

Mr Mark Conklin
General Manager
JW Marriott Hotel Hong Kong



A veteran hotelier, Mark has over 30 years of experience in the hospitality industry with Marriott International. As General Manager of the JW Marriott Hotel Hong Kong, the flagship hotel of the JW Marriott brand in Asia Pacific, he is responsible for the overall operational activities and guest services as well as overseeing 750 associates under his direction. This will be Mark's second return as General Manager of the luxury-tier property (602 guestrooms). Under his leadership, the hotel has garnered numerous international accolades, which include AON Hewitt Best Employer in Hong Kong 2013 and 2011 (2 consecutive awards), Tripadvisor Certificate of Excellence Award 2013 and 2012, Luxury Hotel of the Year for Marriott/Ritz-Carlton Asia 2012, Smart Travel Asia – Top 25 Business Hotels and Top 10 Conference Hotels 2012, Conde Nast Traveler – Gold List 2011, and Travel and Leisure Magazine – Top 100 Hotels in China 2011. Mark also serves as Chairman of the Business Council for Hong Kong Marriott brand hotels.

Prior to re-locating to Hong Kong in April 2010, Mark held the position of Vice President, Marriott International; overseeing 40 properties across Western Europe from 2004 to 2009. He has also held other key management positions since the start of his career with the Marriott group in 1981, which include Director of Hotel Planning – Marriott Hotels & Resorts; Director of Operations – Fairfield Inns; Resident Manager – Marriott's Orlando World Center; General Manager – Overland Park Marriott; General Manager - Marriott's Castle Harbour Resort; Market Vice President and General Manager - San Antonio Rivercenter and Riverwalk Hotels, and General Manager of JW Marriott Shanghai & Marriott Executive Apartments.

Mark has an MBA from the Washington State University, a degree in Hotel-Restaurant Management from the University of Denver and completed the Executive Programme with the University of Virginia – Darden Graduate School of Business. Mark is also a part-time lecturer with the Hong Kong Polytechnic University, focusing on strategic management for tourism and hospitality businesses.