



## *The Journal*

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# Unmatched Magic at The Hotel Del Coronado California



Modern Italian Gelato at the Hotel

By Beck Bamberger Jan 8, 2010 In Southern California, one doesn't get to experience a "white Christmas" in the traditional sense of snow. That's okay with me: I love the holidays and a December that is 60 degrees outside.

Fortunately, the Hotel Del of Coronado, known by locals as "the Del," offers a different interpretation of "white Christmas" that blends its world famous sandy-white beach with a line-up of holiday delights that is unmatched.

As a San Diego native, I've been visiting the Hotel Del Coronado during the holidays for years. It's a hallmark destination for locals in December and increasingly, an annual pilgrimage for families who celebrate Christmas at the resort. The popularity will likely only increase as the The Del is undergoing a \$400 million multi-year renovation and expansion. One of the guest attendants told me that for several of the beach cottages that host families, the Del staff sets up full Christmas trees, complete with sand dollar ornaments. There's something about waking up on Christmas morning, another staff

member said, with views of palm trees and the expansive shore just a few steps from your front door. I won't be staying at the Del on Christmas Day, but I recently stayed a night to experience the full line up of holiday happenings.

Start with the lobby to take in the massive 20-foot Christmas tree. The tree changes annually in decor, sometimes becoming the talk of the town. This year, the tree dazzles in stunning white lights with delicate snow and ice features. Allegedly, Krystal the Ice Princess

now lives nearby in her frosty garden patio just steps away from the lobby amid 100,000 lights that span the whole property during the holidays. I didn't see her this time, but while I was checking in, the unmistakable "ho-ho-ho" of Santa filled the room. He was on his way to "Brunch with Santa," a Sunday tradition that takes place all December in the Crown Room, the famous Oregon sugar pine hall so named after the crown shaped chandeliers that were installed in 1911.

Down the stairs from the lobby and through the corridor of shops, the hotel opens up to a large lounge area and several double doors that beckon guests to the beach. One of my favorite things to do is settle in the bar, grab a hot drink, and watch the faces of children suddenly realize that there are people ice skating outside, on the beach. Who knows how the Del actually maintains an ice sheet viable enough to skate on with San Diego's perfect warm weather, but let's chalk it up to another sprinkle of magic. Skating by the Sea® has become a bit of a signature event at the Del, and for good reason: there's no other place to find ice skaters under palm trees with the waves of the Pacific Ocean adding to the chorus of Christmas songs. The best spot to watch skaters is at the rink-side lounge, ironically named Frostbite, that has fire pits and a full menu of drinks and snacks including New England Clam Chowder and "Yule Mules" made with apple cider, ginger beer, and Woodinville bourbon. There's something absolutely delightful about shuffling around on the ice (in my case), grabbing hands of little ones, and seeing others twirl around in a t-shirt and scarf. This year I spotted a proposal right on the ice. (She said "yes," and everyone clapped.)



Christmas at Hotel Del Coronado



THE ICE RINK ON THE BEACH PROMOTED  
beach. Follow Beck Bamberger on [LinkedIn](#).

After skating, I traded my skates for sandals and headed to the beach for Jingle Roast, the bonfire offer that gives guests a chance to roast marshmallows or franks with private bonfires complete with Santa hats and a sunset. Sand castles are not included but certainly encouraged. Post sunset, Holiday Movies on the Beach take place most Saturdays and will show Elf and How the Grinch Stole Christmas. Toes in the sand in December with a s'more, beer, and the Grinch: that is holiday magic.

Whether a holiday stay or just a day visit is in your plans, there are plenty of reasons to savor the season at the Hotel Del Coronado. What's more: the holidays seems to get a bit more magical every year at the Del, and that's a notable nod to the team who dream up delights like ice rinks on the beach or new princesses in custom winter wonderlands. Seasons Greetings from the

# The Technician Who Saved Christmas

This is not the usual column filled with business advice. It's a fun piece about the technician who saved Christmas. You can resend it to your customers if you want or just share it with your team...

Matt Michel  
DEC 19, 2019

Twas the night before Christmas, when the heat went down.  
The furnace quit working that heated Christmas Town.  
The elves were all freezing as they dropped one by one.  
The missus said to Santa, "Something must be done!"  
"The reindeer are so cold they cannot even fly."  
"I know you're not a mechanic, but please, please try."

"It's no good," said St Nick to his shivering wife.  
"You know I haven't fixed a thing my entire life."  
The missus said, "It's Christmas Eve. You've got no choice."  
"Children are waiting for you, so they can rejoice."

Nick grumbled and watched an Internet video.  
He thought this isn't a job for an average schmoe.  
Even one who's magical as Santa Claus is.  
He needed one who was a mechanical whiz.

Mrs. Claus said, "While you've been wasting time online,"  
"I called this number, 555-3129,"  
"From this magnet left the last time the furnace broke,"  
"And said that it's an emergency and no joke."  
"A nice young man said, 'That's why I'm on call tonight.'"  
"I'll come fast. I'll troubleshoot. And, I'll fix it right."  
"I'll be on my way and I'll be there in minutes."  
"Don't worry. I know my job and know I'll fix it."

When the tech arrived, he slipped his shoe covers on.  
He smiled and he said that, "This shouldn't take too long."  
The Claus' waited as nervous as they could be.



Trying to stay warm by sipping some herbal tea.

When the tech emerged, he said, “It was strange to see,”  
“A furnace manufactured in 1903.”

“Perhaps you should consider replacing the beast,”  
“Because this one is dead. Oh, it’s really deceased.”

“But you said you could fix anything,” said St Nick.  
“I can, but you want speed and this won’t be real quick.”  
“First, I need the parts and I won’t get them tonight.”  
“It’s Christmas Eve,” said Santa, “Can’t you see our plight?”

The tech said, “There is a possible solution,”  
“One that could bring this to a quick resolution,”  
“If I replace the old beast, I just might succeed,”  
“And get you all the heat you possibly could need.”

“Do it,” said Mrs. Claus, “And ignore the cheapskate,”  
“Because we can’t afford for Christmas to be late,”  
“Claus gets the glory, but the woman calls the shots,”  
“Just like in every other household, is it not?”

The technician knew enough to keep his mouth shut,  
And started to work without taking a short cut.  
It was not very long before the heat came on.  
As the elves started to thaw, one gave a big yawn.

“To work. To work,” said Santa Claus, jolly once more.  
“You can rest tomorrow. And now, the reindeer must soar.”

“Tell me,” said Mrs. Claus, “Was this your strangest call?”

“With this being a place of magic, after all.”  
“Well,” said the tech after he had thought for a bit.  
“The Easter Bunny’s stranger, I’ve got to admit,”  
“And as for magic, HVAC’s got its own,”



“We make the world comfortable, zone by zone by zone.”  
Mrs. Claus smiled and said, “Yes, I can see that it’s rare,”  
“When you have the ability to change the air.”

“Merry Christmas. Merry Christmas,” they heard Claus call,  
As Santa’s sleigh gained height and appeared to grow small.

“Well, you saved Christmas,” said Mrs. Claus. “Thank you.”  
“Just doing my job,” he said, “It’s what we techs do.”

Merry Christmas and Happy Hanukah from the Service Roundtable! We hope you count  
your blessings, for you are in a blessed industry



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