

## Hyatt Place Dhaka brings new hospitality mentality to capital

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Dhaka : In the rapidly expanding hospitality landscape of Dhaka, Hyatt Place Dhaka Uttara is positioning itself not merely as another international hotel, but as a fresh approach to hospitality itself.

Since opening its doors in October 2025, the hotel has steadily carved out a place in the capital's business travel segment, particularly in Uttara - a growing commercial and aviation gateway of Dhaka. According to its General Manager T Kevin McIntyre, the property aims to redefine what modern hospitality should feel like for both business and leisure travelers.

"As an international hotel in Uttara, Hyatt is a flagship for this area," said McIntyre in an exclusive interview with The Bangladesh Monitor. "There may be competitors here, however, it brings this side of town into the flow of the capital."

McIntyre, who has worked across 12 to 14 countries with multiple global hotel brands, believes the Bangladeshi hospitality market is entering a new phase - one where guest experience and human connection will matter more than traditional luxury.

"As a Hyatt coming into the city for the first time, this brings another mentality of hotelism into Dhaka," he said. "The market already has leading brands which have been here for many years. They have much of the market already. But people are looking for something fresh."

Built around modern business traveler

Positioned only minutes away from Hazrat Shah-jalal International Airport, the hotel is designed primarily for short-stay business travelers. McIntyre noted that most guests currently stay between one and three nights.

"We are branded as an essential hotel, mainly for business people," he explained. "They come in, drop the bags, do business, come back, collect the bag, and go home."

The hotel currently features 85 rooms including 16 suites, two dining outlets, two event halls, rooftop infinity pool, spa, gymnasium, and meeting facilities. Its rooftop and upper floors offer one of the property's most unique attractions - panoramic close-range views of aircraft movements at Dhaka airport.

"From the rooftop and from the floors nine and above, you can enjoy breathtaking views of the airport runway, planes coming in and out," McIntyre said. "Guests can leave the hotel and reach the airport in five minutes. You don't need to spend hours waiting there."

The white exterior architecture of the property, he added, was intentionally designed to resemble a lighthouse - a symbolic beacon welcoming travelers into the city.

"Hospitality is about human connection"

While facilities remain important, McIntyre repeatedly emphasized that the hotel's real strength lies in its people.

"The main motto of Hyatt is: we care for people so they can be their best," he said. "More than the facility, the people matter."

For McIntyre, hospitality goes beyond scripted greetings and efficient check-ins. He believes genuine interaction is becoming increasingly rare in modern hotels.

"When you go to some hotels, they say, 'Hello sir, hello madam, your room is ready,' and that's it," he said. "But hospitality is about finding the guest who wants a conversation, who wants to feel relaxed and part of a family."

He compared the experience to conversations between bartenders and solo travelers - moments that make guests feel less isolated while away from home.



Kevin McIntyre

"When you check into a room, that becomes your house for one to three

days," he explained. "You want to hear a warm good morning. You want to feel remembered."

That philosophy, he says, is also reflected internally among staff.

"We are like a family," he said. "The door is always open. I want staff to feel they can talk about anything. Leadership is about bringing everyone together with one mentality because we all serve the same guest."

McIntyre expressed concern that technology-driven lifestyles are weakening personal communication skills within hospitality and society at large.

"Phones and technology have destroyed talking in person," he remarked. "People have a lot of information now, but conversations are disappearing."

Learning the market

Though officially operational since October last year, McIntyre said the first few months were dedicated to understanding the local market and fine-tuning operations.

"The first two months we were learning the market and its ways," he said. "I would say we have been flowing properly over the last four months."



Despite being relatively new, the hotel has already received encouraging feedback from international guests, according to McIntyre.

"Some international visitors are surprised that we are operating at a higher level than many other Hyatt Places globally," he said. "We are giving four-star quality with a five-star reputation."

Optimistic about Bangladesh's future

Beyond the hotel itself, McIntyre expressed strong optimism regarding Bangladesh's long-term tourism and investment potential.

"Bangladesh is like a phoenix," he said. "The market has ups and downs, but now it is going to rise because that is the only way left."

He believes Bangladesh still has significant room for economic and tourism growth compared to more mature regional markets.

"Other countries around the region have already had much of their growth. Bangladesh still has room to grow," he said. "Investment will be eager to come."

However, he stressed that tourism infrastructure, energy costs, road connectivity, and destination promotion all require further development to unlock the country's full potential.

"Dhaka is already a business center, but Bangladesh also has many tourism areas that need more promotion," he said. "Infrastructure has improved, roads are improving, airports in other cities can grow further. All of this is part of the process."

For McIntyre, Bangladesh's journey resembles a ladder.

"Even if you are lower down the ladder, you can still climb up," he said. "There is always a chance."