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The webinar will begin momentarily.

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New York is back baby.

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Hello Hello and welcome for It's time for business with john Marshall and Corey Rosenberg I'm Corey Rosenberg, director of sales for the West Coast for convention development team here at NYC and I'm joined by my wonderful right hand and my brother john

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Marshall john How you doing, I'm doing well doing well fresh off of vacation and ready to get back to business it's time for business right. I think so it's time for business and that's what this webinar is all about that we launched about four exciting

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months ago, showing the resurgence and vibrancy that's going on within New York City, and that's what this all is all about. So thank you for joining us this afternoon for an hour of your time to learn about the latest updates on what's going on in New

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York City. And so let's go ahead and get started.

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So, NYC and company is the official destination marketing organization for the five boroughs of NYC. So we are the official dmo CVB four of the five boroughs, you can utilize our team for any services for sourcing to site selection to accommodations to

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attractions. And best of all, we provide free services to welcome your guests, and to help you best execute programs in New York as well. and for john over there on the tourism team.

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What do we do. I'm sorry.

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A little bit there. No, absolutely as Corey said you can reach out to us for any kind of itinerary ideas. If you're interested in doing some fam trips to the city, any kind of guidance you need when you're visiting our fair city.

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Absolutely. So, let's get into it.

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Absolutely. And so before before I start, I just want to remind everybody that zoom is accessible by screen reader and captioning. If you want to turn that off, you can go to the bottom, under live Transcript by the q amp a button and you can toggle that

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on and off from there. So yeah, right into the updates obviously we had a pretty big one recently with President Biden's White House, announcing that vaccinations will be required for foreign national travelers to enter the United States.

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Beginning on November, 8, Jenny if you wouldn't mind moving to the dog. There we go. And so as a reminder this policy is really guided by public health and applies to both international travel and travel across the southwest and northern border with Mexico

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and Canada.

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So for air travel beginning on November 8 foreign national travelers from many nations to the United States will be required to fully vaccinate and provide proof of their vaccinations status to fly to the US fully vaccinated travels will continue to be

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required to show a pre departure negative covert test taken within three days of travel prior to boarding. And now for those coming across our land borders that will also be going to November 8 and will foreign nationals crossing those borders, either

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on land, or by ferry for non essential reasons, and that means if you visiting friends and relatives or for tourism related purposes.

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They will be required to be fully vaccinated as well. And these travelers are required to be prepared to attest to the vaccination status and present proof of vaccination to a Customs and Border Protection officer upon request.

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So you got to have those ready, and by January foreign nationals traveling across those land borders. For both essential and non essential reasons will be required to be fully vaccinated and a quick reminder, there is no quarantine requirement, when arriving

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in the US, though for international travelers you may have some different requirements on your end. And then on the next slide, we can talk to kind of talk a little bit more about our oh sorry before we go into that I just wanna let you know that that

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is some more information we know that you might have some, some questions about what's going on and so we have more information about very limited exceptions you know what kind of proof of vaccination is acceptable, and any other operational details are

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forthcoming from the CDC on it will be announced well in advance of November, 8, we do already know that the FDA, that the CDC has informed airlines that FDA approved and authorized vaccines, as well as vaccines that are on the emergency useless thing

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from a who will be accepted for air travel.

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So getting a little closer to home I know you're all pretty much familiar at this point to our key to NYC program.

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Key to NYC will require proof of vaccination for indoor activities. Its indoor dining performances entertainment and certain meeting spaces as well. These will require CDC approved and also who approved vaccines and our right these are all individuals

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12 and over, and the kind of vaccination proof that you can show our CDC vaccination record NYC vaccination record. New York State Excelsior past clear health pass in NYC Colbert safe app and you can go to our website for more information and resources

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at the addressing here I'll throw that into chat, just a little bit later.

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Sorry Jenny now you can move over to the next slide, just before we jumped in, but that's an absolute Game Changer obviously for the November, eight dates as far as that goes, just sharing something that came out earlier from Governor horseshoes newsletter

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earlier, our seven day transmission and positivity rate in New York City in a state of 19 million people, mind you, is down to 2.33 so that's again 2.3% persons out of 100,000 population sample are a positive case.

