



CORPUS CHRISTI CONVENTION & VISITORS BUREAU

BOARD DETAILS



OVERVIEW



SIZE 13 Seats



TERM LENGTH 2 Years



TERM LIMIT 6 Years

The Corpus Christi Convention & Visitors Bureau solicits various organizations and associations to conduct meetings/conventions/tradeshows within Corpus Christi year-round; to promote the City as a year-round destination; to design and implement an advertising campaign with state, national and international coverage to feature the Corpus Christi area as an attractive region in which to vacation or have conventions or group meetings; to provide support services to conventions in Corpus Christi; to operate visitor information centers; to provide information and advice to businesses interested in tourism and convention-related business in the Corpus Christi area; and to advise the City on projected growth of tourism and convention-related businesses to assist City planning efforts.



DETAILS

COMPOSITION

Thirteen (13) members selected directly by the City Council. The members shall be representatives of the following groups: 3 - hotel industry; 3 - attraction industry; 2 - restaurant industry; and 5 - community at-large. The Mayor and City Manager, or their designees, shall serve as ex-officio non-voting members of the Board. In addition, the Council will appoint a representative from the Port of Corpus Christi Authority, a representative from the Regional Transportation Authority, a representative from the C.C. International Airport and a State Legislature Affairs representative to serve as ex-officio advisory non-voting members. Appointments will be for two-year staggered terms. No person may serve as a voting member for a period longer than six years consecutively, unless such service is required by virtue of the person's position or title or to complete an unexpired term.

CREATION / AUTHORITY

Motion No. 2006-209, 7/11/06; Motion No. 2006-243, 7/25/06; Motion No. 2010-282, 11/16/10; Motion No. 2013-028, 2/12/13; Motion No. 2014-155, 11/18/14; Amended By-Laws, 8/31/17.

MEETS

3rd Thursday of every month, 12:00 p.m., Bay Building, 101 N. Shoreline, Ste. 430.

TERM DETAILS

Two-year staggered terms.

DEPARTMENT

Convention and Visitors Bureau

OTHER INFORMATION

Corpus Christi Convention and Visitors Bureau Members
December 12, 2017

One (1) vacancy with term to 10/1/19 representing the following category: 1 - Hotel Industry. *(Note: The Corpus Christi Convention and Visitors Bureau is recommending the new appointment of Raju Bhagat (Hotel Industry) or Kaushik "Charlie" Bhakta (Hotel Industry)).*

Name	Board Name	Status	District	Term	End Date	Position	Office/Role	Category
Kamlesh Bhikha	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Resigned	District 1	1	10/01/19	Member		Hotel Industry
Ken Griffin	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	Other / Non-Resident	3	10/01/18	Member		At-Large
Darcy Schroeder	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	District 2	3	10/01/18	Member		At-Large
James "Jim" Needham	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	District 4	3	10/01/18	Member		At-Large
Johnny Philipello	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	District 4	1	10/01/19	Member		Attraction Industry
Lynn Frazier	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	District 1	1	10/01/19	Member		At-Large
Kendra L. Kinnison	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	District 4	1	10/01/19	Member		Hotel Industry
Melody Nixon-Bice	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	District 5	2	10/01/19	Vice-Chair		Hotel Industry
Fred F. Soward III	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	District 4	1	10/01/19	Member		Restaurant Industry
Terri Adams	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	Other / Non-Resident	2	10/01/18	Member		Attraction Industry
James Kunau	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	District 5	2	10/01/18	Chair		Attraction Industry
Jason Rodriguez	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	District 4	2	10/01/18	Member		Restaurant Industry
Ed Cantu	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active	District 5	1	10/01/18	Member		At-Large
Joe McComb	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active		N/A	N/A	Ex-Officio, Non-voting	Mayor	Mayor
State Legislature Representative	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active		N/A	N/A	Ex-Officio, Non-voting	State Legislature	State Legislature Representative
Margie C. Rose	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active		N/A	N/A	Ex-Officio, Non-voting	City Manager	City Manager
Patricia Cardenas	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active		N/A	N/A	Ex-Officio, Non-voting	Port of Corpus Christi Representative	Port of Corpus Christi Authority
Terry Klinger	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active		N/A	N/A	Ex-Officio, Non-voting	Regional Transportation Authority Representative	Regional Transportation Authority
Fred Segundo	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	Active		N/A	N/A	Ex-Officio, Non-voting	Corpus Christi International Airport Representative	Corpus Christi International Airport

