

# Concierge News

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## ► CONCIERGE SPOTLIGHT

### Katherine Taylor, Concierge Estancia La Jolla Hotel and Spa

Katherine Taylor, concierge at Estancia La Jolla Hotel and Spa is a long time resident of San Diego and offers the perfect mix of experience and passion that make a good concierge. "I graduated with a degree in Sociology from UCSD and have volunteered for museums and theaters around town which gave me great exposure to the arts and culture," Taylor explains. "This background and experience meshed perfectly with the qualifications and skills required for the concierge desk."

Taylor has been a concierge for the past four years and started working at Estancia La Jolla Hotel and Spa shortly after it opened. She previously worked in publishing. "I was the production manager for an investment advisory service and had the opportunity to do a lot of traveling as part of my job," she says. "I traveled from South Africa to Brazil, from Argentina to Alaska and always enjoyed my hotel stays." It was from this extensive traveling that Taylor realized how important a positive hotel experience was to the overall experience of her visit to that city or country. "When I was ready for a change, the hospitality industry, and specifically the concierge desk, was an easy choice," she says.

The past four years as a concierge has been a whirlwind of fun, friends and education for Taylor. "With the help of my fellow concierges and networking as a member of the San Diego Concierge Association, I have learned more about San Diego than I ever thought I would know," she exclaims. "Specifically what do to, where to go and yes, where to eat!" Taylor's favorite restaurants include Greystone the Steakhouse and The Oceanaire Seafood for restaurant choices downtown, and in La Jolla, Azul or Brockton Villa both for their ocean views and excellent cuisine.

The Estancia La Jolla Hotel is a unique and beautiful luxury hotel that also offers a spa and an executive learning retreat atmosphere. Therefore, it is the hotel of choice for a wide variety of guests. For Taylor, this means organizing and coordinating multiple activities at a time for large groups of guests. "A group often comes to San Diego without knowing what they'll do after their official work-related duties have been fulfilled," she explains. "When this happens I switch it into high gear to coordinate everything from team building activities to dinner for forty."

For Taylor, being a concierge is much more than making reservations and calling in requests. "I feel that it is important to make sure that every meal is memorable for the guest and every experience a successful one," she says. "A good meal at a fantastic restaurant can make a guest forget about the rainy San Diego day." Taylor has also assisted with arrangements for a last minute wedding for a serviceman being shipped out and finds that moments like these make her job gratifying and are "icing on the concierge cake."

The Estancia La Jolla Hotel has been a good new second home for Taylor and she attributes a lot of that to her peers. "The people I work with here are a lot of fun," she says. "They are a wonderful group and I have been touched by their outreach and warmth."

In her time away from the concierge desk, Taylor enjoys the live theater that San Diego has to offer. This includes The Old Globe Theatre, La Jolla Playhouse and the Civic Theatre. "The Old Globe and the La Jolla Playhouse I enjoy because the shows are often being fine-tuned for a possible run on Broadway," she explains. "While the Civic Theatre often has shows coming from Broadway."

Taylor also enjoys spending time with her family, which includes her husband John who always seems to be making her laugh. "John is a funny guy, and he always comes forth with terrific gems," she says with a smile. "You know, not everything one says is a gem, but for John, they're all gems." She likes to work in her gardens and try new recipes in the kitchen. "I don't travel very much anymore, having spent so much time traveling for my career," she says. "It's nice to just be home."

SAN DIEGO  
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THE TRAVELER'S CHOICE



## SAVE THE DATE

### MARCH 8

► Fresh Seafood in La Jolla hosts a concierge dinner. Invitation to follow.

### MARCH 22

► The San Diego Concierge Association hosts their monthly meeting at the Port of San Diego.

## VIP CHECK-IN

**where congratulates the following on their new positions:**

- >> Thomas Mohrlock, Concierge, Bahia Resort Hotel
- >> Scott Hartman, Concierge, Bahia Resort Hotel
- >> Jessica Natz, Concierge, Barona Valley Ranch Resort & Casino
- >> Josh Dunlap, Concierge, Catamaran Resort Hotel
- >> Pete Johnston, Concierge, Doubletree Hotel Mission Valley
- >> Janessa Lopez, Concierge, Four Seasons Resort Aviara
- >> Shelly Fopiano, Concierge, Four Seasons Resort Aviara
- >> Mark Shoenberg, Concierge, Hilton La Jolla Torrey Pines
- >> David Schweiger, Concierge, Hilton La Jolla Torrey Pines
- >> Mike Soltero, Concierge, Hilton San Diego Resort
- >> Ali Ross, Concierge, Hilton San Diego Resort
- >> James Houdek, Concierge, Hotel Del Coronado
- >> Tecora Kelley, Concierge, Loews Coronado Resort
- >> Kathryn Maldia, Concierge, San Diego Marriott Del Mar
- >> Chut Pawotchiptichot, Concierge, San Diego Marriott Del Mar
- >> Frank Cuevas, Concierge, San Diego Marriott Hotel & Marina
- >> Christie Edwards, Concierge, San Diego Marriott Hotel & Marina
- >> Heather Acrie, Concierge, The Lodge at Torrey Pines

