

LUXURY HOSPITALITY
hotels resorts



CONSULTING
& spas

Navigating the way for hotel owners and operators to
define, deliver and celebrate their unique value.



WE'RE IN THE HOTEL BUSINESS,
THE PEOPLE BUSINESS,
THE KINDNESS BUSINESS

We understand the range of challenges facing hotel owners and operators from initial concepts to final check-out, and can skillfully navigate projects of any size and scale through the complex landscapes of both strategy and execution.

Luxury Hospitality Consulting will hold your hotel up to the light like a beautiful gem and know which unique details will make it dazzle from every different angle. Through this, we can transform your bold dreams into a successful reality that will uniquely and consistently deliver at optimum power.

**We're Luxury Hospitality Consulting,
and we believe in the universal power of a
place to call home.**





HOTEL DEVELOPMENT • CONCEPT BRIEF • FACILITIES PROGRAMMING
OPERATIONS DESIGN • GUEST EXPERIENCES • SERVICE DELIVERY
BRAND & PURPOSE • EXECUTIVE SEARCH • LEARNING & TRAINING

“People don’t buy goods and services.
They buy relations, stories and magic.”

Dan Wieden



HOW CAN WE HELP?

Developing New Hotels

From consulting on initial concepts to developing financial models and managing the logistics of running the world's most successful hotels, we're here to help.

Brand Development

Collaborating to develop the framework, language and strategies that will uniquely and consistently deliver your brand at optimum power.

Operational Consultancy

Our creative talent will help you craft unique guest experiences, engage with the local community and support the surrounding environment whilst maximizing resources and ensuring financial success.



RECENT PROJECTS

Six Senses Shoharut, Negev Desert, Israel

We were brought on board to craft a brand and positioning strategy for a 60-suite eco desert resort.

This included advising on operational design, management and pre-opening, and engaging with all consultants.

As part of the brand strategy, we also directed the operator search process and negotiated the management agreement with Six Senses.



Airelles, France

Luxury Hospitality Consulting conducted in-depth research to identify the key pillars of the Airelles brand.

These were then crafted into a clear and powerful brand identity from which all future communication was to be articulated, to support and boost the development and growth strategy of the company.





RECENT PROJECTS

Masseria Calderisi, Puglia, Italy

Luxury Hospitality Consulting led the senior team to deliver operational excellence at this newly launched 24-room farmhouse dating from the 17th century.

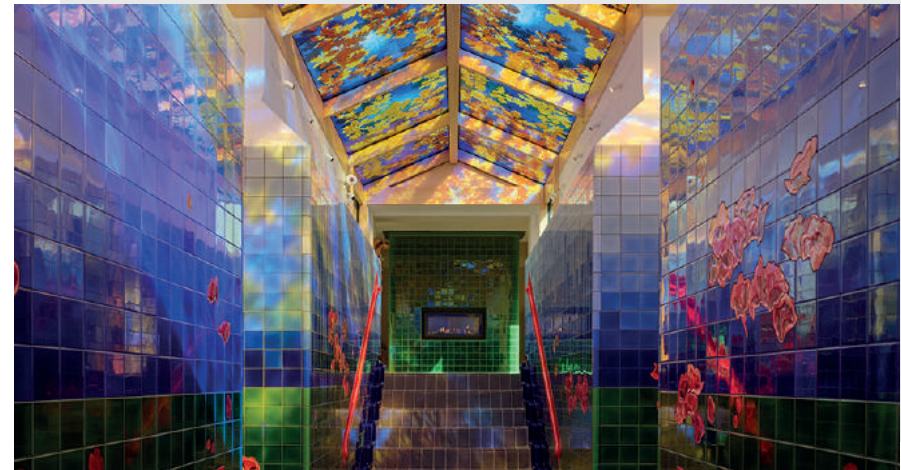
This included driving business strategy, implementing operational systems, training the team and curating bespoke experience to fulfill the brand promise.



The Coach House Health Club & Spa, Beaverbrook, Surrey, UK

We led this multi-faceted Health Club & Spa project from inception to opening over six years.

Working with world-renowned architectural artist Brian Clarke, we also created and shaped the 2200 square metre space, managing all details of the project and pre-opening.





LIV GUSSING BURGESS

founder of LHC has a visionary understanding of successful global hospitality. Her expertise, creative passion and insight has provided the guidance and inspiration to transform hotel brand visions into successful realities across innovation, strategy and operational excellence.



ĀMAN

THE
COACH HOUSE
SPA



LUXEHOUSES



"I have always come to the same conclusion... all the great ideas in the world – design, location, style – are nothing without the right people. I have known and worked with Liv for over two decades. She is inquisitive, focused and delivers. But above all, she connects and brings people together."

Adrian Zecha, Founder, Amanresorts

"Liv helped bring our desert dream resort to fruition. Over four years, she was an integral part of the team, providing valuable expertise during the project. A strategic thinker, Liv saw both the big picture as well as smaller details. She has great integrity, is creative and brings people to work together at their best. I look forward to working with her on many other projects."

Ronny Douek, Founder, Six Senses Shagarut

"Liv is truly one of the best in the business. Her knowledge of the industry and her commitment to her clients is unparalleled. She brings a rational yet creative approach to luxury resort development and has a unique ability to bring hospitality concepts to life, exceeding clients' expectations."

Baron Ah Moo

Managing Director-US at PKF hotelexperts

"Liv is an extraordinary leader in hospitality with great experience in luxury hotel operations in addition to new developments. I would recommend Liv highly in all fields - especially in brand and concept development as well as executive search."

Deniz Omurgonulsen Altuğ

Vice President, Membership at The Leading Hotels of the World

e: liv@luxuryhospitalityconsulting.com

t: +44 20 8798 0916

m: +44 7772 055866

w: luxuryhospitalityconsulting.com

Ripple In Limited is a limited company registered in England and Wales, trading as Luxury Hospitality Consulting. Registered number: 07838002. Registered office: Ripple In Limited, T18 Tideway Yard, 125 Mortlake High Street, London SW14 8SN