

CASE STUDY

LODGING DIVISION

THE SAINT PAUL HOTEL

OPPORTUNITY:

Position a landmark hotel property to perform in a tertiary market at a level consistent with upscale and luxury hotels found in similar or larger markets in a manner that provides a significant return on investment to the owner.

SOLUTION:

Morrissey Hospitality Companies was hired to manage the hotel in 1995. Bill Morrissey, who had worked with the hotel since 1982, developed a culture of authentic hospitality and a passion to provide a customer experience equal to grand hotels found across the nation while creating a profitable operation. In doing so The Saint Paul Hotel became the Twin Cities landmark hotel.

THE RESULT:

In addition to achieving landmark status and became the model in which other hotels are designed and operated, The Saint Paul Hotel annually receives awards and recognitions such as 25 consecutive years as Four Diamond hotel, placed on Condé Nast's Top 100 Hotels in the World, and was Minnesota's only Mobile Travel Guide Four Star Hotel.



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