

The field of hotel & hospitality experts is extremely narrow. By offering more than one such expert, THE HOTEL EXPERTS, LLC represents an efficient means to shop for the competitive edge. THE endeavors to assure that attorney clients are matched with the expert most appropriate to the litigation consulting needs and unbiased opinions and testimony specific to each plaintiff's or defendant's case needs.

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SUMMARY OF QUALIFICATIONS

- ◆ Over thirty years of sales, marketing and hotel operations experience
- ◆ Twenty-seven years of management experience
- ◆ Franchise leadership including sales and contracting
- ◆ Drafted operating standards and trained managers for their execution
- ◆ Inspected for and supervised standards compliance

PROFESSIONAL EXPERIENCE

THE HOTEL EXPERTS, LLC STRATHAM, NH & PALM BEACH GARDENS, FL
Member **2002-Present**

- THE HOTEL EXPERTS (THE) provides strategic support and expert witness services to attorneys and their clients litigating claims related to hotels, resorts, motels, casinos, cruise lines, restaurants, racetracks and other entertainment venues. THE serves both plaintiffs and defendants who are hotel owners, operators, franchisors, franchisees and individual litigants by guiding attorneys through discovery and depositions, and by writing expert opinions and testifying at deposition and trial on hospitality practices and reasonable standards of care.

FRANCHISE ASSOCIATES

STRATHAM, NH

Principal

1996-Present

- Franchise Associates provides consulting services targeting small to medium-sized management companies and individual hotels. Services include but are not limited to: strategic planning, annual planning, organizational analysis, team building, problem solving, marketing, operating standards and services, customer relations, growth and development, franchise selection and negotiation, contracting and franchise relations

OMNI HOTELS

HAMPTON, NH

VP, Director of Franchising

1991-1996

- Full responsibility for franchising program comprised of 17 hotels or 50% of North American properties
- Generation of development prospects and active participation in solicitation process
- Negotiation, preliminary drafting and authorized signatory on all franchise contracts
- Drafted plain language Uniform Franchise Offering Circular (UFOC)
- Facilitation of all new hire executive level orientation
- Supervising author and guardian of Omni Hotels Operating Manual
- Active support of field management with respect to training, motivational programs, quality assurance, brand products and revenue generation
- Member of corporate executive operating committee reporting to President & CEO

VP, Director of Franchise Sales & Marketing **1987-1991**

- One of two corporate officers chosen to launch franchising program aimed at increasing brand presence, fee income and marketing funding
- Participated in development planning, execution and closing of new hotel contracts
- Professionally trained in the selling of franchises
- Planned for corporate resources to effectively deliver support services
- Provided sales, marketing and general support to all franchisees and their operators

VP, Director of National Sales **1983-1987**

- Constructed the merger of Omni and Dunfey Hotels' National Sales organizations
- Supervised 26 directors of sales, sales managers and support personnel in Boston, Chicago, New York and Washington, DC
- Opened National Sales Offices in Atlanta, Los Angeles and Dallas
- Responsible for collateral development, advertising and direct mail
- Initiated database account management
- Constructed company-wide group and convention sales contract
- Vested sales executives with the authority to directly negotiate and to contract clients at a time when competitors had not yet demonstrated the ability to do so, thereby creating a unique strategic advantage with buyers and unusual credibility with hotels served

DUNFEY HOTELS

HAMPTON, NH

Regional Director of Sales & Marketing **1982-1983**

- Provided corporate sales and marketing supervision to 8 hotels from California to New York
- Responsible for hiring, training and ongoing support of all sales-related departments
- Led sales and marketing transition of the 1,240-room New York Sheraton

NEW YORK STATLER, A DUNFEY HOTEL (1,800 rooms)

NEW YORK, NY

Director of Sales **1980-1982**

- Supervised 53 people in 7 departments including room sales, catering sales, banquet and convention services for this hotel boasting over 95,000 square feet of function and exhibit space
- Personally attracted and negotiated largest convention accounts, airline crews and other volume producers

- Responsible for collateral development, advertising, direct mail and public relations
- Served on hotel's executive operating committee

