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News

Winter 2024





NEWS IN THE WINTER 2024

EDITORIAL

Dear Belvedere Guest,

When you receive this News, the Hotel Belvedere is fully open again. During the renovations in autumn 2023, only half of the rooms were available. You can read more about this in the article on page 5. But the big news for the Hauser family and the hotel is the handover of operations to the 4th generation, which took place on 13 November 2023. See the article beside for details. There have also been several important changes in our team: read on to find out.

The entire team and the family are also delighted to announce that the 1910 Gourmet by Hausers restaurant has been awarded a Michelin star and 15 Gault&Millau points.

Grindelwald can look back on a highly successful 2023: a year that even surpassed the previous record set by 2019 before the pandemic struck. While other resorts in Switzerland also recorded a good year, the level of overnight stays in Grindelwald was higher than in any other resorts - even Zermatt. We at the Belvedere are also delighted with this new record, and extend our warmest thanks to all the guests who visited us over the past year. Our thanks go also to our co-hosts, without whose hard work and dedication our hotel would not be function, and in particular without whom our high level of guest satisfaction could not have been achieved.

Grindelwald is changing: the new Eiger Express and Männlichen lifts have undoubtedly boosted the resort's popularity. Next up are plans to upgrade the First aerial cableway.

The Hotel Regina has been auctioned off by the Swiss company Fortimo AG and is soon to be renovated. The plans envisage some 280 new rooms, partly in the 5-star and partly in the 4-star categories. If everything goes to plan, the new hotel will open in 2028. But, as already mentioned, the Belvedere too is investing heavily in the future. For more information, see «Renovations Autumn 2023/24».

Last winter showed that, even with relatively low levels of snowfall, the slopes can be kept in top condition thanks to artificial snow. We hope we can once more count on a snowy winter and lots of sunshine in the forthcoming season. Visit our website, where you can always find our latest special offers and our webcam, where you can see our valley in real time.

We look forward to welcoming you back to the Belvedere and wish you Happy Holidays, an enjoyable festive season and all the best for 2024.

Urs-B. Hauser, family
and co-hosts

A new chapter in the history of the Hauser family and the Hotel Belvedere

Handover of hotel to 4th generation

Carole and Philip Hauser take over the reins

Construction of the hotel began in 1904, and in June 1907 it was opened. Johann and Rosa Hauser-Marti were the first to embark on the grand adventure, followed by Fritz and Elsie Hauser-Inäbnit in 1956. In 1986 the hotel was passed into the hands of Urs-Beat and Sylvia Hauser-Gertsch, and now – as of November 2023 – the reins have been handed to the siblings Carole and Philip Hauser. Susanne Hauser, the sister of Urs, will continue lending her valuable support to them both.

The fact that Johann Hauser, a poor farmer's son, was able to build the Belvedere would be bordering on the miraculous nowadays. From the outset the hotel was a huge success, doubling in size by as early as 1909/1910; and had it not been for the outbreak of World War I in 1914, it would have doubled yet again shortly thereafter. But from then on, things became difficult.

Over the next 30 or more years, with no guests or investments as a result of WW1, the intervening crisis years, followed by WW2, the hotel practically turned into a ruin. Officials who assessed the hotel in 1946 were of the opinion that it was impossible to rescue. But Johann Hauser and the second generation of Hausers were determined not to give up and, thanks to the support of several family members who virtually worked only for food and board, the loss of the hotel was prevented.

When Urs and Sylvia Hauser-Gertsch took over in 1986 as the 3rd generation of Hausers, many of the rooms still had no shower or bath and only a small wash-room with WC. With a few exceptions, the rooms were also extremely small. However, one key attraction was the indoor pool, which was built in 1969 and became a key selling point. With a little risk, the third generation succeeded in bringing the hotel up to the current standard thanks to investments of around CHF 20 million.

Sylvia and Urs are delighted that their children Carole and Philip are now the 4th generation to carry on the business, and wish them both every success. Both have excellent qualifications: Carole has a Bachelor's degree from the University of St. Gallen (HSG), a Masters from the Hospitality Business School of Lausanne (EHL) and four years of professional experience in London.



