

Refined Elegance

An Interview with Carlo Javakhia, General Manager, The St. Regis Bal Harbour Resort

EDITORS' NOTE Carlo Javakhia's distinguished career spans several international luxury brands, including The Ritz-Carlton, Le Méridien, Hyatt, and M Management. Beginning his journey as a front desk agent, he quickly rose through the ranks, holding multiple food and beverage leadership roles before advancing to director of operations and ultimately general manager. In his most recent role as General Manager of The Ritz-Carlton, Doha, Javakhia led the property to unprecedented



Carlo Javakhia

success, securing multiple prestigious accolades including Condé Nast Traveler's #1 Hotel in the Middle East (2023, 2024) and #2 Hotel Globally (2024), as well as Travel + Leisure's #1 City Hotel in the Middle East and North Africa (2024) and #3 City Hotel in the World. Under his leadership, the hotel achieved the highest market share in its history and set record-breaking benchmarks in employee engagement (98 percent) and guest satisfaction (89.3 percent), positioning it among the top-performing properties in The Ritz-Carlton's global portfolio. His passion for fine dining and beverage excellence is further underscored by his WSET Level 3 Award in Wines from the Wine & Spirit Education Trust. Javakhia holds an MBA from the University of

Manchester, a master's degree in international hospitality and tourism leadership from the University of Wales, and certifications in Food Service Management from Cornell University.

PROPERTY BRIEF Nestled between the Atlantic Ocean and the iconic Bal Harbour Shops, The St. Regis Bal Harbour Resort (stregisbalharbour.com) is an exclusive oceanfront sanctuary just north of Miami Beach. The resort features 213 elegantly appointed guest rooms, each offering breathtaking

ocean views, along with signature dining experiences, a Forbes Five-Star spa, and direct access to pristine white-sand beaches. Following a \$65 million enhancement in 2020, it continues to redefine luxury in South Florida.

Will you provide an overview of The St. Regis Bal Harbour Resort and how the property is positioned in the market?

At The St. Regis Bal Harbour Resort, we are proud to offer an unparalleled luxury experience in one of the most prestigious destinations in the world. Located in the heart of Bal Harbour, our oceanfront resort embodies refined elegance, personalized service, and the timeless sophistication that defines The St. Regis



brand. As a leader in the ultra-luxury hospitality market, The St. Regis Bal Harbour Resort is positioned as the preferred destination for discerning travelers seeking an elevated experience in South Florida at "Miami's Best Address." Our proximity to Bal Harbour Shops, one of the world's most exclusive shopping destinations, further enhances our appeal to luxury travelers, fashion enthusiasts, and high-net-worth individuals. Beyond our physical attributes, what truly sets us apart is our commitment to bespoke service and exquisite attention to detail. Our team is dedicated to creating unforgettable moments for our guests, whether through custom experiences, exclusive partnerships, or the legendary St. Regis traditions, such as our Champagne Sabering Ritual and Afternoon Tea. As a Forbes Five-Star and AAA Five-Diamond property, we continue to elevate the standard of luxury hospitality, ensuring that each guest experiences the exceptional quality and sophistication that defines The St. Regis Bal Harbour Resort.

How valuable is it for The St. Regis Bal Harbour Resort to have such a strong suite product?

At The St. Regis Bal Harbour Resort, our suite product is one of the defining elements of our luxury experience and a key differentiator in the ultra-luxury hospitality market. Our expansive suites, all of which offer breathtaking ocean views and our signature 24-hour St. Regis Butler service, provide a residential-style retreat that blends comfort, elegance, and privacy – catering to the discerning traveler who seeks an elevated level of space, exclusivity, and personalized service. Our suite collection meets the demand for luxury and privacy, attracts guests looking for longer stays, captures premium market segments for enhanced revenue potential, and simply put, reflects the refined lifestyle that our guests are used to. We take great pride in offering an exceptional suite collection that serves as a sanctuary for our guests and look forward to continuing to elevate our offerings to exceed their expectations.

How has The St. Regis Bal Harbour Resort approached its culinary offerings and what are the keys to being successful in this part of the business?

Here at The St. Regis Bal Harbour Resort, we believe that exceptional culinary experiences are a cornerstone of luxury hospitality.