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So that's a very very positive tale on how far we've come as a city how far we've come a state or region and country in general, and then also just to remind you for New York State in general for the cdc.

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86.2% of adult New Yorkers have at least one dose of the vaccine, so you can be sure that us as a region and community are doing all we can to keep our community safe ourselves safe and our visitors who are coming into our city, safe, as well.

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So on to what we are talking about this month with our fall 2021 Hotel refresh and if I can say, checking in with hotels is that the plan for the day that will you.

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I'm done for the day on that one. So, but let's get started on basically our hotel refresh we have a fantastic panelists, partners, and we want to make sure that we get to the real experts, so let's jump right in and allow me to introduce you to them

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in alphabetical order.

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All right, hold on, hold on, hold on, we want to get the audience around the hotel was in the city are doing right now.

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So, you take a look at this great slide that we have and, and to show you what how the hotel recovery of going is going right now. And so we know the hotel performance is really the quickest way to take the pulse of our industry here in New York City.

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And there are a few points to highlight here on this slide about how the sector is coming along. The first is demand and that's the turquoise line at the bottom of the graph and that's always the truest indicator of recovery and is an absolute measure

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of room nights sold. So starting this year which is 32% of a typical January, but by the end of last month, the room demand has recovered more than half of the way toward it typically very busy September.

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So the city's hotels so that city's hotels so close to 2 million room nights in the month and that's the best performance that we've had since the start of the pandemic in March 2020, and occupancy it's moving up the graph in the middle we're seeing,

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we're looking at a steady generally positive increase in occupancy rates, even as more hotels open and reopen the total inventory continues to increase the slight retreat that you see there in August was due to a lack of international travelers who are

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typically really big summer really big to our summer attendance and some of what was some of that was made up in September as performance level roles to almost 73% for that month, really buoyed by a weekend visitation the UN General Assembly and the US

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tennis open. And then finally the line across the top, which shows the most fluctuation, not surprisingly represents our APR, the average daily room nights across the city.

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You will see a blip around July and that was really due to a combination of effects, there's a strong performance before the concerns of the Delta variant hit some travelers, and then also the fact that July is typically a pretty low point in a given

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year. And without the business traveler being there to to really push that up. And then on the next slide, we'll see kind of a trend and that's taking place.

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Since the beginning of the year with a strong weekend performance really leading the way. And so just looking at the last four weeks when we compare 2021 to last year, you can see that we're clearly selling more hotel rooms pretty much every week, but

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that the weekends are really the heroes they're leaving the process. So the white, gray line is last year, less than 40,000 rooms a day and very little difference from good week weekend, and the turquoise line, that's my, that's the line here that is

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my favorite. And those are this year, and the midweek totals are well over 60,000 with Friday and Saturday ix now topping 80,000, and last week as we slipped into Columbus Day weekend over 97,000 rooms are we're on set on Saturday October night.

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So, you know, we're still we're not quite out of the woods yet, but we're definitely heading in the right direction.

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Absolutely this trend. Although this graph particular goes back to right around Labor Day. This is the trend speaking since almost spring of 2021 so the staycation the XL accord or visitors from the region re embracing their city is what it's all about.

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And so, and also just quoting our CEO Fred Dixon the newsletter that he sent out earlier this week demand was around 522,918 room nights sold our ATR as a city is $246 and 47 cents occupancy is just below with 66% so we are coming back and it's nice to

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see that go up and an active room supply. it's always the news media and other outlets that like to put New York is a city that's dead or in recovery.

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However, right now we have 113,000, almost 114,000 supply for hotel room inventory that is open right now. Second, so shows the story of our recovery and us welcoming back visitors, so we're very excited about that.

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Absolutely. So enough with the facts and figures let's bring on our panel we have some great some great speakers today. Absolutely, hopefully no one is falling asleep with all those numbers that we were throwing out you but let's jump into introducing

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our panelists so Jenny to the next slide.

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So, joining us today we have three fantastic.