Philip has a Bachelors and Masters from the University of St. Gallen, has acquired experience in top hotels in Norway and Switzerland, and has been working at the Belvedere for 5 years.

Susanne, a 3rd-generation Hauser who has been involved in the hotel's management for many years, will continue working at the hotel.

Sylvia and Urs will therefore retire from the operational side of business at the end of November, and will provide support only as and when required. But that doesn't mean that guests will no longer come across them at the hotel.

Awards for the «1910 · Gourmet by Hausers» restaurant

One star in the Guide MICHELIN 2023 and 15 Gault&Millau points

The kitchen team, headed by Dávid Rózsa, and serving staff led by Erica Abrantes

The new chef Dávid Rózsa and his team have been awarded 15 Gault&Millau points and, even better, a star in the Guide MICHELIN 2023. The Hauser family warmly congratulates everyone involved.

At the end of summer 2022, there was a change in the kitchen team, as Jonas Messer went freelance and Thomas Wenger left due to illness. As a result, the 14 Gault&Millau points were lost. But replacements were soon found in the persons of top-calibre chefs Dávid Rózsa and José Eduardo Cunha. Gault&Millau was quickly informed, and to the teams and the Hausers delight, this year the new team was even awarded an extra Gault&Millau point, bringing the total to 15. The Belvedere is in good company in Grindelwald, because the village now boasts five restaurants with Gault& Millau points.

What's more, the restaurant is the very first in Grindelwald to have been awarded a star in the Guide MICHELIN 2023: something of which the team responsible are rightly proud.



Again open on 5 January 2024

The 1910 Gourmet by Hausers restaurant opens for the winter season on 5 January and will cater to guests on four days of the week - Wednesday to Saturday, from 18:30. Guests can choose from a vegetarian menu or the meat/fish menu. New menus will be created in mid-February, so guests can enjoy different gourmet experiences throughout the winter season. To round off the creative dining experiences, there is an extensive choice of accompanying wine, beer or alcohol-free drinks. Since the restaurant's «Stübli» only has six tables, we recommend booking a table as early as possible.

www.gourmet-1910.ch



Lots to do: the Belvedere is busy renovating

Renovations in autumn 2023 and 2024

A 116-year-old hotel needs lots of TLC

In November 2022 the hotel had to be closed for a month from one day to the next, because of a burst pipe above the hotel foyer ceiling. On closer inspection by an engineer, it was decided to replace all the old pipes throughout the building. In addition to this highly challenging task, other renovations are planned between now and Christmas 2023 and in the course of 2024.

It turned out that, despite the many renovations undertaken over the past few years, there are still many old pipes hidden in the walls and ceilings of the hotel's nine storeys. To avoid any nasty surprises like the one back in November 2022, these are now being replaced. However, this can only be done by opening up all the walls in the hotel corridors and, most likely, many ceilings.

Before construction began, no-one knew exactly what to expect. Replacing all pipes at the same time would take several months, possibly as much as half a year. But it's impossible to close the hotel for so long, especially when it might mean losing staff.

So, in the autumn of 2023, all pipes in the west wing of the hotel were replaced, from the top right down to the restaurant level. The hotel was closed for two weeks at the beginning of October in order to locate the affected pipes and disconnect them from the hotel's piping system. The east wing of the hotel was re-opened in mid-October, but the west wing will remain closed until Christmas.

In addition to replacing all these pipes, 14 rooms and 6 bathrooms in the west wing will be redesigned. Triple glazing will also be installed in the windows of the 14 rooms in 2024. Renovations to other rooms and bathrooms will be carried out in the spring and autumn of 2024.



Live band again this year

«Country Style» themed New Year's Party

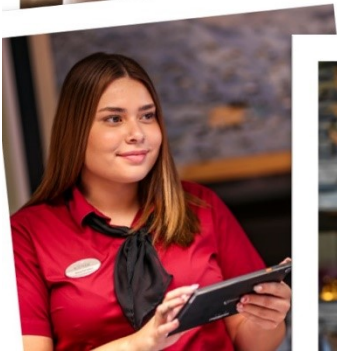
The Hauser family is hoping for a great year-end party

The theme of our last New Year's Eve Party was «Disco». This year our hotel team has gone for a «Country Style» theme. As in previous years, our trainees worked with Marianne Stoldt to organise the evening.

