

Hilarie A. Nance

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**EXPERIENCE SUMMARY:** Ms. Nance has lodging management, employee relations, recruitment services, guest services, hospitality, inspections, and reservations experience for large, multi-room DoD lodging facilities. As part of that experience, she has provided world-class community and human resources support: preparing recruitment announcements; interviewing and selecting qualified applicants; preparing annual and long term operating and capital requirements budgets; developing and implementing policies and procedures designed to maximize operations and personnel efficiency; performing inspections to determine quality of operating conditions, compliance with procedures, and to evaluate management effectiveness; monitoring and correcting front desk accounting issues; maintaining schedules; handling EEO complaints stemming from a large, multi-cultural workforce; performing on-the-job training for all positions; -serving as back up to the accountant and trainer; and performing cross training with all lodging departments. She was hand-picked for a two-year management trainee program, during which the operation won back to back Air Force Innkeeper Awards.

**EXPERIENCE:**

Start and End Date: 9/2014-Present

Position Title: Lodging General Manager, NF-1173-IV

Name and Mailing Address: North Country Lodge, 760 Military Hwy, Minneapolis, MN 55450

Supervisor's Name and Number: Mr. Rick Pelzl, 612-713-1119

Manages a 300 room DOD lodging operation. Directly supervises five managers and responsible for 40 staff members. Oversees hiring procedures, in house new employee orientation, and training. Prepares and advertises all job vacancy announcements. Tracks employee applications using the United States Air Force Non-Appropriated Fund Application System. Prepares and reviews annual budget and long term capital improvement budgets. Oversees project management, financial management operations, membership, and special functions. Reviews in-house cost effectiveness. Develops and implements programs, marketing strategies. Researches discrepancies and complaints/incidents. Conducts staff meetings. Investigates and reports all Lodging EEO grievances and workman's comp claims.

**EXPERIENCE:**

Start and End Date: 1/2013- 9/2014

Position Title: Assistant Lodging General Manager, NF-1101-IV

Name and Mailing Address: Commando Inn, 301 Tully St Bldg 90509, Hurlburt Field, FL 32544

Supervisor's Name and Number: Ms. Suzanne Daily, 850-884-3249

Manages a 299 room DOD lodging operation that supports over 17,000 guests and 79,000 bednights. Exceeded Air Force standards with an 83.78% yearly occupancy rate, resulting in \$4.37M in revenue and a \$1.8M NIAD. Responsible for preparing recruitment announcements, conducting interviews, and selecting qualified applicants. Prepares and reviews annual budget and long term capital improvement budgets. Directly supervises six managers and responsible for 60 staff members. Reduced overtime by 40% and slashed overall personnel expenses by \$340K. Develops and implements programs, marketing strategies. Researches discrepancies and complaints/incidents. Conducts staff meetings. Assists in

project management, financial management operations, membership, and special functions. Reviews in-house cost effectiveness.

**EXPERIENCE:**

Start and End Date: 12/2011- 1/2013

Position Title: Lodging Management Specialist, NF-1173-IV

Name and Mailing Address: Inn on Davis Monthan, 3390 S Craycroft Rd, Davis Monthan AFB, AZ 85707

Supervisor's Name and Number: Mr. Daniel Baker, 520-228-4845

Participates in the management of all operational areas of a 295-room DoD lodging facility that supports over 75,000 bednights per year, and generates over \$3 million in revenue. The facility won AF Innkeeper Large Base Category for 2011 and 2012. Prepares job vacancy announcements and interview and selects qualified applicants. Responsible for scheduling, counseling, and training employees as needed. Develops and implements programs, marketing strategies. Researches discrepancies and complaints/incidents. Conducts staff meetings. Assists in project management, financial management operations, membership, and special functions. Reviews in-house cost effectiveness. Acts as facility manager during the absence of Lodging Manager.

**EXPERIENCE:**

Start and End Date: 11/2010-12/2011

Position Title: Lodging Management Specialist, NF-1173-III

Name and Mailing Address: Inn on Davis Monthan, 3390 S Craycroft Rd, Davis Monthan AFB, AZ 85707

Supervisor's Name and Number: Mr. Daniel Baker, 520-228-4845

AF Inn Management Trainee, rotating through various sections of the lodging operation. Performed tasks to develop a practical understanding of the organization's programs, policies and objectives; resulting in an increase in analytical, judgmental, procedural, technical, and operational skills. Briefs General Manager on recruitment needs and oversees selection process. Consistently completed assignments of varying difficulty, on schedule, in multiple areas designed to increase familiarity and future capability to perform the full range of journeyman-level duties and to facilitate the work of higher-grade staff members. Performed various administrative duties. Observed and assisted experienced employees by performing routine tasks in support of lodging program objectives. Helped contribute to a 98 % overall guest satisfaction rating.

**EXPERIENCE:**

Start and End Date: 10/2010-11/2010

Position Title: Guest Services Manager, NF-0303-III

Name and Mailing Address: Hanscom Inn, 1427 Kirtland St, Hanscom AFB, MA 01731

Supervisor's Name and Number: Mr. Kenneth Sylvia, 781-377-2112

Managed a 187-room DoD lodging facility, responsible for: the efficient and economical operation of the Lodging Guest Reception, which included both reservations and front desk operations. Supervised approximately 12 employees. Responsible for completing vacancy announcements and conducting interviews. Recommended solutions to staffing problems and work. Provided on-the-job training for all Guest Services Representatives after initial new employee training period. Advised and counseled workers on how to improve their performance and explained new work techniques through periodic training sessions. Established and determined training needs. Helped support and explain management programs to subordinates both informally and formally through training sessions. Helped execute

corrective actions within authority to resolve work problems. Planned, established and scheduled leave. Helped investigate alleged grievances and complaints; resolving them informally.