# Around Town Resources

## CAFÉ SEVILLA

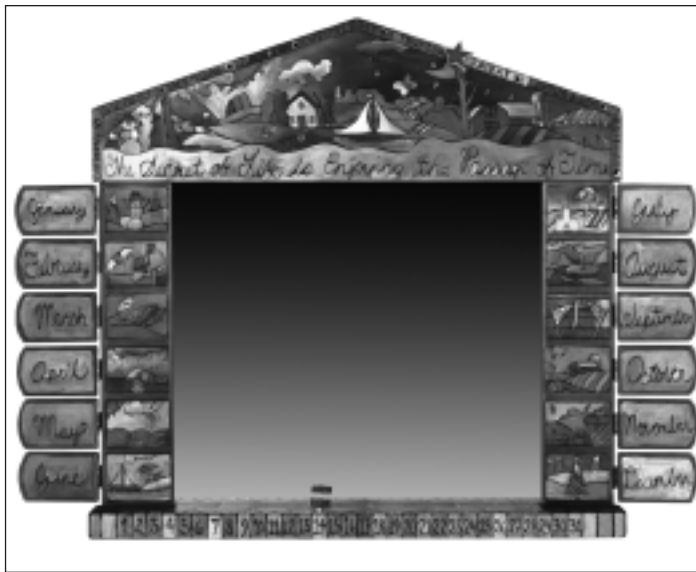
Café Sevilla is a unique Gaslamp hotspot that features three lively atmospheres under one roof. Authentic Spanish cuisine and seafood specialties are served in the restaurant, which is reminiscent of a romantic, sidewalk cafe in old world Spain. Diners can savor colorful Mediterranean dishes and sip homemade sangria while sitting under a starry "sky." The outdoor feel is friendly and inviting. It is the perfect pace for a first date or to rekindle an old flame.

In the bar, you can kick back in the relaxed ambiance where old and new friends gather for drinks, tapas and live music. More than forty items are featured on the all tapas menu. Each night talented guitarists entertain the crowd with flamenco style tunes while guests boogie down on the dance floor.

Downstairs at Club Sevilla, live entertainment heats up the night. Free salsa, merengue, and samba lessons are offered most evenings and are ideal for the novice dancer wanting to learn a few smooth moves. DJ's mix things up later in the evening with salsa, Latin and Euro-house beats.

Dinner shows that feature the exotic moves of the tango and flamenco are performed Friday-Sunday evenings. Advance ticket reservations are recommended as these dinner shows frequently sell out. Café Sevilla can also accommodate corporate events and group functions.

Café Sevilla is located downtown at 555 4th Avenue. For reservations or more information regarding dinner shows and special restaurant events call 619.233.5979 or visit Café Sevilla online at [www.cafesevilla.com](http://www.cafesevilla.com).



## SPIRALS

Spirals is a lively American craft gallery that is bursting with vivid colors and exquisite works. Store owner Micki Schneider has been in business for more than 15 years and is an expert when it comes to scouting treasures to include in the store's collection. Spirals features items crafted in the United States by American artists. More than 65 artists works are showcased and available for purchase.

Most items are extremely affordable so there will not be any problem finding plenty of kitschy home décor goods and accessories to take home. The helpful staff is attentive and will package and ship items to your home. The shop is adored with ceramics, mouth-blown glass designs, metal structures, unique jewelry, woodcarvings and more. Be sure to check out the eucalyptus stoneware that is as beautiful as it is durable. Designer Sharon Johnston's interchangeable stone rings are also a great find.

Spirals is located at 7906 Girard Avenue in La Jolla. For additional information call 858.551.8199 or visit the shop online at [www.spiralslajolla.com](http://www.spiralslajolla.com).

## RUBY'S DINER

Ruby's Diner has been a household name in Southern California for more than twenty years, but only recently have the diners gained nationwide recognition. With locations in Washington, Colorado, Nevada, Pennsylvania and Hawaii, it is not unusual that your out-of-state guests have dined at the popular restaurant before. Ruby's is as American as apple pie and about as Southern California as the sunshine. Coincidentally, is still in operation in Orange County.

New at Ruby's Diner are the fit fries that are cholesterol free and contain zero trans-fat! Not to be confused with Ruby's shoestring fries, the fit fries are lower in calories and saturated fat, but still taste great! Paired with a frosty shake or root beer float, cheeseburger and side salad you've got the all-American combo. Save room to try something on the timeless dessert menu that features items such as the ever-popular banana split, fresh baked brownies and warm apple pie. Breakfast items are also available and should not be missed!

