

HOTEL WITH THE MOST STUNNING VIEWS

DENISE KUNISCH, DIRECTOR OF SALES & MARKETING

Falkensteiner Schlosshotel Velden

INTERVIEW BY **NIKA PIRNAR** / PHOTO CREDITS **FALKENSTEINER SCHLOSSHOTEL VELDEN**

Q: What does it take to be a meetings star winner?

Schlosshotel Velden is the ideal setting for celebrations and meetings, with its luxurious, modern, and perfectly equipped rooms, complemented by a panoramic terrace with spectacular views over the lake. We offer an appealing meeting area covering 800m² and including one boardroom (dividable), one chairman's room as well as a ballroom (also dividable). In addition to that, natural light, free WiFi, air conditioning, a lectern and state-of-the-art conference equipment is also available. Moreover, our cuisine offers international and national culinary delights, with the stylish Seespitz restaurant on the shore of the lake, the exclusive gourmet Schlossstern restaurant and the cosy Bartholomäus restaurant offering magnificent views over Lake Woerth. In addition, our service team seeks to fulfil all of our guests' expectations. Furthermore, we provide 104 rooms and suites in ten different categories, blending historical ambiance with the modernity of the 21st Century. After an intense meeting day, our Acquapura Spa is the ideal place to relax and forget the stresses of the daily demands.

Q: What are your biggest challenges?

Probably the biggest challenge is to attract people in the winter season, as even at that time of the year Velden is a beautiful destination and the Falkensteiner Schlosshotel Velden is also offering a wide programme during the off-season in order to address our customers e.g. Yoga Retreats and classes, Fascia Workshops, the 3,600m² wellness area as well as our restaurants that are as varied as the taste of its guests.

Q: How do you use social media?

To attract as many potential guests as possible, we are trying to boost our social media activities through various actions e.g. Schlosshotel Velden having its own Facebook page and the entire Falkensteiner group having a separate Facebook page as well as an Instagram, Google+, Twitter and YouTube channel communicating offers and news of all the hotels.

Denise started her career in 2005, when she started out at a travel agency (L'Tur Tourismus AG). She then moved on to for the Hotel Group, where she and started to work as Banquet Coordinator at NH Wien Airport, later she worked as Telesales Executive, Sales Manager and last but not least as Global Account Handler, remaining with them for seven years. Since May 2015 she has been employed at Falkensteiner Schlosshotel Velden, where she subsequently took up the position of Director of Sales and Marketing in March 2016.



Q: How do you best motivate your staff?

Falkensteiner offers its staff various possibilities to broaden their horizons at a personal and professional level in the form of the Falkensteiner Academy. Moreover, the possibility of being promoted within the company is offered. And furthermore, Falkensteiner offers special staff conditions in terms of room rates covering all of the Falkensteiner hotels and residences. Besides all of these benefits, we motivate our staff with the most beautiful office and its stunning views!

Q: Which other hotels do you admire?

Nowadays the luxury hotel industry segment is a demanding business and guest expectations constantly increase, therefore each hotel has its own challenges to deal with. It is tough to highlight one in particular, as all of them are outrageous in their own specific way for offering quality at the very highest level.

