

## 2007 Supporting Manager of the Year Nominees



**SCOTT GERAGHTY**

**JEFF HENTZE**

**HEIKO KUENSTLE**

**LELAND LEWIS**

**ERIC LONG**

**MUJO PEREZIC**

**VITO TERZULLI**

### SCOTT GERAGHTY

The St. Regis Hotel, New York

**Years of Service:** 26

**Organizational Affiliations:** Hotel Association of NYC, WCRI of Westfield

#### What does "being a Concierge" mean to me?

"Our Concierges are passionate about ensuring that every guest in residence at The St. Regis is made to feel as though they are at home; they have the incredible ability to prepare and think through every little detail from the type of fruit, water and flowers in a guest's room when they arrive to their 50th wedding anniversary celebration to making certain that a presentation gets delivered for a board meeting. Their remarkably personalized service and ability to conjure special moments makes every guest feel like a fixture at the hotel. They specialize in the bespoke experiences, the difficult to obtain objects and the quest for the perfect gift – they've done everything from tailoring the hem of a suit to arranging a travel visa to researching universities for guests' children. They are extraordinary and outstanding in every task they take on and are truly the backbone of this hotel."

### JEFF HENTZE

The Benjamin

**Years of Service:** 12

**Organizational Affiliations:** Hotel Association of NYC, Food & Beverage Association

#### What does "being a Concierge" mean to me?

I began my career in hospitality as a Concierge at The Ritz-Carlton. It's an experience I remember fondly; and it gives me a greater appreciation for the work of my outstanding team of Concierges at The Benjamin. The world looks a little different from behind the Concierge desk. For most of us in hospitality, the daily tasks of managing our guests' needs are limited to the environs of the hotel and its outlets. For a good Concierge team, though, the customer service opportunities extend throughout the entire city and beyond. From giving the perfect engagement dinner recommendation to finding dog-walking services to being in the know about the latest art installations around town, they not only inform our guests about the opportunities NYC has to offer, but they also gauge fluctuations in our guests' constantly evolving preferences. They are the eyes and ears of the hotel and we would be lost without them.

### HEIKO KUENSTLE

The Pierre, a Taj Hotel

**Years of Service:** 18

#### What does "being a Concierge" mean to me?

If there is one word that defines a Concierge to me, it is service. No other position in hospitality exists solely for the

purpose of providing guests with service. They stand (literally) to serve as needed. The multiplicity of services that Concierges provide is legendary with satisfying the more exotic requests, receiving the most notoriety, but it is the more mundane tasks they perform that awes me. The Concierges act as translators for our guests (or for us when we travel abroad), they are guides providing locations and directions on how to get virtually any place a guest might wish to go. They must be food critics, theater critics, confidential advisors and a thousand other things... not ten times a day but rather hundreds of times every day. They have but one purpose, which is to make our guests' life easier and their stay more pleasurable. It is a huge responsibility. Very often the difference between a superb hotel, patronized by the rich and famous, the great and small, and a merely good hotel that fills up when everyone else does, is not the decorations of the rooms, the views from its suites or the fame of its dining room, but the expertise and talent of its Concierge team. As the General Manager of a luxury hotel, I would not trade the experience and dedication of our Concierges for any other incentive that we could offer our guests.

### LELAND M. LEWIS

InterContinental The Barclay New York

**Years of Service** 30 years (24 years with InterContinental)

**Organizational Affiliations:** Hotel Association of NYC (Board of Directors), NYC & Co. (Board of Directors)

#### What does "being a Concierge" mean to me?

In the city of New York, or any world-class destination, it takes a great Concierge team to be considered a truly deluxe or luxurious hotel. A professional Concierge has a wealth of knowledge of the destination but must also have excellent instincts and people skills. The Concierge must quickly assess the needs and desires of each guest and customize an itinerary to match the guest. This is no easy chore as it takes intuition and quick analytical skills. The goal is to provide the most unique, meaningful and memorable experience possible. We at The Barclay pride ourselves on being "In The Know" and feel that delivering unique experiences to our guests is what brings them back to New York and our hotel. It would not be possible without our Concierges. They are certainly an essential part of our strategy in running "Hotels the Guests Love."

### ERIC LONG

The Waldorf=Astoria

**Years of Service:** 35

**Organizational Affiliations:** NYC & Company, Exec. Committee Member; Hotel Association of NYC, Exec. Committee Member and Board of Directors

#### What does "being a Concierge" mean to me?

As we all know, the beauty of any building is only a small part of what makes a hotel stay memorable. The role of the Concierge has never been more important – a Concierge is, in

many respects, the "conductor," orchestrating the efforts of the entire service team. Delivering the unexpected – delivering what may be perceived as "impossible" – is just part of what he or she does every day. And, although in recent years we have significantly increased the size of our Concierge team, the growth in both number and complexity of our guests' requests has only accelerated. A Concierge's role has never been more important than it is today.

### MUJO PEREZIC

The Kimberly Hotel New York

**Years of Service:** 14

**Organizational Affiliations:** Les Clefs d'Or USA; Honorary Member, NYC Hotel Association (Technological Committee)

#### What does "being a Concierge" mean to me?

I have worked in many areas of the hotel industry before I became General Manager of The Kimberly Hotel. It is wonderful to know that the Concierge staff takes care of the various requests by hotel guests, with great expertise. I have great admiration for the patience and dedication of the Concierge community. I appreciate the detail, sensitivity and creativity incorporated into the requests they execute. We live in one of the largest cities in the world, things are constantly changing. The various requests a Concierge receives can be quite challenging. I am proud to say that I receive numerous letters and comments of praise and satisfaction about the Concierge desk. This is ongoing. As a General Manager, I pay tribute to the pride that is generated by the Concierge profession throughout our hotel community. The Concierges of the world do indeed hold the keys to their cities.

### VITO TERZULLI

The New York Palace Hotel

**Years of Service:** 19

**Organizational Affiliations:** Les Clefs d'Or USA

#### What does "being a Concierge" mean to me?

I have always admired Concierges. From the moment I started in the hotel industry, as a GSA at The Waldorf=Astoria in 1988, it was obvious to me that Concierge is one of the most important jobs in any hotel. To me, the Concierge is the maker of memories, and memories define the guest's experience. I learned this firsthand during a trip to Paris in 1999 in which one Concierge arranged a once-in-a-lifetime tour of Versailles. That is one vacation I will never forget! As for the Concierges here at The Palace, they never cease to amaze me. Connected to New York through their family of colleagues at other hotels, they are constantly reaching out to share information and experience new things. Concierges open the doors to this wonderful city and establish meaningful and trusting relationships with our guests. The New York Family of Concierges, with its commitment to service and excellence, ensures that thousands of visitors come back to New York City year after year.