

Hyatt Regency Aruba Announces New General Manager

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Susan Santiago Appointed General Manager For Hyatt Regency Aruba Resort & Casino

Hyatt Hotels & Resorts has appointed Susan Santiago as General Manager for Hyatt Regency Aruba Resort & Casino. A seasoned veteran of the luxury hospitality industry and a long-time member of the Hyatt team, Santiago most recently served as General Manager at sister Caribbean property Hyatt Key West Resort and Spa. In her new position, Santiago will oversee all aspects of resort operations, including food and beverage, staff service training, public relations and marketing. In particular, she will work to take the newly renovated Aruba resort to its next level of excellence by deploying the skills she has acquired in her previous roles.

Hyatt Regency Aruba Resort & Casino, a 360-room property boasting a prime location along spectacular Palm Beach, is a striking mix of waterfront playground and casino sophistication. The \$20 million renovation completed this past January has brought a stylish residential ambience to the property, blending casual Caribbean elegance with a sleek modern aesthetic. In addition to beautiful new interiors for all guestrooms, the resort has restyled its open-air lobby with the adjacent Alfresco Bar and introduced a Latin Bistro concept to the lively Palms Restaurant & Bar.

'Susan continues to do excellent work for Hyatt Corporation,' said Chuck Floyd, Executive Vice President and COO of Hyatt Hotels Corporation. 'Her oversight of the renovations and re-launch at Hyatt Key West, which marked her first General Manager position, provides an outstanding example of her managerial talent. We know she will be effective in maximizing the potential of Hyatt Regency Aruba's newly renovated features and in enhancing further the resort's highly-regarded reputation and service.'

Santiago brings to Hyatt Regency Aruba a distinguished, 15-year-plus career with Hyatt Corporation marked by tenures at a number of distinct, high-end resort properties. Prior to her position at Hyatt Key West, she was Corporate Food & Beverage Director for the company, overseeing operations of the F&B Division for all of Hyatt's domestic properties, implementing division promotions and developing budgets. Prior to her corporate position, she served as Director of Food & Beverage for Hyatt properties in Lake Tahoe, Phoenix and Newport Beach from 1999 to 2004, managing annual food and beverage revenues ranging from \$11 to \$18 million. Prior to her promotion to Director, Santiago was Assistant Food and Beverage Director for the 1,400-room Grand Hyatt New York, where she assisted with operations for the hotel's \$38 million Food and Beverage Division, comprised of three restaurants, 24-hour room service, a lobby coffee bar and significant off-premise revenue. Santiago began her career with Hyatt at Hyatt Regency Orlando International Airport in 1992, working her way through an ascending series of positions to Assistant Food and Beverage Director in 1996, before being promoted to the New York property.

Santiago received a Bachelor of Science degree in Elementary Physical Education from Florida International University before pursuing her passion for hospitality.

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