**Corpus Christi Convention and Visitors Bureau Applicants
December 12, 2017**

Name	Boards Applying For	District	Employer	Work Address	City	St.	Work Phone	Category
Raju G. Bhagat	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	District 1	Self-Employed	707 N. Shoreline Blvd.	Corpus Christi	TX	361-726-7096	Hotel Industry
Kaushik "Charlie" Bhakta	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	District 5	ZJZ Hospitality, Inc.	4639 Corona Dr. Suite 55	Corpus Christi	TX	361-855-1549	Hotel Industry
Pramit Bhakta	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	District 3	Comfort Suites - Texas A&M University - Corpus Christi	1814 Ennis Joslin Rd.	Corpus Christi	TX	361-991-7100	Hotel Industry
Josh R. Reeves	CORPUS CHRISTI CONVENTION & VISITORS BUREAU	District 1	Holiday Inn Airport and Confernce Center	5549 Leopard Street	Corpus Christi	TX	361-289-4107	Hotel Industry

Profile

State

□ □ □ □ □

Postal Code

What district do you live in? *

☒ District 1

(Note: If you do not know your district click [here](#))

Current resident of the city?

☒ Yes ☐ No

30+ years

If yes, how many years?

████████████████████

Primary Phone

Alternate Phone

Self-Employed

Employer

Job Title

707 N Shoreline Blvd.

Work Address - Street Address and Suite Number

Corpus Christi

Work Address - City

TX

Work Address - State

78401

Work Address - Zip Code

361-726-7096

Work Phone

rajubhagat@gmail.com

Work E-mail address

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

CORPUS CHRISTI CONVENTION & VISITORS BUREAU: Submitted

Interests & Experiences

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No.

Education, Professional and/or Community Activity (Present)

Why are you interested in serving on a City board, commission or committee?

With over 40 years of experience in the Hospitality and Development business, I would like to share my business resources in any way that supports the mission of the CVB - which is to drive overnight visitors to the Corpus Christi area.

Upload a Resume

Please upload any additional supporting documents.

Demographics

Ethnicity

☒ Other

Gender

☒ Male

Verification

City Code Requirement - Residency

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-65, which states that all members of City boards and commissions, including ad hoc committees, appointed by the City, must be residents of the city. A move outside the city limits of the city by any member shall constitute automatic resignation from the particular board or commission on which such member served.

☒ I Agree

City Code Requirement - Attendance

As a board, commission, or committee member, you will be asked to adhere to City Code of Ordinances, Section 2-61, which provides that absences from more than 25% of regularly scheduled meetings during a term year on the part of any board, commission, or committee member shall result in an automatic termination. An absence shall be deemed unexcused unless excused by the board, commission or committee for good cause no later than its next meeting after the absence.

☒ I Agree

Consent for Release of Information

I understand that if any member of the public makes a request for information included in this application for appointment it must be disclosed under the Public Information Act. I also understand that it may not be legally possible to maintain the confidentiality of such information, and I hereby release the City of Corpus Christi, and its agents, employees and officers, from any and all liability whatsoever if the information must be released pursuant to the Public Information Act.

☒ I Agree

Oath

I swear that all of the statements included in my application and attached documents, if any, are true and correct.

☒ I Agree

Code of Ethics - Rules of Conduct/Conflicts of Interest

Do you represent any person or organization in any claim or lawsuit or proceeding involving the City?

☐ Yes ☒ No

Do you, your spouse, your business or your spouse's business have a City contract?

☐ Yes ☒ No

Does your employer or your spouse's employer have a City contract?

☐ Yes ☒ No

Are you involved with any activities or employment that would conflict with the official duties on the City boards for which you are applying?

☐ Yes ☒ No

Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☒ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department.

N/A

Board-specific questions (if applicable)

Question applies to CORPUS CHRISTI CONVENTION & VISITORS BUREAU

Per city ordinance, the committee must include representatives from certain categories. Do you qualify for any of the following categories? *

- ☒ Hotel Industry
- ☒ Restaurant Industry

Profile

Email Address

Street Address

Suite or Apt

State

City

□ □ □ □ □

Postal Code

What district do you live in? *

☒ District 5

(Note: If you do not know your district click [here](#))

Current resident of the city?

☒ Yes ☐ No

11

If yes, how many years?

