

## The Timeless Elegance Of New York

An Interview with Michal Dedera, General Manager, Four Seasons Hotel New York

**EDITORS' NOTE** Michal Dedera holds the position of General Manager for Four Seasons Hotel New York, bringing with him extensive experience in the luxury hospitality and New York real estate industries and unique knowledge of the Four Seasons brand, having worked with the portfolio for more than two decades and with Four Seasons Hotel New York up until its closure in 2020. A Czech native with a degree from Charles University, Dedera began his hospitality career at the Savoy



Michal Dedera

Hotel in Prague, before transitioning to work under the Marriott portfolio where he learned key skills in revenue management and customer service. Shortly after, Dedera began a career journey with Four Seasons, earning his way from Reservations Manager to Assistant Director of Rooms at Four Seasons Hotel Prague in just a few short years. Throughout his tenure, he supported openings around the world ranging from Shanghai and Tokyo to Miami, Sharm El Sheikh, Jackson Hole, Budapest and Seychelles, gaining a wide variety of cultural exposure and experience. Dedera then went on to work for a selection of Four Seasons properties, including the former Four Seasons Hotel London at Canary Wharf, Four Seasons Hotel Chicago, and Four Seasons Resort Palm Beach. In 2017, he relocated to the company's New York location in Midtown, where he spent almost four years as Hotel Manager. During the pandemic in 2020, Dedera oversaw the housing of first-aid workers, enabled by Ty Warner at Four Seasons Hotel New York, gaining critical experience and further knowledge of operations and crisis management. Following four years in a real estate leadership role with Tishman Speyer overseeing their portfolio of commercial and residential assets across New York, Connecticut, and Pennsylvania, Dedera returned to Four Seasons Hotel New York in May 2024 to reopen the Midtown property as General Manager. A multilingual hotelier and business executive, Dedera offers a rare luxury lens to his role with Four Seasons and delivers personalized service to both his employees and hotel guests with care, creativity and authenticity.

**PROPERTY BRIEF** In a city known for its landmark skyscrapers, Four Seasons Hotel New York ([fourseasons.com/newyork](https://fourseasons.com/newyork)) stands out due to

iconic architect I.M. Pei's striking design. With its shimmering honey-toned marble floors and columns, soaring 33-foot (10 meter) glass ceiling and sculptural florals, the always-buzzing grand lobby is both opulent and warm as guests are greeted by seasoned Four Seasons staff offering a heartfelt welcome. The hotel's renowned Les Clefs d'Or concierge team is stationed straight ahead up the steps, and the lobby is flanked by the cozy TY Bar on the left, and on the right, The Garden restaurant, which offers a new Italian-inspired menu. The latter is set to reclaim its standing as the venue of choice for the city's power-brokers at breakfast, a refreshing stop during a day of shopping and museum-hopping for lunch and, newly in 2025, an intimate setting for dinner. Boasting some of the city's largest luxury rooms and suites – ranging from 500 square feet to full floor specialty suites at 4,300 square feet – accommodations are light-filled, with higher floors offering panoramic views of Central Park, the Manhattan skyline and beyond. Many suites also have outdoor terraces, a rarity in the city. Crowning the hotel is the

famed Ty Warner Penthouse on the 52nd floor, an architectural and artistic masterpiece renowned for its bespoke design, beautifully crafted finishes and one-of-a-kind features and amenities. Additionally, Four Seasons Hotel New York plans to debut one-, two- and three-bedroom extended stay accommodations with some including terraces, offering guests a broad range of choices. With its central location and deep expertise in creative planning and flawless event execution, Four Seasons Hotel New York serves as a premier setting for exclusive events that forge meaningful connections and shape lasting partnerships. More than 15,000 square feet of versatile event space can accommodate everything from an elite board meeting to a sit-down reception for up to 270 guests.

**Will you provide an overview of Four Seasons Hotel New York and how the property is positioned in the market?**

Four Seasons Hotel New York embodies the energy and elegance of New York City, offering a refined yet vibrant experience at the heart of Billionaire's Row. Steps from Central Park, Fifth Avenue, and world-class museums, guests are perfectly placed to explore iconic landmarks, high-end shopping, and cultural



Entrance of Four Seasons Hotel New York



*Ty Warner Suite*

gems. The hotel's design by I.M. Pei, with its soaring ceilings, expansive windows, and warm marble tones, mirrors the grandeur and creativity of the city itself, giving guests a true sense of New York's energy. Every corner of the hotel reflects the timeless elegance of New York, and the rooms, with high ceilings and large windows, invite natural light to flood the space, offering stunning views of the city and creating an atmosphere of serenity amidst the hustle and bustle outside. Our My NYC Moments program exemplifies Four Seasons Hotel New York's dedication to creating unforgettable and thoughtfully curated experiences for our guests. Through collaborations with some of the city's distinguished names, the program reflects the hotel's commitment to supporting the larger Manhattan community to truly be a standout in the market.

