

Kelly Roberts, The Mission Inn Hotel and Spa and Kelly's Spa

February 2nd, 2010

Kelly Roberts

Chief Operating Officer,

[The Mission Inn Hotel](#) and [Kelly's Spa](#)



When the Riverside, California historic Mission Inn was on the brink of demolition, Kelly's husband, Duane Roberts rescued it from the wrecking ball. Generally considered the largest Mission Revival style building in the United States, the property was first opened in 1903 and was crafted with elements of California's 21 missions. From the day the Roberts' took ownership in December 1992, Kelly made it her ambition to restore the Inn to its original splendor. Her efforts included seeking décor to reflect the uniquely vibrant and colorful history of the property, launching the Tuscan-inspired Kelly's Spa and developing a new botanical line of products called Kelly's Fountain of Youth Collections. The Mission Inn and Spa has been featured on My Fox LA's Hot List and Good Morning America, and in Destination Weddings Magazine, USA Today, American Spa Magazine, Los Angeles Times and The Wall Street Journal. Kelly's Spa was just voted the number one day spa in California on Good Day LA's Hot List.

As the co-owner, Kelly immediately realized it needed a luxury spa in order to become a destination resort. Kelly, a mother of two with a doctorate of law, financed her vision with their personal funds, determined to bring the best spa treatments to [The Mission Inn](#) clientele. Debuting in 2004 and drawing on the rich, colorful history the hotel possesses, Kelly's Spa reflects the décor Kelly herself brought back from Europe.

Kelly's 7,000-square-foot spa features 12 treatment rooms, including two private villas that can be used for couples, brides-to-be and groups of friends, as well as two rooms specifically for therapeutic baths, a nail salon, a communal relaxation room and a women's only relaxation room. Kelly was insistent that the spa matched the hotel's historic architecture – the beauty of medieval castles and ornate cathedrals.

Recently, the hospitality industry dropped to its lowest levels in all categories. In order to stay ahead, Kelly has taken additional steps to provide her guests with the ultimate spa experience. She believes that personalized, attentive, world-class service is what her spa goers expect, and is exactly what her personally-selected team provides.



Kelly, who admits she loves to create and be busy, feels that it was natural for her to [become an entrepreneur](#). Along with launching Kelly's Spa, she recently introduced a new line of luxury botanical skincare products called Kelly's Fountain of Youth Collection. Kelly also offers a line of beautifully scented aromatherapy candles and organic tea blends. This month, Kelly and her daughter Casey are opening a new café at The Mission Inn Hotel & Spa, Casey's Cupcakes & Cappuccinos. Inspired by her great-grandmother's homemade cupcakes, Casey wanted to bring the whimsical flavors of her childhood to the guests of The Mission Inn and Riverside locals alike.

Hands On

"I personally stay on top of performance by providing the estheticians and massage therapists with consistent training and education. It is important to me that guests of my spa and our rooms and restaurants experience the highest quality of service, products and ambiance."