

A New Standard Of Mountain Adventure

An Interview with Anthony Duggan, General Manager, Grand Hyatt Deer Valley

EDITORS' NOTE Anthony Duggan's experience spans over 25 years, marked by a deep-rooted passion for hospitality and global travel. Renowned for his ability to elevate operational performance while fostering exceptional guest satisfaction and staff engagement, Duggan has honed his skills at some of the world's most respected luxury hospitality brands, including InterContinental Hotels & Resorts, Fairmont Hotels & Resorts, St. Regis Hotels & Resorts, Aman, and now Hyatt Hotels Corporation. In the most recent years, he's been tapped by Hyatt to elevate the experiences at and operational excellence within brands such as Alila Hotels and Miraval Resorts & Spas.



Anthony Duggan

What excited you about the opportunity to lead Grand Hyatt Deer Valley and made you feel it was the right fit?

Being a part of a monumental time for the area is special. It is truly a destination resort in every way, from the expansive natural beauty to the endless opportunities for adventure. I'm confident that this new property will bring an extreme depth of value to the community, and a wide range of new guests to explore the popular area – and I'm proud to be behind the

team leading this launch.

It is a really exciting project, to build a team to bring this project to life is amazing, and the opportunity to move to this incredible destination and community is a once in a lifetime opportunity. It's beautiful and multifaceted – I already wanted to live here and am where I wanted to be. It is fundamentally desirable, and since I wanted to be here anyway, to be able to be a part of this project and build a team with what is going to be an iconic hotel is what you build a career for.

How valuable will it be for Grand Hyatt Deer Valley to have such a strong suite product?

From a travel and tourism standpoint, we continue to see a rise in luxury demands and in

multi-generational and family travel. With that being said, the suite accommodations at Grand Hyatt Deer Valley will be extremely valuable to guests. We want to make sure those seeking space truly feel that sense of home away from home; we've outfitted our suites with a ceaseless attention to detail, including locally sourced art and high-end touchpoints. Our selection will range in size and format, with standard options boasting over 700 square feet and mountain or water views, up to our Presidential Suite that offers 1,987 square feet of luxurious comfort with expansive views of the glimmering Jordanelle Reservoir.

We are more than a ski destination. From mountains, to meetings, to military, the Grand Hyatt Deer Valley is uniquely and intentionally positioned. As a slopeside resort perched in prime alpine territory, we will establish ourselves as the perfect destination for those seeking the thrill of premiere, all seasons adventure. We have also created the largest hotel conference and meeting center in the area, offering over 30,000 square feet of flexible meeting space, and the largest ballroom boasting over 10,000 square feet of space. We are also proud to partner with MIDA, a military organization dedicated to serving and providing leisure experiences to those who serve us and our country. We are proud to actively support those serving our nation.

PROPERTY BRIEF Grand Hyatt Deer Valley (hyatt.com/grand-hyatt/en-US/slcgp-grand-hyatt-deer-valley) is the newest addition to the Hyatt portfolio, offering a sophisticated and adventurous retreat in the heart of Deer Valley Resort's East Village expansion. Seamlessly blending modern luxury with the natural beauty of the Wasatch Mountains, the resort offers an unparalleled level of service, world-class amenities, a state of the art luxury conference center and a prime location for accessing Deer Valley's renowned slopes and outdoor activities.

Will you provide an overview of Grand Hyatt Deer Valley and how the property will be positioned in the market?

Grand Hyatt Deer Valley will set a new standard of mountain adventure and luxury when it welcomes its first guests, slated for November 2024, setting the benchmark for the future of the new Deer Valley East Village. The fall opening of this inaugural resort will mark the first sneak peak of the Deer Valley East Village expansion and the first Grand Hyatt hotel in Utah. With 436 luxury accommodations, curated adventure packages for all seasons, music-forward après-ski experiences, sophisticated dining, and engaging entertainment, the new luxury resort is poised to become the heartbeat of this premier mountain destination. As a key highlight of Deer Valley's expansion, the Grand Hyatt offers an engaging, well-rounded hospitality experience, setting the benchmark for the future of Deer Valley East Village – where modern sophistication meets nature's wonders.



