

**Ports of Call:**

We board a Manhattan 50 for a leisurely cruise along Malta's coast – an emerging hotspot for yacht owners, positively dripping with history and culture

**40 Metre Yacht:**

Sunseeker's biggest-ever flagship makes her epic debut at the Southampton Boat Show this September. Tom Isitt conducts the very first grand tour

**Rites of Passage:**

Eskimo singer-songwriter Simon Lyngé may live in Seattle, but the inner peace of Greenland's extraordinary landscape is never far from his heart

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# SUNSEEKER

THE OFFICIAL MAGAZINE OF SUNSEEKER INTERNATIONAL · AUTUMN 2010



“Everything from the size of the bathrooms, to the kitchen, the elevators – what the guest sees and what they don’t, it all has an impact on their experience. If mistakes are made you can’t provide superior service, which is the ultimate aim”



### Philip Carruthers

GENERAL MANAGER, COPACABANA PALACE, RIO DE JANEIRO

It might be a long way to Tipperary, but in hotel terms it would seem to be a heck of a lot further from Accrington in Lancashire to the pounding surf and bikini-strewn beach of the Copacabana Palace in Rio de Janeiro. Despite being born in the north of England, it's by the latter that you'll find the thoroughly-Brazilian Philip Carruthers, whose family moved to South America after WWII and who has been General Manager of the prestigious Copacabana Palace hotel for 21 years, and Regional General Manager, Brazil for Orient-Express hotels since 2007

His 225-room hotel, built in 1923, has hosted countless royals, presidents and rock stars – in 2006 a special bridge was built directly to the beach for The Rolling Stones when the group played to over a million people, and everyone from Rod Stewart and Madonna to Bill Clinton and Carmen Miranda has lazed by the pool.

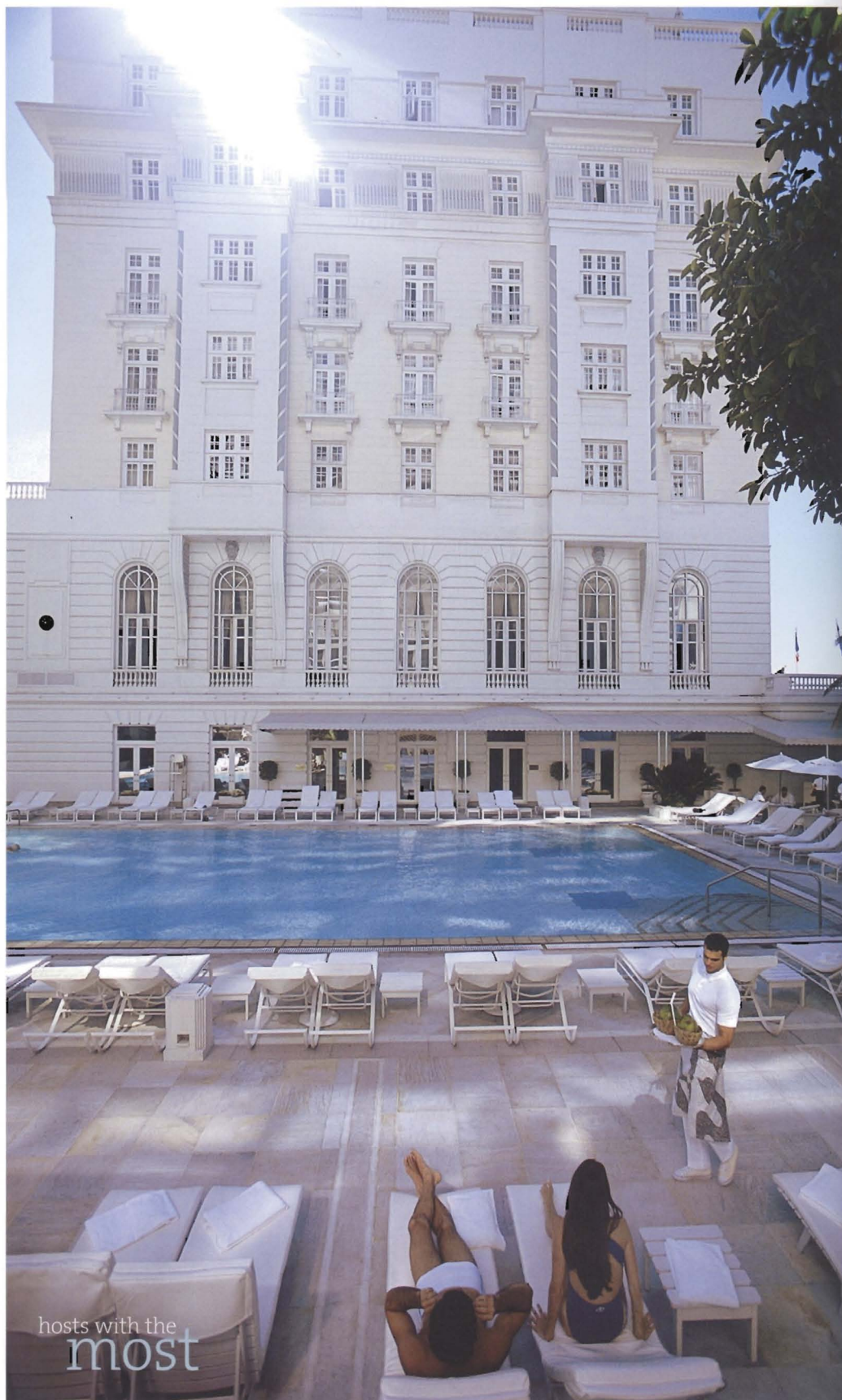
“When you develop a hotel, you have to get the functionality right,” says Carruthers, who was manager of his first property by the age of 23. “Everything from the size of the bathrooms, to the kitchen, the elevators – what the guest sees and what they don’t, it all has an impact on their experience.

“If mistakes are made you can’t provide superior service, which is the ultimate aim. And of course you have to have the right human element – that’s what makes a hotel special.”

He readily acknowledges hotels always have to be one step ahead of the game due to the dynamic environment of the sector. “There’s a higher calibre of person entering the hospitality industry, certainly here in Brazil,” he concludes. “Even to begin as a trainee you need to have a university degree these days.”

It’s something he notices when he travels. “In this country there are some really charming, small pousadas – I don’t like to stay in other large luxury hotels otherwise I just start nitpicking.”

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