

Paul Thompson

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Hotel & Hospitality Industry Expertise | US & International Leadership Experience

Highly strategic, forward-thinking leader with history of helping international hotels to **innovate customer experience**, **elevate service delivery** and **optimize revenue performance** in very competitive, unpredictable customer-centric industries. Repeatedly entrusted to **pioneer comprehensive people, service and operational initiatives** that meet unique market and business demands and achieve high profitability and boost industry ratings. Key leadership value offered:

- **BUSINESS ACUMEN:** 20-plus years' experience in hotel and hospitality industries with more than decade of **General Manager and Hotel Manager** roles at top hotels—Hilton and Marriott.
- **MULTILINGUAL PROFICIENCY:** Fluent in **English, Italian, German, French, Spanish and Portuguese**, highly comfortable interfacing with staff and customers from diverse cultural backgrounds.
- **GLOBAL MARKET EXPERTISE:** Worked in broad international leadership roles throughout **US, Germany, Italy, UK and Brazil**.

CORE LEADERSHIP COMPETENCIES

Revenue & Profit Improvement ▪ Guest Services & Public Relations ▪ Capital Improvement & Renovation ▪ Union Relations
Operating Cost Reduction ▪ Quality & Service Ratings ▪ Industry Awards & Recognition ▪ Vendor & Supplier Negotiations
Staff Training & Leadership Development ▪ New Site Startup & Launch ▪ Food & Labor Costs Control

LEADERSHIP EXPERIENCE & IMPACTFUL ACHIEVEMENTS

GENERAL MANAGER | The Madison, a Hilton Hotel, Washington, DC | 2015 to Present

356 Rooms – 15K sq. ft. of meeting space, 1 bar and Grab and Go Market

SCOPE: Handpicked to lead the rebrand and transition of \$30M hotel from Loews to Hilton. Hold top strategic management role and oversee P&L for entire hotel operations and key business improvement, revenue enhancement and construction projects.

- ▶ Organized brand repositioning strategies after transition and realized quick market successes—grew penetration index of 12.3 points (2015), 3.2 points (2016) and 102.8 points (2017); moved hotel from #103 to #28 of 153 on TripAdvisor site.
- ▶ Garnered over \$2M in additional revenues through innovative approaches—weekend transient parking customers (\$460K), targeted GDS campaign (\$600K), new HGV contract (\$500K) and front desk upselling (\$400K).
- ▶ Organized and led renovation of lobby and addition of 4,500 sq. ft. meeting space, successfully completed within 2-years despite economic slowdown.
- ▶ Negotiated with union and structured new labor agreements and work rules for “Grab and Go” and Executive Lounge that resulted in elimination of 50 positions.
- ▶ Reorganized and streamlined food and beverage operations, eliminated full-service restaurant and room service and added “Grab and Go” options; turned -\$3M loss to 30% profit in F&B.
- ▶ Created work environment of trust, effectiveness and respect despite significant internal changes and restructuring of job roles among team and revisions to work assignments, successfully achieved 87% leadership index score.
- ▶ Determined viable business opportunities and long-term strategies to augment revenues by identifying improvement projects in hotel services and internal operations—estimated an additional \$2.4M in gross profits (20% growth).

RESIDENT MANAGER | Washington Hilton, Washington, DC | 2012 to 2015

1070 rooms, 5 labor unions, 110K sq. ft. of meeting and exhibition space

SCOPE: Recruited to spearhead operational turnaround and performance improvement plan for flagship hotel following a season of low revenues and layoffs. Developed new operating structure to support anticipated volume of high business.

- ▶ Strengthened business foundation and brand presence in intensely competitive market and steered contingency efforts that produced 32.9% GOP in 2016, the highest margin since 2007.
- ▶ Presided over all operational aspects of \$5M renovation and construction project, worked strategically with owners to ensure minimal impact and disruption to guests and maximize operational effectiveness.