**Stephanie Voutselakos**

28-42 29th Street Apt 4F

Astoria, New York 11102-2400

646.745.7419

esvbbv@me.com

[www.visualcv.com/esvbbv](http://www.visualcv.com/esvbbv)

**Professional Summary**

Director of Operations with demonstrated success leading Teams within the high performance culture of luxury & full service hotels. Successful leader with solid P&L responsibility for operations in a variety of hospitality environments.  Established track record with emphasis on talent management. Proficient at using IT solutions for the purpose of analyzing data to aid in identifying ways to increase revenue, decrease costs and improve productivity.

Additional core competencies include:

* Manage company presence on social networking Web 2.0 sites including Facebook & Twitter.
* Ability to create and implement systems to address operational issues.
* Consistently achieved high guest satisfaction rankings: MSTS, GSTS.
* Knowledgeable in New York City Collective Bargaining Agreement (Local 6) and labor relations.
* Managing Teams of over 200 line employees and 6 managers.
* Opening experience with new luxury hotel properties.
* POS systems expertise: Micros, Simphony, Opera, Delphi, Fidelio, Minibar Systems, Synergy, OnQ, Unifocus & ADP.

**Hilton Hasbrouck Heights - Hasbrouck Heights, New Jersey**

**Director of Operations - December 2012 - Present**

* Promoted to Director of both Food and Beverage & Property Operations for a 255,000 square foot property.
* Responsible for all aspects of Property Operations for the hotel including HVAC, Maintenance, Safety and Security, Plumbing, Construction, Landscaping, Contracts and Preventative Initiatives.
* Direct a Team of 6 Engineers including Property Operations Manager and 50 Food and Beverage Team members including 5 F&B Managers and Supervisors.
* Lead manager for LightStay, Thing5, Synergy and LED conversion initiatives.

**Director of Food and Beverage - April 2011 - December 2012**

* Manage a $3 million Food and Beverage Department of a 356 room hotel in the tri-state area.
* Reporting to the General Manager of the hotel, responsible for P&L, Budgets, CapEx and Talent Management.
* Extensive experience in menu engineering for all F&B outlets.
* EC member and part of the Journey Ambassador program.

**Selected Accomplishments**

* Lead point on conversion to Thing5 VOiP service, auto attendant and transition from traditional PBX.
* Super User for the property in charge of all IT issues from hardware to software.
* In 2013, led the process to be a Hilton test property eliminating Room Service with a Grab & Go operation.
* Property Synergy Champion.  Responsible for programming, implementation and compliance of all things Synergy.
* Managed building wide LED conversion with over $70K in New Jersey State rebates to date.
* Led transition to Simphony from Micros for all existing outlets

**Warwick New York Hotel • New York, New York**

**Director of Food & Beverage • August 2010 - Present**

* Manage a $7.5 million Food and Beverage Department of a 437 room luxury hotel in Midtown Manhattan.
* Reporting to the General Manager of the hotel and responsible for P&L, Budgets, Capital Expenditures and Talent Management.
* Directly supervise Executive Chef, 2 Sous Chefs and 4 F&B Managers in a 6 unit operation.
* Knowledgeable in Collective Bargaining Agreement Local 6 policy, procedures and negotiations.
* Manage social networking Web 2.0 sites, local advertising and menu collateral design.
* Menu engineering for current restaurants, outlets and a new concept that is expected to be completed in Spring of 2012.
* Senior level manager, part of the weekend MOD program.

## Selected Accomplishments

* During my tenure, first profitable year in the F&B Department after four consecutive years of losses.
* Reduced F&B costs by 2% by restructuring ordering procedures, monthly inventory and maintain a high level of security for all liquor and food storage areas.
* Increased productivity of the Union staff by adhering to the standards of the contract which reduced labor costs by 6% YTD.
* Host to several high profile diplomats and Heads of State through United Nations General Assembly with an extensive food and beverage program grossing over $1 million in sales during a one week period.
* Implemented a monthly training program to target service standards and increase sales in wine, liquor and daily specials.
* Achieved a New York State Department of Health Inspection Score of "A" for all 6 outlets.

**James Madison University • Harrisonburg, Virginia**

**Director of Catering • February 2009 - April 2010**

* Managed Catering & Special Events Department including Catering Sales, Banquet Service and Banquet Culinary. Maintained P&L responsibility for 1600 plus events annually with a $5 million budget.
* Supervised all aspects of Banquet operations for 90,000 square foot flexible function space within a 600 acre University Campus as well as 250 plus off campus catering events. Functions ranged in size from small Executive Board meetings to Presidential Dinners for up to 1000 guests.
* Responsibilities included: initial client contact, BEO meetings for a client base, talent management, service programs, menu engineering, purchasing and P&L.
* Directly responsible for 15 Managers and a Service staff of 200 plus employees. Maintained program for hiring, retention and training for all Teams.

**Selected Accomplishments**

* Implemented training programs to exceed previous service standards. Goal was to deliver "Above and Beyond Service" for all events.
* Increased Customer Satisfaction Scores - CSS, 3% within first 6 months. The bar was raised for exceeding client satisfaction within the department to an all time score, 91%.
* Immediately achieved a level of efficiency, by reorganizing operational issues, to eliminate a history of late functions and guest dissatisfaction.
* Increased scheduling efficiency by implementing an online scheduling program which aided in reducing attendance issues and allowed for better tracking and reporting.
* Initiated a Green Program to convert all disposable products to be eco-friendly and sustainable. Developed new sustainable menu in tandem with Executive Chef using local products and vendors.

