



## MEMORANDUM

**Date:** March 12, 2010  
**To:** Ballantyne Hotel & Lodge Associates  
**From:** Joe Hallow, President of Bissell Hotels  
**Re:** Adriaan Radder, General Manager, Ballantyne Hotel & Lodge



I am very pleased to announce that Adriaan Radder has accepted the position of General Manager of The Ballantyne Hotel & Lodge. With an extensive background in the hospitality industry spanning more than 25 years and a wealth of experience working for global luxury brands including Marriott, Ritz-Carlton and One&Only Resorts, Adriaan has served as a General Manager for seven hotels in three continents.

Adriaan will oversee operations of The Ballantyne Hotel & Lodge, and I know he will be instrumental in leading our continuous efforts to elevate our property to new heights. Adriaan is scheduled to start on May 10.

Most recently, Adriaan was Senior Vice President with Kerzner International and General Manager of One&Only Ocean Club, a top tier resort in the Bahamas. The Ocean Club is a Forbes 5-Star Resort and was recognized by

*Travel + Leisure* as the 'Number One Resort in the Caribbean' in the 2008 annual World's Best Awards. Prior to joining One&Only Ocean Club, Adriaan served as Vice President and Area General Manager for The Ritz-Carlton Hotels of Washington D.C. In this role, he oversaw four properties and achieved significant improvements in profitability as well as guest and employee satisfaction ratings. Before that, Adriaan worked as General Manager of The Ritz Carlton, Pentagon City. Under Adriaan's leadership, the hotel became one of the brand's top performing hotels.

Adriaan also worked for Marriott International where he held General Manager positions at several properties, including The Jeddah Marriott Hotel, Saudi Arabia, The Amsterdam Marriott Hotel, The Netherlands and The Tyson's Corner Marriott, Vienna, VA.

Exemplifying all of the qualities of a future Franchise Player, Adriaan is a recipient of Marriott's "General Manager of the Year" Award, both at the franchise and international levels. In addition, Adriaan was honored twice with Marriott's Outstanding Owner Relations Awards.

Originally from Holland, Adriaan studied at the Hogere Hotel School in Maastricht, The Netherlands before relocating to the United States where he earned both his Bachelor's and Master's degrees in International Hospitality Management from Florida International University.

Adriaan will be moving to Charlotte with his wife Kim and dog Buster. Adriaan and Kim have two children, 23-year-old son Andrew and 19-year-old daughter Lauren, both living in the Washington, DC area.

Please join me in extending a warm welcome to Adriaan.