

Margaret Gratzinger
www.2resortmanagers.com
Email: gratzinger@suddenlink.net

EMPLOYMENT

Royal Davui Island Resort

Fiji Islands

August 2016 – present

Co-General Manager w/ spouse

Royal Davui is an exclusive, luxury private island with 16 villas, a restaurant & bar, marine center/dive shop and spa. We are responsible for overseeing all departments and guest relations. Margaret assumes primary responsibility for the Front Office, Spa, Housekeeping and guest transfers. Ron assumes primary responsibility for Maintenance, Grounds, Marine Center, budgeting and payroll. Food & Beverage is a collaborative effort wherein we added a restaurant supervisor to train restaurant and bar staff and implement higher standards of service. This has greatly improved the professionalism and elevated the service in the restaurant and bar. Ron has coordinated and supervised the replacement of all public area decking and the replacement and expansion of several villa decks allowing for a category upgrade of some villas thereby creating the opportunity for higher revenue generation. Margaret implemented a Front Office “bible” of SOPs which has resulted in improvements in accuracy and consistency. Housekeeping stores have been reorganized providing better security and oversight thereby reducing attrition. Together, we direct the HODs through daily morning briefings and have also instituted bi-monthly leadership training for HODs. Our emphasis is always on providing the best in guest service and enhancing the guest experience resulting in a 90%+ guest satisfaction and Trip Advisor rating.

The Safari Collection: Sasaab Lodge

Samburu, Kenya

January 2014 to May 2016

Co-General Manager w/ spouse

Sasaab is a luxury game lodge in the northern Samburu region of Kenya and the only lodge located in the Westgate Community Conservancy adjacent to the Samburu National Reserve. We employed and supervised 32 permanent staff members of which 75% were directly from this community. During the high season we also employed a compliment of 4-8 casual or seasonal workers. We implemented improved procedures for stock taking which are now utilized companywide. We organized two containers from the states bringing equipment to add a new gym to our Spa, a big screen projector and theater popcorn maker for “Movie Nights”, and five ATVs for an extra available guest excursion. To further enhance the guest experience, we added a “bush dinner boma” and new roads for better game viewing opportunities. The overall guest experience was raised and was evident in Trip Advisor reviews. We also brought the lodge facilities and rooms back to the high standard expected by the owners. We oversaw the installation of new solar systems and new water extraction systems. Through promotion and the addition of new spa products, we increased revenues in both the Spa and the Gift Shop. As part of the company's Corporate Social Responsibility and through the generous donations of some of our guests, we also managed a School Feeding program within the conservancy which directly benefited two area schools. Many Samburu parents find the meal their child receives while at school to be the one incentive they can understand for continuing to allow them to attend.

Canyon Vistas and Superstition Views

Gold Canyon, AZ

June 2011-May 2013

Co-General Manager w/ spouse

Canyon Vistas is a 620 space RV resort while its sister property Superstition Views is a 200 unit Manufactured Home community with homes priced from 150-200k. In charge of all aspects of the daily running of both properties including maintenance, rent collections, payroll, accounts payable and receivables. Oversaw a permanent staff of 15 and during high season an additional 30 work campers. Co-ordinated all activities which included dances, dinners, concerts and theme parties. We had approximately 30 special interest clubs and sports teams. During high season CV ran at 100% occupancy. Enforced park regulations and mediated any disputes. Responsible for annual and monthly budgets and prioritizing annual works projects which included: new softball field, paving of roads, upgrading ballroom and card rooms, improving fitness center and activity rooms. Actively involved with residents and various activities.

Namale Resort and Spa

Savusavu, Fiji

June 2009 – March 2011

Upon being hired as Co-General Managers of Namale Resort and Spa our initial challenge and adventure was to also manage all of the accommodations, meals, location preparations, equipment and transportations needs for the NBC producers, directors, film crew and talent for the newly released Breakthrough with Tony Robbins reality television show. Several portions of the initial episodes were filmed at Namale because the star of the show, Tony Robbins is the owner of Namale Resort.

Namale Resort and Spa is an exclusive, private property offering five star service and accommodations while it also has a sister property nearby that is used primarily for large events and functions, most of which are initiated by Robbins Research Institute. We manage 90 permanent staff for the year round luxury property and during events when we are at 100% occupancy with 44 people residing at Namale and as many as 75+ at the event property we also manage our Casual Labor team bringing our total work force to 120 people. Each year there are around 10 large week long events and several weddings that net a property buy out of Namale offering us the opportunity to utilize our event staff.

Through the design and implementation of standard operating procedures and processes for regular checks and balances in every department, we have been able to significantly and positively impact the guest service and satisfaction level with guest survey ratings now averaging 9.6 on a scale of one to ten. Our Trip Advisor rating has also risen from #3 to #1 which has resulted in a higher level of inquiries and bookings. Additionally, procedures instituted for proper inventory controls have decreased shrinkage and costs.

Our day to day supervision of all departments includes Maintenance which is subdivided into carpentry, joinery, water treatment plant, mechanics, plumbing and electrical, Housekeeping which involves five star service including very special romantic turn down service, Food and Beverage including the kitchen and wait staff for two year-round restaurants and one event restaurant, Front Office and Reception wherein we implemented a new up-to-date property management system, Sihot; Activities featuring many land based and water based activities with a special emphasis on diving and golf (The Namale Resort Golf Links has been reborn under Ron's guidance from a pasture to a lovely nine hole course for guests and private members.); the Namale Spa and Sanctuary, a 10,000 square foot award winning spa and hydro-therapy facility wherein we were able to work with the team to generate higher revenues through daily spa specials and better sales strategies.

