

DATE: 08-07-2018

TO: City Clerk

FROM: City Representative Michiel R. Noe

ADDRESS: 300 N. Campbell TELEPHONE 915-212-0005

Please place the following item on the (Check one): CONSENT XXX REGULAR _____

Agenda for the Council Meeting of 08-21-2018

Re-Appointment of Marianne Rosas to the Greater El Paso Civic, Convention and Tourism

Item should read as follows: Board by City Representative Michiel R. Noe, District 5

BOARD COMMITTEE/COMMISSION APPOINTMENT/REAPPOINTMENT FORM

NAME OF BOARD/COMMITTEE/COMMISSION: Greater El Paso Civic, Convention and Tourism Board

NOMINATED BY: Dr. Michiel Noe DISTRICT: 5

NAME OF APPOINTEE Marianne Rosas
(Please verify correct spelling of name)

E-MAIL ADDRESS: _____

BUSINESS ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____ PHONE: _____

ADDRESS: _____

CITY: _____ ST: _____ ZIP: _____ PHONE: _____

DOES THE PROPOSED APPOINTEE HAVE A RELATIVE WORKING FOR THE CITY? YES: ____ NO X

IF SO, PLEASE PROVIDE HIS OR HER NAME, CITY POSITION AND RELATIONSHIP TO THE PROPOSED APPOINTEE:

HAS APPOINTEE BEEN A MEMBER OF OTHER CITY BOARDS/COMMISSIONS/COMMITTEES? IF SO, PLEASE PROVIDE NAMES AND DATES: NO

WHO WAS THE LAST PERSON TO HAVE HELD THIS POSITION BEFORE IT BECAME VACANT?

NAME OF INCUMBENT: Marianne Rosas

EXPIRATION DATE OF INCUMBENT: August 1st, 2018

REASON PERSON IS NO LONGER IN OFFICE (CHECK ONE): TERM EXPIRED: X
RESIGNED _____
REMOVED _____

DATE OF APPOINTMENT: 08-21-2018

TERM BEGINS ON : 08-02-2018

EXPIRATION DATE OF NEW APPOINTEE: 08-01-2020

PLEASE CHECK ONE OF THE FOLLOWING: 1st TERM:

2nd TERM: X

UNEXPIRED TERM:

MARIANNE ROSAS

Executive Profile

High-energy Operation Manager focused on promoting customer satisfaction through exceptional service and obtaining high employee morale. Skilled and talented at improving team performance through innovative management techniques. Well experience in offering thoughtful, comprehensive and constructive feedback to staff members to promote productivity and company loyalty.

Skill Highlights

- P&L management
- Human resources management
- Market penetration
- Budgeting/Forecasting
- Revenue Management
- Powerful negotiator
- Problem Resolution
- Career-Development/Mentoring
- Team building/Staff retention
- Strategic planning

Experience

General Manager **07/2011 to Current**
Courtyard by Marriott / Interstate Hotels & Resorts **El Paso, Texas**

- Manage Human Resources duties; attract, retain and motivate employees
- Conduct performance/salary reviews, problem resolution, discipline and termination of employees
- Mentor mid-level managers and supervisors to prepare them for career growth
- Implement company programs; comply with the operation of Franchise agreement, Federal/State Laws regulation and Interstate Hotels & Resorts policies and procedures to the highest level of customer satisfaction
- Limit liabilities and maximize profit revenue management; forecasting and restriction
- Create and maintain budget goals
- Respond to Marriott Guest Voice and Trip Advisor reviews
- Operation of Bistro restaurant on property to include Starbucks
- Experience with STAR Report, Sales Pro, Workday, ADP, Fosse, Marriott Global Source and Micros
- New Hire Task Force for Holiday Inn Express Central El Paso, Texas

Director of Sales **07/2002 to 07/2011**
Hampton Inn & Suites **El Paso, Texas**

- Manage all aspect of the Sales Department; overall sales and marketing of the hotel to achieve optimal occupancy and use maximizing revenue and meeting/exceeding hotel profit objectives
- Preparing of reports, analyze and review forecasts and budgets
- Develop and continually enhance relationships with corporate, businesses, travel industry, community organizations and professional association through inside and outside sales
- Experience with STAR Report, Hotelligence, Sales Pro, OnQ by Hilton
- Renovation experience
- Sales Task Force - Portland Oregon

Sales Manager **12/2000 to 07/2002**
Hilton El Paso Airport **El Paso, Texas**

- Worked on all market segments: Corporate, Government, Association, Sports and Group Sales
- Negotiate accounts and group sales
- Attendant trade shows along with the CVB to help promote Hilton Hotel Airport and The City of El Paso

Core Accomplishments

Perfect Balance Award for 2014 and 2015 year Crossroad Division for Interstate Hotels & Resorts Award - consist of high associate engagement survey scores and profit flow of 50% or above for the fiscal year.

Certifications

- ServSafe Management
- Connect-U Fundamentals and CFRST Strategic Alignment mandated by Marriott
- Human Recourse certification

Skills

Operational Skills: Budgeting, Revenue Management, Customer Satisfaction, Marketing, Creative Problem Resolution, Meeting and Exceeding Budget Goals, Multi-tasking, Human Resource duties

People Skills: Enthusiastic People Person, Customer Service, Advanced Problem-Solving, Team Building, Motivation/Mentoring Skills

Community Service

- LULAC 2015 and 2016 year
- El Paso Hotel Motel Association / Education Committee chair

Education

BBA: Business Management / Human Recourse

Santa Teresa

Business Management GPA 3.4

Human Recourse GPA 3.7

2002

Santa Teresa, New Mexico