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Women directors that are joining us from around just shows the power of female empowerment within New York City, leading us through this covert pandemic, and out of the coma pandemic first one up is Christina is allowed is director of sales and marketing

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for the graduate Roosevelt Island, Christina brings over a decade of hotels sales and marketing experience. The Graduate Roosevelt Island, where she joined the team as Director of Sales and Marketing.

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Having worked in both boutique and larger hotel settings to allow has a strong understanding of the wide range of expectations and experienced guests desire.

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Prior to joining the graduate to allow worked for with hotels, including the Del Mar hotel and Greenwich, Connecticut, the sound. The sound view excuse me in Greenport, and in New York City The TWA hotel, and more recently, 60 somehow as a New York City

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native Delilah attended NYU, or she received a degree in communications at the graduate, the law will oversee the hotels various events basis, including a 2200 square foot ball room with floor to ceiling windows and natural light.

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Most importantly, but the opportunity to attract visitors looking to host events at the graduate, as well as working with local New Yorkers looking for a fresh and new, unique location to host our events, allows looks forward to showcasing on tells magnificent

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views and spaces, as well as the history of its location so thank you so much. Christina for joining us today. Yes, she is indeed amazing thank you for sharing that comment as well.

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Not to be outdone, we have. Next, unless another amazing director joining us, Courtney stout is the director of Group Sales but the New York Marriott Marquis New York City, cities largest hotel in the city.

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Courtney started her career with Starwood Hotels and Resorts and global sales. She started as a sales coordinator and quickly was promoted to an account manager, during which time to manage the group business of North America for the top global accounts

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for Starwood Hotels. From there she moved to selling the five w hotels in New York City. And then when the market selling team was created, she sold for 11 hotels, both in NYC and New Jersey as well, including the St Regis New York, the Western New York

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Times Square shirt in New York, the W hotels of NYC and others. After the metro market roll Courtney became the director of sales for sure to New York, as well, currently has been in her current role as the director of sales for the New York Marriott

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Marquis for almost five years, some shortly after Marriott acquired Starwood in her current role she manages all sales hotel is happy to help. be reintroducing the property.

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After it's 140 million dollar renovation and yes this is a fantastic renovation job that they did on that property will learn a little bit more about that as well later.

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And then last but not certainly not least, Virginia week, who is our Director of Sales and Marketing at the St Regis, New York. The St Regis New York is pleased to announce the appointment or Virginia as Director of Sales and Marketing for the flagship

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property located in the heart of Midtown Manhattan, Virginia brings a wealth of hospitality experience in a rope or she will receive sales and marketing and advertising activities for the beloved hotel.

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Virginia Joy's the St Regis New York from the Conrad New York Midtown, where she served as Director of Sales and Marketing, as part of the hotels opening team she was instrumental in launching all marketing, sales PR and social media initiatives.

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Prior to this Virginia served as a senior curator for jetsetter, a member of the gilt groupe, where she researched negotiate and curated unique luxury travel experiences.

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Earlier in her career. She also worked as the director of Group Sales of the Intercontinental Barclay, New York, and sales manager at the Brooklyn Bridge sales manager as well at Fairmont Hotel further enhancing hospitality background, Virginia attended

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attended Hofstra University, where she received her Bachelor of Business Administration in marketing as well. So thank you so much ladies for joining us this afternoon, we'll go ahead and let's kick it off, and they can turn their cameras for, Christina,

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Virginia, and Courtney as well. Thanks again guys.

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Welcome. Welcome.

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So I think we'll kick it right off with our first question in it. I think it's kind of be expected question, just, uh, you know, where are we now. How are your hotels doing what's new, what's been updated How is it going as how's it going as we head into

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a post pandemic world

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dump in.

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You know I think things things. Things are definitely picking up as you said you know you saw the occupancy reports in the hours and everything that's coming through I think since Labor Day.

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We've seen a steady increase of business coming back group business from my perspective right at the marquee is is truly back I mean we've had a group of 1000 people or more every week.

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Since Labor Day, plus other small groups around that and I think that truly showcases how business is back and people want to meet in person. And I think some of the things that New York City has rolled out has allowed people to do that safely and feel

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comfortable doing so.

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And so it's been, you know, interesting at the hotel side to make sure we're functioning that and making sure that guests feel comfortable and meeting attendees feel comfortable, but it's it's coming back for sure, jump in and share the same.

