



2008 Best Supporting Manager of the Year Nominees



SCOTT GERAGHTY

SHANE KRIGE

LELAND LEWIS

SCOTT LUNDAHL

MUJO PEREZIC

SCOTT GERAGHTY

The St. Regis New York

Years of Service: 27

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 make 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.

SHANE KRIGE

The Plaza

Years of Service: 15

Organizational Affiliations: Hotel Association of NYC

What does "being a Concierge" mean to me?

As a General Manager, I am reminded on a daily basis that the Concierge team is one of the most important and integral service teams in any luxury hotel. At The Plaza, the Concierge team brings culture and sophistication to our guests' fingertips. Ready to anticipate every need and accommodate every wish, a Concierge must have a keen sense of intuition that goes beyond providing simple recommendations. They are trusted experts who are invested in guest satisfaction, creating per-

sonalized experiences that turn ordinary moments into unforgettable Plaza memories. A Concierge at The Plaza brings the lifestyle of New York to our guests, providing distinct and unmatched services and amenities. I greatly respect their daily challenge of perfectly matching individual guest preferences with the constantly changing environment that is New York. I am proud to offer our guests the legendary expertise, sophistication and charm of The Plaza Concierge team.

LELAND M. LEWIS

InterContinental The Barclay New York

Years of Service: 31 years (25 years with InterContinental)

Organizational Affiliations: Hotel Association of NYC (Board of Directors), NYC & Company (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."

SCOTT LUNDAHL

Gramercy Park Hotel

Years of Service: 23

Organizational Affiliations: President's Council of Nevada Development Authority

What does "being a Concierge" mean to me?

A good Concierge is an expert of many roles. The Concierge is the guru of making the impossible possible, connecting you to the world of the known and unknown. Yet at the same time a Concierge is an artist of blissful pampering. They single-handedly make a guest's life easy and enjoyable — something we all wish for in our daily lives. They carry the guest experience to a new level — from merely visiting a city to truly being a part of it. Our Concierge team excels at making our mantra an actual experience of uptown sophisticated service with a downtown sensibility and hip factor. My wife and I are newcomers to New York and our Concierge team has brought the Gramercy neighborhood and New York City to life for both of us.

MUJO PEREZIC

The Kimberly Hotel

Years of Service: 15

Organizational Affiliations: Les Clefs d'Or USA; Honorary Member, Hotel Association of NYC (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.