Clear Essence California Wellness Center & Boutique Hotel

Ikoyi, Lagos, Nigeria

October 2008 – April 2009

Co-General Manager/Spa Director

Contracted as the pre-opening management team in the GM and Spa Director's roles, we managed the pre-opening duties to make the owner's Vision a reality – a functioning Five Star 10,000 square foot Wellness Center and an eighteen luxury suite Boutique Hotel. We worked to insure that the project would launch fully operational and prepared to present guests with superior service and services, the likes of which are available nowhere else in the country of Nigeria.

We were responsible for all aspects of project readiness including, but not exclusive to, contracting plumbers, electricians, painters, IT services, Television services and sound systems services to bring all structural and functional components up to the necessary standard. Additionally, we created a functioning back office from an empty building to completion with staff in place. From this office, they established proper standard operating procedures, coordinated staffing, training, equipment installation, PMS, POS, Key Card system, Security, suppliers for every department, uniforms and implemented sales and marketing strategies and all marketing collateral materials.

Emerald Palms – A Tiamo Resort

South Andros Island, The Bahamas

April 2007 – June 2008

Resident General Manager/Couple

We were recruited to manage Emerald Palms beginning in April 07. This property had never before been professionally managed. All new processes and procedures had to be introduced and implemented immediately including a new accounting program for invoices, accounts and payroll (MYOB). Developed an employee manual for all employee procedures, which was followed by extensive and ongoing staff training. Created an in room Guest Information Book and Guest Activities book. Developed relationships with local fishing guides, dive masters, boat captains, tour and service providers to provide a full complement of activities and resources for international guests. Cultivated relationships with various wholesalers to improve occupancy. Reduced payroll expenses by 40% through better scheduling and proper skills and time management.

Benjor Beach Club Resort

Port Vila, Vanuatu

June 2005 – March 2007

Resident General Manager/Couple

Oversaw administrative personnel and implemented processes to manage reservations, accounts payables/receivables, payroll and staffing. Also managed Guest Services and Housekeeping staff. Served as event coordinator focusing on local business development of events including dinners, parties and large government functions. Coordinated weddings and all associated receptions and dinners for local expatriate and visiting international clientele. Revised the wedding and events pages of our website and updated property descriptions and photos with all wholesalers, as well as the South Pacific Tourism Office and the Vanuatu Tourism Office websites. Increased occupancy from 14% to 60%.

Point Grace

Turks and Caicos Islands

Nov. 2004 – June 2005

Events Coordinator/Front Desk Manager

Implemented better responsiveness to guests' needs through new procedures, more targeted resources for island excursions and additional staffing. Was actively involved in marketing projects including: print brochure development including a wedding insert, a pre-arrival multi-media introductory kit, a promotional DVD for our destination wedding campaign and an electronic brochure to promote the resort and various preferred vendor services on the island. Renegotiated our contracts with water-sports providers to insure appropriate procedures, commissions and liability coverage.

CopyPro, Inc. (11/98-11/04 total tenure)

Greenville, NC

03/02 – 11/04

Director of Sales and Marketing

Responsible for an annual eight million dollar sales budget attainment and managing the sales marketing, training and promotions financial budget. I oversaw the duties of four sales managers who collectively oversee 15+ sales representatives. As the sales trainer, I designed, administered and facilitated training for needs determined through gap analysis. As the sales recruiter, I hired and trained all new sales talent and successfully maintained a below industry average turnover rate. As sales director, I helped promote the turnover of equipment inventory through sales strategies and motivational contests. Additionally, I kept the sales managers and reps focused on the correct objectives through a thorough inspection process. April and then June of 2002 were record-breaking sales months for CopyPro, which has been in business since 1971.

11/98 – 03/2002

Corporate Recruiter/Sales Trainer

Proactively recruited competent, qualified and productive employees for all positions including clerical, administrative, technical, sales and management. Sources included job fairs, college career days, trade shows, referrals and direct solicitation from competitors. Conducted screening interviews, pre-employment evaluations and appraised candidates for department managers. Member of the management team responsible for strategic business planning and implementation. Developed procedures and associated forms for pre-employment drug screens, credit reports and criminal background checks. Created tracking reports for recruiting activity and results. Implemented format for official company job descriptions by which hiring criteria is formulated and delivered a training seminar for department managers on how to conduct employee reviews.

12/95 – 10/98 Micro-Tech International

Durham, NC

Director of Sales and Technical Support

In charge of product information, technical support and sales for the exclusive distributor of the Interceptor, an active radar detector/jammer. Designed and instituted marketing and end user instructional materials including brochures, inserts, promotions and operator's manuals.

03/88 – 12/95 ECPI Technical College

Raleigh, NC

Senior Admissions Representative

Senior representative in a post-secondary technical career school. Recruited and enrolled students. Conducted assessment testing and campus tours. Increased retention through follow up and support of students in attendance. Assisted with career transition training and placement. Instituted attendance awards. Coordinated Drug Abuse Prevention/Referral Program. Conducted training and admissions workshops for three campuses.

EDUCATION

University of North Carolina Chapel Hill, NC 1982