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We are seeing business role in our occupancy is are extremely high on the group market we're actually seeing things book today for two weeks from now so things are rolling in very quickly and there is a lot of demand.

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We're also seeing the request Roland very quickly for q1, and even in a place where our customers are fighting over the same date so it's starting to feel almost as though we're in a pre pandemic state which is really exciting.

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And I would say for and obviously our hotels new we just opened on June 1 this hotel was scheduled to open in July of 2020 but for obvious reasons that was delayed.

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And I think the timing of our opening was perfect because it coincided with when New York City reopen when vaccines became readily available. And we actually had a corporate group or second week that we were open, which, you know, even in a normal time

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doesn't always happen but I think here on Roosevelt Island, we have actually been dealing with pandemics for a really long time since the smallpox pandemics so we're well positioned for groups isolate and we've seen a lot of people coming here just for

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that reason alone.

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That is that is the most unique selling point I've ever see absolutely no reason why we assembled these three very different corporate bow tells us that they all had kind of different coping stories, you know, just to basically go around, Christina actually

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opened her hotel during the pandemic Courtney's hotel had the experience of staying open that during the pandemic, and then Virginia hotel close for a period of time and then she reopened.

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This past spring. So, in the pandemic as well so three different experiences coming at you as well. So we'll start with Christina with this particular question, but what successes Can you share and what kind of learning moments have you encountered over

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these last basically four or five months since opening and even in pre opening.

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Sure well successes, you know, I would say just the opening itself has been really successful because we did have that extra time opening a little bit later than expected the hotel was really ready to go from day one where sometimes the hotel opens they're

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they're still working out the kinks for a few weeks so we were very fortunate that you know we had a group in our second week that group had such a great time they rebooked again for the next month.

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And that's now happened with four groups we've had so far hotels it's only open for months to have four groups, immediately booked for either the month after two months after has really been amazing to see.

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I think that a lot of that does have to do with, you know, us having great relationships with our clients having relationships with people in the industry, and that trust knowing this company will take care of me this hotel will take care of me I feel

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safe.

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As for lessons learned I learned a lot of lessons this year.

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Prior to starting this role I actually at my last property was working the front desk because that was where it was needed at the time and I hadn't done that in about 15 years so I learned a lot of lessons because the world has changed a lot since that

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time and you know people didn't even have emails on their phones when I worked the front desk and certain things that sales puts into place, you know you sometimes don't realize how it impacts operations.

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So I found that actually to be a really great experience because it made me open up my eyes to things that, you know, I kind of started to understand why maybe not every single guest email addresses capture to check in and things like that, and you know

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kind of help the team work into alternative ways of getting to the methods we want or you know maybe don't through a package that has 85 components that's hard to keep track of so many lessons learned that way I think also the most important lesson I

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learned is never take anything for granted. I've worked in hotels for a long time I've worked in hospitality for almost 20 years, and I always said to myself, well I can always have a job anywhere I can go we're getting where there's hotels all over the

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place. I never thought that the whole entire world would shut down and hotels all over New York City would shut down so I think it's, you know, always being grateful for what you have and just realizing that no tomorrow is guaranteed so just make the

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best of every day you have.

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Absolutely. Well said, and you know shows kind of how we were all wearing multiple hats. During this pandemic it was all hands on deck and we have to do what we do for the good of the company the good of the hotel the good of the people that you're there

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to to accommodate, it is hospitality after all so overdue. Courtney kind of the same question successes or moments of learning. Yeah, sure.

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You know, we, again, like Korea like you said we were open the entire time and it was a really interesting experience, obviously, when everything shut down we were in the middle of our rooms renovation.

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And so we actually moved our construction team into the hotel. Before everything was shut down fully and that was you know something, putting our, our assets to use right to keep our projects moving forward.

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And then when everything did shut down when there was, you know, just emergency construction only and everything was really at its height we were lucky and I think we felt pretty honored to host about six to 700 traveling nurses at the hotel for many

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many weeks, and we felt, you know, almost like just a community player at that point and we were talking about being nimble doing everything we could to host these people the best we can.

