hoboken

178

A Unique Sense of Place

Todd Orlich,
General Manager, Montage Beverly Hills

180

The Beverly Hills Brand

Julian A. Gold, Mayor of Beverly Hills,
and Julie Wagner, Chief Executive Officer,
Beverly Hills Conference and Visitors Bureau

182

EDITORS' CHOICES

Suite Access by Valerie Wilson Travel

125

The Lanesborough

133

Wynn Las Vegas

149

Lotte New York Palace

157

Bristol Plaza

163