The St. Regis Bal Harbour Resort (above); Royal Suite balcony (top)

Our approach to dining is rooted in innovation, authenticity, and a commitment to the highest standards of quality, ensuring that every meal is not just a dining experience, but a memorable journey for the senses. At The St. Regis, we take pride in crafting everything in-house, using only the freshest, thoughtfully sourced ingredients to guarantee unparalleled quality and flavor. Our menus are locally inspired and seasonally driven, reflecting the best of the region while incorporating global influences that cater to our well-traveled clientele. Back by popular demand, we are delighted to announce the highly anticipated return of the BH Burger Bar, set to reopen this April. Helmed by Executive Chef Adrian Colameco and Pastry Chef Nagypsy Marzouka, the BH Burger Bar will feature a menu highlighting premium cuts such as bison, short rib, salmon, and Australian wagyu, all sourced through our esteemed partnership with Allen Brothers. In addition to indulgent dessert shakes, guests can look forward to the standout cookie skillet dessert, a signature creation by Chef Nagypsy that promises to be the star of the sweets menu. Just as we provide tailored luxury in our accommodations, we extend this philosophy to our dining, offering personalized gastronomic moments such as private chef's table experiences on the beach, customized tasting menus, and in-suite dining for those seeking the utmost privacy.

Will you highlight The St. Regis Bal Harbour Resort's strength in meetings and events?

At The St. Regis Bal Harbour Resort, we take great pride in offering an exceptional setting for meetings, corporate gatherings, and social events, blending sophisticated luxury with unparalleled service. Whether hosting an intimate board meeting, an elegant wedding, or a large-scale corporate retreat, our property provides a unique and elevated experience that ensures every event is seamless, refined, and unforgettable. Our resort features a collection of versatile indoor and outdoor venues, all

designed to provide an atmosphere of sophistication and privacy. From oceanview ballrooms to intimate private dining rooms and outdoor terraces, our spaces are tailored to accommodate a range of gatherings, from executive meetings to grand celebrations.

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

The role of the General Manager in luxury hospitality goes far beyond overseeing the daily operations of a hotel. It is about leading with vision, inspiring teams, and curating exceptional guest experiences while ensuring that every aspect of the property aligns with the brand's highest standards of excellence. A luxury hotel is only as strong as the people behind it. My role as General Manager is to empower and inspire our team to deliver impeccable service and create a workplace that fosters collaboration, innovation, and a commitment to excellence. At The St. Regis Bal Harbour Resort, our guests expect not just service, but a level of personalization and sophistication that defines true luxury. My approach is rooted in anticipating their needs and exceeding expectations through bespoke guest experiences, maintaining the heritage and rituals of The St. Regis brand and engaging directly to understand their preferences and ensure their experience is nothing short of extraordinary. Ultimately, being a General Manager is about creating a legacy of excellence – one that is reflected in our team, our guest experiences, and the continued success of The St. Regis Bal Harbour Resort. My approach is hands-on, people-focused, and deeply committed to delivering on the timeless elegance and innovation that define The St. Regis brand.

What makes for a true luxury hotel experience today?

Luxury hospitality has evolved beyond lavish accommodations and fine dining – it is now about authentic, personalized, and



transformative experiences that cater to the desires of the modern traveler. At The St. Regis Bal Harbour Resort, we believe that a true luxury hotel experience is defined by personalization, exclusivity and privacy, authentic experiences, elevated culinary excellence, and timeless elegance plus innovation. A true luxury hotel experience today is not defined by excess, but by excellence – in service, experiences, and attention to detail. At The St. Regis Bal Harbour Resort, we continue to set the benchmark for ultra-luxury hospitality, ensuring that every guest encounter is extraordinary, every detail is meticulously considered, and every stay is unforgettable.

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

The hospitality industry is one of the most dynamic, rewarding, and inspiring career paths, offering endless opportunities for growth, creativity, and personal fulfillment. For those aspiring to build a career in this field, my advice is centered on passion, adaptability, and a commitment to excellence. Develop a genuine passion for servicing people, be willing to learn and adapt to the ever-evolving world of hospitality, start at any level to gain that hands-on experience – whether in front office, food and beverage, or housekeeping, you will gain a well-rounded understanding of operations. Master the art of personalization – luxury hospitality is all about attention to detail and it will make your guests' experience that much more memorable. Lastly, do not be afraid to put yourself out there and meet new people – hospitality is a people-driven industry, and relationships are incredibly valuable. Seek mentors, network with industry professionals, attend events, join a club at school – whatever is at your disposal, use it. For young professionals, my best advice is to embrace every opportunity, stay passionate about service, and always strive for excellence. Success in hospitality is built on hard work, dedication, and a love for creating unforgettable moments for others. A career in hospitality is not just a job – it is a journey filled with opportunities to create meaningful experiences, meet people from around the world, and be part of an industry that thrives on innovation and human connection. ●



Presidential Suite (above); and the Oceanview Ballroom (top right)