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Right on, on they're very odd schedules on they're very odd timing.

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At a time when we didn't really know what what the world looked like, you know, so that was really very interesting, I know you know our silver lining through all of this was that we were able to continue with the renovation, that you know a lot of people

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didn't have that opportunity a lot of hotels didn't have that chance to so you know maybe at a time where there weren't as many people in the building we were able to get things expedited and and kind of get ahead of the supply chain issues and and do

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the hotel renovation that wasn't going to impact the guests as much.

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You know like Christina said it was all hands on deck and whatever that meant you know I was delivering amenities on New Year's Eve last year, and you know people were thrilled to be there and I was thrilled to be hosting them and and I think everyone

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that was part of the team was was feeling the same way and and i think that you know we learned, you got to do everything and got to be ready to do everything and jump right in and I think the team has done that and and it's been a great learning.

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I also learned, you know things like the Marriott Marquis has seven different roofs and who knew that people would want to film from those seven different roofs you know but same thing you're, you're kind of working your way through using non traditional

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spaces, you know, or traditional spaces and non traditional ways I mean everything we learned today how to make things happen through all of this and it's been kind of inspiring at different points.

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Wonderful. All About that silver lining and, you know, over, over to your Virginia as well, same question. Yeah, you know I think looking back to reopening the hotel and watching team members return and reunite with one another and see their passion and

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their camaraderie and the love that they have for each other really as a family was probably the most special moment in my career, and it really shows how passionate, our team members are about the city and about the hotel and coming back together ready

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to serve our guests and ready on day one to show up and just jump right back in where they left off so I think a really special moment as we sometimes forget that this is our hotel family right not only within our hotels, but within the city of New York

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and reuniting has been just such a special moment for sure.

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Absolutely. So I think we all know what the biggest impact has been on all of us for the last two years. I mean, you did a great job explaining of hope with the last you know 18 months or so has been like for you, but if there is what's the biggest pivot

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if you could share that has actually stuck with you, and you're going to take with you out of the out of the last 18 months.

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I would just tell you what finding solutions, finding solutions that aren't inside the box right and and it's not it's not doing it the same way we've always done it it's helping people, you know from the hotel side I'm sure john Tory for you to it's

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like a consultative role right this is what has worked this is what's going to work this was what might work. Do you want to try it with us. I think those are the things that our customers are looking for and I think that we have learned over the last

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two years to present to people in a way that isn't saying we've done this perfectly but this is how we think we can deliver it. And do you want to try it this way.

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I think that's an excellent point if there's anything that I learned over the course of the last two years is that I don't know nearly as much as I thought I do.

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I think flexibilities also important.

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You know, clients especially right now with restrictions still changing, you know, obviously things were kind of moving ahead and then the Delta very good came out and now that's exciting again clients really want flexibility so this hotel and we're part

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of Highgate Highgate as a whole.

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We really wanted to make sure clients feel comfortable so we have added new clauses into our contracts to give flexibility so that people do feel comfortable committing to a program because we all know this is still a constantly evolving situation that

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none of us have control over. So we really just want to be partners with our clients and make sure if they feel comfortable committing that they know that we're there to help them.

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If for some reason.

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Something happens again and the meeting can go as planned.

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Virginia.

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I think we've all become more generalists and then specific specialists, where we've all kind of had to get our arms around some other areas that we didn't do it or say let me introduce you to someone so on my team.

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We did it ourselves so I think kind of looking back as some of us have just learned so much about our properties where we would have asked someone else or not know how to do something we've all taken this on and I think it's really just brought in all

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of us to be able to better serve our guests every day.

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Oh yeah, absolutely. And thank you for sharing. So, while we've been looking back over these last sets of kind of questions. We really want to like look forward and kind of tell our audience, how business looks, we've been pitching that you know the city

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looks great but we want to hear from the real experts, the people on the ground the people that are actually doing all the work and making our city shine.

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So I'll go the opposite way around the horn here, and I'll start with Virginia, how does business look over the next six to 12 months. What sectors are booking, what, what does it look like.

