

County Council of Howard County, Maryland

2020 Legislative Session

Legislative day # 5

RESOLUTION NO. 44 - 2020

Introduced by: Chairperson at the request of the County Executive

A RESOLUTION confirming the appointment of Chuck Chandler to the Human Trafficking Prevention Coordination Council.

Introduced and read first time on April 6, 2020.

By order Diane Schwartz Jones
Diane Schwartz Jones, Administrator to the County Council

Read for a second time and a public hearing held on April 20, 2020.

By order Diane Schwartz Jones
Diane Schwartz Jones, Administrator to the County Council

This Resolution was read the third time and was Adopted X, Adopted with amendments ____, Failed ____, Withdrawn ____ by the County Council on May 4, 2020.

Certified by Diane Schwartz Jones
Diane Schwartz Jones, Administrator to the County Council

NOTE: [[text in brackets]] indicates deletions from existing language; TEXT IN SMALL CAPITALS indicates additions to existing language. Strike-out indicates material deleted by amendment; Underlining indicates material added by amendment.

CHARLES F. CHANDLER, JR.

PROFESSIONAL EXPERIENCE

Dual Property General Manager – Hampton Inn and Suites Columbia/South and SpringHill Suites Columbia – Columbia, MD 11/13 – 3/2020

- 124 and 117 room focused service suburban hotels
- Facilities: Complimentary Services at each hotel, 1200 square feet of conference space (2 meeting rooms), and 2 indoor pools
- Led, reorganized and developed 9 Executive Committee/Department managers and 50 team members
- Primary market segments: Government and Government Contractors, corporate individual travelers and small meetings/conferences, SMERF
- Repositioned hotel consistently during challenging market conditions. Increased presence with non-per diem Corporate and Local Negotiated accounts
- Improved Team Member Opinion Survey results in 2016 and 2017 through improved Communications, Reward and Recognition programs
- Increased SALT/Guest Service scores on a consistent basis
- Learned Marriott systems and methodologies

General Manager - Embassy Suites Baltimore at BWI Airport – Linthicum, MD 7/08 to 10/13

- 251 room full service airport hotel
- Facilities: 3-meal restaurant and adjacent lounge, 6,000 square feet of conference space (8 meeting rooms), Complimentary Services and outdoor pool
- Led, reorganized and developed six Executive Committee members, 14 department managers and 100 team members
- Primary market segments: Government and Government Contractors, corporate individual travelers and small meetings/conferences, SMERF
- Repositioned hotel during difficult recessionary market. Increased presence with non-per diem Corporate and Local Negotiated accounts
- Improved Team Member Opinion Survey results in 2010, 2011 and 2012 through improved Reward and Recognition programs
- Increased SALT/Guest Service scores throughout all departments on a consistent basis
- Grew RevPar performance during 2010 and 2011 from 108% to 135% through strategic account modification and decisions

General Manager – Hilton Garden Inn Liberty Park – Birmingham, AL 11/07 to 7/08

- Hired to oversee and coordinate pre-opening activities for 153 room full service hotel that had been 2 years delayed in opening
- Facilities: 3 meal restaurant, lounge and 2000 square feet of meeting space
- Responsible for organizing and installation of over 20 trailers of FF&E that had been stored on site almost 2 years

General Manager - Hilton Birmingham Perimeter Park – Birmingham, AL. 10/03 to 10/07

- 205 room full service suburban hotel
- Coordinated rebranding from Sheraton Brand to Hilton Brand
- Facilities: 3-meal casual dining restaurant, adjacent lounge, 10,000 square feet of conference space (8 meeting rooms), Executive level lounge and outdoor pool
- Restructured and developed six Executive Committee members, 18 department managers and 100 team members
- Primary market segments: corporate individual travelers, small meetings and conferences
- Increased total hotel revenue from 6 million dollars in 2003 to nearly 9 million dollars in 2007
- Doubled GOP during same time frame
- Improved SALT/Guest Satisfaction scores on a consistent basis

General Manager - Embassy Suites Hotel - Flagstaff, Flagstaff, Arizona. 4/01 to 10/03

- 119 suite limited service tourist oriented hotel
- Facilities: Complimentary Services, two meeting rooms, outdoor pool and spa
- Led six department heads, 40 year-round and 55 seasonal employees
- Coordinated \$1.5 million soft goods renovation in 2003

General Manager – Days Inn Route 66 - Flagstaff, Arizona. 8/00 to 4/01

- 157 room limited service tourism oriented hotel
- 200 tour groups and ten different tour operators annually

EDUCATION

Bachelor of Arts; Hotel and Restaurant Administration, June 1982. Washington State University, Pullman, Washington

MEMBERSHIPS AND ORGANIZATIONS

Leadership

2018/20 Chairperson, Maryland Hotel and Lodging Association
2017/19 Chairperson, Howard County Tourism, Inc/Visit Howard County (DMO)
President, Greater Birmingham Lodging Association
Vice President, Flagstaff Hospitality and Lodging Association.

Board Member:

Alabama Hospitality Association
Greater Birmingham Convention and Visitor's Bureau
Arizona Hotel and Lodging Association
Flagstaff Tourism Commission