

A Note from Managing Director Steven Kalczynski



To All of Our Valued Guests,

2018 marks our 30th year in operation at The Townsend Hotel so on behalf of all of The Townsend Hotel associates, (over 100 who have been here for years 10-15 years or longer), it has been our pleasure to serve you for these past 30 years.

Whether you have stayed with us overnight, dined in the Rugby Grille, enjoyed an Afternoon Tea or allowed us the privilege of hosting your special event, we truly wish to thank you for your **patronage. Our goal is to deliver, “unprecedented gracious, thoughtful and personalized service” that exceeds your expectations,** and we greatly appreciate being given the opportunity to do so.

The last four years we have gone through a major “rejuvenation” and are very proud to continue to unveil our new modern luxury Guest Rooms, the upgrades including exquisite new décor, luxury linens and custom artwork. Additionally, all of our Guest Rooms are now equipped with Bose Radios, Frette Linens and the Evolve System, a new wireless in-room control system for controlling lights **and heating/cooling. If you haven’t stayed with us recently, we** welcome you to experience some of the newest and best accommodations Southeast Michigan has to offer.

Equally as exciting are the upgrades to our public areas including The Townsend Ballroom, guest room corridor carpets, Regency Ballroom and in 2018, we will be focused on both our main lobby and

tea lobby, all fully refreshed and more ready than ever to host your personal or professional events.

If you haven't dined lately in The Townsend's award-winning Rugby Grille, we'd love to show you what we're creating! The notable American wine and lifestyle magazine, Wine Spectator, has named the Rugby Grille a recipient of its Two-Glass Award of Excellence since 2013. Diners continue to rate our restaurant one of the best following their exceptional dining experiences.

Of course Afternoon Tea at The Townsend continues to be a traditional favorite for many in the Detroit Metro area. Afternoon Tea was introduced in **Britain in the early 1840's** and evolved as a mini meal to stem the hunger and anticipation of an evening meal at 8pm. Today, Afternoon Tea is usually enjoyed as an occasional indulgence or to celebrate a special event such as a birthday, or a pre-wedding or baby shower party with a group of friends.

Please let us know how we can assist you!

Sincerely,

Steven Kalczynski

Steven W. Kalczynski
Managing Director