The evening kicks off with pre-dinner drinks in our «saloon» (the «living room»), following which guests are invited to take their places at the tables. Following tradition, the courses are served to all guests at the same time, which means that all guests must turn up at the restaurant on time. Chef Dávid Rózsa has put together a delicious 6-course menu which will be served by our Chef de Service, Felix Baumgartl, and his team.

During the evening the live band Wolf-Music will be playing authentic Country music, and lots of fun activities will be on offer at the hotel's own «funfair». The Hauser family looks forward to toasting the New Year in with all our party-goers.

www.belvedere-grindelwald.ch/en/new-years-eve



Changes in the team

Key management positions filled

Change not only at the top

Some key positions which became vacant due to current staff promotions, retirement or the former chef's illness, have now been filled. The Hauser family looks forward to an excellent and, hopefully, long working relationship.

New chef and assistant chef positions:

Kitchen

Dávid Rózsa, now Executive Chef. Formerly deputy chef de cuisine, comes from Hungary and brings extensive experience of working in Gault&Millau and Michelin-star restaurants. Working out in the gym helps him to unwind from work.

José Eduardo Cunha, new Head Chef. Originally from Portugal, brings experience of working in Michelin-star restaurants. José likes skiing.

Restaurants

Felix Baumgartl, Restaurant Manager. Felix comes from Germany and has a diploma in hotel management. Before Sonya's retirement, he was her deputy and is now the restaurant manager. He enjoys golf, skiing, nature and the mountains, and has been a passionate restaurateur for 10 years.

Alina Sebastian, new Deputy Restaurant Manager. Alina comes from Spain and will be a familiar face to any guest who has stayed at the Belvedere in recent times. She has worked at the hotel for many years, initially in the bar and then in the restaurant, where, thanks to her excellent work, she was promoted to Restaurant Manager. She reduced her working hours a few years ago to devote more time to her two young daughters, and now works alongside Felix as Deputy Restaurant Manager.

Erica Abrantes, new Shiftlead Gourmet. Erica's parents are from Portugal, but she grew up in Switzerland and successfully gained her Swiss Certificate of Competence (EFZ) in hotel management at the Belvedere. She is passionate about the 1910 Gourmet by Hausers and now takes over as team leader.

Reception/Administration

Christine Mayer, Head of Reservations & Front Office. Christine is Swiss, lives with her family in Wilderswil, and has been a loyal member of the hotel staff for several years. Now and then her daughter Anja can be found at Reception giving a much-appreciated hand. Christine loves to travel, enjoys nature and good wine.

Roxanne Otti, new Teamlead Front Office. Roxanne was trained in hotel communication management at the Belvedere and passed her exams with flying colours, coming second overall. She comes from Oberwil bei Büren (canton Bern), loves nature and particularly enjoys winter sports.

Katja Hostettler, new Teamlead Reservations & MICE. Katja came to the Belvedere as a student apprentice before leaving for Germany. Now the entire team is delighted that she has found her way back to the Belvedere. Katja has two children.

The Hausers would also like to take this opportunity to introduce the new trainees:

Yanna Reese Torres, training for Swiss Certificate of Competence (EFZ) in hotel communications. Yanna lives in Steffisburg near Thun but is originally from the Philippines. Her favourite pastimes are singing, skating and karate. During the winter season she can be found waitressing in the restaurant.

Vanessa Puccio, training for Swiss Certificate of Competence (EFZ) in hotel management, comes from Wileroltigen, a town in the Bernese Mittelland between Bern and Biel. In her free time, she enjoys drawing and spends a lot of time with her dog. During the winter season she can be found working in housekeeping.

Commitment to climate protection

Partnership with myclimate

Already 1/3 of the guests participate

At the Hotel Belvedere, climate protection is a top priority. This includes our partnership with myclimate, a leading not-for-profit organisation in the field of climate protection. This is reflected in the commendable engagement of our guests as well as the results achieved over the past year.

