

# CONCIERGE NEWS

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# where

LOS ANGELES

## ➔ CONCIERGE SPOTLIGHT

### Debra Mategrano, Lead Concierge Renaissance Hollywood Hotel

Hollywood maintains a reputation as the epicenter of where anyone can make their dreams come true. And at the Renaissance Hollywood Hotel, Lead Concierge Debra Mategrano brings that very magic to life for her guests who want to experience the glamor and excitement of the world's movie-making capital.

Mategrano, who hails from Nebraska, can relate to such enthusiasm for the city she now calls home for the past five years, because she too embraces its legendary lore and all it has to offer. "I was in love with this city immediately—from the first minute I came to visit here. I don't know if I can actually put my finger on it, but I guess it must be the phenomenon of Los Angeles."

The phenomenon that she loves to talk about first includes working at the Renaissance Hollywood. "This is one of the happiest places you could work," she says. "Our General Manager, Bruce Gorelick and Front Office Manager, Todd Thompson, are both so great and supportive. Our hotel is central to everything, the Oscars® are here at the adjacent Kodak Theatre, we have celebrities regularly walking through our lobby, there's nightlife and dining, and we get to design people's vacations. And because most of our front office and concierge members are from other cities—we strive to be close because we have each other and we are our own little entity—we have really formed our own sense of family here."

If visitors aren't coming to Hollywood of their own accord, Mategrano is eagerly encouraging a visit when she's on the phone with a potential guest. "One of the first things that's so important is your voice tone, especially when you're on the phone. Be excited about your city. I think I'm always excited when I talk about this city—I say things like 'If you stay with us you'll get to see this and do that' and I think that really excites potential visitors. If you speak with a smile on your face, they will hear it in your voice."

What one recognizes immediately in her voice is her sincere vested interest as she speaks about the city and her concierge team. Mategrano leads a nine member team and actually has an identical twin sister, Diana, who is the Renaissance Hollywood's Guest Services Supervisor. She and her sister have dreams of their own as they pursue TV writing projects. And at times having a twin working at the same property has caused comedy-of-error moments with their guests. But both serve their clientele with same attention to detail and follow-up as expected.

"Honestly you need to be attentive, sincere and listen to what your guests want. Listen, make eye contact, write things down and always follow up," she says. "I try to remind my staff to be grateful. We are so lucky to live and work where so many people want to visit and be. People come here just to see Hollywood and places like the Hollywood Walk of Fame or the Hollywood sign. Hollywood is a phenomenon. It's like the Big Ben of Los Angeles."



## SAVE THE DATE

APRIL  
➔ On

## VIP CHECK-IN

where congratulates the following on their new positions:

- >> Doug Smith, Assistant General Manager, Marriott Marina del Rey
- >> Frank Lonardo, Director of Sales, Le Parc Suites
- >> Juliana Centtofantti, Front Office Manager, Mayfair Hotel
- >> Danny O'Neill, Concierge, The Beverly Hilton
- >> Kansas Slobjan, Front Desk Manager, Huntley Santa Monica Beach Hotel

## ➔ INDUSTRY NEWS

➔ The highly