DUNFEY HOUSTON HOTEL (450 rooms) HOUSTON, TX
Director of Sales 1977-1980

- Arrived as Assistant Director of Sales and promoted to Director of Sales within one year
- Hired, trained and supervised 14 sales, catering and banquet service executives focused on the solicitation and servicing of commercial transient and group buyers, state and national associations and other groups, wholesale buyers and banquet events
- Personally improved solicitation of largest and most strategically critical accounts
- Responsible for all collateral development, advertising, direct mail and public relations
- Served on hotel's executive operating committee

DUNFEY ATLANTA HOTEL (370 rooms) ATLANTA, GA
National Sales Manager 1976-1977

- Senior sales responsibility via telephone and personal sales calls for national association, corporate and other group meetings suited to the hotel's 13,000 square foot ballroom and additional 20,000 square feet of meeting and function space
- Assisted director of sales in orientation, training and supervision of all new hires

DUNFEY HYANNIS RESORT (225 rooms) HYANNIS, MA
Regional Sales Manager 1975-1976

- Solicitation of association, corporate and other group meeting and incentive business attracted to this hotel's Cape Cod location, extensive function capabilities and recreational facilities including golf, indoor and outdoor tennis, health spa and indoor and outdoor swimming pools
- Account pursuit covered all of New England at various times via personal and telephone sales calls

DUNFEY'S HOWARD JOHNSON HOTEL (275 rooms) NEWTON, MA
Sales Manager 1974-1975

- Initiated program to capture transient commercial travelers
- Door to door and telephone solicitation of corporate accounts and travel agents

NEWTON PUBLIC SCHOOLS NEWTON, MA
Secondary School Teacher 1973-1974

- Taught grades 7-9 in the English/Social Studies Department of Meadowbrook Junior High School

EDUCATION

UNIVERSITY OF MASSACHUSETTS BOSTON, MA
B.A., Psychology 1973
Secondary School Teacher Certification 1973

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SUMMARY OF QUALIFICATIONS

- ◆ Over thirty-five years of hotel industry experience as manager, educator, consultant
- ◆ Industry leader in standards development, employee training and cultural diversity
- ◆ Dynamic speaker at hospitality schools, corporate management gatherings on up to the loftiest professional hospitality associations
- ◆ Prolific author of globally-distributed articles spanning all hospitality disciplines and a wide array of topical issues

PROFESSIONAL EXPERIENCE

www.HospitalityEducators.com

Co- Founder

PHOENIX, AZ

Launched spring **2010 –present**

HospitalityEducators.com is a consortium of successful corporate and academic professionals, delivering focused and affordable counsel in solving specific challenges facing the hospitality industry. Our services are designed to help individual hoteliers and hospitality businesses improve their market penetration, deliver service excellence and increase their profitability.

Services include a wide spectrum of hospitality businesses ranging from small family owned operations to large convention centers, including:

- independent hotels and restaurants
- boutique hotels
- small hospitality brands
- country inns and bed & breakfasts
- management companies
- hospitality students and aspiring professionals

Collaboration with supporting organizations includes

- lodging & restaurant hospitality associations
- select hospitality academic programs and membership hospitality associations

HoganHospitality.com

Principal

PHOENIX, AZ

2008-Present

- Author of weekly regular columns *for a substantial number of global online services:* eHotelier.com, Hotel-Online.com, SpaClique.com, 4 Hoteliers.com, HotelResource.com, the Rooms Chronicle, HospitalityLawyer.com and Hysndicate.com, which distributes services to AH&LA, IH&RA, HSMIAI, AAHOA, Cornell University and 10 more organizations. Readers are real world end users in the industry that range from mid market to upscale properties and include operational, service and marketing topics. The audiences are international in with regular measurable reader interaction from six continents

- Keynote and program lecturer on topics from guest understanding, satisfaction, standards and training to cultural diversity.
- Certified Instructor for Certification Programs for American Hotel & Lodging Association Educational Institute
- Consultant to university level hospitality programming.
- Continues to maintain extensive service to industry affiliated commissions and councils.
- Provides litigation support and unbiased expert testimony in lawsuits concerning standards of care in the hospitality industry.