Shooby dooby down to one of Ruby's three San Diego locations: 5630 Paseo del Norte, Carlsbad 760.931.7829; 1640 Camino del Rio North, Mission Valley Center 619.294.7829; and 1 Oceanside Pier, Oceanside 760.433.7829. For menu items and hours visit [www.rubysrestaurant.com](http://www.rubysrestaurant.com).



# Concierge Events

>> Check out:  
[www.wheresd.com](http://www.wheresd.com)  
for more photos

Click on the "Concierge Entrance" and enter the password: **where**  
Go to the photo gallery under the SD section

## ► MILLE FLEURS HOSTS THE SDCA

On February 23, Mille Fleurs in Rancho Santa Fe graciously hosted the San Diego Concierge Association's monthly meeting. After formal business was taken care of, concierges were treated to a crisp and delicious lobster salad, a sumptuous lamb entree with asparagus, followed by a delightful presentation of bananas and chocolate mousse meshed between two crisp wafers.

A special thank you to Bertrand Hug, owner of Mille Fleurs and manager Julien Hug for hosting the special evening. Mille Fleurs is located at 6009 Paseo Delicias in the Country Squire Courtyard, Rancho Santa Fe. Reservations can be made by calling 858.756.3085. [www.millefleurs.com](http://www.millefleurs.com).



(L to R) Cathy Gomez, Manchester Grand Hyatt and Bobby Udell, Paradise Point Resort. (L to R) Nancy Hirsch, L'Auberge Del Mar Resort; Bertrand Hug, Mille Fleurs; Ewa Skoog, Sheraton Harbor Island. (L to R) Kathryn Bowie and Amanda Smith, Humphrey's Half Moon Inn & Suites.



(L to R) Suzanne Warwick and Patty Korrey, Loews Coronado Bay Resort. (L to R) Julien Hug, Mille Fleurs; Susan Lapping, Loews Coronado Bay Resort. (L to R) Lisa Marie Wyman and Elisa Troiani, The Lodge at Torrey Pines.

## WHERE UNIVERSITY

### The Spring 2005 Issue is Here!

The new Spring 2005 issue has arrived! The gorgeous multi-colored picture of hot-air balloons fills up the cover page and is sure to catch your eye. Inside, however, are more wonderful things.

The editor, Mark Hiss and his team of talented writers have compiled a list of "102 Cool Things" to do in San Diego (page 12), "Secret Tours" a list of unique San Diego Tours (page 16) and feature of a few hot new restaurants (page 44).

Also, page 8 lists the Spring Top Ten best things to do in the city. From the Chocolate Exhibit at the San Diego Natural History Museum to Art Walk in Little Italy, there is something for every visitor this Spring. If you are looking for more things to do or more San Diego happenings, please be sure to check out the Entertainment Listings, pages 68-72.





(L to R) The Los Angeles Chinatown Business Improvement District's Diane Poon with the Sheraton Cerritos' David Fitzgerald who won a carryall tote for being born in the Year of the Rooster.

# where Round-Up

## Concierge News from our Sister Cities

### ▶ LOS ANGELES UPDATE

The Chinatown Business Improvement District included area L.A. concierges in this year's New Year festivities on Saturday, February 12, celebrating the Year of the Rooster. Concierges and guests were first treated to an exclusive luncheon at Chow Fun restaurant where they got an opportunity to sample various traditional Chinese fare including crispy egg rolls, a vegetable noodle salad, along with chicken and beef dishes. Chow Fun gave each guest a box of long wheat noodles to take home, a symbol of long life and prosperity. Guests were then taken on a walking tour of the sites and sounds of Chinatown including a tour through Central Plaza, Chung King Road and a quick stop at the delectable Phoenix Bakery. The final destination was VIP seating for the 106th Annual Golden Dragon Parade where more than 50 floats, bands and entertainment kept the excitement in high gear.



(L to R) Hilton Waterfront Huntington Beach General Manager John Gilbert with the General Manager of the Westin South Coast Plaza, Mike Hall.

### ▶ ORANGE COUNTY UPDATE

February's Orange County Concierge Association's meeting at Chat Noir was nothing short of spectacular. Numerous hotel general managers were kind enough to attend and, combined with the myriad of special guest speakers, the overall turnout was quite impressive. Members old and new, concierge and corporate, gathered together for an informative evening enhanced by the chic Parisian ambiance. Phil Robeson, Chat Noir Operations Manager, addressed the crowd briefly before introducing Saul Cruz as the new general manager. Cruz, formerly of Rouge—another popular Culinary Destinations restaurant, graciously welcomed the crowd and made his own introduction, Executive Chef Chris Reischl, before a lavish dinner was served. It began with an endive, watercress, and arugula salad followed by cabernet braised short ribs accompanied by mashed potatoes in a horseradish cream. Dessert was a fluffy crème brulee served with a sage-flavored biscuit.

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