CONFIDENTIAL

Primary Phone

Alternate Phone

ZJZ Hospitality, Inc

Employer

Senior VP of Operations

Job Title

4639 Corona Dr Suite 55

Work Address - Street Address and Suite Number

Corpus Christi

Work Address - City

Texas

Work Address - State

78411

Work Address - Zip Code

(361) 855-1549

Work Phone

kbhakta@zjzhospitality.com

Work E-mail address

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

CORPUS CHRISTI CONVENTION & VISITORS BUREAU: Submitted

Interests & Experiences

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

No

Education, Professional and/or Community Activity (Present)

Bachelor of Science from New Mexico State University Delmar College Foundation Board Certified Hotel Administrator and Certified Hotel Owner

Why are you interested in serving on a City board, commission or committee?

I have been in the hotel industry for 20+ years and I believe that my experience and commitment to excellence will be a great asset to the CVB. For the past 8+ years, I have been involved in running successful hotels for ZJZ Hospitality in Corpus Christi and my leadership qualities will bring a strong voice for the hotel partners should I be given the opportunity to serve on the CVB Board.

[Kaushik_Resume.pdf](#)

Upload a Resume

Please upload any additional supporting documents.

Demographics

Ethnicity

☒ Asian or Pacific Islander

Gender

☒ Male

Verification

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Are you, your spouse, your business or your spouse's business involved in any pending bid, proposal or negotiation in connection with a contract with the City?

☐ Yes ☒ No

Do you or your spouse have a pending claim, lawsuit or proceeding against the City?

☐ Yes ☒ No

If you answer "Yes" to any of the questions above, please explain or ask to speak with the City's Legal Department.

All answer are NO

Board-specific questions (if applicable)

Question applies to CORPUS CHRISTI CONVENTION & VISITORS BUREAU

Per city ordinance, the committee must include representatives from certain categories. Do you qualify for any of the following categories? *

☒ Hotel Industry

Kaushik H. Bhakta, CHA



Objective: A desire to hold Senior Management position in the Hospitality Industry where my professional experience and management skills can be utilized.

Education: 1989-1993 New Mexico State University Las Cruces, NM
Bachelors of Science

- Major – Computer Science
- Minor – Mathematics

Professional April 2008-Present ZJZ Hospitality, Inc
Corpus Christi, Texas

Senior VP of Operations (July 2011 – Present)

- Plan, organize, direct, and guide business operations at the Embassy Suites and Staybridge Suites in Corpus Christi, Texas to increase growth and profitability
- Prepare monthly/annual Budgets and Forecasts
- Work closely with hotel General Managers to implement rate strategies to maximize hotel revenues
- Promote and develop team oriented philosophy to provide unparalleled commitment to excellence in guest services

General Manager (April 2008 – June 2011)

- Coordinated construction and new hotel opening for Staybridge Suites
- Developed training programs for Sales, Front Desk, Housekeeping, and Maintenance Departments
- Worked closely with Director of Sales in the development of the sales and marketing plan to capture new short and long term accounts by share shifting from compset.

June 2006-Feb 2008 Holiday Inn Airport Hotel & Conference Center
Corpus Christi, Texas

General Manager (September 2007 – February 2008)

Director of Operations/Assistant GM (June 2006 – August 2007)

- Accountable for achieving budgeted revenues/profits while maintaining the operational and service standards.
- Manage overall administrative function of the Human Resources, Food and Beverage, Sales & Marketing, Front Desk, and Accounting Department.
- Maintain property quality and make any capital improvements accordingly.

Accreditations: City of Alamogordo Lodgers Board 1996-2006; Certified General Manager Program - Holiday Inn, Embassy Suites; Staybridge Suites, Holiday Inn Express; AAHOA Member;
Certified Hotel Administrator 2008; Board Member of Greater Corpus Christi Hospitality Association 2010-Present; Quality Excellence Award Winner 2012 for Staybridge Suites; #1 hotel on Tripadvisor for Corpus Christi 2010-2012.

Application for a City Board, Commission, Committee or Corporation

Profile

<u>Prefix</u>	<u>Pramit</u>	<u>Middle Initial</u>	<u>Bhakta</u>	<u>Suffix</u>
	First Name		Last Name	

[Redacted]

Email Address

[Redacted]

Street Address

[Redacted]

Suite or Apt

[Redacted]

State

City

[Redacted]

Postal Code

What district do you live in? *☒ District 3(Note: If you do not know your district click [here](#))**Current resident of the city?**☒ Yes ☐ No**25 plus**

If yes, how many years?

