



I have the pride of being the Chief Concierge of the Grand Visconti Palace, deeply in love with my city and always looking for new incentives to make me feel alive and curious to discover all the news that it offers; I am fascinated by the culture and tradition of the territory that daily gives the best of Italian excellence to its visitors.

My everlasting desire to amaze me led me to build important partnerships with Concierge colleagues present in the best hotels, to become President "Les Clefs d'Or" of the Lombardy region as well as General Secretary "Les Clefs d'Or" Italy.

My commitment has also led me to establish solid relationships with various local, national and international suppliers which allow me to personally guarantee the suggestions I address to those who trust my work.

Certainly nowadays the online offer is varied but also full of pitfalls, and in case of need most of the time you have to turn to an anonymous call center or write an email hoping to obtain a satisfactory answer.

I personally like to get my face out there and taking the responsibility in first person for my work, I like to "take by the hand" those who come to me for assistance and accompany them during the whole experience built together.

It does not matter if I am asked a simple question or your request may seem impossible: my aim is to satisfy every wish.

Always!

Bernie Gallotta

Chief Concierge and Guest Relations



GRAND VISCONTI PALACE V.le Isonzo, 14 - 20135 Milano – Tel. +39 02 540341
HOTEL MOZART P.zza Gerusalemme, 6 - 20154 Milano – Tel. +39 02 33104215
UPTOWN PALACE Via Santa Sofia, 10 - 20122 Milano – Tel. +39 02 305131
HOTEL BISANZIO Calle de la Pietà, 3651 – 30122 Venezia – Tel. 041 5203100