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Absolutely. Like I said, the rest of the year looks extremely positive, you know, at a hotel like this we do enjoy a lot of high end leisure business but we do have all of our groups that had been booked for many months and we're welcoming them in one

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at a time so things are certainly picking up. We do expect the holidays to be a sellout, and probably perform much better than we would have thought several months ago.

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You could feel the energy on the street I'll share it's Wednesday in Midtown and I popped out over lunch and the streets are crowded and all the other restaurants are bustling and the city feels really good and that excitement and energy is really just

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going to carry through the rest of the year so we have a very positive outlook, and we see groups returning our leisure customers returning. And just a trajectory up at this point.

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That's that's exciting to hear and. How about you, Courtney there in Times Square. Yeah, I mean very similar to what Virginia saying it is busy you know with international travel restrictions loosening up and having our international guests be able to

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come, you know, mid November. We expect a very busy rest of q4, our q1 paste is is better than 2019, which is, you know, great to say, but also same thing we're seeing last minute inquiries you know our funnel strength just from a group perspective is

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almost 100% better than 2019 and was at this point in time and so I think that's showing that people for 2022 want to be back together they want to meet, they you know they they are feeling comfortable and confident in that, and it's from all markets,

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which is interesting too right so it's not just one business or one type of business. It's everyone you know you guys talked about it before our weekends are busier than ever.

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You know, watching the Fridays come in and what that looks like it is it is very busy it's a lot of energy.

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And then with Broadway, you know just about to be fully reopen come December, you know, Wednesday walking outside of the marquee you know Hamilton's lined up all the shows are there.

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It's great to see great to feel, and I think people are excited people are excited to be to be coming back in.

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And you know you mentioned a couple of great points right there and it tells us that with this demand and with the occupancy picking up for any planners that are on the call.

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You don't want to hold on those RFP, I would definitely recommend to source now and then make your decision later if you need to do, just as if you were to wait, the lack of availability the driving up the ADR obviously that could affect the pricing later

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so definitely encourage you to get that out as soon as you can, if you're looking at programs for this year for 22 whatever that might be. So, so great mentions right there as well and then just on the international front month to get on my own soapbox

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here, as we're already at like a 75% Mark from the slides that john shared a little bit earlier. Once those international borders reopen on November 8 and we welcome the world back that other 25% the puzzle may be filling in as well so the optimism in

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the city as as high as it's been over the last 18 months. And so, continuing Christina. How's it look over the next couple months. Yeah, I would say things are looking great.

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Every month business is growing more and more we have really strong demand for group business like ladies had said, especially for q1 which normally is a great time for you work but I think everyone has missed us so much they can't stay away, and maybe

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even miss know.

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I've also seen that literally as soon as we got the announcement about the international borders opening.

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We had actually a few different international clients who were based here in New York come that day emailed us okay when can we start sending groups here.

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I've been seeing frantic emails from transit and guessing oh I need this booking right away before all the hotels get sold out now that internationals open.

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I want to make sure I get my flight so there's so much excitement for everyone who's missed this fantastic city and so it's really great to see that.

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Absolutely optimism all around.

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So thank thank you all for sharing your thoughts with us for the, for the audience you know we will be providing contact information for everybody on our panel afterwards, Christine I saw you were gracious enough to provide your contact information here,

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I do want planners and to operate as a light to keep in mind, know there are a lot of moving parts you may be emailing contacts that are no longer at a property there may be one person who's operating who's Manning seven inbox is at a given time so there's

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lots of reason for some delay, and please feel free to reach out to Korea myself, we kind of really have a post in the community and we can really help direct you around to see, you know how you can best to reach out to a lot of the properties.

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And we will also we will also be sharing a copy of this presentation. Afterwards, so you can you can do this again, share it with your colleagues and also send any specific questions you have to either myself or Korea or our, our one of our wonderful

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panelists that we had on today.

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And then for our last question that we had for the day as I got know you guys have emails reservation faxes telephone fax, they're still like there's still.

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They're still. I'm getting old guys. So on that note, what excites you about the future. What are you looking forward to more than anything in the coming months. We'll go.

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we'll start with Christina at this time.

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I'm really just excited for New York to be back. I'm somebody I love going to concerts so I finally went to my first indie rock concert a few weeks ago in Brooklyn bowl reopened.

