

Steven Kalczynski

General Manager of Cameo Beverly Hills

The Architect of Luxury:

Steven Kalczynski's 30-Year Journey in Hospitality



Steven Kalczynski is a distinguished figure in the luxury hospitality world, currently serving as the **General Manager of Cameo Beverly Hills**. With over three decades of experience, Steven has cultivated a reputation for impeccable service and visionary leadership across four continents. His career tapestry includes helming properties for some of the most prestigious brands globally, such as The Peninsula, Shangri-La, St. Regis, and Sheraton.

Cameo Beverly Hills, under Steven's guidance, embodies the refined elegance and vibrant spirit of its iconic location. This 5-star boutique hotel, part of Hilton's luxury LXR Hotels & Resorts brand, offers an exclusive experience for its guests. Owned by Braemar Hotels & Resorts and managed by Remington Hospitality, the hotel features 138 exquisitely designed rooms and suites, each reflecting a blend of classic sophistication and contemporary luxury. The hotel's "vibe" is one of understated glamour and serene indulgence, a sanctuary where personalized service meets the allure of Beverly Hills.

From Boston Beginnings to Global Leadership: The Evolution of a Hospitality Veteran

Steven Kalczynski's journey into the luxury hospitality industry began far from the glamorous avenues of Beverly Hills, in the bustling environment of the Sheraton Boston Hotel. His initial success in various roles there quickly led to his selection for a coveted Management Training Program with Sheraton Corporation. This early exposure ignited a lifelong passion, propelling him through a career spanning over 30 years. When asked what initially drew him to this dynamic field, Steven's trajectory from an entry-level position to a top-tier management program illustrates a natural aptitude and a deep-seated drive for excellence that has only intensified with time.

Global Insights: Leadership Beyond Borders

Steven's career is marked by an impressive international footprint, having managed properties in diverse cultural landscapes including China, India, and the Middle East. These global experiences have profoundly shaped his leadership style and refined his perspective on customer service. He emphasizes that while "every culture is different," the foundational principles of "respect, trust, teamwork, and communication always played an important role in managing others, no matter what country I was working in." This insight highlights his adaptability and his ability to transcend cultural nuances by focusing on universal human values, fostering strong, cohesive teams regardless of geographical location.

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The Art of "Spectacular Service": Crafting Unforgettable Moments

The cornerstone of Steven Kalczynski's philosophy is "spectacular service", a commitment to exceeding guest expectations at every turn. He readily shares numerous examples of team members going above and beyond. From a bellman at The Townsend Hotel personally driving a guest to the airport, to assisting relatives whose family member tragically passed away at the Shangri-La Shanghai or even finding an emergency dentist for a guest who lost a tooth on a flight to the Sheraton Grand Doha, these stories illustrate the extraordinary dedication prevalent in luxury hospitality. Steven asserts, "You have to be 110% committed in the luxury service industry, and many are overly committed to meeting or exceeding expectations!" This dedication transforms routine stays into memorable, often deeply personal, experiences.



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Navigating the Digital Wave: Technology's Impact on Luxury Hospitality

Over the past decade, the hotel industry has undergone a significant transformation, with technology emerging as the most impactful change, according to Steven. While digital advancements offer undeniable benefits, particularly in terms of time-saving efficiencies, they also present a challenge to the traditional essence of hospitality. "Technology has overtaken in many ways how we work with guests, which benefits as a time saver, but you lose precious one-on-one guest moments as a result of not being on the floor," he observes. This insight highlights a crucial balance that luxury hotels must strike, leveraging technology to enhance convenience without compromising the personal touch that defines genuine guest service.

Brand Identity and Loyalty: Consistency is Key

Having managed properties for iconic brands such as The Peninsula, Shangri-La, and St. Regis, Steven has gleaned invaluable lessons about brand identity and guest loyalty. He firmly believes that "consistency in brand expectations must be the same for every hotel in the brand." This unwavering uniformity ensures that a guest's expectations for luxury are met or exceeded, reinforcing the brand's promise. Furthermore, he acknowledges that "loyalty is driven by membership in marketing programs," highlighting the strategic importance of structured guest recognition and reward systems in fostering enduring relationships with clientele.

A Life of Movement: The Rewards and Challenges of a Global Career

Steven's remarkable career has necessitated 16 moves, a lifestyle choice that brought quite the challenges for his wife and children. Yet, this nomadic existence has also yielded profound rewards. He speaks of experiencing "so many unique cultures and a better understanding of those cultures," noting that his children, now adults, have also benefited from an international upbringing. He emphasizes the "much deeper learning experience when you are living in a country than just visiting one for a few weeks," highlighting the richness and depth that immersive cultural experiences bring to one's life.

Balancing Demands: The Personal Side of Professional Success

The demands of running a 24/7 luxury business are immense, making the balance between a high-profile role and personal life particularly challenging. Steven candidly admits that while he "married very well," the intensity of his career has at times "not been fair for the family." This honesty offers a glimpse into the personal sacrifices often made by leaders in demanding industries, underscoring the constant negotiation required to maintain equilibrium between professional ambition and personal well-being.

Wisdom for the Ages: A Mantra for Success

When asked for a piece of advice he would give his younger self, Steven offers a profound quote that has served as his long-standing mantra: **"Success is the place in the road where 'preparation' and 'opportunity' meet, but too often it's disguised as 'hard work'."** This powerful insight suggests that while hard work is essential, true success emerges from being ready when opportunities arise, implying a proactive and strategic approach to career development.



Recharging in Los Angeles: Hobbies and Inspirations

Relocating to Los Angeles brought Steven closer to his children and his "grand-dog, an Australian Shepherd," along with the benefit of "nicer weather." Outside of his demanding professional life, Steven finds solace and inspiration in his daily routine. He enjoys working out early in the morning before work, a ritual that helps him recharge. He is also an avid sports fan, keenly following American football (specifically the New England Patriots) and the Premier League for soccer (a devoted Chelsea Blue supporter!). These interests offer a vital escape and a way to stay inspired beyond the confines of his professional world.

A Special Place: Where Love Bloomed

Amidst a lifetime of travel and cherished locations, Steven finds it difficult to pick just one place that holds a special spot in his heart. However, when pressed, he fondly recalls the Sheraton Centre Toronto. The reason? "It's where I met my wife!" This simple yet profound answer highlights that, amidst all the global adventures and professional milestones, some of the most cherished memories are rooted in personal connections.

Guiding the Next Generation: Start from the Bottom

To the young generation embarking on a career in the hospitality industry, Steven offers clear and practical advice: "Start from the bottom and work your way up." He emphasizes that "there is a special education and empathy when you can understand all the roles of your team members!" This foundational approach instills a comprehensive understanding of hotel operations and fosters a deeper appreciation for the contributions of every individual, ultimately leading to more empathetic and effective leadership.

