

Christine Strouss

Rooms Division Manager
Hilton Wilmington Christiana

“The Journey can be used by every associate in every role within the hotel . . . Front of the house to back, part-time seasonal associate to General Manager. You start using it at work and discover it has application at home as well” Chris Strouss is a believer and a true champion of The Journey.



When she dreams, vivid pictures of traveling experiences come to life...a beach cottage in Carmel, a penthouse in New York City...maybe a mountain retreat in southern Germany. Hey! It's possible. Dreams do come true. She didn't dream 22 years ago, when she entered the hotel business, that someday she would be the Rooms Division Manager of a Country Estate! But that is exactly what happened. Today each guest is welcomed into The Estate with compassion and care.

There are few titles in the hotel world Chris Strouss has not had on her nametag: Front Office, Sales, Executive Housekeeper, Manager, Reservations, Accounting and even Mystery Shopper. In 2003 she left the Hotel DuPont and joined the Christiana Hilton to champion the entrepreneurial position of Experience Specialist. Soon she was teaching the skills of that position throughout the company. Her skills were shared corporate-wide as she joined the MJ Marketing Team. Then the hands-on service opportunities called her again and she returned to the Hilton where today she leads her team as the Front Office Manager.

Chris is the single mother of one son. Moments to enjoy life are energy boosts to Chris. She enjoys fine dining and chasing down the trails of famous chefs and unique restaurant concepts. She cherishes the act of learning and then sharing that learning with others. To know Chris is to know a self-reflecting learner who consistently works to make life better.