

LUXURY

The 2020 Innovators in Travel and Hospitality: Winter Edition

Colin Nagy, Skift - Jan 21, 2020 2:00 am



Twice a year, this column looks at who is doing it right. Here are some of the most inspiring innovations in design, service, and guest experience in hospitality and travel. Let the debates begin.

— Colin Nagy



Colin Nagy, head of strategy at FFNY, a global advertising agency, writes this opinion column for Skift on hospitality, innovation, and business travel. On Experience dissects customer-centric experiences and innovation across hospitality, aviation, and beyond. You can read all of his columns [here](#).

Twice a year, I canvas smart minds from hospitality and assemble my notes from personal experiences. Here are the brands, people, and places standing out far above the crowd. Threaded throughout are some interesting currents to watch in 2020: the continued rise of female general managers, smarter and more creative approaches to sustainability, and the evergreen topic of removing friction from the customer experience in new ways. Enjoy the [full list](#) here.

BEST AIRPORT HOTEL

Yes, you read that right. All too often airport hotels are dingy throwaways. But the Grand Hyatt at SFO is connected to the airport directly by Airtrain, is brand new, and beautifully executed. Plus, it serves as a semi-midway point between San Francisco and Silicon Valley for people that have to be in both places during the week. An honorable mention goes to the newly opened TWA hotel at JFK for its design, (but not for its service or welcome).