

THE APRIL ISSUE 2022

THE GREENWICH HOSPITALITY NEWSLETTER

News & Updates for Delamar & Longshore Employees

Diversity Month

In honor of Diversity Month, we would like to celebrate our employees that come from all over the world! Meet our employees from different properties and learn about their unique backgrounds!



Philton Hunter was born and raised in Jamaica. He is a Bellman and has been a part of the Delamar West Hartford team since 2021. Philton loves being a bellman because he is the first person to greet every guest when they arrive at the hotel. Philton loves playing soccer and cricket and loves to party with his loved ones in Jamaica!

Jorge Zelada was born and raised in Lima, Peru. Jorge is a Houseman and has been a part of the Delamar West Hartford team since 2020. He is always proud of the work he does! Jorge enjoys spending time outdoors and loves to go fishing in his free time.

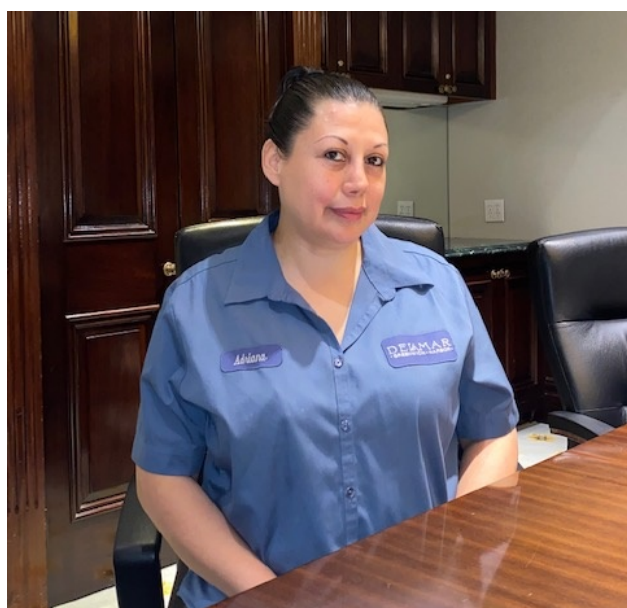


Dimmy Joseph is our Houseman at Delamar Southport. He has been with the Delamar since 2014. Dimmy grew up in Haiti and came to the US in April of 2012. His favorite part about working is interacting with the guests and coming to work with his team. When Dimmy isn't at work he loves watching African movies and playing with his kids!

Alida Fenicien works in housekeeping at the Delamar in Southport. She has been with the Southport team since 2010! Alida grew up in Haiti and has lived in the US since 1987. Her favorite part about working is her team! She loves them and says they always have fun working together. Alida has a beautiful garden in her backyard where she grows flowers and vegetables including potatoes and sweet potatoes. Her favorite flower is a daisy.

Almir Otajagic is from Bosnia. He is a Bellman at the Delamar in Southport. He has been with the company for 10 years! Almir is always willing to lend a helping hand and his favorite part about working in hospitality is giving our guests top notch experience. He loves collecting rare historical biographies and art books!

Arben Mataj is our Bellman at the Delamar in Greenwich. He grew up in Kosovo and came to the US in 2009. He has been apart of the Delamar team since 2013. Arben loves meeting the guests and his favorite part about coming to work is that everyday is different and there is never a boring moment! He is always willing to help the guests in anyway he can. Arben loves spending time with his family and also enjoys dirt biking!



Adriana Acosta works in Housekeeping at the Delamar in Greenwich. She was born in Ecuador and moved to the US in 2001. She has been on the Greenwich team for 12 years! Adriana's favorite part of working in housekeeping is doing the turn down service. She loves what she does and enjoys coming to work! When Adriana isn't at work she loves watching comedy movies, especially movies with Jim Carrey!



Hernan Bahamon is a Houseman at the Delamar in Greenwich. He is from Colombia and came to the US 18 years ago. He has been with the Delamar for 15 years! Hernan enjoys coming to work each day and when he isn't at work he enjoys spending time with his sister and working maintenance on houses!



