

# CONCIERGE CONNECTIONS

## Getting To Know Your Concierge, Stephanie Leese

***Assistant Chef Concierge, The Talbott Hotel  
Past President, National Concierge Association (NCA) Chicago***

Stephanie is a third generation hospitality professional, and launched her 24-year career at The Drake Hotel front desk. Pivoting to hotel sales and marketing for a decade, she has always put customer service first. She has planned corporate, social and community events of milestone proportions, including a Presidential Inauguration, national art exhibition debuts, author tours, and international delegations. She currently adores planning detailed itineraries for guests at the beautifully renovated Talbott Hotel, Chicago's premier luxury boutique hotel, located in the famed Gold Coast neighborhood.

Growing up in a high-profile sports family, the topic of golf was a natural. Directing golf tournaments and athletic events with international athletes and fans was an immediate connection. Stephanie was appointed by the Mayor's Office to voluntarily direct the headline entertainment for the World Cup in Chicago.

Stephanie's colorful palette of serving the community with a creative flair led her to the Terra Museum as director of development/events, and operating a Chicago gallery. Her aesthetic pursuits include board of directors' positions with the Art Institute of Chicago and the Chicago Architecture Foundation. Everything has pointed to the world of Concierge as Stephanie made front-line guest service training the objective of her professional and personal paths. She developed and teaches a communications training course to assist organizations promote a unified and consistent message.

Education remains at the top of Stephanie's priorities, she is in her second term as president of the Industry Advisory Board for Lexington College, the nation's only hospitality school for women. She established the event planning curriculum for the school, and instructs all three courses. Stephanie taught a custom-developed syllabus for Chicago Public Schools and enjoyed being a "Principal for a Day."

The Illinois Hotel and Lodging Association (IHLA) awarded their "Stars of the Industry" and Stephanie was voted in the top three finalists. She has served on the Board of the National Concierge Association (NCA) Chicago for three years, and is the past president.

Going into her fourth year at The Talbott Hotel, Stephanie's enthusiastic mantra is "Concierges are event planners, serving one or two guests at a time!"

**Stephanie may be reached at 312.944.4970 or [concierge@thetalbott.com](mailto:concierge@thetalbott.com).**