Duties included: preparing and safeguarding cash receipts; preparing daily cashier's report; preparing a consolidated daily activity report; maintaining daily quarters occupancy and current checkout lists; acting on special requests from guests for service; ensuring the availability of information on local area dining, lodging, and tourism was available for guests; providing emergency notification for guests; ensuring that personal belongings deposited by the guest, or found, were safeguarded; ensuring a night audit was performed daily; managing the retail sales inventory comprised of sundry and beverage items available for patron purchase; and ensuring the cleanliness of lobby and reception area.

#### EXPERIENCE:

Start and End Date: 09/2009 to 10/2010

Position Title: Assistant Guest Services Manager, NF-0303-III

Name and Mailing Address: Nellis Inn, 5941 Fitzgerald Blvd, Nellis AFB, NV 89191

Supervisor's Name and Number: Ms. Cathy Fierstein, 702-652-5958

Work Experience: Participated in the management of a 1,088-room DoD lodging facility. Selected as Supervisor of the Quarter, July 2010. Supervised approximately 20 employees, both civilian and military. Provided on-the-job training for all Guest Services Representatives after initial new employee training period. Set performance standards, while ensuring that all Golden Eagle standards were met through ongoing performance evaluations and training as needed. Advised and counseled workers on how to improve their performance and explained new work techniques through periodic training sessions. Established and determined performance ratings and training needs. Facilitated and executed Performance Improvement Plans and remedial training as necessary. Helped support and explain management programs to subordinates both informally and formally through training sessions. Prepared and recommended disciplinary actions. Helped execute corrective actions within authority to resolve work problems. Selected the most suitable applicants for personnel vacancies. Planned, established and scheduled leave. Recommended solutions to staffing problems. Investigated alleged grievances and complaints; resolved them informally. Assisted in the efficient and economical operation of the Lodging Guest Reception. Assisted in preparing and safeguarding cash receipts, preparing daily cashier's report, daily activity report, and may prepare consolidated daily activity report. Assisted in maintaining daily quarters occupancy and current checkout lists. Acted on special requests from guests for service. Ensured the availability of information on local area dining, lodging, and tourism. Provided emergency notification for guests. Ensured that personal belongings deposited by the guest, or found, are safeguarded. Ensured a night audit was performed daily. Assisted in ensuring the cleanliness of lobby and reception area. Maintained the retail sales inventory comprised of sundry and beverage items.

#### EXPERIENCE:

Start and End Date: 04/2009 to 09/2009

Position Title: Group Reservationist, NF-0303-II

Name and Mailing Address: Nellis Inn, 5941 Fitzgerald Blvd, Nellis AFB, NV 89191

Supervisor and Number: Mr. Will Hightower, 702-652-9173

Work Experience: Managed approximately 1,200 rooms and 1,500 bed spaces. Selected as Squadron, Group, and Wing Technician of the Quarter, July 2009. Coordinated approximately 105 reservation groups; totaling over 1,100 personnel and liaised with unit leaders, coordinating their group listings and pairing lists. Trained two new employees in group reservation policies and procedures. Helped maintain Memorandums of Understanding with commercial hotels. Received and confirmed individual and group reservations by letter, telephone, personal contact, and e-mail. Registered and assigned rooms to individual and groups.

#### EXPERIENCE:

Start and End Date: 05/2008 to 04/2009

Position Title: Guest Services Representative, NF-0303-I

Name and Mailing Address: Nellis Inn, 5941 Fitzgerald Blvd, Nellis AFB, NV 89191

Supervisor and Number: Mr. Will Hightower, 702-652-9173

Work Experience: Managed approximately 1,200 rooms and 1,500 bed spaces. Received and confirmed room reservations by letter, telephone, or personal contact. Registered and assigned rooms to guests, issues room keys, and may escort guests to rooms. Calculated and posted charges to patrons accounts and balances totals with control records. Accepted payment, made change, and presented departing guests checkout statements. Maintained daily occupancy and current checkout list. Maintained and sold convenience items to patrons. Identified and arranged alternate lodging accommodations when space was not available. Counted and verified impressed register drawers at the end of shift. Successfully completed over \$2,000,000 in transactions. Trained approximately ten new employees in Guest Services policies and procedures.

#### FORMAL EDUCATION:

Masters of Arts in Human Resources, Saint Mary's University of Minnesota, In Progress

BA German Language, Utah State University, May 2008, GPA 3.58

#### LICENSES/CERTIFICATES:

Certified Rooms Division Executive, March 2012

Certified Hospitality Department Trainer, August 2010

Certified Hospitality Supervisor, May 2010

Certified Reservationist, December 2008

Certified Front Desk Representative, December 2008

#### AWARDS:

Air Force Innkeeper Large Base Category Winner, The Inn on Davis Monthan, 2012

ACC Innkeeper Large Base Category Winner, The Inn on Davis Monthan, 2012

Air Force Innkeeper Large Base Category Winner, The Inn on Davis Monthan, 2011

ACC Innkeeper Large Base Category Winner, The Inn on Davis Monthan, 2011

Supervisor of the Quarter, Nellis Inn, July 2010

Wing Civilian Technician of the Quarter, 99<sup>th</sup> ABW, Nellis AFB, July 2009

Group Civilian Technician of the Quarter, 99<sup>th</sup> MSG, Nellis AFB, July 2009

Squadron Civilian Technician of the Quarter, 99<sup>th</sup> FSS, Nellis AFB, July 2009

Civilian of the Quarter, Nellis Inn, June 2009

ACC Innkeeper Large Base Category Winner, Nellis Inn, 2008

Presidential Non-Resident Scholarship, Utah State University, Fall 2006 - Spring 2008

National Dean's List, Community College of Southern Nevada, Spring 2006