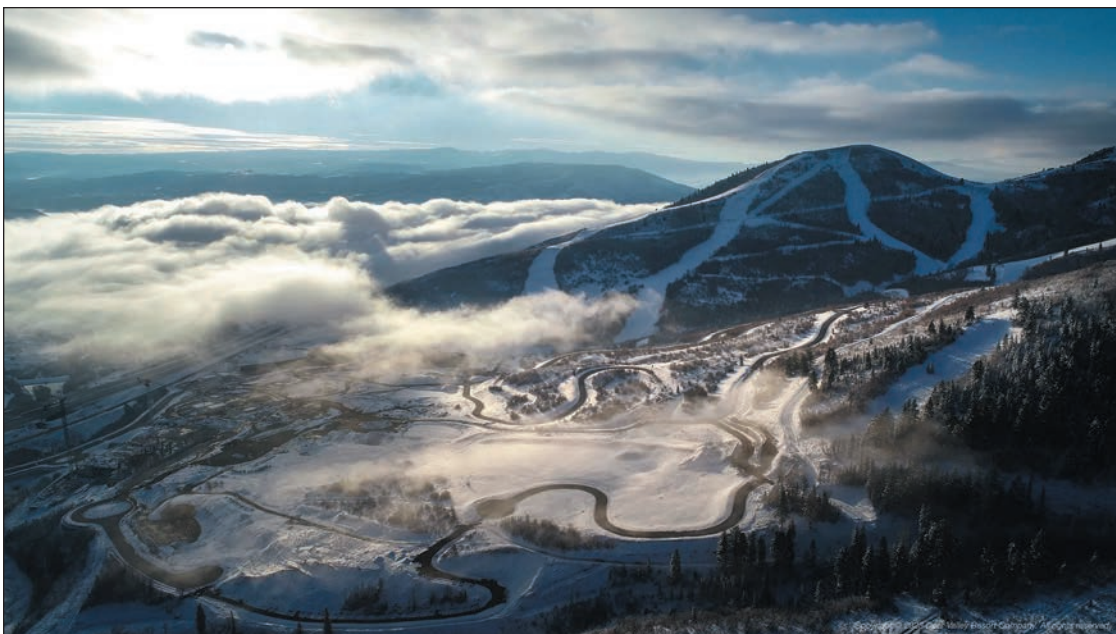
Rendering of Hidden Aces saloon



How has Grand Hyatt Deer Valley approached its culinary offerings and what are the keys to being successful in this part of the business?

With celebrated Chef Marc Marrone and legendary Mixologist Frank Maldonado hailing from New York City on board to launch our culinary offerings, Grand Hyatt Deer Valley plans to enhance every aspect of food and beverage across the property and at all events. Every dish, drink and dessert is locally sourced and internationally inspired. Guests can relish refined dining at Remington Hall or savor a signature cocktail and live entertainment at the saloon-style escape, Hidden Ace. The key to success that our team is planning on leaning into is bold flavors that unite the destination with our guests' palates. The multiple F&B outlets onsite will range from a family-friendly après-ski environment to elevated alpine cuisines that blend local Utah ingredients and flavor with a modern twist.

How do you define the role of a general manager and how do you approach the role?



Renderings of a Grand Hyatt Deer Valley terrace (top) and views of the setting of the property (center and above)

From one property to the next, the role of a hotel general manager has a number of commonalities: we all provide operational oversight for our hotels, we set the strategic priorities for our properties and, yes, we are ultimately responsible for our asset's financial performance. I have found though that there can be big differences in approach to the role from one GM to the next and this is where we have real impact. As much as I am able to, I try to focus on our talent. I have changed the organizational structure at a couple of hotels in order to find a role for the best talent I could find. It's not just about recruiting though – I feel passionately about creating an environment in which our team can thrive: coaching, training and mentoring, yes, but also by providing our team space to contribute and thrive. I think of myself as a teacher first and foremost; it has brought me immense satisfaction to build teams that raise the bar together, putting our collective knowledge and experience to work. After all, micromanaging the best talent I can find isn't good for anyone.

The results that these teams have delivered have been, objectively, best in class and have helped change the trajectory of properties.

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

A career in the hospitality industry can be incredibly rewarding and when I look back on the last 30 years, I can't imagine doing anything else. Don't get me wrong, it can also be tough and there were days I questioned my choices; thankfully though, those were few and far between. With that in mind, I would encourage anyone starting out to find what they are truly passionate about and pursue it. For me, it was within the rooms division and my early days were spent in Front Office and Housekeeping. Of equal importance, I would urge anyone starting out to find an organization that embodies, or better still, find a leader who is aligned with your values. It's much more rewarding and a whole lot easier when you're working and contributing in an environment that you believe in and that believes in you. ●