



## **Head Concierge Spends 25 Years Perfecting Luxury at The London Marriott Grosvenor Square**

**London, 25 August 2010** – The [London Marriott Grosvenor Square](#), one of London's most stylish hotels, is celebrating its 25<sup>th</sup> anniversary in 2010. As part of the celebrations the hotel is paying homage to one of its longest standing employees who is also celebrating 25 years - as head concierge. Harry Miles has been with the hotel since 1985 and over the years has seen the hotel change immeasurably. Most recently the original majestic townhouse has undergone a multi million pound enhancement, adding the finishing touches to the elegantly styled and luxuriously modern hotel. Throughout all of the changes Harry has constantly adapted in order to become a specialist in perfecting the art of luxury for which the hotel is so well known.

60 year old Harry's position at The [London Marriott Grosvenor Square](#) sees him dealing with around 300 questions a day from guests via phone, email and in person so he is a true font of knowledge on both the hotel and the city's offerings. His easy rapport with guests mean that many make repeat visits just to see him and of course he is adept at meeting all guests requirements – no matter how big or small.

Harry has numerous tales to tell and his experiences have taken him from dealing with Arab princes with huge entourages to arranging unique modes of transport and achieving the impossible in the wake of the volcanic ash crisis. Harry has an army of grateful fans who regularly come back to visit and call on his services and expertise in getting them into the best places in town. Personal favourites for him include Hampstead Heath and Gordon Ramsay's [Maze restaurant](#), conveniently situated just moments from his desk in the hotel.

Harry has indulged his love of restaurants with meals at London's finest and he has been delighted to witness first hand, the change in the Capital's restaurant scene over the last quarter of a century. He vividly remembers the days when France led the way with great cuisine and is proud of London's current status on the worlds culinary scene, now bearing 59 Michelin stars.



Along with Michelin stars, Harry has also gladly embraced the internet and credits it as being the single thing that has made his job easier. It's almost impossible to imagine logging every guest's requirements in writing and then having to call round to make the necessary enquiries.

Commenting on his 25 years at the [luxury hotel](#), Harry said: "Everyone has their own definition of the term luxury, but in my opinion luxury is all about exceeding the expectations of your guests. By ensuring the first class handling of visitor requests, along with maintaining a classic 5-star surrounding, the [London Marriott Grosvenor Square](#) is a perfect example of luxury at its best."

For further information on how Marriott Grosvenor Square is celebrating its 25 years please visit <http://www.marriott.co.uk/hotels/travel/londt-london-marriott-hotel-grosvenor-square/>

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