

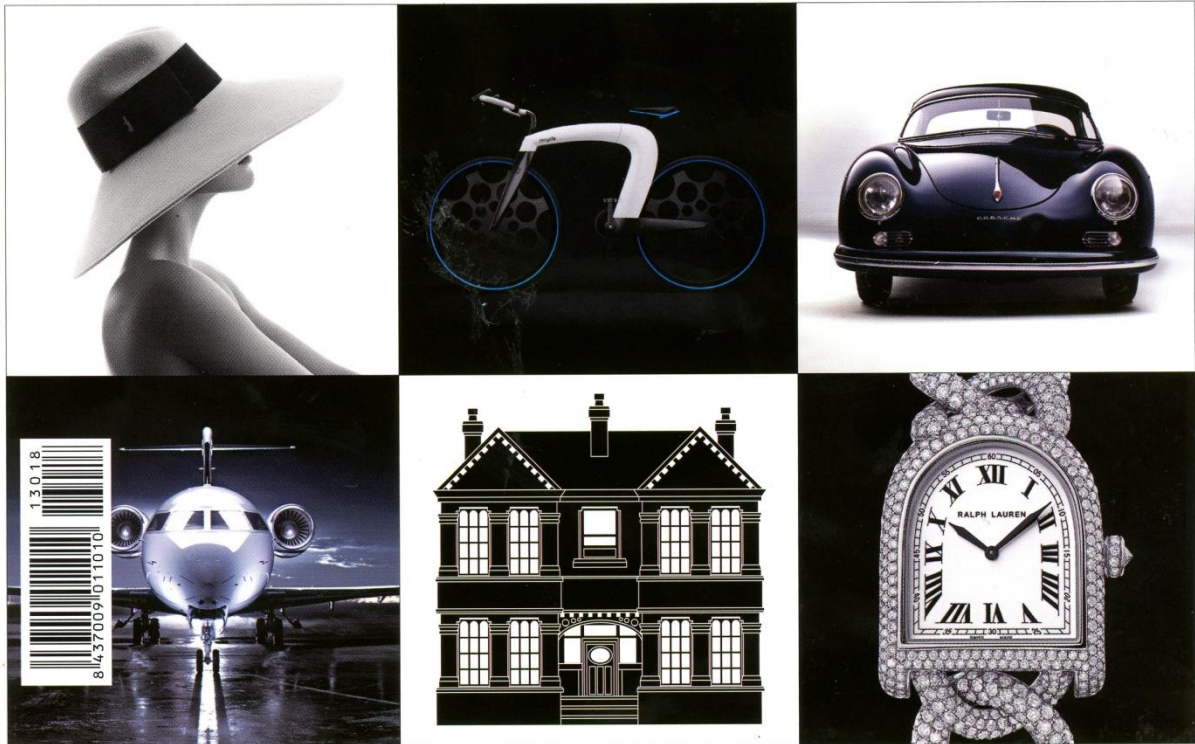
Le Grand Mag

May 2013

The Elite Managers in Premium Travel

# LE GRAND MAG<sup>®</sup>

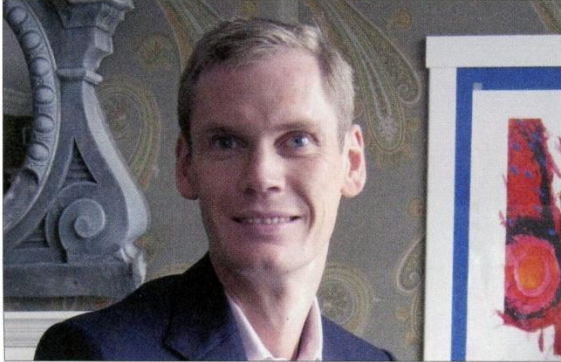
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THE EXTREMELY WELL LIVING MAGAZINE



## LE GRAND MAG - PREMIUM TRAVEL MANAGEMENT FORUM



**Mr. Jakob Hansen**  
General Manager Gramercy Park Hotel New York

**Mr. Olivier Lordonnois**  
General Manager The Mark New York

*What does the role of the Hotel Manager represent in your hotel?*

The creative link between our guest experience and our staff, it is a role of the utmost responsibility in the daily and instant decision making process along side of the General Manager.

*What does 'innovation' mean for a 5-star hotel?*

Make sure you turn the box upside down, preferably twice before making the statement that you are finally satisfied with a new direction.

*Explain your personal definition of luxury?*

Attention to detail, detail, detail..

*On holiday in which hotel would you stay?*

Nimb Hotel, Copenhagen.

**Gramercy Park Hotel**  
2 Lexington Avenue  
New York, NY 10010 USA  
[www.gramercyparkhotel.com](http://www.gramercyparkhotel.com)

*What does the role of the hotel manager represent in your hotel?*

The hotel manager's role, first and foremost, is to ensure that our guests are happy. We achieve this by maintaining a flawless guest experience from start to finish. I'm very involved in the day to day operation not only because this is how you maintain consistency, but because our guests expect it. They appreciate seeing me in the lobby and interacting with them.

*What does 'innovation' mean for a 5-star hotel? What are the trends for the coming decades?*

Our guests are the driving force of our business so any innovation that we undertake is in anticipation of their needs. It is our job to be one step ahead of them – we try to think of ways to make their experience as easy, enjoyable and authentic as possible. We listen to them, take notice of their likes and dislikes, pay attention to what is important to them and how they live their lives – once you understand people on this level you start to know what they need from you even before they do. This is where opportunities to innovate are found.

As for trends, people have more to do with less time to do it, and their needs and expectations follow this. People want information and the ability to purchase instantaneously. Because of this, booking windows are shorter, mobile devices are more important and we see a blurring line between business travel and leisure travel – a trip to New York is not simply one or the other anymore.

*Explain your personal definition of luxury?*

Luxury is a unique, authentic experience that is delivered elegantly and with ease.

*On holiday in which hotel would you stay?*

Le Sereno in St Barths.

**The Mark**  
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