

CRAIG MARTIN

[REDACTED]
Wilton Manors, Fl 33334

Cell: [REDACTED]

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PROFESSIONAL OBJECTIVE

I am a goal oriented individual with excellent work ethics. I am looking for an opportunity to use my experience in management to work with an exciting and growing organization. I enjoy solving complex problems in challenging situations.

WORK EXPERIENCE

Gansevoort Miami Beach

Managing Director

Miami Beach, Fl
10/10-Present

- Duties include running a large mixes use complex with a 240 room hotel rooms, retail space, leased restaurants and coordination with two condo complexes. We were hired by the bank/owners to turn hotel around and make ready for sale. Our group was successful in increasing revenues, guest satisfaction and profits.

Sunset Resorts

Chief Operating Officer

Montego Bay,
Jamaica
12/08-10/10

- Currently working as COO for three resorts in Jamaica. The 730 room Jamaica Grande, 435 room Sunset Beach Hotel and the 85 room Sunset at The Palms Resort. Reporting directly to the owner in charge of all aspects of running resort chain. Heavily involved in marketing and sales, developing new web site, instituting new quality control programs, creating organizational structure and developing budgets.

Euclid Hospitality Inc.

Ft. Lauderdale, FL
02/06- 12/08

**Northern Quest Casino
Spokane, Washington**

- Worked with casino management and tribal leadership to develop new \$350m resort hotel and casino. Including a 400 room hotel, 100,000 sq ft casino as well as 14 restaurants and bars. Interact with architects and design team on master plan and development. Creating pre opening budgets including FFE and OSE as well as staffing needs. Reporting to company COO.

**Coconut Bay Resort
St. Lucia**

- Coconut Bay Resort, St. Lucia and Northern Quest Hotel Casino, Spokane, WA. Developing master plans for resort, staffing, F&B operations and training. Reporting to company President.

*El Conquistador Resort & Casino
Golden Door Spa/Las Casitas Village*
WYNDHAM HOTELS & RESORTS

Fajardo, Puerto Rico
02/03 to 04/05

General Manager

- The Caribbean's largest 1000 room resort.
- Las Casitas Village, 160 1, 2& 3 bedroom Casitas. One of only two Five Diamond resorts in the Caribbean. Las Casitas was a hotel condo project located adjacent to El Conquistador. Worked closely with condo owners and Wyndham to ensure smooth operation of this 5 diamond resort.
- Direct oversight of a full casino
- Arthur Hills designed Golf & Country Club
- 12 Restaurants and bars
- Marina & a Private island.
- Golden Door Spa, 26,000 sq ft, the Caribbean's largest
- Convention facilities of over 125,000 square feet. The largest convention facility in the Caribbean generating over 60 million in revenue.
- Increased revenues to over \$102 million and increased EIBTDA by 20% during tenure.
- Oversaw planning and development of 106 new units at Las Casitas.
- Developed extensive renovation and retraining plans for the hotel.
- Director of the hotel's marketing team, creating new programs to increase hotel sales, including "Family's Get-A-Ways by Request."

Rose Hall Resort & Country Club
WYNDHAM HOTELS & RESORTS

Montego Bay, Jamaica
09/99 to 02/03

General Manager

- 500 room resort hotel & golf country club.
- Supervised a staff of 800 employees.
- Developed and supervised construction new golf course
- Developed and supervised construction of a new water park.

- Extensive cooperation with the North American & European wholesalers for an increase in business. European sales improved by \$ 3 Million.
- Developed & instituted hotel renovation plan for Wyndham. Created two new restaurant concepts.
- Elected member of Jamaican marketing team.

