



BIOGRAPHY

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Thomas J.W. Voss, President

Thomas J.W. Voss is president of The Grand Del Mar, the acclaimed 400-acre luxury resort destination just north of San Diego with 249 lavishly appointed guestrooms, San Diego's only Tom Fazio-designed golf course, a renaissance-inspired spa, award-winning dining, and an exclusive residential enclave of eight Villas within the property. In his role as president, he also oversees asset management for the 1,625-room Manchester Grand Hyatt in downtown San Diego, also owned by Manchester Grand Resorts.

A sophisticated and hard-driving hotelier, Voss has made it his mission to raise the bar for luxury in Southern California, opening The Grand Del Mar to much fanfare in October 2007. With a keen focus on attaining the highest level of service, Voss has assembled a talented team of industry professionals that has worked hard to establish the resort as one of the country's leading luxury properties. Voss was instrumental in masterminding an exhaustive and intensive training program for employees prior to the resort opening. "A gracious and meticulous staff is tantamount to an extraordinary guest experience," he explains. "We have gone to extraordinary lengths to hire and train a top-notch staff that provides the ultimate in guest service."

Offering evidence of Voss's – and his staff's – painstaking attention to detail and tireless dedication, the \$300 million resort has received rave reviews from the press and public alike, and recently received Five Diamonds from the Automobile Association of America for 2010. The property was listed on *Condé Nast Traveler* magazine's 2008 "Hot List," the travel industry's definitive guide to the world's most exciting establishments, earning praise as a "Top New Hotel" and "Top New Spa"; and was ranked as the #4 Top Mainland U.S. Resort from the same publication in its November 2008 issue. The property also was listed as "Best by Service," attaining a Perfect Score of 100 in *Condé Nast Traveler's* 2009 Gold List. Additionally, the resort's signature dining venue, Addison, is the first restaurant in San Diego to earn a Forbes (formerly Mobil) Five Star or AAA Five Diamond Award *and* the only restaurant in Southern California with both designations for 2009 and 2010; as well as *Wine Spectator's* coveted Grand Award. Under Voss's leadership, the property has attained further acclaim in publications such as the *Los Angeles Times*, *Travel + Leisure Golf*, *Robb Report Vacation Homes*, *Ranch & Coast*, *Riviera* and the *San Diego Union-Tribune*.

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His successes at The Grand Del Mar, are not surprising, given his impressive professional track record. Throughout 25 years in the industry, Voss has accrued numerous accolades and a vast range of international hospitality experience encompassing marketing, operations, staff development and guest services.

A native of Hamburg, Germany, Voss grew up in the hospitality industry. His father owned and operated an oceanfront golf resort, and he worked at the property in various capacities, starting at a very young age. He has since worked at hotels and resorts around the globe.

Voss first came to San Diego in 1992 to open the landmark Hyatt Regency – now the Manchester Grand Hyatt – a towering icon on San Diego Bay. He served as executive assistant manager and director of food and beverage for the 1,625-room hotel for six years before being promoted to general manager for Hyatt Regency Greenville in South Carolina and then Grand Hyatt Atlanta in Buckhead. In 2004, he returned to San Diego as resident manager of the Manchester Grand Hyatt, and joined Manchester Grand Resorts as managing director in April 2005.

Prior to his 17-year tenure with Hyatt Hotels, he was an executive with Starwood Hotels for seven years, working at upscale properties in Muscat, Sultanate of Oman and Abu Dhabi in the United Arab Emirates.

Active in several community and professional organizations, Voss currently serves on the board of directors and on the executive committee of the San Diego Convention & Visitor's Bureau. He also chairs the marketing committee for the bureau, overseeing public relations, group and leisure sales, Internet outreach, and arts and culture marketing initiatives. In addition, he is a member of the Coastal Chamber of Commerce and serves on its board of directors.

Fluent in English, German and French, Voss earned a Bachelor of Science in hotel administration from the University of Kiel in Germany, and also completed graduate studies in hotel administration at Cornell University.

Voss, who is married with two young children, is an aficionado of gourmet food and fine wines. In his off-time, he enjoys sailing, racquetball and spending time with his family.

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