



Global Consulting & Solutions  
*Inspiring a brighter future, together*



# Executive Biography



## Robert Gordon Global Hospitality Operations & Amenities Strategist

Robert joins 4xi Global Consulting after successful stints in building and rebuilding hospitality programs. Working throughout the non-commercial hospitality sector, Robert has also helped retail establishments find operational efficiencies with a hospitality mindset.

Most recently Robert led the opening team of a biotech incubator startup as it purchased a NYC landmark building and created collaborative spaces for residents of the building while marketing the event space to external clients. Prior to that Robert developed a global team to deliver strong operational and hospitality focused services to American Express employees around the world. Leading a team of professionals Robert recreated the colleague experience for the entire organization.

With over 30 years in the retail, corporate real estate and noncommercial foodservice sectors, Robert brings expertise and experience to the 4xi consulting team helping clients drive positive change with a hospitality mindset.

Robert has held many positions with both contractors and corporate occupiers that offers him a unique perspective on the landscape of the business. Robert has developed, designed, and delivered solutions for all areas of hospitality. From Reception and Audio-Visual Services to Food and Beverage operations and is a leader in the industry. Robert has helped positively transform corporations with Organizational Development and Talent Management to culture and transformation initiatives within real estate and workplace strategy.

Global experience in designing spaces along with his keen eye on cost effective operations Robert has led projects of both design and improvement across the world. Additionally, Robert has curated amenity programs for large organizations (including membership programs) that brings out their own culture through the amenities and services provided on site and virtually.

Robert has spent a great deal of time working on engagement models for the virtual employee as he feels that all employees no matter where they sit should have similar access to the offerings in each and every group.

Robert is a graduate of Towson University (formerly Towson State) and is an active member and past president of the Society for Hospitality and Foodservice Management (SHFM).

### Client Engagements:

Robert is available to offer support on a consulting basis for individual projects and as ongoing expertise-on-demand.

If you are seeking to transform your workplace experience, global amenities strategy, or hospitality approach, then Rob can help.

Rob can support and guide you through the labyrinth of complexity to create world class workplace and hospitality experiences.

Rob and the rest of the team at 4xi are here to help you drive positive change and impact.



Workplace Experience



Global Amenities



Hospitality Strategy



Operations



Real Estate



Foodservice