34% of our guests have taken an active part in the CO2 compensation scheme, contributing a total of CHF 21'208. Of the donations collected, CHF 10'604 was invested in a myclimate project for clean drinking water in Uganda. The project has an immediate impact on the life of the communities in Uganda by ensuring access to clean drinking water. Moreover, because the local population no longer needs to use firewood or coal to disinfect the water, an impressive 371 tons of CO2 emissions have been saved or offset.



Together with the hotel's matching contribution of CHF 21'208, the remaining CHF 10'604 was invested in the hotel's internal climate projects. The Belvedere has invested in energy-efficient measures by installing triple glazing in the Chalet Belvedere and in the main building. These measures not only make the hotel more energy-efficient, but also increase the comfort and well-being of the guests.

The Belvedere team is fully committed to continuing its efforts to support climate protection. They hope they can continue to count on the support of guests, in the firm belief that every individual can make a contribution to protecting the environment. Guest's conscious decisions and commitment are of incalculable value in helping to preserve the beauty of the Swiss Alps for future generations.

It never gets boring in Grindelwald

Events in winter 2024

Here is a small selection of winter events in Grindelwald and the Jungfrau Region:

JANUARY

94th Int. Lauberhorn Races from 12 to 14 January

Martinsloch on 15 January: the sun shines through the Martinsloch on the Eiger onto the church

Bull Trophy: the 36th International Grindelwald Curling Championships from 18 to 21 January

World Snow Festival: the 40th anniversary edition from 15 to 20 January 2024

FEBRUARY

Audi Snowboard Series and Swiss Freeski Tour from 2 to 4 February on the First

Bussalp winter games for young and old on 3 February on the Bussalp

Velogemel World Championships on Sunday, 4 February on the Bussalp

MARCH

King of the First Hill The popular downhill run for everyone on 16 March in the First ski area

25th SnowpenAir on 23 and 24 March 2024 on the Männlichen

Lily's Winter Treasure Hunt on Saturday, 30 March on the First. The party at the end of the winter season





Regular guests have always been very important to the Hauser family

Special offers for regular guests

Frequent Belvedere visitors enjoy benefits

Over the past 40 years a great deal has changed, and that includes pricing. The fixed-price lists offered by hotels in the past are now just as rare as fixed-price airline fares. Demand now determines the price more than the room size and location. This has made pricing - even for regular guests - ever more complex, so a rethink was required.

Several lengthy meetings between management and senior staff were held to discuss ways of enabling regular guests to enjoy benefits in future. Ultimately it was decided to introduce the «Family Member Club». Guests who have chalked up five or more visits to the Belvedere are included in the new club. Membership offers several advantages:

- ✓ 20% discount up to 180 days before arrival
- ✓ Then, 10% discount up to 3 days before arrival each with no advance payment and normal cancellation conditions as per Terms and Conditions
- ✓ CHF 1'000 bonus voucher for bills of CHF 10'000 accumulated over a five-year period
- ✓ Free e-bike and sledge rental
- ✓ Exclusive Family Club Week once a year
- ✓ Personal point of contact

Discover all your advantages:

belvedere-grindelwald.ch/en/family-member-club



Now the pandemic is over, plans can be made again

Family Club Week 2024 – directly after Easter

The Hauser family is hoping for a big response

After a break of several years, a regular guest week will take place from 1 to 7 April 2024 - now called the Family Club Week. The Hauser family and the entire team would be delighted to welcome as many familiar faces as possible then.

The Family Club Week will be held in 2024 at the end of winter, directly after Easter. Easter is very early in 2024 - at the end of March. The following programme will be offered to participants during the Family Club Week:

- ♥ Traditional craftsmanship: Visit the production of Velogemels or Alphorns (depending on the number of participants)
- ♥ Dive into the 117-year history of the Belvedere
- ♥ «1910 · Gourmet by Hausers» exclusive (newly awarded one star in the Guide MICHELIN 2023 and 15 Gault&Millau points)
- ♥ Behind the scenes: Insight into the world of the Rega Alpine rescue
- ♥ Swiss dinner with Annlo Reber and Sonya Martinnelli on the other side of the valley

Find the complete programme and registration here:

belvedere-grindelwald.ch/en/family-club-week


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