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Plaza Premium Group Strengthens Leadership Team with Key Regional Appointments in North America



Akshay Sood
Regional Director
Eastern Canada



Peter Dhillon
Regional Director
Western Canada



Glen Piner
Regional Director
United States

Dallas, United States, 28 August 2025 - Plaza Premium Group (PPG), the global pioneer in airport hospitality, is pleased to announce the appointments of Akshay Sood, Peter Dhillon, and Glen Piner as Regional Directors for Eastern Canada, Western Canada and the United States respectively. These key leadership appointments reflect PPG's continued commitment to operational excellence, guest satisfaction, and strategic growth across the region.

"Welcoming these new leaders across the Americas marks an exciting chapter for Plaza Premium Group as we grow our regional footprint and continue to raise the bar for airport hospitality. Each appointment strengthens our ability to deliver exceptional experiences, enhance our services, and bring innovative solutions to travellers in every market we serve. Together, these leaders will help us take our mission of making travel better to new heights across the region," said Pascal Belanger, Senior Vice President, Americas, Plaza Premium Group.

Based in Toronto, **Akshay Sood** assumes the role of Regional Director for Eastern Canada, overseeing operations in both Toronto and Montreal. With a distinguished career spanning over 15 years in luxury hospitality and airport services, Akshay brings a wealth of expertise and a proven track record of operational excellence, strategic leadership, and team development.

In his new role, Akshay leads a team of 300 dedicated professionals in Toronto, managing seven lounges and providing meet-and-assist services to approximately 1.4 million guests annually. In Montreal, he directs 160 staff members across three lounges, with two additional lounges set to open soon. The current portfolio includes AF France lounges and two Desjardins lounges, with further expansion actively underway. Prior to Sood's recent appointment he was the Head of Operations of Plaza Premium Lounge, Vancouver where he had launched and managed nine airport lounges and four F&B outlets.

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Akshay holds a Master's in Business Management from Narsee Monjee Institute of Management Studies, Mumbai, and a Bachelor's degree in Hotel Management from BCIMHCT, New Delhi. His leadership is characterized by a commitment to guest satisfaction, operational optimization, and the professional growth of his teams.

Appointed as Regional Director for Western Canada, **Peter Dhillon** brings over 25 years of expertise in business development, team leadership, business expansion across hospitality, food & beverage, and franchise operations in North America and the Caribbean. His career is marked by a strong focus on strategic and organisational growth, as well as structured improvements that drive commercial success and elevate service standards. Known for his ability to unite cross-functional teams and foster a culture of continuous improvement, Peter has led initiatives that span talent development, brand expansion, and guest experience innovation.

As Regional Director, Peter will assume strategic oversight of Western Canada's operations, guiding the region's service delivery, team performance, and business execution across lounges, food & beverage, and guest services. He will focus on aligning operational outcomes with business goals, advancing service innovation, and fostering regional excellence through structured processes and cross-functional leadership. Peter will also support new lounge developments, lead the rollout of refreshed F&B concepts, and champion initiatives that strengthen team capability and elevate the guest experience.

Peter is highly skilled in strategic business development, operational cost control, menu innovation, training program development, and team leadership, with a reputation for driving growth and operational excellence.

In Dallas, **Glen Piner** has been appointed Regional Director for the United States at Plaza Premium Group, responsible for overseeing all U.S. operations. With over 25 years of experience, Glen brings extensive expertise in hospitality leadership, business transformation, and stakeholder engagement in operations and senior management across hospitality and food service sectors. Prior to joining PPG, Glen had extensive and solid years of experience in the management and operations at leading franchised food establishments across the U.S., demonstrating a strong ability in overseeing large teams, driving commercial growth while enhancing guest satisfaction and service performance in the region.

In his new role, Glen leads all U.S. operations from field to office, ensuring seamless performance across lounges, meet-and-greet services, and food & beverage outlets. He is responsible for driving operational excellence, leading service delivery, and ensuring brand standards and service quality are consistently delivered across all operational areas. Glen will also play a key role in shaping guest experience strategies, guiding new lounge openings, and introducing innovative food & beverage concepts in collaboration with headquarters. His leadership also extends to building high-performing teams, embedding a culture of continuous improvement, and ensuring systems are in place to consistently exceed guest expectations.

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Plaza Premium Group (PPG) is the global leader in integrated airport hospitality and passenger service solutions, operating the largest network of airport lounges worldwide and offering a 360-degree airport hospitality experience with 14 brands under its portfolio, operating in 150 countries across 600 international and domestic airports and serving 24 million passengers annually. With a mission to Make Travel Better, the group introduced the world's first independent airport lounge concept in 1998. Plaza Premium Lounge, Plaza Premium First - award-winning airport lounges, Aerotel - the world's largest airport transit hotel chain, Refreshhh by Aerotel, ALWAYS - airport passenger services, airport dining concepts, Smart Traveller - innovative digital experience and rewards platform, and One Travel Experience Ecosystem (OneTECO), the group is at the forefront of transforming airport experiences for the better through innovative and human-led solutions. PPG's commitment extends beyond its brands, as it also provides lounge management and hospitality solutions to leading airlines, alliances, and corporations worldwide. Plaza Premium Group has over 100 accolades, demonstrating its exceptional achievements and commitment to service excellence. Notably, the group has received the prestigious "World's Best Independent Airport Lounge" award at the World Airline Awards by Skytrax for nine consecutive years from 2016 to 2025. With a team of over 6,000 dedicated professionals worldwide, and through a continuous pursuit of innovation and excellence, the group is experiencing exponential growth globally.

To learn more: <https://www.plazapremiumgroup.com>

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