

SEVAG KEROGHLIAN

Sevag has been described as one of the most inspirational hospitality professionals in the industry. Moving to Australia in 2000 at the age of 22, Keroghlian brought his European flare along with him to his new home. Of Armenian decent there is no denying that family traditions - revolving around fine food and socialising with family and friends - inspired his passion and developed his vigour for hospitality.

Hotels were, and still are, where Keroghlian acquired his first love of hospitality. However, front office was not his first big break into the industry. Starting as a housekeeping attendant at Radisson Blu in Sydney, Keroghlian quickly got promoted to a housekeeping supervisors role. Soon after, the Holiday Inn offered Keroghlian a night receptionist job where he found out that being on the front line was his niche.

In 2004 Keroghlian leapt at the opportunity to be a concierge at Novotel Sydney where his dedication to go above and beyond for guests did not go unnoticed. His natural ability to make people feel special meant frequent employee of the month awards turned into a promotion to a guest services agent role in no time at all.

In 2006 Keroghlian's passion for travel saw him move to Queensland where he joined the Sheraton Mirage Resort & Spa front office team and shortly after, the Conrad Treasury in Brisbane. Here he had the pleasure of looking after the Prime Minister of Australia, John Howard, as well as many other well-known public figures, Beyoncé to just name one.

After five years in Australia Keroghlian moved to New Zealand, wishing to play a part in the industry as it prepared for the 2011 Rugby World Cup. His placement at the Hilton in Auckland saw him become employee of the year, as well as being awarded 2nd best receptionist in the country in 2007 participating in AICR's competition.

On top of these accomplishments, he was also presented with a scholarship to go towards the completion of his Diploma of Hospitality Management.

Keroghlian has never been a man to do anything by halves. If his big move wasn't enough, he soon sought out a new challenge and accepted a role as a guest services supervisor at Sky City Grand Hotel. This was just one of the many highlights in his career where Keroghlian had the opportunity to look after Heads of State, Royalty, celebrities and dignitaries that travelled to Auckland to attend the Rugby World Cup.

Keroghlian proved himself to be the best man for the job when delivering high-class service to such high profile guests. So much so that he was offered the role of front office manager at the Rendezvous Grand Hotel in Auckland in 2012. He could only go up from here, and because of his experience he was called upon for the Pullman Auckland Hotels brand new front office manager after taking over from the Hyatt. His amazing team, that he developed and moulded, grew into award winning and nationality recognised service professionals. He was the Treasurer for AICR New Zealand until recently when he became the President for AICR in Australia.

As front office manager at Pullman in Auckland, Keroghlian met his Holiness, The Dalai Lama. 'It is definitely the highlight of my career, it will be hard to top that.' Sevag Keroghlian

With 14 years of experience in hospitality and three languages under his belt, Keroghlian is a professional when communicating with people from diverse cultures. There is no doubt he uses these skills when speaking with guests, but he also uses his experiences to motivate and create a perfect team.

Pullman Melbourne, formerly Hilton on the Park, has recently been purchased by Accor, and Keroghlian was asked to help drive the Pullman culture within the team. He was, and still is pivotal in helping to introduce and enforce the Accor values, something that Keroghlian had done previously during his successful time at Pullman Auckland.

When moving back to Australia Keroghlian brought with him the AICR organisation. It provides luxury hotels with the opportunity to put forth their best front office team members to compete in a prestigious competition. Winners of the national AICR award will go on to the world-class event where they will compete for the David Campbell Trophy, which will be hosted in Vienna in January 2016.

Sevag Keroghlian is truly an exceptional person, let alone hospitality professional. If you ever have the pleasure to be served by, meet or to work alongside him, you are most definitely one very lucky individual. His contagious personality and positivity, as well as his passion for the industry will take him to higher places and will certainly see him in a General Manager role by the time he is 40.

'Love what you do, and do it with a passion!' – *Sevag Keroghlian*