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News

Raphael hotel executive named Franchise General Manager of the Year by Marriott International

June 2, 2015 – Kansas City, MO – William D. Carter, general manager of The Raphael Hotel, was presented awards for “Franchise GM of the Year, Western Region” and “Americas Franchise GM of the Year” by Marriott International recently at the company’s annual recognition celebration near the corporation’s headquarters in Bethesda, Maryland.

The award is presented annually to a general manager of a top-performing full service Marriott franchise property located in the United States, Canada, Latin America or the Caribbean. Criteria for the award include operational performance results, guest service scores, and demonstrable examples of courageous and innovative leadership, new initiatives, and responsiveness to challenges. The brands represented for the category include Autograph Collection, JW Marriott, Marriott, Renaissance and The Ritz-Carlton. Carter previously accepted the Autograph Collection Hotel of the Year Award in 2013 on behalf of hotel associates and owner, Lighthouse Properties and was recipient of the 2007 American Hotel and Lodging Association General Manager of the Year Award.

Photo and complete bio available on request.
Bill Carter may be reached for comment at 816.802.2130.

About The Raphael Hotel: Readers of *Travel+Leisure* magazine voted [The Raphael](#) to the prestigious 2015 **T+L 500 World’s Best Hotels** list. The Raphael is the original boutique concept among historic [Kansas City Plaza hotels](#). The nine-story, Italian Renaissance Revival structure is a member of National Trust Historic Hotels of America and is listed on the National Register of Historic Places. TripAdvisor reviewers named The Raphael to its Hall of Fame following five consecutive years of being ranked as Kansas City’s top hotel. The landmark hotel and its signature restaurant Chaz on the Plaza are affiliated with the Autograph Collection, a portfolio of independent hotels selected by Marriott International for their distinctiveness.

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