



THE STAR

Oh Darling! It's Simply Astral!

For leisure and/or M.I.C.E when in Sydney, Australia, you don't go wrong when you pick The Star that offers you The Darling and The Astral Tower – two very distinct flavours to relish long after you've left.

As any seasoned traveller knows, hotels hit and miss with hardware and software. It's the personal touch that produces the magic. It is that subtle difference that breathes life into the flavor of the 'guest experience'.

For those among the trade, it's no secret that the best hotels offer the most incomparable guest experience, the chief architect of which is the General Manager.

Veteran hotelier John Autelitano is no stranger to the fine art of hospitality. His long and impressive career has enriched his life through an impressive wave of satisfied guests.

Now at the helm, he guides his team to provide that signature flavour of heartfelt hospitality to Australia's most discerning leisure and M.I.C.E travelers – and that is no mean feat.

New Look, Fresh Start

"Today's guests are spoilt for choice," says Autelitano. "The Internet and global economics have ensured markets have grown more knowledgeable, transparency is everywhere and travelers have more options to suit their needs. The industry has no option but to compete and that's why we've embarked on a multibillion-dollar renovation plan that will totally change the customer's experience. We will have themed rooms boasting designs and technology that guests will be hard pressed to find anywhere else. Our lobbies and bars, restaurants and spas are all to undergo a total revamp to offer guests that all-encompassing 'wow' factor," explains Autelitano.

Thought for the Day

A few luxurious nights at The Darling



Mediazone Group's Managing Editor Glenn Rogers meets John Autelitano, General Manager of Hotels at The Star, Sydney, Australia.

suggest the team is ready in terms of spirit and professionalism, to take the next step toward a new level of grandeur. Room service, appointment of suite, freshness, attentive staff, variety of F&B, presentation, dining options, etc. are all above and beyond expectations, and that's no small achievement for a ship this size!

"This whole idea has always been, to make the guest want to return. The Darling offers 171 stylish and spacious rooms, a pool and a 16-room luxury spa. The hotel's Adored Suites offer stunning harbour views, European-inspired drawing rooms and a marble bathroom that sets the tone for an unbelievable stay.

Astral's Home

Self-contained, Astral Tower's Duplex Royal Suites are a rare treat on every score. With a spectacular view,

they serve as the ultimate entertainer, complete with kitchen, drawing room, spacious bathrooms and a bedroom that overlooks one of the world's most spectacular skylines.

Incomparable on most accounts, the suites offer that eclectic mix of sophisticated elegance and cozy home warmth that's hard to replicate.

"Our main claim to fame rests with the staff – dedicated professionals who treat each guests as they would like to be treated," reveals Autelitano.

Human resources being one of the industry's more formidable issues, this people's triumph is a true coup for Autelitano.

"We train our people well and provide them with growth and learning prospects. Here they learn the art of hospitality which they get to bring to bear on guests of every possible nationality that comprise our varied customer base," Autelitano explains.

"For us, every new guest presents us with an opportunity to make a great impression, and every repeat guest gives us an opportunity to benchmark the quality of our service, to see how much we have improved. I do hope all your readers stay with us when they are next in Sydney and experience our heartfelt service for themselves," concludes Autelitano. ■

For additional information please visit www.star.com.au

