

JOE HINDSLEY

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General Manager – Hotel

Manages all aspects of the hotel property including operations, staffing, and customer satisfaction. Oversees property maintenance and appearances. Monitors all operating costs, budgets and forecasts. Familiar with a variety of hospitality concepts, practices and procedures. Relies on industry experience and judgment to plan and accomplish goals. Responsible for the hiring, training and discipline of all hotel staff. Leads by example to demonstrate integrity, strong values, and high energy. Core Competencies include:

Core Professional Competencies

Multi-million Dollar Budget Management
Employee Satisfaction
Owner Relations

Executive Level Organizations
Project Management
Sales and Marketing

Professional Experience

HYATT REGENCY Hill Country Resort and Spa, San Antonio, TX **2017 – Present** **General Manager**

Located in San Antonio, Texas, this resort was developed on 300 acres of historic ranch land and features 500 guests' rooms, 80,000 square feet of meeting and event space, a five acre waterpark, a 27-hole championship golf course and a full service spa. Revenues in excess of \$62 million with an operating budget of \$40 million and 650 staff members.

- In less than two years grew total revenues \$6 million with a 9% increase in RevPAR and a 10% increase in total banquet revenue.
- Grew hotel EBITDA \$2.8 million in one year.
- Recognized by U.S. News and World Report as 2019 third best pool in the country
- Recognized by 2019 Conde' Nast Travelers Reader's Choice Awards as the #2 top resort in the USA/Southwest and Texas

HYATT REGENCY ST. Louis at the ARCH, St. Louis, MO **2013 – 2017** **General Manager**

Managed a 910-room convention hotel with 80,000 square feet of meeting and exhibit space. Revenues in excess of \$53 million with an operating budget of \$35 million and 450 staff members. Recently completed a \$10 million renovation of the hotel guest rooms and public areas.

- In less than two years, grew hotel EBITDA \$3 million through aggressive revenue management.
- Drove occupancy and rate, resulting in RevPAR Index growing from 100.8 to 106.8 over same time period. Achieved 111.5 RevPAR index in 2015.
- Consistently ranked in the top five Hyatt Hotels in the company-wide Gallup Employee Engagement Survey. Achieved #1 ranking in the company in 2015.
- Four consecutive years recognized by the St. Louis Business Journal as Best Places to Work.

HYATT REGENCY Atlanta, Atlanta, GA **2004 - 2013** **General Manager**

Managed a 1,260-room convention hotel with 186,000 square feet of meeting and exhibit space. Revenues in excess of \$76 million with an operating budget of \$50 million and 650 staff members. Completed a \$65 million dollar transformation, which included public areas, guest rooms, and all meeting space. Lead the efforts to concept four food and beverage outlets.

- Over time, exceeded all previous sales and profit records. Drove occupancy and rate to become

- the market leader in RevPAR index for the first time in the hotel's history and held the top position for four consecutive years. Doubled annual group sales production from previous high.
- Achieved 2012 Gallup Employee Engagement score of 4.62, ranking 19th in the company and first among the Primary Convention hotels. The hotel has consistently been ranked in the top 20 in the company-wide Gallup Employee Engagement Survey.
 - Nominated and Awarded General Manager of the Year for 2012. Hotel also was recognized as the Sales Team of the Year after eliminating all future year group pace deficits with \$38 million in production.
 - Championed and established a comprehensive "Green Team" that optimized the use of energy and water saving practices realizing a 35% reduction in energy and water consumption since 2000. Awarded the 2011 Inaugural Hyatt Thrive Leadership Award for Environmental Sustainability.

HYATT REGENCY St. Louis at Union Station, St. Louis, MO
General Manager

1999 - 2004

Led and directed all operations for a 539-room hotel with 24,000 square feet of meeting space. Achieved \$35 million in revenues with an operating budget of \$22 million and 300 staff members. Oversaw a \$12 million renovation of the hotel's guest rooms and public areas. The main building, a 100-year old train station, is on the National Register of Historic Places. A member of Historic Hotels of America, this hotel was only one of two AAA Four Diamond hotels in the St. Louis market.

- Implemented a strategic shift from transient to group business and hotel revenues grew to \$35 million and was the RevPAR Index leader in the market.
- Executed a comprehensive Sales & Marketing campaign and consistently exceeded annual sales production goals. Awarded Sales Team of the Year in 2002 for exceeding the annual production goals by 120% and finishing the year with a 148% RevPAR Index.
- Nominated by Hyatt Hotels for General Manager of the Year twice.
- Achieved Associate Opinion Survey GM score favorability of 92% ranking 20th for 2003.

HYATT REGENCY Lisle, Lisle, IL
General Manager

1997 - 1999

Managed a 317-suite-sized guest room property with 13,000 square feet of meeting space. Revenue grew to \$14 million with an operating budget of \$9 million and 100 staff members. Oversaw a \$3 million guest room renovation. Located in a corporate office complex in the Western suburbs of Chicago, this was a transient hotel with a local catering operation.

- A shift in business mix and improved revenue management led to a double digit percentage increase in revenue growth for two consecutive years exceeding \$14 million.
- Launched an employee turnaround program, achieving overall company ranking of #2 in Associates Opinion Survey.

HYATT REGENCY Dallas Fort Worth Airport, Dallas, TX
Executive Assistant Manager, Food & Beverage Director

1994 - 1997

Guided the operations of 1400-room airport hotel with 180,000 square feet of meeting space. Oversaw the \$35 million food and beverage operation with a \$25 million operating budget and 350 staff members. Property included five restaurants, three lounges, 36 holes of championship golf, ten tennis courts and experiential outdoor training facility.

- Drove significant year-over-year growth with improved F&B revenue per occupied group room and improved cover counts in all F&B Outlets.

Food and Beverage Director Experience:

HYATT REGENCY Columbus, Columbus, OH (1992 -1994)

631 Room Convention Hotel with 63,000 sq. ft. of function space

HYATT REGENCY Milwaukee, Milwaukee, WI (1990 -1992)

483 Room Hotel with 20,000 sq. ft. of function space

HYATT REGENCY Alicante, Orange County, CA (1988 -1990)

653 Room Hotel with 63,000 sq. ft. of function space

Community Involvement and Recognition

- Two Term President of the St. Louis Hotel Association
- Politically appointed by the Mayor Francis Slay to the St. Louis Convention and Visitor's Commission
- Executive Board Member and Treasurer of the St. Louis Community Improvement District
- St. Louis Sport Commission Board member involved in the bid and successful award of both a NCAA Men's and Women's Final Four
- Politically appointed by Mayor Shirley Franklin to Chair the Atlanta Workforce Development Board
- Two Term Vice Chair of the Atlanta Convention and Visitor's Bureau
- Chair of the Atlanta Hotel Council
- Politically appointed to the Central Atlanta Progress Downtown Improvement District Board
- Atlanta Sports Commission Board Member
- Atlanta Local Organizing Committee Executive Committee Member for the 2013 NCAA Final Four
- Four-time nominee for Hyatt Hotels General Manager of the Year and winner in 2012
- Missouri (2002) and Georgia (2006) Hotel and Lodging Association General Manager of the Year
- Named by Secretary of State Karen Handel as Outstanding Georgia Citizen in 2007
- Atlanta Business League Pathfinder Award 2007

Education

Bachelor of Science, Food Service and Housing Administration, Penn State University