



AUTOGRAPH COLLECTION®

News

William D. Carter, General Manager

Bill Carter joined The Raphael in June 2012, bringing with him more than 25 years of management experience in independent and national brand hotels. Prior to his appointment, he was general manager of the historic Hotel Pere Marquette in Peoria, Illinois. In addition to general management, he has food and beverage operations experience at Hilton, Adam's Mark and Hyatt properties in the Midwest.

Upon accepting the position, Mr. Carter acknowledged the challenge he faced. "The Raphael is a wonderful Kansas City tradition that is respected throughout the nation," he said. "I am tasked with enhancing that tradition." Mr. Carter characterizes his leadership style as a hands-on coaching method that emphasizes consistency, patience and teamwork. He leads by example. "You gain respect by giving respect," he says of his managerial approach. "For a team to be successful, there has to be trust and a 'team-above-self' attitude." His business philosophy is rooted in a succinct premise: "We take people into our home and make them feel as comfortable as they do in their own homes."

Mr. Carter is a Covington, Indiana native. He holds a B.A. in political science and history from the University of Indianapolis. His hospitality industry honors include: Marriott International 2014 Americas Franchise General Manager of the Year; American Hotel & Lodging Association of Greater Kansas City, board; 2008 Illinois Hotel and Lodging Ambassador of Hospitality Award, 2007 American Hotel and Lodging General Manager of the Year Award, and 2006 Illinois Hotel and Lodging Association General Manager of the Year Award. He has been at the helm for an unprecedented two Autograph Collection Hotel of the Year Awards by Marriott International in 2013 and 2016. His civic and community memberships include: Boy Scouts of America, board of directors; Hotel Lodging Association of Greater Kansas City, board member; Peoria Convention & Visitors Association, past chair; Peoria Area Community Events, board; Peoria Santa Claus Parade (oldest continuous existing parade in nation), past chair; Illinois High School Association, steering committee member; Gridiron Dinner board of directors, past chair; Masonic Lodge and Shrine member. He and his wife Susan live in Prairie Village, Kansas with the youngest of their three children.