Nelson Manfredo Castro Sr & Ada Albertina Castro

Nelson & Ada are originally from El Salvador. Nelson came to the US in 1991 and Ada came to the US in 2000. They currently work at the Inn at Longshore. Nelson is Head Houseman and Ada's current position is Housekeeper. Nelson and Ada share 52 years of experience between each other. Nelson has been an employee of Longshore for 30 years and Ada has been an employee of Longshore for 22 years. Their favorite part about coming to work is the customers. They love their jobs and providing a good service to clients. Nelson & Ada share a love for soccer. They inherited a farm in El Salvador from Nelson's grandfather that is about 30 acres with livestock. Nelson enjoys farming and Ada enjoys the peacefulness of gardening. Nelson also loves the US military and is an avid supporter of our armed forces.

Delamar West Hartford Employee of the Year & Manager of the Year

Congratulations to Winston M., Houseman,
and Frederic B., Director of Facilities!
Thank you for all your hard work!



Birthday Celebrations

WEST HARTFORD

Paige S. 4/2
Kathryn F. 4/20
Ozlum B. 4/21
Rosalba P. 4/29

GREENWICH

German B.- 4/1
Aleksei L.- 4/6
April P.- 4/21



SEA VIEW

Saeed N. 4/6
Annmarie P.- 4/10
Olivia S.- 4/21

LONGSHORE

Jose A.- 4/5
Joaquin P.- 4/22
Christian C.- 4/23
Maria J.- 4/30

Happy birthday! We wish you a year
filled with health and happiness!

Congratulations...

Pedro Vargas and his wife welcomed a beautiful baby girl -
Micaela Vargas 8.1 lbs. and 19 in. on March 28th, 2022.

Congratulations Pedro on your new beautiful
bundle of joy!

Welcome to Greenwich Spencer Theriot!
Spencer will be joining the team as Greenwich's Guest
Service Manager!

Exciting News!

The First Forbes Training Will Be Coming To The
Delamar West Hartford



Karelle Van Elslande

Executive Trainer
Forbes Travel Guide

Karelle Van Elslande's dedication to the hospitality industry spans more than fifteen years and demonstrates her well-rounded abilities in an array of departments including food and beverage, human resources, rooms division, reservations, and conference services. From managing a small boutique hotel in Saint Tropez, to leading luxury and iconic properties in big cities such as Paris, London and New York, she has developed a deep and comprehensive understanding of hotel and restaurant management, and a breadth of knowledge in guest service excellence.

Van Elslande earned a Bachelor's degree from the Hotel School of Biarritz, and later her Master's degree in hospitality and tourism management from the University of Angers, France, in affiliation with Rosen College of Hospitality Management. These educational endeavors coupled with rich, European work experience at hospitality gems including The Ritz London and Hotel Plaza Athénée Paris served her well when she relocated to New York City to grow her career. New York is also where her expertise in food and beverage took root. She served in management roles in that department at InterContinental New York Barclay and Loews Regency New York, before stepping into a nearly seven-year term at Baccarat Hotel New York, where she most recently held the role of the Director of Food and Beverage.

In every role, Van Elslande established a culture of best practices by emphasizing service requirement as a means of top performance. By using these practices she was able to spearhead restaurant pre-openings as well as transitions across numerous hotels and brands. She tailored training programs to uniquely meet the needs of each property. She also became deeply involved in recruiting and developing talent, guiding teams to achieve excellence and creativity through training and coaching. Over time she became professionally versed in creating and implementing new learning initiatives rooted in high standards. Committed to the vision of delivering outstanding service, Van Elslande has been instrumental in leading hospitality teams in the application of Forbes Travel Guide standards. This dedication to quality and excellence in guest service contributed to Baccarat Hotel New York obtaining their Five-Star Rating in 2017, just two years after opening.

Van Elslande lives in New York City with her family. She is fluent in both English and French and conversational in Spanish.

Stay In The Loop!



You can earn a cash reward of \$200 if you referred an external applicant hired to an open position in the company and they complete their 90-day introductory period.

Delamar has a website for employees!
Visit www.help.delamar.com to find all things HR & IT, training videos, employee forms, and more!