BEST WESTERN INTERNATIONAL

PHOENIX, AZ

Director of Education and Cultural Diversity

2003-2008

- As primary learning and diversity officer reporting to the president, upgraded short and long-term training products system-wide.
- Developed and delivered educational resources and training to over 2,300 hotels in North America, with support to international affiliates as needed. Entire chain consisted of more than 4,200 hotels in 80 countries.
- Successfully launched the organization's first Learning Management System one year ahead of schedule, with more than 7500 users in the first six months.
- Created the brand's first mandatory general manager training. This program had more than 2,200 attendees the first two years and evolved into a multi-level program with continuing education.
- Provided major support in the brand's major customer care initiative to 2,300+ domestic hotels.
- Initiated cultural diversity activities, including participation in industry minority purchasing programs, celebration of cultural diversity communication programs and system-wide awareness in a continuing series of company-wide learning tools.
- Served as the staff liaison to two internal governor advisory committees and five external industry councils.

Director of Education and Training

2000-2003

- Improved short and long-term training programs and products system-wide.
- Created and facilitated instructor-led training workshops serving over 5,600 attendees annually in less than four years.
- During time as Best Western's primary learning officer, educational staffing doubled in size while remaining self-funded.
- Introduced cost-effective collaborations with external professional and educational partners.
- Graduated over 800 American Hotel & Lodging Association (AH&LA) Certified Hotel Owners who were also Best Western members of the Asian American Hotel Owners Association (AAHOA).
- Selected by company CEO to lead a company-wide task force in response to the 9/11/01 terrorist attacks. Specific action plans in 15 different areas were researched and introduced successfully.

HOGAN & ASSOCIATES HOSPITALITY

NASHVILLE, TN

President & Principal

1987-2000

- Consulting services practice specializing in custom work for hospitality industry clients, in the United States and Canada.
- Focused on educational programs driving employee motivation and increased profitability
- Conducted hundreds of training seminars, many for repeat clients who were individual hotels, hotel management companies, professional associations and conventions and visitors bureaus

- Provided litigation support and expert testimony in hospitality-related lawsuits

MED CENTER INNS OF AMERICA

NASHVILLE, TN

Senior Vice President of Operations

1988-1996

- Provided a series of services to a major client, including Consultant, Senior Vice President of Operations, General Manager and LLP Management. The group sold its assets in 1996.

PARK SUITE HOTEL (now 296-room Embassy Suites)

NASHVILLE, TN

General Manager

1986-1987

- Supervised luxury all-suite hotel during pre-opening and first operating year phases including, construction completion, installation of furniture, fixtures and equipment, pre-opening and initial marketing, hiring and training of 150+ new employees in rooms operations, security, food, beverage, human resources and all operating disciplines

SHERATON NASHVILLE (285 rooms)

NASHVILLE, TN

General Manager

1981-1985

- Supervised complete renovation of hotel, launched re-opening marketing campaign to recapture lost market share due to neglectful operations of previous owner
- Led hiring and training of 170+ employees in rooms operations, security, food, beverage, human resources and all functional departments
- Recognized for numerous personal and team awards by ITT Sheraton Corporation and elected by peers as Sheraton Regional Council Chairman

CAROLINE MANAGEMENT CORPORATION

RALEIGH, NC

General Manager, Operations Manager

1980-1981

- Orchestrated complete renovation and market repositioning of the 195-room Raleigh Hilton
- Oversaw hiring and training of 75+ employees in all departments of this full service hotel
- Assumed multi-unit operational responsibilities for Hilton and Caroline Management hotels in Greensboro and Winston-Salem within four months of initial employment

DUNFEY ATLANTA HOTEL (later Omni Hotels, 370 rooms)

ATLANTA, GA

Resident Manager

1976-1979

- Hired, trained and supervised over 125 employees of front office, housekeeping, engineering and security in this full-service hotel
- Established and trained improved operating standards throughout rooms division
- Served as Acting General Manager and on-site overseer of \$14 million renovation during hotel closure following a significant fire
- Management team was honored by the parent company and American Hotel & Motel Association (AH&MA, now AH&LA) for safety training and staff response to the fire.

