

Renaud Payette, General Manager: Biography

As general manager for the InterContinental Toronto Centre – one of Toronto’s leading luxury hotels located in the heart of the entertainment and financial districts -- Renaud Payette brings with him an in-depth understanding of the epitome of customer service gleaned from more than 15 years of luxury boutique hotel experience and a renowned family history dedicated to personalized customer service. A former practicing attorney in Montreal, Payette’s hospitality career was launched while working as manager of Auberge Handfield, his family’s 55-room country inn and spa in Montreal at which he learned the value of personalized service and the core philosophy of the boutique hotel culture. He then transitioned into the food and beverage arena with the Manila Pavilion (formerly Manila Hilton) and after four years of working at properties throughout Asia, Payette returned to the Canadian hotel industry.

In 1995, Payette was appointed director of operations for Le Chateau Montebello. In 2001, the hotelier became the general manager of the four-star, Le Saint-Sulpice and under his leadership the hotel quickly earned a reputation for excellence, winning the Quebec Tourism Gold Award in 2003, and the 2005 and 2006 Trip Advisors Traveler’s Choice Top 100 Luxury Hotels in the World citation.

As InterContinental Toronto Centre general manager (GM), Payette oversees the hotel’s operations and develops and implements the strategic direction for the hotel. His renowned attention to detail and his solid management track record ensure the outstanding operational standards of the property.

A masterpiece of modernism and technology, the InterContinental Toronto Centre offers an ideal location in the heart of the downtown financial and entertainment districts, plush accommodations, state-of-the-art meeting facilities, high-tech amenities and a dedication to the very best in customer service. InterContinental Toronto Centre is managed and operated under license by InterContinental™ Hotels Group, Inc. Direct reservations within Canada and US can be made at 1-800-422-7969 and worldwide reservations can be directed to 1-800-327-0200.

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For additional information or visuals of the InterContinental Toronto Centre or to arrange an interview or visit, please contact Susan Willemsen, Renee Lalonde or Rebecca Kennedy at The Siren Group Inc. Tel: 416-926-8087. Fax: 416-926-9712. Email: info@thesirengroup.com