

Reflecting The Dynamic Spirit Of New York City

An Interview with Chintan Dadhich, General Manager, Conrad New York Downtown

EDITORS' NOTE Chintan Dadhich joined the Conrad New York Downtown team with more than 20 years of experience in destination resorts and full-service hotels 18 of which have been with Hilton. Dadhich joined the Hilton Boston Logan Airport in 2003, where he held several positions in the food and beverage leadership team. In 2007, he joined La Quinta Resort and Club and PGA West and was the Director of Rooms for this iconic 95-year-old property, renowned for its 796 casita style guest rooms, nine golf courses, seven restaurants and 41 pools. Dadhich continued his journey with the Waldorf Astoria brand as the Director of Operations and was quickly promoted to resort manager at iconic Arizona Biltmore in Phoenix. He has served as the General Manager of the Conrad Miami and the opening General Manager of the Conrad Fort Lauderdale Beach resort. Dadhich successfully repositioned Waldorf Astoria Las Vegas after a brand transition and executed its post-COVID recovery. Dadhich completed his hotel management in India and worked at luxury properties with Le Meridien and Oberoi Hotels & Resorts. He moved to the United States in 2001 to pursue his master's degree in hospitality and tourism from Johnson and Wales University in Providence, Rhode Island.



Chintan Dadhich

Will you provide an overview of Conrad New York Downtown and how the property is positioned in the market?

Conrad New York Downtown is a premier all-suite luxury hotel located in Lower Manhattan, offering stunning views of the Hudson River and proximity to iconic landmarks such as One World Trade Center, Statue of Liberty, and Wall Street. Our hotel is uniquely positioned in the market to cater to both business and leisure travelers who seek spacious, sophisticated accommodations combined with exceptional service and modern amenities. We pride ourselves on being a destination that not only provides luxury and comfort, but also reflects the dynamic spirit of New York City through our contemporary design and extensive, curated art collection.

Our all-suite accommodations are one of our most significant differentiators. Our

Conrad New York Downtown has an all-suite product. Will you highlight this offering, and do you see this as a differentiator for the property?

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standard accommodation starts with 460 square feet suites designed to provide a generous amount of space, featuring separate living and sleeping areas, luxurious bathrooms, and modern amenities tailored to the needs of discerning travelers. This setup offers a residential feel that enhances comfort and convenience, particularly for extended stays or families traveling together. The additional space and thoughtful design elements ensure that guests can work, relax, and entertain with ease, setting us apart from typical hotel room offerings in the market.

How has Conrad New York Downtown approached its food and beverage offering and what are the keys for a hotel to be successful in this area?

At Conrad New York Downtown, we approach our food and beverage offerings with a commitment to quality, creativity, and local sourcing. Our culinary team crafts menus that showcase fresh, locally sourced ingredients including produce from our very own rooftop garden, and our dining venues are designed to provide unique and memorable experiences. Key to our success in this

PROPERTY BRIEF Conrad New York Downtown (conraddowntown.com) is a luxurious all-suite hotel located along the Hudson River in Lower Manhattan. The 463-suite hotel offers a blend of modern elegance and comfort, making it an ideal choice for both leisure and business travelers. Guests can enjoy dining at the ATRIO Wine Bar & Restaurant or the seasonal Loopy Doopy Rooftop Bar. The hotel also boasts the largest event space in Downtown Manhattan, making it perfect for meetings and special events. Situated just minutes from historic neighborhoods like Tribeca, Greenwich Village, SoHo, and Wall Street, the Conrad New York Downtown provides easy access to iconic attractions such as the World Trade Center, Statue of Liberty, and Brookfield Place. The hotel is committed to sustainable luxury, featuring a range of green initiatives.



Exterior of the Conrad New York Downtown

area is our dedication to innovation and guest satisfaction. By continuously evolving our offerings and paying close attention to guest feedback, we ensure that our dining options remain appealing and relevant. Our rooftop bar, in-suite dining, and our restaurant, ATRIO Wine Bar & Restaurant, are prime examples of how we blend innovative cuisine with exceptional ambiance.

A newly launched initiative that we take pride in is our new rooftop farm powered by Brooklyn Grange. Our previously underutilized outdoor rooftop space was converted to a turnkey rooftop operation where employees can volunteer to harvest. This partnership brings farm to table right to the hotel's onsite restaurant, ATRIO. ATRIO's menu features produce straight from the farm including baby lettuce, radish, spring onions, mint, and parsley.

Will you highlight Conrad New York Downtown's focus on meetings and events, and provide an overview of these capabilities?

Conrad New York Downtown is fully equipped to host a wide range of meetings and events, from intimate gatherings to large conferences. Our dedicated meeting spaces feature state-of-the-art technology including POE lighting which is Power over Ethernet. Our spaces have flexible layouts, and floor to ceiling windows with stunning views of our neighborhood, providing an ideal setting for any occasion. Our team of experienced event planners works closely with clients to customize every detail, ensuring that each event is unique and memorable. We offer a variety of packages and services, including catering, audiovisual support, and personalized décor, to meet the diverse needs of our guests and ensure the success of their events.

Will you discuss Conrad New York Downtown's focus on offering personalized service and a customized guest experience?

Personalized service and a customized guest experience are at the heart of what we do. We believe that each guest is unique and deserves an experience tailored to their individual preferences and needs. Our team is trained to anticipate and respond to guest requests with attentiveness and care, ensuring that every stay is exceptional with moments of surprise and delight. From personalized welcome amenities and tailored itineraries to bespoke concierge services and curated local experiences, we strive to create a stay that is not only luxurious, but also deeply personal and memorable. As a Forbes Four-Star hotel for over five years and multiple award winner, our team is proud of our achievements and eager to continue that path of success.

How critical is it for Conrad New York Downtown to build a diverse and inclusive workforce to mirror the diversity of the guests it serves?

Building a diverse and inclusive workforce is essential for Conrad New York Downtown. Our guests come from all walks of life and corners of the globe, and it is vital that our team reflects this diversity. By fostering an inclusive environment, we ensure that all team members feel valued and empowered to contribute their unique perspectives and talents. This diversity enhances our ability to connect with guests on a personal level, provide culturally relevant services, and create an inclusive atmosphere where everyone feels welcome. Moreover, it drives innovation and creativity within our team, leading to enhanced service delivery and a richer guest experience.



Conrad New York Downtown turnkey rooftop garden operation powered by Brooklyn Grange

How do you define the role of the general manager and what are the keys to being effective in the role?

The role of the general manager is multifaceted, encompassing leadership, strategic planning, and operational oversight. As a general manager, it is crucial to lead by example, be present and available to mentor the team and foster a culture of excellence and accountability. Key to being effective in this role are strong communication skills, the ability to make informed decisions, and a deep understanding of both the hospitality industry and guest expectations. Building strong relationships with guests, employees, and stakeholders is essential, as is the ability to adapt to changing circumstances and continuously seek ways to improve the guest experience and operational efficiency.

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

For rising stars interested in building a career in the hotel industry, my advice is to be passionate, patient, and persistent. The hospitality industry is incredibly rewarding but can also be demanding. Start by gaining experience in various roles to understand the different aspects of hotel operations. Focus on developing strong communication and customer service skills, as these are fundamental to success in this field. Seek out mentors and be open to learning from every experience. Finally, stay adaptable and embrace change, as the industry is always evolving. With dedication and a commitment to excellence, there are limitless opportunities for growth and advancement in the hotel industry. ●



Conrad New York Downtown features all-suite accommodations