

LUXURY HOTELLERS

4th Quarter 2020

INSPIRE 2020

Conference on
Luxury Hospitality Innovation

CONSIDER YOUR
HOTEL BALANCE
SHEET

The People

BEHIND RECOVERY

SPOTLIGHT ON *David Tarr*

Senior Vice President, Real Estate & Development, Hyatt

PEOPLE

making it happen



Chef Pu aka Fruit or Juice lady, The Tong sai Bay

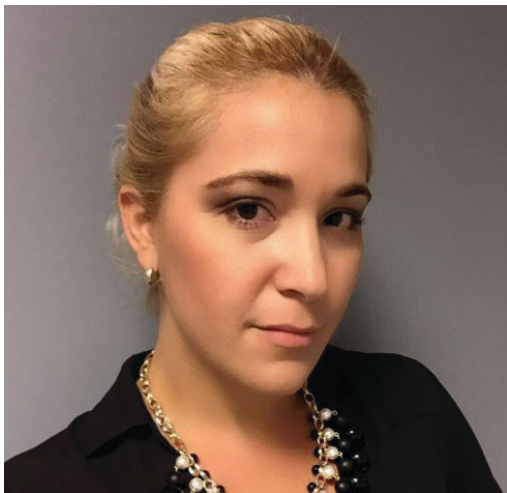
Khun Pu, aka ‘the juice lady’ has been working at The Tong sai Bay for 32 years; her current position is Chef de partie, & her main areas of responsibility are making the wonderful fresh juices for our guests at breakfast, as well as preparing delicious salads & fruit platters for our lunch & dinner menus. The only real change with the current situation is that instead of preparing & making her fresh juices in-front of the guests at breakfast she has now moved to the cold kitchen.

Michael Ferreira, Le Barthélemy Hotel & Spa (St Barthélemy, Carribean)

Le Barthélemy Hotel & Spa’s personalised service is exemplified through Guest Experience Manager Michael Ferreira. Michael’s proactive attitude has been demonstrated through thoughtful actions such as preparing a unique welcome amenity of detox juices, sunscreen and hat for a cancer patient checking in, and accompanying a Portuguese guest to the hospital to help translate and make sure that the guest was well-taken care of. Michael showed true dedication when two guests fell in love at Le Barthélemy and spontaneously decided to get married - he organised the entire wedding event, from master of ceremony to musicians and floral arch, within 24 hours.



Yanet Jorge, Director of Facilities, The Betsy South Beach, Miami



Yanet Jorge is the Director of Facilities at The Betsy - South Beach, Miami's top luxury boutique hotel. She has management responsibility for the housekeeping and engineering departments. At the moment, her role is of particular importance as the property is actively embracing CDC and City of Miami Beach COVID-19 requirements and also being updating and refreshed before it reopens its doors later this year. Yanet provides strong decisive leadership and, at the same time, encourages collaboration between and among Betsy employees. The Betsy welcomes colleagues with diverse educational and personal backgrounds. Yanet is an art history major with a university degree from Universidad de Holguin, in Holguin, Cuba.

Nora Mitchell, Culinary Gardener, Rancho Valencia Resort & Spa | San Diego

Nora Mitchell is the director of the Culinary Garden program at Rancho Valencia Resort & Spa, set on 49 lush acres. Inspired by the gardens at famed Napa Valley restaurant The French Laundry, Rancho Valencia's Master Gardener Nora Mitchell has designed the resort's Culinary Garden program to feature large raised bed vegetable plots and potted specimens, a greenhouse, and a few surprise edible plantings around the resort. The property's mature citrus and olive groves are being rehabilitated. Most seedlings are grown in the on-site greenhouse. Rancho Valencia donates excess produce to food pantries through a local gleaning program. The resort will also be presenting sustainable farm, garden, and permaculture education programs to its guests and local members and families.

