

A Note from Manager Director, Steven Kalczynski



To All of Our Valued Guests,

2018 marked 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. Welcome to 31 years! In 2018 we were selected as one of the Top Workplaces in the Detroit area!

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 five 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. In 2019 to keep up with the trends, we will be renovating our guest bathrooms with new marble, stand-alone showers, and a vanity area in our luxury king and double-double guest rooms. 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 special 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 and is one of only a few Forbes Travel Guide “recommended” restaurants in Michigan. 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.

I'm also very pleased to share with you ways in which The Townsend has been able to give back to our guests and communities in 2018. To date, we've been happy to support, partner with and provide over \$100,000 of resources to fabulous community organizations. It is truly our privilege to be able to spread our support to so many worthy causes across metro Detroit.

Lastly, I'm honored to share with you some new additions to The Townsend Hotel's roster of industry accolades. Forbes Travel Guide, originator of the Five-Star Ratings and known for establishing the benchmark for excellence in global hospitality, named The Townsend Hotel a four-star award winner again in 2018 (six years running) while Travel + Leisure's reader's poll named The Townsend Hotel "Best Hotel in Michigan". We also are proud to have received the Conde Nast "#11 of Top 20 Hotel in the Midwest" as well as the AAA Four Diamond Hotel Award for the last 30 years!

Please let us know how we can assist you!

Sincerely,

Steven W. Kalczynski
Managing Director