Are you a registered voter?☒ Yes ☐ No

[Redacted]

Primary Phone

[Redacted]

Alternate Phone

Comfort Suites TAMUCC

Employer

General Manager/Operations
Manager

Job Title

1814 Ennis Joslin Rd

Work Address - Street Address and Suite Number

Corpus Christi

Work Address - City

Texas

Work Address - State

78412

Work Address - Zip Code

3619917100

Work Phone

gm.txa37@choicehotels.com

Work E-mail address

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

CORPUS CHRISTI CONVENTION & VISITORS BUREAU: Submitted

CORPUS CHRISTI REGIONAL ECONOMIC DEVELOPMENT CORPORATION: Submitted

TRANSPORTATION ADVISORY COMMISSION: Submitted

Interests & Experiences

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

N/A

Education, Professional and/or Community Activity (Present)

N/A

Why are you interested in serving on a City board, commission or committee?

N/A

[pramit_bhakta_resume.docx](#)

Upload a Resume

Please upload any additional supporting documents.

Demographics

Ethnicity

☒ Asian or Pacific Islander

Gender

☒ Male

Verification

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Oath

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Code of Ethics - Rules of Conduct/Conflicts of Interest

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☐ Yes ☒ No

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N/A

Board-specific questions (if applicable)

Question applies to CORPUS CHRISTI CONVENTION & VISITORS BUREAU

Per city ordinance, the committee must include representatives from certain categories. Do you qualify for any of the following categories? *

☒ Hotel Industry

Question applies to TRANSPORTATION ADVISORY COMMISSION

Per city ordinance, at least one member of this commission shall represent the bicycling community. Do you qualify for this category?

☐ Yes ☒ No

EXPERIENCE

- 10/09-Present **JB Net Five Corporation, Operations Manager;** Corpus Christi, TX
- Supervise operations of 3 hospitality properties in Corpus Christi area
 - Increased overall sales by 10% over 3 years
 - Manage \$900K expense budget for all properties
 - Coordinated and oversaw \$3.2 million new construction project
 - Manage relationships with key hospitality franchisor
- 02/09-10/09 **Price Waterhouse Coopers, Data Specialist;** Houston, TX
- Verified completion of work papers prior to scheduled archiving
 - Provided support to client service teams within the Portfolio
 - Managed professional and profitable client relationships
 - Cohesively Worked with a multi-billion dollar company whom had a revenue of \$26 billion in 2009
- 08/08-11/08 **Merrill Lynch, Commercial Banking Intern;** Houston, TX
- Assisted team that generated over \$7 million in revenue from Certificates of Deposits
 - Helped team achieve #1 sales status nationwide
 - Analyzed Financial statements and made recommendation on credit worthiness of clients
 - Updated database for prospective and clients-maybe add something on conversion rate
 - Conducted economic analysis and modeling on effects of current events

ACTIVITIES

- 02/08-11/08 **American Marketing Association, Member**
- Networked with companies and students on pursuing and learning different types of Marketing positions
- 01/07-11/08 **Finance Association, Member**
- Networked with other finance majors within the Bauer school and companies
 - Promotions Committee, Fall 2008
- 05/05-11/08 **Alpha Phi Omega, Member**
- Awards Committee position, Spring 2007
 - Assistant Treasurer, Fall 2007
 - Performed over 80 hours of community service
- 03/06, 02/07 **Star of Hope Missionary: Women's Shelter**
- Volunteer- Prepared dinner for the women and children who live in the shelter
- 09/06 **Houston Food Bank**
- Volunteer- Helped box perishable foods for the needy
- 08/06 **Ronald McDonald House**
- Volunteer- Entertained the 20 disabled children and their families by playing games and coordinating 2 movie nights

EDUCATION

- 01/12-05/14 **Masters of Business Administration** May 2014
Texas A&M University of Kingsville, Kingsville, Texas
- 08/04- 12/08 **Bachelor of Business Administration in Finance and Marketing,** December 2008
C.T. Bauer College of Business, University of Houston, Houston, Texas
- Program for Excellence in Selling, Certificate in Sales,** May 2008
C.T. Bauer College of Business, University of Houston, Houston, Texas
- Worked part time while attending classes full time

SKILLS AND CERTIFICATION

- Experienced in personal computer use, including the following software: Word, Excel, PowerPoint, QuickBooks, Salesforce.com, and ChoiceAdvantage.com

Application for a City Board, Commission, Committee or Corporation

Profile

<u> </u>	<u>Josh</u>	<u>R</u>	<u>Reeves</u>	<u> </u>
Prefix	First Name	Middle Initial	Last Name	Suffix

Email Address

Street Address

Suite or Apt

City

State

Postal Code

What district do you live in? *☒ District 1(Note: If you do not know your district click [here](#))**Current resident of the city?**☒ Yes ☐ No**6 months**

If yes, how many years?

