

LARRY STUART

HOSPITALITY LEADER ~ GENERAL MANAGER ~ DIRECTOR OPERATIONS

"Love Your Customers - Serve Them Unconditionally - Win Their Hearts"



When it comes to hospitality and guest service excellence, Larry Stuart literally wrote the book on the subject (*"The Spirit of Hospitality"*), with 40+ years of experience in hospitality management, food and beverage solution innovation, guest service systems and marketing strategies.

Larry is the Managing Partner and VP of Food & Beverage for LS Hospitality, a leading consulting firm that provides high profile hospitality brands with services that include operational assessments, financial forecasting, business planning, restaurant design / startup, key management identification, staff training, and vendor partnerships, with a focus on people-to-people relationships.

Larry's success in the design, development, start-up and management of hotel and food service operations is unparalleled, leading restaurant and hotel entities to superior ratings from leading hotel and restaurant rating services such as Zagat and Trip Advisor. Most notably, his leadership and contagious passion for guest service excellence was a key driver in the Walt Disney World Dolphin receiving several prestigious industry awards from sources such as Conde Nast, Mobil and the Orlando Sentinel.

After his tenure with the Walt Disney World Dolphin, Larry launched Larry Stuart Hospitality, where he helped orchestrate the launch of KIWI Airlines and led major repositioning and turnaround projects for the Food & Beverage divisions of the Hilton at Walt Disney World Village and Motor City Casino Hotel, with resounding success in increasing revenue, slashing employee turnover, and building training programs. Most recently, Larry launched Stuart Hospitality, where he partnered with HEI Hotels Partnership to take over the \$5 million F&B operation of the Embassy Suites Downton Orlando, saving the property from losing its multi-million-dollar investment in the Hilton brand flag.

Larry has positively impacted brands that include the Hilton Worldwide, Wyland Galleries at Disney's BoardWalk, Embassy Suites Orlando, NASCAR Café, Loews Hotels at Universal Studios FL, The Peabody Hotel, Universal Studios Florida, Southwest Airlines, Cornell University, and other related world-class brands. He also served on the Board of Trustees for the FRLA, contributes as a Hospitality Expert for Fox News, and presides as President of the Cornell Hotel Society Florida. He has also contributed as adjunct professor from Cornell University and Valencia Community College, providing instruction on innovative business and programing strategies, marketing solutions, guest service deliverables, and hospitality management. He has also recently become a regular contributor to Forbes.

When Larry isn't inspiring teams in hospitality excellence, he donates his time and energy to charitable organizations such as Samaritans Purse International Relief, Ronald McDonald House, Orlando Union Rescue Mission, Give Kids the World, the Salvation Army, Habitat for Humanity, and others. Larry holds a Bachelor of Science in Hotel & Restaurant Administration from Cornell University, and is currently authoring a book titled *"The Spirit of Hospitality"*, the fulfillment of a lifelong dream to encourage others through his *passion for hospitality driven servant leadership*.

A dedicated family man, Larry enjoys spending time with his wonderful wife, his 4 children, and his 2 grandchildren.

“ When you boil it down, great customer service comes to this: LOVE your customers. SERVE them unconditionally. WIN their hearts.

