

A CONCIERGE PROFILE

Golf Now! Chicago welcomes Concierge Kathy McClanathan to her new role this year as President of the Chicago Hotel Concierge Association. Congratulations, Kathy!

GETTING TO KNOW YOUR CONCIERGE, KATHY MCCLANATHAN

Kathy McClanathan has served as concierge at the Chicago City Centre hotel for the past five years, and her guests know they can count on her for assistance with everything they need – from making reservations at the hot new Asian restaurant to helping them find the perfect pair of d’Orsay pumps.

Hotel guests may not always be aware, however, that McClanathan and her co-workers are also experts at setting up their golf excursions. The concierges recommend courses, book tee times, arrange for equipment rental and set up transportation (“usually a private town car or limousine,” McClanathan says.) It’s a service that is, in fact, becoming more and more common at Chicago City Centre and other nearby Michigan Avenue hotels – and McClanathan notes that **Golf Now! Chicago, Chicagoland’s Premier Golf Destination Guide**, provides much-appreciated assistance to concierges arranging links outings. “The listings are so complete,” she says. “It’s an invaluable tool – we go through a case and a half every golf season.”

Golf Excursions – Experts At Working Miracles

Chicago City Centre concierges have a number of first-rate area courses they recommend to guests, including **Cog Hill Golf & Country Club** in suburban Lemont, home of the Western Open; **Harborside International Golf Course** on Chicago’s Far South lakefront, which has hosted the Senior PGA tournament; and another acclaimed South Side course, the **Jackson Park Golf Club**. And not only do the concierges book tee times for avid players: they’ve been known to work miracles for golf spectators as well. “We had California guests who’d flown in to specifically to see the Western Open on the morning of the tournament,” says McClanathan. “But it was sold out, and they didn’t have tickets.” A couple of concierge phone calls, though, was all it took – and very shortly, two very happy West Coasters were on their way to Cog Hill.

Chicago City Centre Hotel

*The concierge staff at the Chicago City Centre hotel earned the honors of “Chicago’s best hotel concierge staff” by the *Wall Street Journal* (2002). The Chicago City Centre is located at 300 East Ohio Street in Chicago’s Streeterville neighborhood. You can reach Kathy McClanathan at (312) 224-2142.*