



KerryAnn was there from day one when the spectacular and architecturally acclaimed Te Pania first opened, although her office 'digs' then were not spectacular. "Out the backyard in a portacom," she laughed. Originally from the South Island, and with extensive experience in hospitality management, she fell in love with Hawke's Bay after taking on the job at Scenic Hotel Te Pania. "Where else can you live only twenty metres from the sea and watch the sunrise," she said of the home she and her husband have established at the coastal settlement of Whirinaki.

Natural blessings

And while she took a break from her management role at Scenic Hotel Te Pania, she always knew she would be back. About 15 months ago she resumed her role in what she described as an ever-evolving business. Already blessed with beautiful natural lighting, KerryAnn said recent focus had been

on new, exciting but relaxing colours schemes and extensive revamping of the air conditioning system. The Scenic Hotel Group has committed \$850,000 to this project so they are very serious about getting it right.

As it has been from day one, it is all about creating a special experience, a special place, for both visitors and locals. Locals? "We love to have local people call in for a meal in the restaurant or a coffee or a wine in restful surroundings."

That is the big point of difference with Scenic Hotel Te Pania - a smart, sophisticated and quiet place to relax and chat. No overbearing hubbub of noise or foot traffic. An oasis if you like, and an oasis a growing number of locals are discovering.

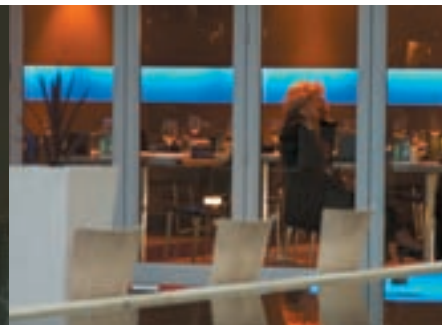
For guests who arrive from all over the country, and the world, the Scenic Hotel Te Pania experience is very, very special. So special, it is not unusual to see familiar faces returning again and again. Which is not surprising given that the staff philosophy, and it applies across the Scenic Hotel

Above: Architecturally acclaimed Scenic Hotel Te Pania.

Scenic star

KerryAnn Gibbs has no problem with arriving for work early or occasionally having to work late. Because as far as workplaces go it has the best outlook in town. KerryAnn is the general manager of four-star Scenic Hotel Te Pania on the northern end of Napier's Marine Parade, and the sight of the ever-changing colours and conditions of the mighty Pacific Ocean are as inspirational, and indeed restful, as they were the day she first took in the vista about eight years ago.

editorial roger moroney / *pictures* lee warren



Group, is one of giving the guests a level of service that is friendly, informative and personalised. "We want them to feel valued."

Guest experience

The team at Scenic Hotel Te Pania want the guests to have a great experience while they are in Napier. The staff have a single objective and that is to do everything they can to enable the guests to truly experience the province.

All 114 rooms look out toward the Pacific. "It is a restful view. People can put their feet up at the end of the day and read, or just take in the view. And that's especially important for business people who are away from home. We want to make this special for them, like home."

That approach is typified by what KerryAnn called 'the pillow menu.' "We offer six different types of pillow. There's a selection because we want the guests to be very, very

comfortable. We have had such a positive response that we now offer the pillows for sale on our Scenic Hotel Group's website."

Many guests wish they could take Executive Chef Achyut Giri, Nepal born and now happily living in Napier, with them also. Like the hotel, he has built a reputation for providing the very best. Using light fragrances and curries, Achyut applies a special touch to a very special menu, and is acknowledged as a true master of the subtle blend of fine flavours.

Scenic Hotel Te Pania's location is complemented by the Ocean Spa pools complex and War Memorial Conference Centre, both a mere minute walk away. And conference-attendees just have to cross the road to the comfort of their rooms, and that remarkable view. "It's all about our guests and making their experience in Napier truly memorable."

www.scenichotels.co.nz

Above clockwise: Rooms all with Pacific views. The inspiring Exchange Brasserie & Bar. Fast efficient service throughout the hotel.