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I'm going to my first Broadway show.

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Since 2019. In November, so really just experiencing everything that makes this city so great, and also traveling.

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So, you know, I just can't wait for all of that and for whatever our new normal life is to kind of started getting Christina what show Are you going to go see.

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The Lion King.

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Awesome. Yeah, it's a great one. Yeah, said.

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Courtney How about you.

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Yeah, I think, I mean, on a, on a personal relationship level you know we've been having some conversations with customers that have lasted now almost two years I'm excited to welcome them to the hotel and actually meet them in person.

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You know, some of them we've had to move a couple times and so I'm excited to host them to greet them to be a part of that.

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Like Christina said from a personal level I also am going to see my first show in November going to see six, and I am thrilled, you know, to go to go see that, and then I think you know my little plug is I'm excited to show everyone our building our hotel,

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you know, coming out of this and having 100 $40 million renovation to showcase that you know what generational transformation is we're calling it and I think most people would agree as they walk in.

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We're excited. We're excited to, to have people back into the building to feel New York and to be in Times Square at the marquee.

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I've been to the hotel a few times since the renovation was completed and I will say it looks wonderful. Definitely if any of our planner friends that are local to New York area in the area, stop by.

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Take a look at the marquee you'll definitely be impressed by by what you're seeing there. And so, and then, of course, Virginia at the beautiful St Regis.

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What are you excited about.

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I'm excited every day because we have multiple site inspections we have amazing events happening in our beautiful rooftop ballroom. And so I echo Courtney that it is exciting to be welcoming our customers back and seeing people and hosting small groups

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of planners and re showcasing the hotel or King Cole bar which is really a special place in New York is bustling every afternoon, evening, and being located on Fifth Avenue, I am so excited for the holidays and to see all the decor and feel the energy.

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On a personal note, I just got tickets for my kids to teach them to see the rock cats and I'm really excited to get back to see the show at Radio City this season.

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That's amazing. It's so funny when you are talking to folks and then you realize that you received an RFP. A week before you had a child that was born.

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And now that child's almost two or three years old. So, in this time work that we're living in that it's like what happened the last two years, but were there were out of it, we're adjusting.

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I can't thank you enough for joining us this afternoon sharing your expertise, sharing your knowledge with our audience and with us.

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JOHN anything that you'd like to add for our battle as well.

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No I again thank you and I love the support for the Performing Arts from all three of our of our attendees here, you know Broadway is back performances are back the city's back and we're all here to support each other and support you all and bring your

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clients back so so thanks to everyone.

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Okay. And as usual, you know, we gave a lot of information today but that really the ultimate resource is our website and yc go calm, you can go to learn how to make it NYC that's our campaign particularly aimed at meeting planners and the my segment,

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we also have to have our really great cultural hubs that have come out of the pandemic with us the black experience, and the Latino experience. We also have an Asian experience coming in November, and that's really highlighting the, the stories and the

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communities that really make New York City a part of really make New York City what it is.

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Absolutely. All of our webinars we saw a couple questions in the chat on being recorded similar to what john said a few moments ago, they are recorded they will be shared.

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You can find this content and all the great content that we've been producing since October of 2020, we have officially a year of content that lives on our website NYC.

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go. com forward slash webinars, everything from our cultural experiences to our tourism team to our convention development team, as well as our NYC talks, can be found on there so we definitely recommend if there's a certain topic or genre that you're

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interested in, email john and myself, we can act as your table of contents and tell you what to check out some really really great stuff that we've been doing now for 12 months, so thanks Kim.

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And then of course, on behalf of NYC and company can't thank you enough for spending a little bit of time with us this afternoon, my contact information Jon contact information is down there below you can email us ask us any questions.

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We're going to take a little bit of a break. Over the next two months with the holidays just around the corner, if you can believe it or not, so they're just tired of looking at our faces I think Corey, it's a lot of tasks that I'm tired of listening

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to myself so I can.

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so I can. So as far as that you can check us back out in January 2022, we will be coming back to you with fresh content hot ideas and if there's anything that you want to learn about in here about, please.