

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