

easyJet

A MAGAZINE FOR THE GET-UP-AND-GO GENERATION

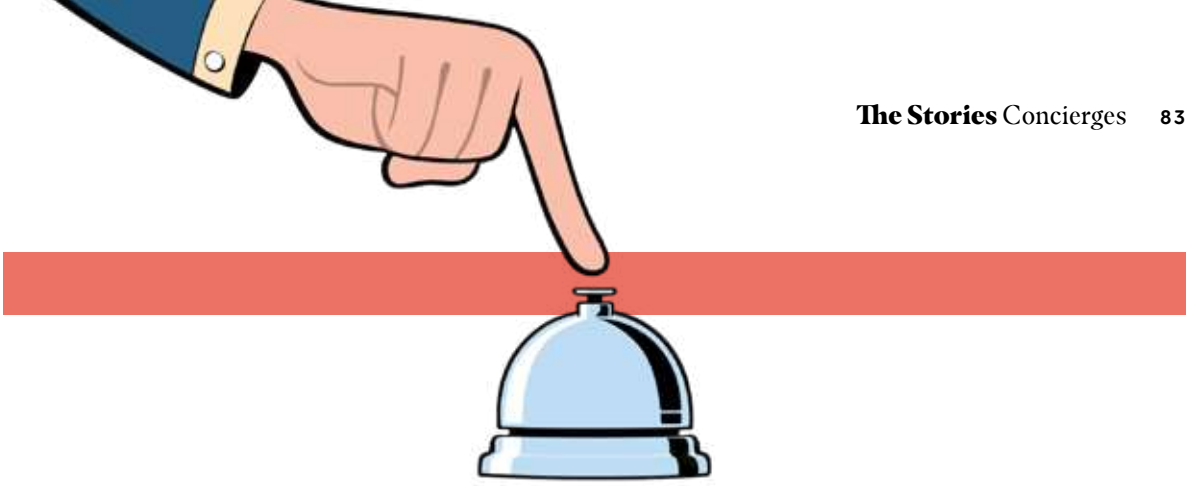
TRAVELLER

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Spectacular

OUR MOST
ASTONISHING
PLACES TO STAY

THE
easyJet
holidays
ISSUE



Next time you check in to a hotel, don't just rush to your room to dump your bags. That smart-looking person behind the desk has the power to elevate your holiday from merely good to unforgettable. Chat to a concierge and you'll discover they're basically human-shaped guide books with the ability to find you a table in the best restaurant in town, book you a limo back to the airport or just lend you a phone charger if you've forgotten yours. Overlook them and you're missing a trick. We reveal...

The secrets of the concierges

WORDS BY ANDY HILL
ILLUSTRATIONS BY WIUNDER / LOVEBLOODCREATIVE.COM

Great hotels are electric when it comes to tech

Thodoris Zervopoulos,
MarBella hotel, Corfu

“Even if the atmosphere at a hotel is relaxed, the concierge needs to be ready for any query. This goes much further than recommending local beaches, offering umbrellas or bringing an ice cream to an upset child. More than ever, nowadays, requests are ‘tech-centric’.

“For example, a common plea is to quickly charge a flat mobile-phone battery – to help with this we now have a speedy charging station. We’ve even been known to provide spare chargers or tackle broken screens by taking them to traders in the town to get fixed. This has saved the day for so many guests, who either need to get in touch with the office or keep the kids happy.”



The concierge is there for life's biggest moments

Laura Mattocks,
Almyra Hotel, Cyprus

“Last summer we had a young couple on holiday here for a week. When she went to have a treatment at the spa, the husband came to see me looking sheepish. It turns out he’d bought a ring and wanted to ask the woman to marry him, but had no idea how to propose. We helped him organise everything and came up with a few ideas for the big moment. In

the end we agreed it would be best to lead them up to the roof on a fake tour, then leave them alone with a couple of glasses of very nice Champagne.

“She said yes, of course. What’s more, they came back this year to say thanks and to reveal that they’re having a baby. It’s connections like these that make me love my job.” 