Primary Phone

Alternate Phone

**Holiday Inn Airport and
Conference Center**

Employer

General Manager

Job Title

5549 Leopard Street

Work Address - Street Address and Suite Number

Corpus Christi

Work Address - City

Texas

Work Address - State

78408

Work Address - Zip Code

3612894107

Work Phone

gm@hiccairport.com

Work E-mail address

Preferred Mailing Address

☒ Home/Primary Address

Which Boards would you like to apply for?

CORPUS CHRISTI CONVENTION & VISITORS BUREAU: Submitted

Interests & Experiences

Do you currently serve on any other City board, commission or committee at this time? If so, please list:

Currently new to the area and looking to join a local board.

Education, Professional and/or Community Activity (Present)

USAF Services Academy, Six Sigma Lean Operations, Certified IHG General Manager, Hotel Revenue Management Certification and 20 + years in hospitality.

Why are you interested in serving on a City board, commission or committee?

I want to ensure that the City of Corpus Christi CVB is given the attention it deserves. The city needs the CVB to assist with growing business for the community as well as local business.

[Josh_Reeves.pdf](#)

Upload a Resume

Demographics

Ethnicity

☒ Caucasian/Non-Hispanic

Gender

☒ Male

Verification

City Code Requirement - Residency

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Oath

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☒ I Agree

Board-specific questions (if applicable)

Question applies to CORPUS CHRISTI CONVENTION & VISITORS BUREAU

Per city ordinance, the committee must include representatives from certain categories. Do you qualify for any of the following categories? *

☒ Hotel Industry

Objective

Being a resourceful, highly motivated, manager with strong and solid work history and verifiable ability to produce outstanding leadership results. I hope to obtain a position in the hospitality industry that allows me to continue to better myself and broaden my knowledge. I am characterized as demanding but fair with high expectations on integrity and willingness to lead by example. With a management philosophy that values training, coaching and positive reinforcements. Always maintaining a focus on guest service with a passion for results and a dedication to excellence

Experience

Holiday Inn Airport and Conference Center (Hotel Equities)

Corpus Christi, TX

General Manager

September 2016 - Present

- Directed and coordinated the Rooms Division for the hotel to ensure maximum profits
- Carried out all policies and prepared reports established by Hotel Equities and the Regional Vice President;
- Conducted employee performance evaluations as prescribed and ensure that all employees are trained for their positions to maximize service, production, and efficiency; control staffing, maximize profits, control costs and ensured the security of the operation
- Director of Operations for pre-opening team during new build process
- Directed and coordinated the Food & Beverage operations of the hotel to ensure maximum profits
- Directed Sales department to maximize topline revenue and worked to grow market share

Sheraton Georgetown Hotel and Conference Center

Georgetown, TX

Director of Operations

April 2016 – September 2016

- Directed and coordinated the Rooms Division of the hotel to ensure maximum profits
- Carried out all policies and prepared reports established by Starwood and the General Manager;
- Conducted employee performance evaluations as prescribed and ensure that all employees are trained for their positions to maximize service, production and efficiency; control staffing, maximize profits, control costs and ensured the security of the operation
- Director of Operations for pre-opening team during new build process
- Directed and coordinated the Food & Beverage operations of the hotel to ensure maximum profits
- F & B included food production, equipment use and control, banquet service, room service, beverage service, restaurant service and food and beverage purchasing