**InterContinental Miami • Miami, Florida**

**Director of Banquets • February 2006 - December 2008**

* Managed the Banquet department with $17 million in sales of a 778 room luxury four diamond hotel in Downtown Miami.
* Responsible for all Banquet service and Banquet setup operations for this 66,000 square foot flexible meeting and convention space with over 7500 functions which include 275 major Banquet events.
* Directly responsible for 6 Banquet Managers, Banquet staff of 200 plus and 20 Banquet housemen. Maintained program for hiring, retention and training for all Teams.
* Responsibilities included: initial client contact, BEO meetings, post con meetings, purchasing, manager mentoring and developing training service standards for all Teams.

## Selected Accomplishments

* Integral part of a Team that achieved a top 6 GSTS ranking, and led the Banquet Department toward an MSTS rank of 2nd across the hotel brand in 2008.
* Received an "Excellent" rating on Key Performance Objectives in 2006, 2007 and 2008, to include: exceeding budget revenues, minimizing payroll costs and achieving MSTS scores above goal.
* Increased employee morale by reducing paycheck errors by 95% by creating a system for controlling and balancing banquet gratuity payouts.  This directly reflected on increased service standards.
* Earned customer loyalty and experienced annual repeat business by developing a Team with excellent guest service skills, resulting in client comments such as "the best Banquet service team in South Florida" and "the event was flawless. Great service and attention to detail on behalf of the entire staff."
* Decreased labor by developing productivity standards as a beta test property for Heath On Track Labor Management systems. This targeted key areas of opportunity to be more productive.
* Implemented a monthly beverage inventory system in collaboration with Bevinco to ensure beverage costs remained below budget. Reduced beverage cost by 2% YTD.

## InterContinental Miami - Selected Accomplishments Continued…

* Instituted "Absolutely" campaign, coaching and empowering the Banquet Team to make immediate decisions to grant client and guest requests.
* As part of the Green Team, to reduce the hotel's carbon footprint, we jointly developed a program to decrease water usage by converting the laundry department to energy efficient equipment.  We established a hotel-wide recycling program for paper, cardboard, newspaper and plastic.
* Led hotel to achieve First Palm accreditation by the Florida Green Lodging Group in 2007, 1 of only 2 hotels awarded this status in the South Florida region, and chaired team in pursuit of 2nd Palm.

**Crowne Plaza at The United Nations • New York, New York**

**Food & Beverage Director • February 2000 - February 2006**

* Managed a $3 million Food and Beverage Department of a 300-room boutique mid-scale hotel in Midtown Manhattan. Directly responsible for P&L, budgets, capital expenditures and talent management.
* Directly supervised Executive Chef and 3 F&B managers in a 5 unit operation.  Experience working with Union Local 6 policy, procedures and negotiations for a staff of 40 employees.
* Managed all aspects of Banquet events including initial client contact, food and beverage, audio visual needs, room sets and event services.
* Marketed 7,000 square feet of flexible meeting and event space to corporate businesses and established community marketing campaigns to increase revenue.
* Developed and maintained wine lists for all outlets, drawing on local vendors for support with pairing menus and menu design.
* Conducted all Food and Beverage department training and attained certification as a TiPS trainer.

**Selected Accomplishments**

* Achieved Certified Food and Beverage Executive (CFBE) status awarded by the American Hotel and Lodging Association.
* Consistently exceeded GSTS goals, ranking in the top 10 of 76 hotels.
* Managed food and beverage department during transition to a franchise property as the only executive committee member asked to remain on board through transition.
* Served as an integral part of the transition team by taking on the roles of MIS Director and Acting General Manager for both companies.
* Increased revenue by 15% during the first year by setting standards for food and beverage minimums on all meeting room rental.
* Reduced food cost by reviewing ordering procedures, restructuring food storeroom, maintaining monthly inventory and developing seasonal menus in conjunction with the Executive Chef.
* Reduced beverage cost by 9% by building relationships with local distributors and taking advantage of monthly specials. Additionally, maintained a high level of security to store all alcoholic beverages.
* Decreased operational costs which resulted in net cost savings by making effective capital expenditures, such as converting glassware and china to one pattern across the property.

**Crowne Plaza Time Square • New York, New York**

**Manager of Outlets • December 1997 - February 2000**

* Promoted after a short period of time from Room Service Manager to Manager of Outlets for a 770 room hotel property in Midtown Manhattan.
* Directly managed 4 F&B Managers who in turn supervised 7 separate F&B Outlets with a combined $14 million in sales.
* Responsible for all operational issues in the food and beverage outlets including GSTS scores.
* Oversaw daily outlet operations to ensure the units had management coverage, supervised 60 Union employees, produced weekly employee schedules and processed weekly payroll for the department.
* Maintained award winning wine lists for all outlets. Focused on user friendly and approachable lists to maximize revenues and increase cost per cover in beverage sales.
* Led long-term projects such as Team training and development, raising service standards and mentoring junior managers.

## Selected Accomplishments

* Received a recommendation for a promotion to Food & Beverage Director at a sister property, Crowne Plaza at The United Nations, as a result of the excellent job performed in restructuring new restaurant.
* Spearheaded and created Room Service Standards Manual that was implemented company-wide.
* Reduced payroll costs and resources by merging the hotel's 2 restaurants into a single unit.  Oversaw opening of a new restaurant entity including restructuring Union staff, modifying space and closing the eliminated outlet.
* Increased Room Service revenue 4% while decreasing direct labor and operational expenses by redesigning the menu and changing the location in guest rooms.