ITT SHERATON CORPORATION

BOSTON, MA & HOUSTON, TX

Corporate Management Trainee, Assistant Front Office Manager, Front Office Manager, Night Manager on Duty

1973-1976

- Trained in management positions across various rooms, food & beverage and technology departments in Sheraton's flagship 1,500-room hotel in Boston
- Assumed role of Assistant Front Office Manager prior to internship completion
- Promoted to Front Office Manager at Sheraton Houston nine months later

FACULTY/TEACHING EXPERIENCE

Adjunct Professor, Newbury University, Boston, MA

Seminar in Contemporary Management Issues	1998- 2000
Business Communication	Spring 2000
International Business Management	Spring 2000
Human Resources Management	Fall 1998
Compensation Management	Summer 1999
Finance Management	Summer 1999
Small Business Management	Spring 1999
Microeconomics	Summer, Fall 1999
	Fall 1999

Adjunct Professor, Volunteer State College, Gallatin TN

Strategic Marketing Planning	1989- 1997
Convention Management and Service	Spring 1990, 1992
Housekeeping Management	Fall 1990, 1993
Energy Management	Fall 1991
Hotel & Motel Management and Operations	Spring 1995
Hospitality Law	Spring 1995
Food and Beverage Controls	Fall 1996
	Fall 1996

Seminar Designer & Presenter, Educational Institute, Orlando, FL

Ethics	1987-1996
Hotel Marketing and Sales	1990-1995
Yield Management	1989, 1994
Destination Marketing	1990-1995
Services Management	1990-1995
Managing Quality Services	1990-1995
Planning and Control	1990-1995
Kitchen Management	1990-1995

Adjunct Professor, Belmont University, Nashville, TN

Marketing Hotels and Restaurants	1982-1985
Front Office Operations	1983, 1984
Introduction to the Hospitality Industry	1983, 1984
Hospitality Accounting	1982-1985
Hotel & Motel Management and Operations	1984
	1983

EDUCATION

2005	Ph. D.	University of Northern Washington ¹	International Business
2004	CHE	Educational Institute of AH&LA	Certified Hospitality Educator
2002	MBA	University of Northern Washington	Master Degree Business
2000	ACI	Educational Institute of AH&LA	Accredited Certification Instructor
1988	MHS	Educational Institute of AH&LA	Master Hotel Supplier
1984	CHA	Educational Institute of AH&LA	Certified Hotel Administrator
		Renewed 1989, 1995, 2000, 2005, 2010	
1973	B.S.	University of Massachusetts	Hotel, Restaurant, Travel Admin.

¹ This institution was licensed by the State of Washington and their representatives stated it was in the process of seeking traditional accreditation at the time I applied and was taking distance learning classes. They have not completed this process at this time. I have full transcripts of the courses completed and copies of my MBA thesis and my 360 page dissertation.

INDUSTRY AFFILIATIONS & SERVICE

American Hotel & Lodging Association (AH&LA)	
▪ Educational Institute Certification Commission	2007-present
▪ Education & Training Committee	2006-2010
▪ Multicultural Advisory Council	2003-2010
▪ Educational Institute Content Expert	2002-present
▪ Hospitality Industry Diversity Institute	2003-2008
▪ Accreditation Commission for Programs in Hospitality Administration	2003-2008
▪ Commission for Accreditation on Hospitality Management Programs	2002-2008
▪ Council of Hotel, Restaurant and Institutional Educators	2002-2008
▪ Asian American Hotel Owners Association (AAHOA) Education & Training Committee	2002-2006

SPEAKING ENGAGEMENTS

John Hogan has appeared before an extensive list of corporate, professional industry association and educational audiences. He has and continues to be a keynote speaker, panelist, seminar and workshop leader. Details of specific appearances can be made available upon request.