Lucayan Beach Hotel and Casino,
Grand Bahama Hotel & Atlantic
Beach Hotel

Freeport, Bahamas
 08/97 to 09/99

HUTCHINSON WHAMPOA

Director of Operations

- Closed 3 hotels & helped to forge plans for the new “Our Lucaya” hotel.
- Coordinated with government & union to close hotels and re-train staff.
- Worked on planning team to develop the new hotel, guest room design, property layout and back of the house design.
- Worked extensively with architects and master planners on hotel development, design and construction.
- Developed training plan for new hotel and Casino
- Developed new concepts for 14 bars and restaurants
- Created new menus and training guides for the staff
- Selected restaurant themes, uniforms and staffing needs.

Atlantis Hotel and Casino
Sun International Hotels
Bahamas

Paradise Island, Bahamas
 07/94 to 07/97

Corporate Director of Food & Beverage

- Worked on Development team that transformed the old Resorts International into the Atlantis Hotel
- Headed the re-opening of the hotel to include:
 - Atlantis complex – 1147 rooms.
 - Ocean Club – 75 rooms.
 - Paradise Paradise - 100 rooms.
- Conceived, planned & launched a new food & beverage program with an annual revenue of \$65 million in three hotels to include:
 - The design, staffing, an extensive training program and the daily operation of 16 restaurants of various cuisine and 24 hour room service.

- The banquet facilities that can accommodate up to 2000 guests.
- Selection of china, glassware, silverware, linen, table top and operational equipment.
- Worked extensively on Restaurant Concepts and Design for phase II of the Atlantis project, including the Market Place Buffet.
- **Mohegan Sun Casino** developed master plan and concepts for F&B operations.

Hyatt Regency – Hill Country
Resort

San Antonio, Texas
12/92 to 07/94

Executive Assistant Manager & Director of Food & Beverage

- Opened the newest hotel in the Hyatt collection.
- Created the concepts for 4 restaurants and 2 lounges, 24 hour room service, banquet facilities, the Catering Department, 40,000 square feet of meeting space.
- Created a new concept of ‘General Store’ currently utilized by other Hyatt Hotels & Resorts.
- Hired the food & beverage staff, purchased china, glassware, silverware

Hyatt Regency - Lake Tahoe

Incline Village, Nevada
06/87 to 12/92

Regional Director of Food & Beverage

- Supervised a region of 4 Diamond, 4 Star properties to include: Lake Tahoe, Beaver Creek, Vancouver, Seattle and Sacramento
- 1,700 employees, 2290 rooms and \$62 million in revenue.

Executive Assistant Manager & Director of Food & Beverage

- Oversaw renovation of all restaurants and bars.
- Developed new restaurant concepts “Ciao Mein” and “Lone Eagle Grill”.
- Improved marketing budgets, annual forecasts, monthly forecasts and capital budgets for the regional vice-president.
- Developed and established Regency Caterers by Hyatt as an off premise catering for the Lake Tahoe area.

Hyatt Regency - Cherry Hill

Cherry Hill, New Jersey
01/86 to 06/87

Executive Assistant Manager & Director of Food & Beverage

- Created new marketing plans for the restaurants and lounges.
- An award winning renovated restaurant, Circles, winning 4 stars from the Philadelphia Inquirer.

- Launched a new comedy club.

Grand Hyatt – New York

NY, New York
01/81 to 01/85

**Assistant Food and Beverage Director
Restaurant Manager/Executive Steward/Corporate Trainee**

- Strengthened operational skills in food & beverage at a 1,400-room hotel.
- Developed and implemented training techniques.
- Controlled a budget for china, glass and silverware.

Flamingo Hilton

Las Vegas, Nevada
06/80 to 01/81

Internship

- Developed skills in food & beverage.

EDUCATION

- Bachelor of Science in Hotel Administration,
University of Nevada at Las Vegas, Nevada.
- Bachelor of Science in Economics & Business Administration at the State
University of New York, Oswego.

PERSONAL

- Single and willing to relocate.

TECHNOLOGY

- Extremely proficient in technological systems by former employers:
 - Fidelio;HIS
 - Back Office.
 - Micros – POS System.
 - Microsoft Office