

Thursday, December 2, 2010



## One on One

### Home Away from Home

Hermann W. Elger, general manager, Montage Beverly Hills, on welcoming guests 'home' whenever they are in Beverly Hills.



### **As Montage Beverly Hills Celebrates Its Second Anniversary, What Goals And Challenges Will The Next Two Years Bring?**

One of our ongoing goals is to bring everything we do to the next level by building on our strengths. We continue to find new ways to deliver lasting memories and traditions to our guests, building on our exceptional personalized service, comfortable luxury and a unique sense of spirit and place within Beverly Hills.

We are active in making Beverly Hills a highly desirable vacation destination, working with local businesses and residents to show guests everything the city has to offer. Montage Beverly Hills is located just steps from Rodeo Drive, the epicenter of high fashion and shopping; exquisite dining and renowned entertainment on Canon Drive; and Hollywood landmarks that attract travelers from all over the world.

Beverly Hills visitors are extremely loyal to their hotels, returning to the same hotel on every visit. One of our challenges is capturing those guests so they can experience the spirit of Montage, where a visit is much more than just a "stay" — it's a home away from home. Once guests experience our friendly service, amenities, location and warmth, they are sure to become loyal guests.

## **What Innovative Changes Will You Introduce?**

We are not looking to change the look or style of Montage Beverly Hills over the next few years. We offer the finest accommodations and amenities, including state-of-the-art technology. But technology is just one part of traditional elegance; our innovative changes will come through our service, passion for excellence, commitment to sustainability and creating memorable guest experiences.

## **What Differentiates Montage Beverly Hills From Other Hotels In The Neighborhood?**

I believe "Elegance without warmth is arrogant." At Montage Beverly Hills, we deliver excellence with humility and grace. This balance of luxury and modesty is a rarity in hospitality, and the hotels in Beverly Hills are no exception. Our guests expect and deserve the best experience, from arrival to departure. They are greeted and assisted by a friendly and gracious staff, a passionate team of associates who embody the Montage lifestyle that is not found anywhere else.

## **Scarpetta At Montage Beverly Hills Recently Opened. With Several Italian Eateries Nearby, What Makes Scarpetta The Place To Be?**

We are delighted to have Chef Scott Conant share his rustic Italian cuisine with Beverly Hills. The restaurant has been extremely well received by hotel guests and the community. Its distinct culinary repertoire, paired with a renewed level of energy along the beautiful Beverly Canon Gardens, makes Scarpetta the new gathering place for those engaged in business or pleasure.

## **Tell Our Readers About Your Career In The Hospitality Industry.**

As a second-generation hotelier, I was destined for a career in hospitality. While at the University of Denver School of Hotel Management, I worked as a doorman at the Brown Palace Hotel. I then traveled the world, holding various hotel positions. I spent 18 years with Ritz-Carlton Hotels, helping to open properties around the world. Most recently, I was general manager of The Ritz-Carlton, Cancún. My current position presents a new and exciting opportunity to learn a different culture and clientele.