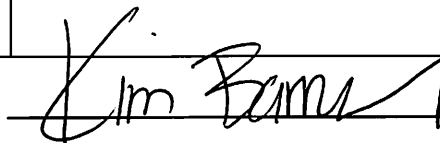


Mayor's Office: Council Agenda Item Request Form
*This form and supporting documents (if applicable) are due the Wednesday
before the COW meeting by noon.*

Date Received (office use)	
--------------------------------------	--

Date of Request	7/26/2017
Requesting Staff Member	Kendra Kahlow
Requested Council Date	August 1, 2017
Topic/Discussion Title	Board Appointment to Convention Facilities Advisory Board
Description	Appointment of Ms. Heather Davis as the Hospitality Representative member to Convention Facilities Advisory Board for a three year term beginning August 2, 2017 and ending August 1, 2020.
Requested Action¹	Council Approval, Consent Items
Presenter(s)	
Time Needed²	Consent Items
Time Sensitive³	
Specific Time(s)⁴	
Contact Name & Phone	Kendra Kahlow x.7031
Please attach the supporting documentation you plan to provide for the packets to this form. While not ideal, if supporting documents are not yet ready, you can still submit them by 10 am the Friday morning prior to the COW agenda. Items without documentation may be taken off for consideration at that COW meeting.	

Mayor or Designee approval:



¹ What you will ask the Council to do (e.g., discussion only, appropriate money, adopt policy/ordinance) – in specific terms.

² Assumed to be 10 minutes unless otherwise specified.

³ Urgency that the topic to scheduled on the requested date.

⁴ If important to schedule at a specific time, list a few preferred times.

March 28, 2017

Kendra Kahlow
Salt Lake County Mayor's Office
2001 South State St, N2100
Salt Lake City, UT

RE: Convention Facilities Advisory Board Nomination

Dear Kendra,

The CFAB respectfully requests that Heather Davis be nominated to serve on the Convention Facilities Advisory Board.

She will be filling the Hospitality Representative position beginning March 2017 and ending December 31st, 2020.


I appreciate your consideration of this request.

Sincerely,

Heather Muller
Executive Assistant to Dan Hayes

Attachments:

Heather Davis Board Member Nomination Form & Resume
cc: Holly Yocom, Community Services Associate Director

yes -




Board Member Nomination & Application

Board: Convention Facilities Board Date: 3/27/17

Nominated By (if applicable): _____

Applicant Name Heather Davis

Home Address: _____ City, State, Zip _____

Work Address: _____

Home Phone: _____ Work Phone: _____ E-Mail: _____

Would applicant prefer work or home phone/address used as mailing address? home

Salt Lake County Council District #: 4

To find the district you live in go to <http://slco.org/council/district-map/> and click the "Interactive Maps" area. Enter your address into the search box to find your County Council representative. Be sure to enter the District representative rather than the "At Large."

Sam Granato

I prefer that my personal contact information remain private and protected Yes ☒ No ☐

Unique qualifications and/or perspectives you would bring to a Board or Commission:

I have been in the hotel community since 1974 & held many levels of operational management roles throughout. Currently, I am the GM for Radisson Downtown. We hold many group blocks for our convention visitors & value the relationship we hold with SPCC & VSL. Salt Lake City is my home & I love working & living here. It would be an honor to serve on this board. Thank you! Heather Davis

Board Member Nomination & Application

Applicant Name Heather Davis

Are you a current member of another county board? Yes ☒ No ☐

If yes, board/commission VSL Convention Committee

Have you ever been a member of a board or commission in the county? Yes ☐ No ☐

If yes, board/commission _____ Dates: _____

Are you or any member of your immediate family a county employee? Yes ☐ No ☒

If yes, explain _____

Have you ever been convicted of a felony? Yes ☐ No ☒

If yes, explain _____

Demographics (optional)

The information on this section is for statistical purposes and is confidential.

