

■ By Sheila Collis

HOTEL TIGAIGA – THE NEW GENERATION

(Continued from edition 585, *Hotel Tigaiga – the early years*)

PART II

Green giants

The family-run Hotel Tigaiga celebrates 50 years since its inauguration this year, but nobody quite knows when, so the celebrations will continue throughout 2009.

The plaque that was placed on the inauguration was taken down some 20 or 30 years ago and the only person who may have remembered the exact date or at least the month, Enrique Talg Wyss, the second in the family hotel dynasty who made the Hotel his life's work, sadly passed away on world tourism day, September 27th 2006 almost three years after handing over ownership and management of the hotel to his three children, Úrsula, Irene and Enrique Talg Reineke.

All three children chose to become professionals in the hotel trade, each specialising in a different area and all speak fluent English and German as well as Spanish. There is no doubt in anybody's mind that they have all inherited their parents' remarkable qualities.

Úrsula studied in the Swiss Hotel Management School in Lucerne followed by further training and jobs in Constance, Weggis, Twann, Klosters, Hamburg and Washington before gaining an international scholarship at Cornell University in 1993.



Úrsula, Enrique and Irene (l-r)

In the same year she was named Young Hotelier of the Year by the IHA and Hotels Magazine.

She began working in the family business in 1990. Now a full time mum to two daughters she works part time at the hotel, continuing the assignment handed to her by her mother of su-

pervising the gardens, not a small task, apart from the hundreds of exotic specimens, all neatly labelled for the visitors' enjoyment, there are more palm trees than hotel beds. She also supervises the entertainment, but her principal task is customer services. In addition she teaches at the

Tourism School in Puerto de la Cruz. Úrsula was one of a group of hotel pioneers who began to draw up criteria for quality standards in the hotels in Tenerife. The idea was later adopted all over Spain and the Tigaiga was one of the first hotels to hold the 'Q' for quality label. Úrsula serves as

president of the Tenerife Tourism Excellence association to encourage quality hotels and service in the island.

Irene attended the Steingerberger professional hotel training school at Bad Reichenhall, followed by a business management qualification undertaken in

• The Hotel Tigaiga is celebrating **50** YEARS OF THEIR EXTENDED FAMILY OF STAFF AND CLIENTS

Münster and Madrid, and then practical training in Germany, Brussels, Prague and Madrid. She returned to the Hotel Tigaiga in 1993. It was whilst studying in Germany that, "the penny suddenly dropped". It was when that country's Green Party was beginning to make itself felt in Parliament. She realised how recycling, waste control and energy efficient methods could be brought into the hotel trade and specifically into the family business.

The Tigaiga became one of the first hotels to fulfill the European norm for ecological practices and be awarded the EMAS



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