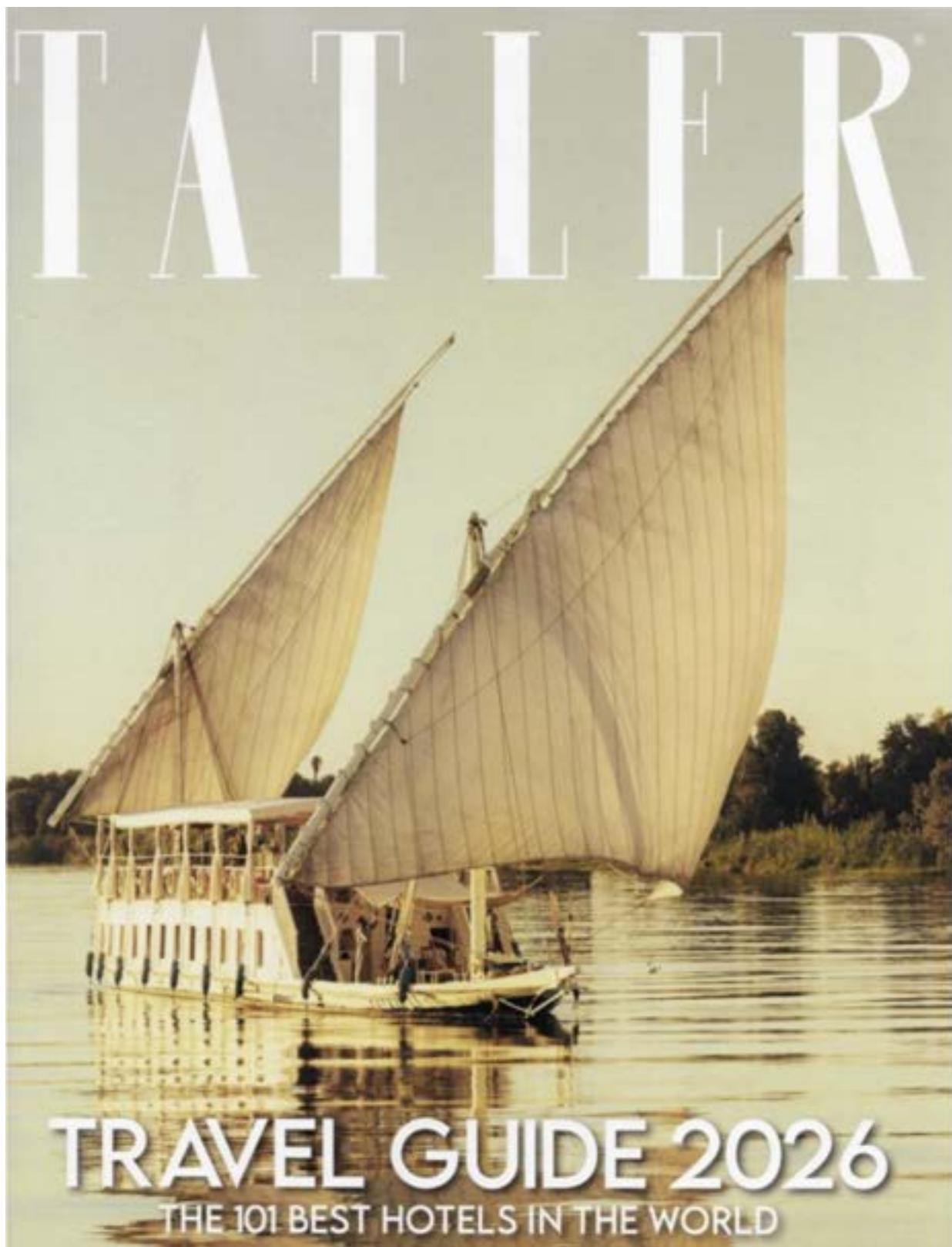


THE MARK

Tatler print
December 2025 /January 2026 Issue





TOP HAT & TALES

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 JORDAN

THE MARK
Carlton Gossard
Carlton Gossard
Carlton Gossard
Carlton Gossard

Andrea Gossard
The Mark's doorman
Terry Gossard

A LOT OF PEOPLE KNOW A little bit about **The Mark** Hotel. Actors such as Anne Hathaway and Donald Sutherland have chosen the "inner sanctum" lobby as the world's most beautiful and elegant before the Met Gala and its grand episodes of *And Just Like That...* and *Surviving*. The hotel is something of a local celebrity, but nobody – not even the jet-setters

and royals lucky enough to be unconcerned in this Manhattan marvel – know it as well as its doorman.

That polymath in orange is the doorman 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

airplane 100 ft at 77th Street. "You do a little bit of everything," says Terry Gossard, who has worked here for 11 years. "You're a therapist, you're security..."

A native of Astoria, Queens, Terry's an celebrity speed-dial at Gala time. During the 2014 Met Gala, this then-newbie doorman was coordinating thousands of security details, comment deliveries,

make-up artists and room service orders. "You can't even take the doorman that day," he says. "You have about 500 doormen, and you have to locate 'em and get 'em to come at an exact time, when people are out of the doorman. It's overwhelming." Such responsibility comes with perks: "The doorman's amazing, because everybody's just happy to see us."

But there's more to **The Mark** than its blockbuster moments – it's the day-to-day interactions that make these gatekeepers so vital. When one guest needed their Pennsylvania flower home to Qatar, Terry was only too happy to oblige. After 24 hours in Qatar Airways, the canine cargo was successfully delivered. His colleague, Diane, is known as "the dog whisperer" by passing regulars – their puppies make a beeline for her when she's laces down the street – and all their sitters are available for dog-walking in Central Park. But whether it's snatching forgotten lapses from Rhode Island or picking up charcuterie from Philadelphia, Terry concludes, "At **The Mark** Hotel, there's no 'I' in the word 'team'."

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



CARL HOLLOWELL The Connaught
One of the most high-society and memorable moments during doorman Carl Hollowell's time at The Connaught was when First Lady of the United States, Dr. Jill Biden, visited the hotel. "I had the honor of being positioned at the front door by the entrance, making sure she had security there," he says. "It was a thrilling experience to feel myself in a position serving such a high-profile visit."



GUILLAUME GOSSARD Hotel Plaza Athénée
Guillaume Gossard has been a doorman at the Hotel Plaza Athénée since 1993 – and he's got an aphorism for the job. He's learned a lot about welcoming Parisians when guests to Avenue Montaigne – also known as the Avenue de Modé – are naturally. "They're so grateful their last names are up in a first-class. He reported for us to move from last to first," he says. "I believe the act of being truly welcome can create a real difference." *"With anything" is a motto*