Gender ☒ Female ☐ Male

Age Range ☐ 21-39 ☒ 40-54 ☐ 55-64 ☐ 65+

Race/Ethnicity (please check all that apply)

☐ American Indian/Alaska Native

☐ Asian/Pacific Islander

☐ Black/African American

☐ Hispanic/Latino

☒ White/Caucasian

☐ Other (please specify)

Represent a special community? _____

Forward this application and nomination to the contact below with a resume:

Heather Muller

Heather.M@saltpalace.com

385-468-2200

HEATHER DETLEFSON

2010 - Present UT 84600

10/2010 - Present

PROFESSIONAL EXPERIENCE

Radisson Hotel – Salt Lake City, Utah

General Manager 09/15 – current

In addition to the general manager roles in previous positions:

- Lead and realign all departments of the 381 room convention center property, begin process of a renovation slated for late 2016.
- Responsible for creating SOP's, revitalizing standards, policies and general practice.
- Build new sales team and coach to success by correcting deployment and responsibilities held by each manager. Work closely with our corporate support to ensure goals are realistic and achievable.
- Directly approve and oversee all hiring, brand training, benefits, employment documentation, job reviews, disciplinary actions, terminations and unemployment claims.
- Consistent reinforcement of expected behavior and customer service skills. Coach and counsel staff daily to improve and motivate where needed. Reduce temporary staffing and turnover to a minimum.
- Boost employee morale by implementing monthly activities, group outings, employee recognition and one on ones with everyone, from department heads down to hourly staff.
- Consistently improving Medallia scores and Trip advisor placement.

Embassy Suites by Hilton – Memphis, Tennessee

General Manager 11/13 – 06/15

- Responsible for a multimillion dollar renovation, along with owner/management transition of the 220 all-suite flagship property. Ensuring flow through on a monthly basis.
- Responsible for improving standard compliance, cleanliness, condition, service scores, employee attendance, morale and the complete replacement of department managers and the operations within.
- Implemented an aggressive revenue management strategy, focusing on significantly increasing rate while maintaining occupancy.
- Collaborate with the sales team in negotiating higher rates with local and national corporate rates and reducing low rated group and weekend transient business. Consistent rate driver in market and first in STR rankings. Constant, direct contact with local travel managers, such as FedEx and International Paper.
- Human resource responsibility includes payroll, approving and monitoring the hiring of staff to the level required for efficient operations, oversee Hilton training and documentation to ensure continued success.
- Consistent reinforcement of expected behavior and customer service skills. Coach and counsel staff daily to improve and motivate where needed. Reduce temporary staffing to a minimum. Proficient in Peoplesoft, Taleo, E-Verify, Sterling, FMLA, Hilton Benefits and military support.
- Compile all reporting required by the Hilton corporate office and ownership group on a daily, weekly and monthly basis.

DoubleTree Suites by Hilton – Salt Lake City, Utah

General Manager 8/05 – 11/13

- Converted and directly managed renovations for the 241 all-suite property from an Embassy Suites Hotel within six months in 2012.
- Ensured that all DoubleTree brand standards were implemented and adhered to by staff. Complied with brand management in order to have a successful re-opening.
- Directly manage all department heads and oversee their staff. Consistently encouraging and assisting management to improve quality, guest satisfaction and employee morale.
- Organize and conduct weekly departmental meetings discussing current property standing, policy and brand standard compliance, employee status, recruitment and training, upcoming groups, events and citywide conventions, social media updates/reviews and financial analysis comparing actual to budget and prior year. Daily morning standup in addition to these meetings.
- Daily revenue management, evaluate the forecast, pace and mix of sales reports, create strategies that maximize revenue, update rates and restrictions. Analyze the STR and MarketVision reports to determine rank among competitive set.
- Communicate directly with the Director of Sales on RFP's and corporate preferred rate submissions. Maintain close relationships with all third party managers, consistent involvement with any promotions that would benefit the property.
- Directly approve and oversee all hiring, brand training, benefits, employment documentation, job reviews, disciplinary actions, terminations and unemployment claims.
- Responsible for all month end financial reporting and yearly budget assumptions. Oversee all functions of the accounting department.
- Represent and act for ownership in their absence. Served on multiple boards for the local convention and visitors bureau.

