

# THE SAN LUIS *Resort*

SPA & CONFERENCE CENTER

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## **SAN LUIS RESORT, SPA & CONFERENCE CENTER KEEPS 'EM COMING BACK FOR MORE**

*Service and Smile Go the Distance on Texas' Gulf Coast*

GALVESTON, TEXAS — The San Luis Resort, Spa and Conference Center took note of a recent study from the University of Bern's Research Institute of Leisure and Tourism that indicated that the number-one reason (68%) for losing repeat business of hotel guests is the lack of quality service.

"We've always placed a high value on service to our guests," said Paul Schultz, Vice President of Hospitality for Landry's Hotel Division. "We are known for our service and attention to the details and take great pride in knowing that our clients expect nothing less."

Since 1996, when Landry's took ownership of The San Luis, service has been a priority creating a luxury experience for all guests. Schultz and his team have enhanced the value on the resort's adults-only VIP Club Ten by providing in-room breakfast rather than continental breakfast in the common areas.

"And this summer we have added complimentary transportation for our guests to the Galveston Island Historic Pleasure Pier, the perfect new venue for off-site team building events," added Schultz.

The San Luis also offers infused waters in the hotel lobby during summer months for guests and has enhanced its sales team with the addition of Mike Regli, Regional Director of Sales for Landry's Hotel Division, who pulls together the amenities of three properties, one convention center and one conference center to give all groups and meetings the very best to meet their needs.

The San Luis Resort is owned and operated by Fertitta Hospitality LLC, which is owned by Tilman Fertitta, president, chairman and chief executive officer of casual dining, hospitality and entertainment company Landry's Restaurants, Inc. The Galveston Island Convention Center at The San Luis Resort is a public/private partnership between Landry's and the City of Galveston, and is managed by Landry's. For reservations or more information, call 409.744.1500 or 800.445.0090.

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