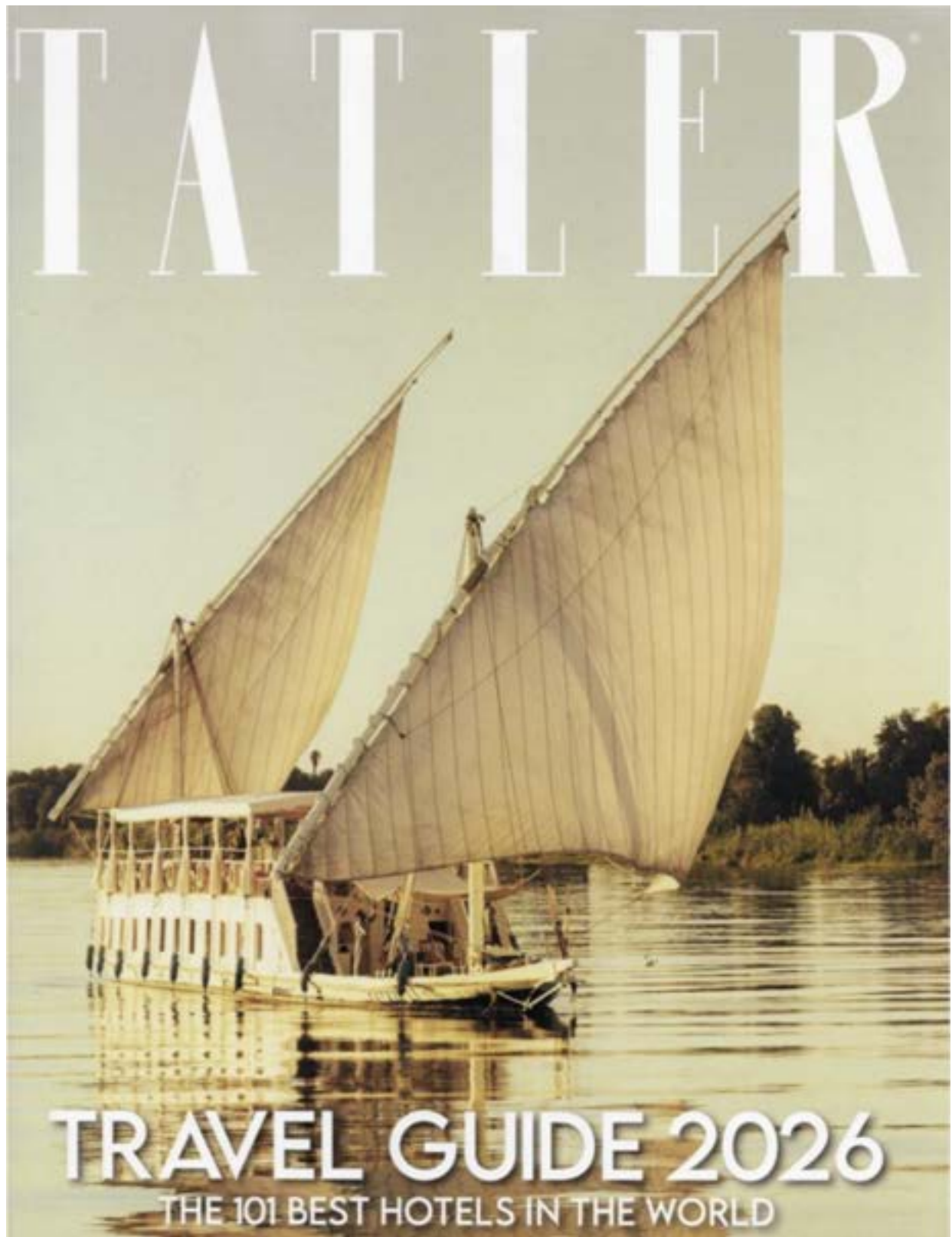


THE MARK

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TOP HAT & TAILS

THE MARK

You spin me RIGHT ROUND

All-seeing, all-knowing, always on hand... **The Mark Hotel's** most prestigious gatekeeper has seen — and done — it all

By BEN BARRONE

A LOT OF PEOPLE KNOW A little bit about **The Mark Hotel**. Authors such as Anne Hathaway and Donella Versace have chosen the "most famous lobby in the world" as an unofficial red carpet before the Met Gala and its grand episode of *Real Life*. *That... and Success*. The hotel is something of a local celebrity. But nobody — not even the jet setters

and really lucky enough to be uninvited to this Manhattan manor — knows it as well as its doorman.

These polymaths in orange ties are the lifeline of the institution. The first people you see when you walk through the door and the last to wave you goodbye when you leave, it's their job to make you feel at home, whether you have flown in from Japan or jumped off

subway line 6 at 77th Street. "We do a little bit of everything," says Timmy Giacalone, who has worked here for 11 years. "You're a therapist, you're security..."

A nation of Ananta, Quana, Timmy's on-vehicle speed-dial at Gala time. During the 2014 Met Gala, this then-novice doorman was coordinating demands of security details, costume deliveries,

make-up artists and even service orders. "You can't even take the elevators that day," he says. "You have about 500 doors, and you have to leave 'em and get 'em to come at an exact time when people are out of the elevators. It's overwhelming." Such responsibility comes with perks. The alter ego's amusing, because everybody's just happy to wait.

The club's most in **The Mark** club is black-tie moments — it's the day-to-day intercoms that make these gatekeepers so vital. When one guest needed their Penetration Room home to Qana, Timmy was only too happy to oblige. After 24 hours on Qana Airways, the canine cage was successfully delivered. His colleague, Driscoll, is known as "the dog whisperer" by pen-testing regulars — their punches make a beeline for him when they see him down the street — and all their commands are available for dog walking in Central Park. But whether it's racing forgotten laptops from Rhode Island or picking up champagne from Philadelphia, Timmy concludes: "In **The Mark** Hotel, there's no 'No' in the vocabulary." □

AS ONE DOOR CLOSES... MEET THE ESTEEMED DOORMEN OF THE WORLD'S FINEST INSTITUTIONS



CARL HOLNESS The Connaught

One of the most high-octane and memorable moments during doorman Carl Holness' time at The Connaught was when the Best First Lady of the United States, Dr. Jill Biden, called the hotel. "I had the honor of being positioned at the front line by the entrance, making everyone feel as if they were the only one," he says. "It was a thrilling experience to feel myself in a way that I had never felt before."



GUILLAUME GAUTIER Hotel Plaza Athénée

Guillaume Gautier has been a doorman at the Hotel Plaza Athénée since 1988 — and he's got an aptly sounding surname for the job. He's become a role model of welcoming Paris Fashion Week guests to Avenue Montaigne — also known as the Avenue de la Mode — and naturally, they're all grateful that he's been there for so long. "It's important for us to make them feel at home," he says. "I believe the art of being truly attentive can make a real difference. That's why it's a passion."

