AcquAruba-Radisson Blu

Reception and Greeting

Mr. Frances Gonzales

Good afternoon Ladies and Gentlemen, what a wonderful day this is, and any day in the Caribbean, specifically Aruba, is wonderful.

My name is Frances Gonzales, and I am honored to be here representing our new project, Acqua Aruba, a resort that will set new standards for accommodations, service, and amenities, here in a part of the world that is truly paradise.

I would like to welcome our distinguished guests:

His excellency Minister of Tourism Oduber

Mr. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ president of the Hiata Hotel Association

Aruba government members and representatives

Members of the world class Aruba Tourism Industry

And members of the Aruba press and media.

Joining them with us here today are:

Mr. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ president of Radisson Americas.

Accompanying him are Terry Sanders, Chief Development Officer of the Americas along Tom Osborn Regional Vice president for Caribbean Development.

We are very proud to announce today that our project here at AcQua, will become a new level of hospitality and resort excellence on Aruba, and in the Caribbean, when it will becomes a **Radisson Blu.**

Like any great project, we worked hard to meet the challenges that came before us, and we have. Like the Radisson philosophy of excellence, we addressed every situation that required our immediate attention, and we met and exceeded those goals and expectations.

2.

We intent to create a property that will be a destination, that will be a place where our guests return time and time again because of how they were treated. I could not be more pleased with the design and planning that went into this project. We have taken the best of the best. We have studied what Caribbean visitors want and expect. We have created a venue that flows, is comfortable, is exciting, and is very, very, Caribbean. Our guests will be afforded ocean or island views from over two hundred, spacious two-bedroom suites, or from one of our luxurious sixteen penthouses. All of these wonderfully appointed accommodations will be surrounded by Radisson’s all encompassing, first class, hospitality offerings, including gourmet dining, spas, exercise areas, multiple pools, and SERVICE.

The traveling public today in 2019 has so many options. What makes a property, A Radisson Blu, stand tall above others is how their guests are treated, and what types of positive experiences they receive. I know with confidence that Radisson will employ the best of the best hotel and restaurant personnel from Aruba, the Caribbean, as well as Europe and the United States. From the second our guests meet the employees or arrive at the property, they will be treated with friendly island courtesy, respect, and sincere care. Our goal, which we will accomplish, is that when travelers from Paris, to Rio, to New York, to Tokyo, to Auckland, plan on Aruba, that Radisson Blu Acqua will be what they have heard of, and Radisson Blu will be where they stay time and time again. Every employee will be a concierge, a guest service expert, and a hospitality professional.

Through all our planning and execution, we will remember our responsibilities to the islands, to the sea, and to this beautiful environment. We intend to be an example of energy and environmental design by educating ourselves to the standards of, and attaining the levels necessary, for this property to be considered a candidate for LEED. LEED, as many of you know, is a green building certification program recognized worldwide that emphasizes the best in building strategies and practices. And that will be part of this project.

3.

I want to conclude by telling everyone here, that this will be a project that Aruba can be proud of, that Radisson will rise to the level of excellence, and that our guests will remember for not only the amenities, but how each and every one of them was treated in a sincere and friendly professional manner.

Everyone involved in this project is dedicated to creating a place where the location, the experience, and the guest care, will become a legacy of Aruba and the Caribbean.

Thank you everyone, and should you have any questions, please come join me as we enjoy the rest of this event today.