HR has started a new Orientation for all new hires.

Check out the break room for a chance to guess how many jelly beans are in the jar and win a prize!



Earth day is celebrated on April 22nd. Earth Day raises awareness about pollution across the world and started in 1970 after the environmental movement.



Earth Day is the perfect excuse to see what our beautiful state has to offer. Connecticut is home to some amazing museums, nature centers, and other attractions that are perfect for celebrating our planet. Explore our state and see how our hotels are being kinder to the planet!

Artisan offers a one-of-a-kind experience, with New England-inspired American cuisine that emphasizes a sustainable farm-to-table approach.

Delamar Greenwich Harbor's water is heated by solar energy.


Delmar West Hartford has started a new recycling program.

Delamar uses Bulgari products that are made of recyclable plastic "rpet".

March Guest Reviews!

Overall Experience	
Arrival Experience	5 / 5
Guest Room	5 / 5
Food & Beverage	5 / 5
Departure Experience	4 / 5
Friendliness of Staff	5 / 5
Helpfulness of Staff	5 / 5
Spa Treatment	Not Applicable
About Us	
Hear About Us	Prior Visit
Times Visited	2 - 3
Why Choose Us	Other
Why Choose Us: Others	
"A terrific facility property with remarkably helpful and friendly staff."	
Stay Issue	No
Expectation Exceeded	Yes
Additional Comments	
"Look forward to staying here each time. Like a small Four Seasons."	

Delamar West Hartford

 **yrvikin** wrote a review Yesterday
1 contribution

★★★★★

Warm and Friendly Staff

"They were so amazing even though there was a big Bar Mitzvah event going on! The staff remained professional and it was completely clean within a short time of the event concluding. (I saw that the Bar Mitzvah family helped a lot with that as well - they must have a great relationship! I can't wait to join the Rosh Hashana program there again!"


[Read less](#) ▲

Date of stay: March 2022

★★★★★ Value
★★★★★ Location
★★★★★ Service

★★★★★ Rooms
★★★★★ Cleanliness
★★★★★ Sleep Quality


Delamar Southport

 **Mike S** wrote a review Mar 27
1 contribution

★★★★★

Outstanding Experience

"From the moment we arrived we felt very welcome. The front desk team and Bellman were very attentive to our needs and requests. Tim the Front Office Manager also took time from his busy schedule to personally greet us and graciously answered some of our questions on the surrounding area. Our room was very clean, everything worked. This was our second visit and we already have 2 more reservations in the schedule."


 **Monica T** wrote a review Mar 28
4 contributions • 4 helpful votes

★★★★★

Top Staff and Top Quality

"The hotel is well-appointed and a lovely place to stay. The staff offers five-star service, adding value to the guest experience and making the stay worth every penny. They are attentive, kind, welcoming and professional!"


Delamar Greenwich

 **Zac_and_Vicki** wrote a review Mar 16
Waltham, Massachusetts • 2 contributions • 5 helpful votes

★★★★★

Luxurious accommodations with great staff

"Beautiful hotel with cheerful and helpful staff. They sold out of the smaller room we wanted, so we sprung for the Harbor View Suite - wow! It was a luxurious and relaxing experience, even for the 5 year old. The big standout was the staff, they all seemed eager to solve problems and help us enjoy our stay."


 **Carol B** wrote a review Mar 13
1 contribution

★★★★★

Outstanding Service at a Beautiful Hotel


"We received the best possible service anyone could hope for at a hotel. We were treated as valued guests and the staff went above and beyond. Our room was lovely and the view was gorgeous. Highly recommend."

Inn at Longshore

 **Caressa SN**
3 days ago on Google

The staff is amazing, they are so helpful and nice. The rooms are clean and comfortable. My son's wedding was at the Inn Saturday and it was perfect!

Rooms 5.0 Service 5.0 Location 5.0

 **Alan Olenick**
2 weeks ago on Google

5/5

Found this through a promo on booking.com. Was clean, comfortable and hotel staff for friendly and helpful. We told the front desk on Sunday that we had noon reservation for brunch. She immediately called over to change it to 11:30 when the opened.