**How valuable is it for Four Seasons Hotel New York to have such a strong suite product?**

Having a strong suite product is incredibly valuable for Four Seasons Hotel New York, as it allows us to offer an elevated level of luxury that discerning travelers seek. As one of the city's premier hotels, our spacious suites, among the largest in New York, set us apart by providing a residential-style experience with unobstructed views of Central Park and the skyline. With the reopening, we've further modernized our suites with upgraded technology, enhanced coffee and tea offerings from Lavazza, and premium bath amenities from Natura Bissé. The blend of comfort, functionality, and refined design caters to both business and leisure travelers, ensuring an unparalleled stay. With the upcoming debut of one-, two-, and three-bedroom extended-stay accommodations in 2025, featuring private terraces and expansive layouts, we continue to anticipate the needs of our guests, reinforcing

our position as a leader in New York's luxury hospitality market.

**How has Four Seasons Hotel New York approached its culinary offerings and what are the keys to being successful in this part of the business?**

At Four Seasons Hotel New York, we approach our culinary offerings with the same commitment to excellence that defines our brand. With the reopening, we have reimagined the menus at The Garden Restaurant and TY Bar, blending timeless favorites with innovative new concepts. The Garden's Italian-inspired menu caters to both business and leisure guests, offering a refined yet welcoming space for power breakfasts and business lunches. TY Bar, with its rich ambiance and meticulously crafted cocktail program, serves as a "liquid love letter" to New York City, celebrating its storied cocktail culture with premium spirits and elevated bar bites.

Our goal for the outlets is to create dining experiences that seamlessly fit any occasion, whether it's a casual meeting, a celebratory evening, or a quiet moment of indulgence. Both TY Bar and The Garden combine exceptional service, an inviting atmosphere, and a menu that resonates with both locals and travelers.

**How do you define the role of the General Manager and how do you approach the role?**

As General Manager, my role is to oversee all hotel operations and needs of the business, ensuring that every aspect of the guest experience aligns with the Four Seasons standard of excellence and that I look after all stakeholders – our employees, our ownership group, Four Seasons and, of course, our guests. Having worked within the Four Seasons portfolio for over two decades, and previously serving as Hotel Manager at Four Seasons Hotel New York until its closure in 2020, I bring a deep

understanding of this property's legacy and its place in New York City's luxury landscape. With the reopening, my focus has been on seamlessly executing our vision of the most beloved address in New York, ensuring that every stay reflects the iconic property that we operate with elevated service, elegance, and personalization that our guests expect. I approach each day with the goal of fostering the best possible culture within the team, personalized service for our guests, and review every aspect of the business operation. My international background in luxury hospitality combined with real estate experience in New York that I acquired during the pandemic has allowed me to view the operation from multiple angles and provide personalized service to both my team and our guests with kindness, care, creativity, and authenticity as well as strong business acumen to ensure we look after the needs of everyone involved.

**What makes for a true luxury hotel experience today?**

A true luxury hotel experience today is defined by exceptional, personalized service that leaves guests with lasting memories. From the moment they arrive, guests should feel welcomed and cared for, with every detail thoughtfully designed to ensure their comfort and anticipate their needs. Our renowned Les Clefs d'Or concierge team exemplifies this commitment, offering guests the "keys to the city" and further solidifying our reputation as a global beacon of five-star hospitality.

Our recent launch of the My NYC Moments program offers guests privileged access to curated, VIP experiences, from private whiskey tastings and personalized perfumery sessions to high-end personal shopping and insider cultural tours. These experiences allow our guests to immerse themselves in the very best of Manhattan, creating unforgettable, one-of-a-kind moments.

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

Hospitality is such an exciting industry as every day is different and if you want a job that avoids repetition, try hospitality. My advice to young professionals in hospitality comes from some great mentors I've had along the way. Do what you love – hospitality is passion – it needs to make you happy to make others happy and if so, then work is not work but joy. Find in yourself what makes you excited and go after it, and as you progress in your career, never stop learning, always keep evolving your skillset – be it a different department, a different system, a new language, management or leadership skills. As a leader, balance recognition with accountability – they go hand in hand. It's easy to focus on what needs improvement, but taking the time to recognize and appreciate great work every day makes a lasting impact. Stay curious about industry trends, observe what competitors are doing, and pay attention to details when you travel. Travel expands horizons and innovation is a continuous process. Experiencing new things often sparks fresh ideas. I believe a passion for learning is what keeps us growing and excelling in this industry. ●