

## Consistency In Excellence

An Interview with Laurent Ebzant, Area Vice President and General Manager, Park Hyatt New York

**EDITORS' NOTE** Born and raised in Paris, Laurent Ebzant graduated from the Paris Hospitality School with an MBA in Hospitality Management and was first introduced to luxury hospitality in London at the Connaught Hotel, famous for hosting the Royal Family for Sunday lunch. He has been with the Hyatt family since 1996 when he started his tenure as a night room service attendant at the Hyatt Regency Paris Charles de Gaulle. Since then, Ebzant has worked at Hyatt properties across the globe, with his latest position in the U.S. marking the ninth country he has called home.



Laurent Ebzant

**PROPERTY BRIEF** Situated directly across the street from Carnegie Hall, one block from Central Park and a short distance to MoMA and Lincoln Center, the 210-room Park Hyatt New York is a five-star hotel offering proximity to global icons of both culture and industry. Along with the striking interior architectural design and a rotating art collection setting

the backdrop for bespoke events, the award-winning property features spacious guestrooms inspired by New York's most well-appointed homes with an abundance of natural light and luxurious spa-like bathrooms. Located on the hotel's 25th floor, Spa Nalai provides magnificent amenities and personalized services for optimal wellness and relaxation, such as an indoor saltwater swimming pool, eucalyptus steam room, oversized hot tub, and 24-hour fitness center boasting awe-inspiring views of the Manhattan skyline. The hotel is also home to the Rossano Ferretti HairSpa, which recently debuted a new location on the hotel's 8th floor, and The Living Room Restaurant & Bar, serving expertly crafted meals and delicious cocktails.

### How do you describe the Park Hyatt New York experience?

At Park Hyatt New York, we define luxury not just by aesthetics or amenities, but through thoughtful, personalized service and immersive, culturally enriching experiences. Located in the



heart of Midtown Manhattan, steps from Central Park, our hotel offers a serene and sophisticated oasis above the city's energy. Every detail – from our curated art collection to our gracious staff – is designed to create a sense of calm, comfort, and genuine connection. We aim to make each guest feel not just cared for, but truly understood.

### What do you feel are the keys to providing a true luxury hotel stay?

True luxury lies in personalization, attention to detail, and anticipation of guest needs before they're expressed. It's about consistency in excellence – from the seamless check-in to the quality of the linen to the intuition of a housekeeper who notices a guest's preference. At Park Hyatt New York, we invest in our people, because it's our team that delivers the human touch behind each moment. Luxury today also includes emotional resonance – guests remember how we made them feel.

### Will you highlight the strength of Park Hyatt New York's suite product?

Our suite collection is one of the most impressive in the city. With some of the largest entry-level suites in Manhattan, guests enjoy spacious layouts, stunning city views, and an

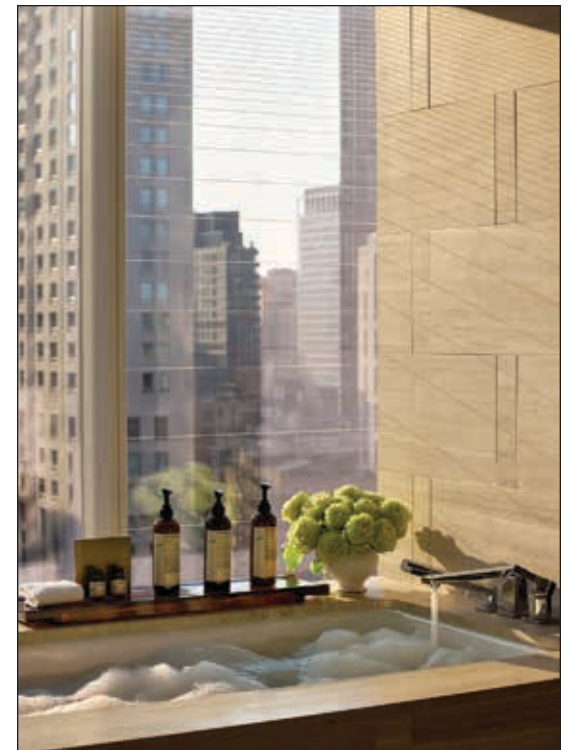


Spa Nalai reception





*Carnegie Suite living room*



*Carnegie Suite bathtub*

understated residential elegance that feels like home. The crowning jewel is our Manhattan Suite – perched on the top floor, with skyline views, it's a 3,500-square-foot retreat with three bedrooms, three bathrooms, two powder rooms, and two balconies, accommodating up to 10 guests. Guests of the Manhattan Suite can also enjoy one hour of private pool time afterhours in our stunning saltwater pool which features an underwater sound system playing music from Carnegie Hall.

**How has Park Hyatt New York approached health and wellness with its fully renovated spa?**

Our reimagined Spa Nalai is a tribute to holistic well-being. It reflects our commitment to wellness as a cornerstone of the luxury experience. We've created an environment that blends modern design with tranquility – from our saltwater lap pool overlooking the city to

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tailored wellness journeys by KOS Paris who provide beautiful and restorative treatments.

**With the financial pressures of the business today, how important is it to still find time to be with guests and associates?**

It's never been more important. In challenging times, leadership by presence – not just direction – is vital. Engaging with guests allows us to better understand their evolving expectations, and connecting with associates reinforces our shared purpose.

**What has made the hospitality industry so special for you?**

For me, hospitality is about human connection. It's the ability to make someone's day better – whether through a warm welcome, a small surprise, or creating memories that last a lifetime. I've had the privilege to work across continents and cultures, but the core remains the same: service, kindness, and authenticity. ●



*Royal Suite bathroom and sitting area overlooking Central Park*



*Royal Suite bedroom*