PUBLICATIONS

John Hogan is a prolific writer on a broad range of topical hospitality industry issues. His articles address subjects and operating disciplines including but not limited to front office, housekeeping, maintenance, safety and security, food & beverage, human resources, customer service, employee training and motivation, cultural diversity, sales & marketing, catering, profitability and financial controls and franchise relations. He has written monthly columns for industry trade publications such as *Hotel Business*, *Hotel & Resort Industry* and *Tennessee Hotelier*. He has and continues to be published regularly in the likes of globally-distributed *Hotel-Online.com*, *4Hoteliers.com*, *eHotelier.com*, Smith Travel Research's *Hotel News Now*, *American Hotel & Lodging Association SmartBrief*, *Hospitality Sales management Association International*, *Hotel News Resource*, *International Hotel & Restaurant Association*, *Caribbean Hotel & Restaurant Buyers Guide*, *South Africa's Picasso* and *The Rooms Chronicle*. Details of specific articles, where and when they were published can be made available upon request.

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SUMMARY OF QUALIFICATIONS

- ◆ Over 30 years of corporate and on-site hospitality management experience in hotels, restaurants and event planning
- ◆ Standards development in hotel operating departments, food & beverage and catering
- ◆ Hands-on and supervisory experience hiring, training, counseling and terminating
- ◆ Corporate and field experience in hospitality finance and internal audit compliance

PROFESSIONAL EXPERIENCE

PORTSMOUTH GAS LIGHT COMPANY

PORTSMOUTH, NH

Management Consultant

2007-Present

- Retained by restaurant & bar owners to supervise all aspects of operations and marketing in the absence of a General Manager for 4 distinct outlets under one roof
- Engineered financial workout with lenders following revenue increases averaging 35% and profit increases averaging 150% from 2008-2011
- Developed employee handbook, position descriptions, operating & safety procedures
- Continues to oversee hiring, training, operations supervision, marketing and finance

LIBBY & ASSOCIATES

SOUTH PORTLAND, ME

President & Owner

2007-Present

- Hospitality consulting firm focused on the growth and development of independent hotels, restaurants and bar operations
- Provides clients a range of services to maximize marketing results, resolve management challenges and implement standardized processes
- Serves hospitality and nonprofit tourist based organizations as they seek to communicate their message and expand the population they serve
- Creates effective and memorable events/experiences for targeted audiences requiring detailed planning and standardized execution

TRIBBLE CREATIVE GROUP

CHARLOTTE, NC

Managing Partner

2000-2007

- North Carolina's premier event marketing and production company providing event and conference services ranging from 100 to up to 20,000 attendees
- Provided strategic planning, sponsorship development and internal conference development for clients including NC Department of Cultural Resources and U. S. National Park Services
- Developed standards and procedures for delivery of services including quality, safety and event security
- Received National Spotlight Award: 2001 Support Professional of the Year for Event Solutions Publishing

OMNI HOTELS

1977-1998

OMNI NEW HAVEN HOTEL

NEW HAVEN, CT

General Manager

1997-1998

- Pre-opening and Opening General Manager overseeing construction completion, installation of furniture, fixtures and equipment, pre-opening and initial marketing, hiring, training and supervision of over 200 new employees in rooms operations, security, food, beverage, human resources and all operating disciplines for this 306 room hotel with 19 meeting rooms and 22,000 square feet of meeting space.

OMNI CHARLOTTE HOTEL

CHARLOTTE, NC

General Manager

1994-1996

- Supervised all aspects of hiring, training and supervision of 300 employees at this 410 room hotel with a restaurant, 2 beverage outlets and 12 meeting and banquet rooms comprising 25,000 square feet of function space.

OMNI HOTELS

HAMPTON, NH

Vice President, Rooms Operations

1991-1994

- Corporate leadership of disciplines including front office, reservations, bell & door services, housekeeping, engineering, safety & security for chain of 40 upscale hotels with over 7,000 employees across the U.S. and Mexico
- Responsible for operating standards and their continuous improvement in each of these disciplines
- Trained new General Managers and executive committee level managers in all owned, managed and franchised hotels
- Co-chaired company-wide initiative to adopt Total Quality Management (TQM)

DUNFEY SAN MATEO HOTEL

SAN MATEO, CA

General Manager

1988-1991

- Supervised all aspects of hiring, training and supervision of 200+ employees at this 270 room hotel with 2 restaurants, 3 beverage outlets and 22 meeting and banquet rooms comprising 30,000 square feet of function space.

