



## CONCIERGE QUESTIONNAIRE RICCARDO GAROFALO

Languages:

German, English

Have worked at Hotel Bayerischer Hof since:

February 2008

Hobbies:

Football, spending time with my family

Favourite restaurants in Munich and why?

Guido al Duomo: Is very central and there is no other Italian restaurant like it in the city centre. Also, the entire team is always very friendly.

Specialities (strengths):

Things for families to do in the city

Motto for life:

Enjoy the moment! There are no problems, only solutions.

Personal concierge tip:

Museum Mensch und Natur. A place for children especially to learn and discover.

Why Hotel Bayerischer Hof?:

Because it's the best hotel in my favourite city.

If I were not a concierge, then I would be:

Professional footballer

Most bizarre wish:

One Saturday morning, a VIP guest wanted to go shopping in the Lodenfrey department store an hour before the store opened. Unfortunately, no one could be contacted there, which is why I naturally tried everything I could to make this happen. We then got in touch through a friend of the team and the VIP guest was able to go shopping alone at Lodenfrey one hour before the store opened.

Most touching experience:

There are just so many guests who are really touching. Every earnest "thank you" for an extremely difficult wish that I was able to fulfil, or just a restaurant recommendation, is always something special for me.

Funny mishap:

I accompanied a guest to the reception and when I turned around quite quickly, a regular was standing in front of me. The funny thing was that he is 7 foot tall and I'm just 5'5", so I only saw a stomach in front of me and was a little taken aback. The guest and I had to smile. Him looking down and me looking way up.

Unforgettable experience:

To meet Hugh Jackman. The man is simply a legend. He was always totally "normal" here with us and also changed his clothes in the car park every morning for his daily bike trip through the Englischer Garten.