Sheraton Burlington Hotel and Conference Center

South Burlington, VT

Taskforce General Manager / Director of Operations

September 2013 – April 2016

- Directed and coordinated the Rooms Division of the hotel to ensure maximum profits
- Carried out all policies and prepared reports established by Starwood and the General Manager;
- Conducted employee performance evaluations as prescribed and ensure that all employees are trained for their positions to maximize service, production and efficiency; control staffing, maximize profits, control costs and ensured the security of the operation
- Coordinated Hotel Renovation of 309 Guest Rooms along with all Public Space
- Lead team that increased guest experience rating to number 5 out of 396 Sheratons World Wide
- Directed and coordinated the Food & Beverage operations of the hotel to ensure maximum profits
- F & B included food production, equipment use and control, banquet service, room service, beverage service, restaurant service and food and beverage purchasing
- Promoted from Housekeeping Director of Housekeeping

Public House Historic Inn

Sturbridge, MA

Food and Beverage Manager

April 2009 – July 2013

- Directed and organized the Food & Beverage function within the hotel in order to maintain high standards of food and beverage quality, service, and merchandising to maximize profits.
- Participated in total hotel management as a member of the hotel Executive Committee.
- Clearly described, assigned and delegated responsibility and authority for the operation of the various food and beverage sub-departments, i.e., room service, restaurants, banquets, kitchens, stewards, etc.
- Developed, implemented, and monitored schedules for the operation of all restaurants and bars to achieve a profitable result.
- Assisted the area managers in establishing and achieving predetermined profit objectives and desired standards of quality food, service, cleanliness, merchandising and promotion.

Cape Cod Resort and Conference Center

Hyannis, MA

Director of Food and Beverage/Night Manager

November 2007- April 2009

- Directed and organized the Food & Beverage function within the hotel in order to maintain high standards of food and beverage quality, service, and merchandising to maximize profits.
- Participated in total hotel management as a member of the hotel Executive Committee.
- Clearly described, assigned and delegated responsibility and authority for the operation of the various food and beverage sub-departments, i.e., room service, restaurants, banquets, kitchens, stewards, etc.
- Developed, implemented, and monitored schedules for the operation of all restaurants and bars to achieve a profitable result.
- Assisted the area managers in establishing and achieving predetermined profit objectives and desired standards of quality food, service, cleanliness, merchandising and promotion.
- Part of brand transition team and complete hotel renovation

Four Points by Sheraton Resort and Conference Center

Hyannis, MA

Director of Banquets

March 2007- November 2007

- Effectively monitored the daily operations of the Banquet Department, including providing support and guidance to fellow banquet personnel to ensure a successful and effective operation ending in a positive guest experience.
- Reviewed all written communication, i.e., resumes, daily/weekly, Banquet Event Orders to determine appropriate staffing levels, room/station assignments, buffet décor and enhancements as they relate to banquets and meeting room set-ups.
- Communicated all changes within the Banquet Department and adjusted according to the above items.
- Communicated information to the kitchen and other supportive departments prior to and during events.
- Responsible for maintaining a strong client relationship and ensuring that all convention specifications are communicated to and executed by all hotel operating departments making for a successful meeting experience for the meeting planner and attendees.
- Maintained constant communication with the Convention Service/Catering Sales Manager as it applies to the client at hand.

Troy Country Club

Troy, OH

Assistant General Manager

February 2006 – February 2007

- Developed a training program for restaurant employees.
- Maintained proper staffing levels, and employee schedules.
- Coordinated and conducted all POS training classes.
- Assisted GM with total Club and Golf Course Operations
- Served as Manager on Duty in General Manager's absence.

West Chop Club and Inn

Vineyard Haven, MA

Assistant General Manager

January 2002 – February 2006

- Developed a training program for restaurant employees.
- Maintained proper staffing levels, and employee schedules.
- Coordinated and conducted all POS training classes.
- Assisted GM with total Club and Inn operations.
- Served as Manager on Duty in General Manager's absence.

United States Airforce Lackland Airforce Base

San Antonio, Texas

Services Supervisor

December 1998 – December 2001

- Supervised Meal operations for 1500 airmen
- Maintained proper staff levels
- Implemented Command Policies

Silver State Restaurant

Ely, Nevada

Assistant General Manager

July 1992 – August 1998

- Developed new and more diverse menu
- Created an inventory and par stock system
- Worked from entry level to management

Education

Technical Degree Food Service and Lodging 1999

USAF Services Academy Lackland Airforce Base San Antonio, TX

High School Diploma Vocational and General Studies 1998 White

Pine County High School Ely, NV

Six Sigma / Lean Hotel Operations Green Belt 2015 Starwood

Hotels and Resorts World Wide Stamford, CT

General Manager Certification 2017

IHG Hotels Atlanta, GA