OMNI HETHERLAND PLAZA HOTEL

CINCINNATI, OH

Resident Manager, Director of Financial Management

1984-1988

- Supervised rooms division including front office, reservations, bell & door services, housekeeping, engineering, safety & security and accounting & controller functions in this 619-room hotel with 2 restaurants, 2 beverage outlets and more than 20 meeting and banquet rooms comprising more than 40,000 square feet of function space
- Served as a training task force member and directly supervised more than a dozen corporate management trainees ranging from Front Office Managers to Financial Services Managers

OMNI HOTELS (AND PREDECESSOR KNOWN AS DUNFEY HOTELS)

Department Manager

1977-1984

- Served as functional department head such as Rooms Division Manager, Front Office Manager and Reservations Manager in various Omni and Dunfey Hotel locations across the U.S.

Michael P. Losapio, CPA/ABV, CVA, MST

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Exeter, NH 03833

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Fax: (603) 773-5559

Email: mlosapio@mplco.com

SUMMARY OF QUALIFICATIONS

- ◆ Over 21 years in public accounting and business valuations
- ◆ Over 3 years of employee benefits consulting
- ◆ 3 years supervising hotel corporation tax department
- ◆ 2 years management experience in finance with publicly traded corporation

PROFESSIONAL EXPERIENCE

M. P. LOSAPIO & COMPANY, LLC

EXETER, NH

Member

2000-Present

- Providers of highly specialized financial services and business consulting including accounting, business valuation and taxation
- Specialized practice areas include hospitality and technology which corresponds with our direct professional experience
- Currently representing over fifty clients offering a wide range of services including accounting, income tax planning and compliance, property tax consulting, business appraisals and litigation support
- Hospitality clients include small New England inns with significant food & beverage operations to large publicly traded real estate investment trusts
- Additional information on the firm can be found at www.mplco.com

BERRY, DUNN, McNEIL & PARKER, CPAs

MANCHESTER, NH

Manager

1995-2000

- Supervisory responsibility for income, estate & gift tax matters for the New Hampshire tax practice
- Established property tax consulting practice within the firm
- Specialist in the hospitality and real estate consulting group
- Supervisory responsibility for client and staff development within the hospitality practice subset
- Responsible for the New Hampshire business valuation practice

OMNI HOTELS

HAMPTON, NH

Corporate Manager, Tax & Special Duties

1991-1995

- Oversight of corporate income taxes for the company's owned and managed hotels
- Supervised property tax matters for the company's owned hotels, including oversight of both internal and external valuations and appraisals
- Oversaw and supported litigation of property tax matters for the owned hotels
- Assisted with acquisition due diligence
- Responsible for corporate consolidations for the ownership group

HELIX TECHNOLOGIES, INC.

WALTHAM, MA

Senior Accountant Tax and Treasury

1990-1991

- Responsible for worldwide tax income tax planning and compliance
- Oversight of foreign currency hedging activities for the three company owned foreign subsidiaries
- Supervised credit and collection activities

STEPHEN ELDRIDGE & COMPANY, INC.

MANCHESTER, NH

Employee Benefits Consultant

1986-1990

- Responsible for new client development
- Corporate retirement and benefit plan design
- Oversight of benefits administration
- Design and oversight of executive compensation programs

SMITH, BATCHELDER & RUGG, CPAs

MANCHESTER, NH

Tax Specialist

1984-1986

- Client oversight for income tax planning and compliance
- Prepared tax accruals and tax footnote disclosure for audit clients

MASON & RICH, ACCOUNTANTS & AUDITORS

CONCORD, NH

Staff Accountant

1982-1986

- Team member for audit and tax engagements
- Prepared audited financial statements and corporate income tax returns

EDUCATION

BENTLEY COLLEGE

WALTHAM, MA

M.S. Taxation

1985

UNIVERSITY SYSTEM OF NH AT PLYMOUTH STATE

PLYMOUTH, NH

B.S. Accounting

1981

CERTIFICATIONS

- Certified Public Accountant, Board of Accountancy, State of New Hampshire (1984)
- Accredited as a Certified Valuation Analyst by the National Association of Certified Valuation Analysts (1996)
- Accredited in Business Valuation by the American Institute of Certified Public Accountants (2000)