Embassy Suites by Hilton – Salt Lake City, Utah

Senior Assistant General Manager 8/00 – 8/05

Front Desk Supervisor, Operations Manager, AGM Trainee, Assistant General Manager (prior positions) 8/93 – 8/00

- Directly managed Front Office, Embassy Suites Breakfast and Manager Reception, Restaurant, Banquets, Maintenance and Housekeeping.
- Supervised and approved schedule for a minimum of ninety employees, including managers. Assist General Manager with hiring, documentation and terminations.
- Organized and conducted training in guest service skills, team building, and human relations. Ensured all standard compliance.
- Purchased and maintained all food, china and liquor inventory. Assisted General Manager with revenue management rate adjustments and reporting.
- Compiled daily revenue analysis, monthly profit and loss discrepancies, accounts payable/receivable, payroll submission and credit card disputes.
- Led Hilton HHonors, Safety and Care Committee Programs. Handled all guest requests and complaints.
- Coordinated daily with the Sales and Accounting Departments. Extensive knowledge of computer systems and all mechanical aspects of the hotel.
- Continually promoted over a ten-year period; including negotiated positions held at Crystal Inn and Red Lion Hotel in order to broaden industry knowledge.

Crystal Inn Hotel – Salt Lake City, Utah

Regional Assistant General Manager 5/00 – 8/00

- Responsible for all departments of the 180 room hotel including Front Office, C-Store, Banquets, Maintenance, and Housekeeping.
- Managed an average of fifty employees, including departmental managers. Inspected all Utah properties weekly to verify standard compliance and operational efficiency.
- Conducted weekly staff meeting and safety committee. Attended sales meetings and monthly Crystal Inn GM conference.
- Accounts payable/receivable, approved direct bill applications, compiled payroll, controlled city ledger, and maintained proper yield management. Controlled all citywide convention yields, working knowledge of the SLCVB Passkey Program.

Red Lion Hotel – Salt Lake City, Utah

Food and Beverage Director 5/99 – 5/00

- Managed all aspects of the full service restaurant and bar, supervised an average of forty employees. Responsible for dining room, room service and catered group functions. Acted as Night Manager on a regular basis.
- Generated daily revenue reports, prepared month end analysis, and purchased all food and liquor inventories.
- Created a new menu and reduced the staff to an efficient level, ensuring the department remained within the allocated budget.
- Extensive knowledge and certification of dining etiquette, proper food handling and state liquor laws.
- Manager of the Quarter, 1999

EDUCATION

Cornell University, School of Hotel Administration – Ithaca, New York

Certification in Hospitality Management July 2011

Certification in Financial Management of Hotels July 2014

University of Phoenix – Salt Lake City, Utah

Bachelor of Science, Business Management 2004

Salt Lake Community College – Salt Lake City, Utah

Associate of Science, General Studies 1994

Hilton Certifications

OnQ PMS, Revenue Management, Rates & Inventory, Sales & Events, Forecast Management, General Manager 1994 – Current

REFERENCES

Available Upon Request



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APP00003540

Application # APP00003540

Board Convention Facility Advisory Board

All Open Positions

Date 3/27/2017

Nominated by NA

Nominee Heather Davis

Status Submitted

Personal Information

Home Street 1024 E. 1000 S.

Home City

Home State Utah

Home ZIP/Postal Code 84111

Home Phone

Email h.davis@slco.gov

Preferred method of contact Home

Work Street 210 W. South Temple

Work City Salt Lake City

Work State Utah

Work ZIP/Postal Code 84111

Work Phone

Additional Information

SLCO Council District 4

Current Member of Another County Board? Yes

Prefer Contact Info Be Private Yes

Current Board Visit Salt Lake Board of Directors

Unique qualifications/perspectives I've been in the hotel community since 1994 & held many levels of operational management roles throughout. Currently, I am the GM for Radisson Downtown.

Gender Female

Has Been Member of Another Board Yes

Age Range 40-54

Previous Board Visit Salt Lake Board of Directors

Race/Ethnicity White/Caucasian;
White/Caucasian

Other Race/Ethnicity

Immediate Family is County Employee? No

Explanation

**Convicted of
Felony** No

Explanation

**Represents
Special
Community?** No

Explanation

**Additional
Comments**

We hold many group blocks for our convention visitors & value the relationship we hold with SPCC & VSL. SLC is my home and I love working & living here. It would be an honor to serve on this board. Thank you!

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