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Meet Marco Baumann of Staypineapple in Gaslamp



Today we'd like to introduce you to Marco Baumann.

So, before we jump into specific questions about the business, why don't you give us some details about you and your story. My career started at a new hotel concept property in 1986. I was hired as a part-time breakfast server at a Courtyard and quickly learned that our number one responsibility in hotels is to understand that all workers in hospitality have the same responsibility: serving our guests.

The notion of service has been generalized and undervalued over the course of the last 50 years. At Staypineapple, we cherish and look forward to creating value for our guests through our personal and thoughtful service culture...

Understanding this concept, that service is a valuable commodity which requires hands-on and dedicated attention from professionals, has been the main driver of my career. I am thankful for my mentors, colleagues and team members for taking the ride with me over the last 31 years.

It's a great source of pride for me to have been afforded the opportunity to teach, train, mentor and support hundreds of hospitality professionals while creating value for hotels in all levels of service, from Five-Star resorts to independent limited service properties.

Staypineapple hotels are driven by the mantra that we are dogged about surprising and delighting our guests with our whimsical amenities, unparalleled locations and attentive, personal and unscripted service.

We're always bombarded by how great it is to pursue your passion, etc – but we've spoken with enough people to know that it's not always easy. Overall, would you say things have been easy for you? Learning hurts.

Making mistakes in life are valuable lessons.

The more “experience” someone has in their career, the more obstacles and challenges one can assume that person has bested.

So let's switch gears a bit and go into the Staypineapple story. Tell us more about the business.

Staypineapple Hotels is a brand of privately owned and operated out of the ordinary hotels in extraordinary locations.

We come to work each day to improve, innovate and elevate the experiences of our guests and team members.

We are authentic. We hunger to create value for our guests and we never stop wanting to learn.

Because we love doing hospitality differently and better.

Has luck played a meaningful role in your life and business?

I have been taught and have experienced that luck is the byproduct of hard work, dedication to your own values and a commitment to perfecting the craft you have chosen to pursue in your career.

No one has ever achieved success while waiting for luck to happen.

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