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Meet the 'Construction Concierge'

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Not being told of construction before check-in and being awakened in the early a.m. by the sound of jackhammers are common travel gripes in the age of hotel renovation.

During its \$40 million upgrading, the Aruba Marriott Resort & Stellaris Casino is making guests aware of the renovation timeline and possibility of noise in a [special area](#) on its website. It has even created a "construction concierge" to handle guest concerns.

The fulltime staffer, who works from a desk in the lobby, "was put in to place to troubleshoot and communicate — to answer questions for guests prior to their arrival or if necessary and possible, help a guest switch rooms if they are having any problems," says hotel spokeswoman Kara Rosner. The goal is "making sure guests are aware of what is happening at the resort and there are no surprises."

Renovations at the resort are due to be completed by December.

OK, readers, have you been troubled by construction at a hotel? Do lodgings do a good job of informing guests about what's going on or keeping noise down? Do you like the idea of a Construction Concierge?

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[karenfla](#) wrote: 9/9/2007 12:27:30 PM

Years ago I made reservations for my husband, myself and my youngest daughter to stay at the historic Grove Park Inn in Asheville, NC. I made sure we were staying in one of the original old rooms with the old furniture to make it a real experience for my daughter. I reserved it a year in advance for her break between camp sessions

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