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Prevue: Have you noticed any new tech trends emerging for 2015? Anything in the works?

Robles: Yes. For our resort, digital projection mapping has been a growing trend and we are very proud to be one of the first hotels to offer it for events. Our in-house technology team does an incredible job with it. They are efficient, creative and work within the budget of every client. The technology in our state-of-the-art ballroom makes executing digital mapping easy and so it is often in demand from our clients.

Do you offer any on-site amenities that personalize the guest experience?

Absolutely. The resort's main objective is to always be focused on the "guest experience" and we are constantly looking for ways to enhance it. Our superb culinary team is one of the departments that

takes care of the guest amenities along with our VIP Coordinator. Both have a genuine care and passion for going above and beyond guest expectations, and tailor each and every amenity according to the client as well as the season.

How would you describe your resort's overall take on innovation?

Grand Fiesta Americana Coral Beach Cancun is an icon of the destination, not only because of its awards, location and service, but also because it's a trendsetter and highly innovative. Very often

innovation begins with a guest comment, as we take them very seriously and can lead to a new or enhanced service. Innovation is one of our priorities, we strive to exceed expectations.

A great example is our brand new state-of-the-art Coral KidZ Club, which utilizes cutting edge technology for interactive and educational activities. A few years ago we created Gem Spa, with a 10-step hydrotherapy circuit that is unparalleled not only in Cancun, but rivals destination spas around the world. For meetings, we were among the first to use digital projection mapping, and electronic signage.



Grand Fiesta Americana Coral Beach Cancun