



THE STAR
GOLD COAST

Media Release

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THE STAR GOLD COAST ANNOUNCES TWO KEY HOTEL LEADER APPOINTMENTS

THE STAR Gold Coast has announced two key appointments to its hotel customer service and sales teams.

Joining the group early this month, The Star welcomed Jane Kingston as Director of Sales and Christian Espino to the position of Chief Concierge, The Star Grand.

A seasoned professional with more than 20 years' experience in senior executive roles for leading national and global hotel brands, Jane was previously Deputy Area General Manager for Watermark Hotels Group, where she was responsible for sales, brand management and customer loyalty across the group's dual properties in Brisbane and the Gold Coast.

Christian also brings a wealth of hotel industry experience to The Star, with a career spanning more than 20 years in hotel concierge and guest services roles, including Chief Concierge positions held at the Mira Hong Kong and most recently the InterContinental Sanctuary Cove Resort.

John Autelitano, General Manager of Hotels at The Star Gold Coast, said both new appointments were a wonderful fit for the hotel team, given they shared The Star's philosophy and dedication to providing an exceptional level of customer service.

"We are proud to welcome Jane as the new leader of our hotel sales team, and Christian as the new leader of our front line guest services team," he said.

"Jane is a passionate advocate for customer service and her knowledge and experience in all aspects of the hospitality and tourism industry makes her an incredible asset to our sales team.

"With Jane's deep understanding of the Gold Coast as a destination and how that translates across leisure and corporate travel markets, we are confident she will assist with further growing The Star Gold Coast's hotel and hospitality services presence in the national and international marketplace.

"Christian has extensive experience working in new and established hotel brands, both in Asia and Australia, and has a passion for training and leading his team to exceed customer expectations.

"Christian shares our commitment to delivering outstanding customer service and a truly memorable guest experience, and we know he will lead the Concierge team at The Star Grand to ensure our guests receive the best possible welcome and first impression of our property, while heightening their overall experience during their stay with us."

Jane's diverse experience has seen her work across a variety of hotel and tourism industry roles, including hotel management, sales and marketing, business development, conferences and events and food and beverage sales.



Jane said she was highly motivated and excited to be joining the brand at what is an exciting and hugely transformative time for The Star.

“The future is bright for The Star and the Gold Coast as a destination,” she said.

“The Gold Coast is coming of age and it deserves a premium market leader to provide another great reason to visit.”

A dedicated customer service specialist, Christian is a member of the elite Les Clefs d’Or International, an association for concierge professionals which features 4000 members working in 80 countries worldwide, providing a global network for personal development and setting the bench mark for the highest standard of guest service.

Christian said he was thrilled to be joining one of Queensland’s leading hotels and looked forward to creating memorable experiences for guests and colleagues.

“Each day is unique in this business and that is what makes it so stimulating,” he said.

“I can’t see myself in any other job. I feel privileged to have the opportunity to contribute to the ongoing success of the team and the hotel.”

Renowned for excellence in the hotel industry, The Star Gold Coast has won numerous awards in the hospitality sector, including winner of Best Deluxe Accommodation in the Queensland Hotels Association 2017 Awards for Excellence, and a finalist placement in the 2017 Australian Hotels Association National Awards for Excellence in Training.

The new appointment comes as the Gold Coast’s most iconic hotel and entertainment venue embarks on the next stage of its existing \$850 million redevelopment.

The initial phase saw the refurbishment of all 596 of its rooms at The Star Grand, along with the opening of the new suite hotel, The Darling, and its stunning rooftop dining destination, Nineteen at The Star, which opened just prior to the Gold Coast 2018 Commonwealth Games.

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