ASSOCIATIONS & BOARD POSITIONS

- Member of American Institute of Certified Public Accountants (11 years)
- Member of New Hampshire Society of CPAs (27 years)
- Member of New Hampshire High Technology Council and Co-chair of the Business Clinic (5 years)
- Member of National Association of Certified Valuation Analysts (15 years)
- Board of Directors, New Hampshire Lodging and Restaurant Association (7 years)
- Former Treasurer for Software Association of New Hampshire (6 years)
- Adjunct Professor of Accounting, University of New Hampshire Whittemore School of Business and Economics (2 years)

W. ROBERT MCINTOSH

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SUMMARY OF QUALIFICATIONS

- ◆ Forty years of management and operations experience in manufacturing and hospitality industries.
- ◆ Thirty three years in hotel/resort operations and marketing
- ◆ Ten years in multi hotel/resort management

PROFESSIONAL EXPERIENCE

HOSPITALITY CONSULTING

IPSWICH, MA & TARPON SPRINGS, FL

Principal

2001-present

- Early retirement with selected consulting assignments in hotel and resort operations

THE SAGAMORE RESORT

LAKE GEORGE @ BOLTON LANDING, NY

Managing Director

1991-2001

- Full responsibility for operation and marketing of this four diamond, 350 room lakeside resort with six food and beverage outlets, banqueting and conference center, full service European spa, tennis center and a Donald Ross eighteen hole championship golf course. This property was under management contract with Omni Hotels through July 1995 and has operated as an independent property since.

OMNI HOTELS (DUNFEY HOTELS)

HAMPTON, NH

Senior VP, Franchise Operations

1989 -1991

- Led effort in concert with development staff to increase the number of franchised properties from two to sixteen
- Supervised training of executive level managers for franchises and managed hotels
- Provided support to franchise units and assured performance of Omni Hotel standards

Senior VP, Service Management

1988 – 1989

- Responsible for leading corporate national sales and marketing program, operations quality control and standards and corporate centralized purchasing

Senior VP, Operations and Asset Management

1986 -1988

- Responsible for and supervised the financial/operations functions of twenty-one hotels with a staff of four VP's of Asset Management
- Led the operations opening of newly constructed hotels and the take over process of properties acquired from other owners and management companies

VP, Regional Director of Operations **1981-1985**

- Hired, trained and supervised the general managers of four to seven properties throughout the eastern half of the USA
- Responsible for the operations merger/acquisition process of the Omni Hotels Company by Dunfey Hotels in 1984

OMNI (FORMERLY DUNFEY) SHOREHAM HOTEL WASHINGTON, DC

VP, Managing Director **1980-1981**

- Assigned to this newly acquired 770 room property to install company operating standards and to begin the process of a total renovation in concert with co-owners architects and designers

OMNI (FORMERLY DUNFEY) PARKER HOUSE BOSTON, MA

General Manager **1976-1980**

- Directed the operation of this 556 room property during its post renovation market place repositioning period bringing it to the flagship position in the company

SONESTA HOTELS

SONESTA HOTEL

ATLANTA, GA

VP, General Manager **1974-1976**

- Opening general manager of this 220 room property from early construction phase through first year of operation

THE PLAZA HOTEL (A SONESTA HOTEL)

NEW YORK, NY

VP, Sales and Service **1973-1974**

Director of Rooms Division Operations **1971-1973**

Director of Management Services **1968-1971**

- Started hotel career at this 900-room historic New York City property

PROCTER & GAMBLE MANUFACTURING COMPANY **1960-1967**

- Held a series of plant engineer and production manager positions with this consumer product manufacturing and marketing company in four different locations over seven and a half years

EDUCATION

RENSSELAER POLYTECHNIC INSTITUTE

TROY, NY

B. S., Industrial Engineering **1960**

HOSPITALITY INDUSTRY ORGANIZATION SERVICE

Board of Directors, New York State Hospitality and Tourism Association **1997-2001**

Board of Directors and Chairman of the Board, Historic Hotels of America **1992-2001**

- This is a 200-member organization of historic hotels and inns ranging in size from 12 to 800 guest rooms. Historic Hotels of America is sponsored by the National trust for Historic Preservation.

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SUMMARY OF QUALIFICATIONS

- ◆ Over 30 years of hospitality industry Human Resources management experience
- ◆ Hands-on and supervisory experience hiring, training, counseling and terminating
- ◆ Extensive drafting and implementation of Human Resource policies and procedures
- ◆ Extensive supervision and execution of Human Resource policies and procedures

PROFESSIONAL EXPERIENCE

KISKIR Consultants LLC

NEW ORLEANS, LA

President and Owner

2009-Present

- Hospitality Industry Human Resources consultancy
- Human Resource policies and practices development and review
- Compliance development and reviews
- Management training
- Training for line staff

OMNI HOTELS

DALLAS, TX

Vice President Human Resources

2007-2009

- Oversight of company-wide Human Resource activities
- Assured compliance with government regulations including OFCCP, EEO and VETS
- Oversight of Human Resource policies and procedures
- Directed compensation surveys, analysis, range setting and implementation
- Supervised training, development and counseling for all management personnel

OMNI HOTELS

NEW ORLEANS, LA

Corporate Director of HR Standards and Organizational Development

2000-2007

- Development and implementation of company-wide Human Resource policies and procedures
- Oversight of compensation strategies
- Directed training, development and disciplinary programs
- Assessed hotels for training and development program compliance

Area Director Human Resources

1985-2000

- Regional oversight of policies and procedures for Human Resources
- Assured compliance with government regulations and reports
- Supervised employee recruitment, counseling and termination
- Directed orientation, training and development
- Oversight of benefits administration
- Oversight of compensation programs
- Conducted area assessments for compliance with Human Resource programs

OMNI ROYAL ORLEANS HOTEL

NEW ORLEANS, LA

Director of Human Resources

1980-1985

- Oversight of policies and procedures for Human Resources
- Assured compliance with government regulations and reports
- Supervised and participated in employee recruitment, counseling and termination
- Directed orientation, training and development
- Oversight of benefits administration
- Oversight of compensation program

HASPEL BROTHERS, INC.

NEW ORLEANS, LA

Director of Human Resources

1972-1979

- Supervised recruiting and hiring for clothing manufacturer
- Supervised payroll and benefits administration
- Oversight of disciplinary programs, coaching and counseling

FARM CREDIT BANKS

NEW ORLEANS, LA

Director of Human Resources

1979-1980

- Directed recruitment
- Supervised policy administration
- Oversight of compensation
- Oversight of benefits administration
- Assured compliance with government regulations

MILITARY SERVICE

U.S. Navy Reserve (Warrior)

1969-1978

U.S. Navy Reserve (Active) 2nd Class Enlisted

1965-1968

Honorable Discharge as Lieutenant Commander (LCDR)

EDUCATION

UNIVERSITY OF NEW ORLEANS

NEW ORLEANS, LA

M.Ed. Secondary Education

1970

B.A. English

1965

CERTIFICATIONS

- Senior Professional in Human Resources (SPHR) designated by the Society for Human Resource Management
- Certified Human Resource Executive (CHRE) certified by the American Hotel & Lodging Association (AH&LA)
- Previously certified as Master Trainer Interaction Management (IM)
- Previously certified as Trainer for Interpersonal Management Skills
- Previously certified as Master Trainer for Service and the Professional
- Previously certified as TIPS Trainer (Training Intervention Procedures for Servers of Alcohol)
- Currently certified as TIPS Server
- Previously certified in CARE (Controlling Alcohol Risks Effectively by AH&LA)

ASSOCIATIONS

- Board of Directors, Society for Human Resource Management (2 years)
- Chairman, Louisiana State Conference for Human Resources Management (5 years)
- Advisory Board, University of New Orleans Hospitality School (current)
- Greater New Orleans Hotel & Lodging Association (current)