



# VINCE RIZZO

Eagan MN

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## SUMMARY

A seasoned professional with expertise in cultivating a work environment that fosters talent growth, satisfaction, and loyalty. A proven track record of success in turnaround initiatives, with over 18 years of experience in the hospitality industry. An award-winning strategist with a knack for engaging and empowering employees to achieve organizational goals.

## SKILLS

- Team Management
- Data-driven decision making
- Strategic Thinking
- Financial analysis and budgeting
- Process Improvement
- Brand standards and compliance
- Conflict Resolution
- Relationship Building
- Project Management
- Customer Focus
- Adaptability
- Problem-Solving
- Negotiation skills
- Technology proficiency

## EXPERIENCE

### General Manager - Hyatt

Overseeing a team of 60, including 5 department heads, and managing the entire operation with a responsibility for excellence.

Set high standards and expectations for all team members. This includes setting clear goals and objectives, providing regular feedback, and holding team members accountable for their results.

- Create a culture of excellence. This means fostering a work environment where everyone is committed to doing their best work. This can be done by recognizing and rewarding achievements, providing opportunities for growth and development, and creating a sense of community.
- Develop and implement effective strategies to achieve organizational goals. This includes identifying key performance indicators (KPIs), tracking progress, and making adjustments as needed.
- Manage resources effectively. This includes allocating resources to where they are most needed, ensuring that team members have the tools and support they need to succeed.
- Resolve conflicts and issues promptly and fairly. This includes listening to all sides of the issue, mediating between parties, and making fair and impartial decisions.
- Communicate effectively with all stakeholders. This includes keeping team members, department heads, and senior management informed of progress and issues.
- Stay up-to-date on industry trends and developments. This includes reading industry publications, attending conferences, and networking with other professionals.
- Be prepared to make difficult decisions. This includes making decisions that may be unpopular, but are necessary for the success of the organization.

### General Manager - Hilton Garden Inn

Assumed direct responsibility for the property's operations, generating an impressive \$8M in revenue for this 200-room

focused service hotel and restaurant.

- Devised and implemented a strategic plan to revitalize food and beverage operations, ensuring compliance with brand-mandated meal periods while enhancing profitability and contributing to the hotel's overall financial success.
- Successfully elevated RevPAR (Revenue Per Available Room) while simultaneously reducing the cost per occupied room by achieving full displacement of business and meticulously revisiting market segmentation goals and forecasts.
- Spearheaded the implementation of innovative IT solutions that streamlined operations, reduced labor costs, and enhanced productivity across housekeeping, administrative, and general management functions.

### **General Manager - Hilton Garden Inn**

Steered the property's operations, generating an impressive \$4M in revenue for this 108-room focused service hotel and restaurant.

- Demonstrated exceptional forecasting prowess by consistently predicting revenues, expenses, and labor within 4% of actuals from the start of the month.
- Masterfully crafted and administered comprehensive budgets, employing advanced tools to forecast projected market demand, market segment growth, forecasted expenses, labor plans, and capital expense plans.
- Led a transformative full-scale property renovation, encompassing FFE (Furniture, Fixtures, and Equipment), strategic relocation of amenities, and room punch-outs.
- Actively participated in the GM Council, a collaborative forum comprising representatives from five properties across Bloomington and Eagan, Minnesota.
- Facilitated insightful revenue management meetings, delving into Str Reporting, Pulse Reporting, third-party contributions, and reputation management to optimize pricing strategies, market demand analysis, and strategic adaptations.
- Effectively lowered the Cost per Occupied Room by meticulously tracking minutes per room using hotel effectiveness tools and implementing a streamlined cleaning process that enhanced productivity while reducing safety concerns.
- Consistently achieved monthly goals by meticulously fine-tuning operations and optimizing spending.
- Eradicated bad debt by actively engaging with Account Receivable accounts, ensuring timely collections and minimizing financial losses.

### **General Manager - Country Inn and Suites**

Adroitly managed the operations of this 122-room select service hotel, driving profitability and exceeding revenue targets.

- Transformational leader responsible for turning around the on-site lounge, converting it from a loss-making entity with negative NOI (Net Operating Income) into a profitable contributor to the hotel's overall success. This was achieved through comprehensive staff training programs covering pour counts, drink specials, drink knowledge, and proper inventory management techniques.
- Demonstrated unwavering commitment to safety by spearheading all safety meetings and ensuring that all trainings adhered to brand standards and city ordinances.
- Championed a culture of team building and trust, which resulted in a significant boost in Guest Satisfaction Scores, a testament to the positive impact of a cohesive and engaged workforce.
- Implemented innovative up-selling and room package strategies, leading to a noticeable increase in RevPAR (Revenue Per Available Room), a key metric of hotel profitability.

**General Manager / Ramada**

**Area General Manager / LQ Management**

**General Manager / Country Inn & Suites**

**AGM/t askforce/ Project Manager / Holiday Inn and Bar Louie -**

## EDUCATION AND TRAINING

### Hospitality & Tourism Management

Florida Atlantic University

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## ACTIVITIES AND HONORS

### Bloomington Diamond Service Award Judge

In my role as a Diamond Service Award Judge, I have the privilege of interacting with nominated individuals across various categories. Through in-depth interviews, I assess their qualifications based on both manager testimonials and personal interaction. This allows me to gain valuable insights and provide constructive feedback, ultimately contributing to the selection of five finalists per category.

The Bloomington Diamond Service Awards, with a prestigious history spanning over two and a half decades, recognize and celebrate the best in service within the entire city. This includes over 50 hotels, hundreds of restaurants, and various attractions, collectively forming the vibrant tourism and hospitality landscape of Bloomington.

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## REFERENCES

References available upon request.



# VINCE RIZZO

General Manager

## CONTACT

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With over 18 years of hospitality experience and a proven track record of success, I am confident I possess the skills and expertise required to lead your properties to new heights.

Throughout my career, I have honed my abilities in various aspects of hotel operations, working with renowned brands like Hyatt, Hilton, IHG, Carlson, and Wyndham. This extensive experience has equipped me with a strategic vision for driving employee satisfaction, property growth, operational excellence, and robust financial performance.

In my most recent role as General Manager in the Minneapolis Bloomington market, I spearheaded revenue management, renovation projects, food outlet operations, budgeting, and forecasting for focused-service properties. As a leader, I prioritize fostering trust and open communication with my team, empowering them to continuously improve and achieve their full potential. My philosophy is simple: my team's success is my success, and their well-being is my first responsibility.

My achievements speak for themselves. I have consistently received regional awards, including balanced KPI scorecards and the largest RevPAR index change. Additionally, I was named runner-up for Hotel of the Year out of 535 properties. My qualifications are further bolstered by current brand certifications for Hilton, Wyndham, and Radisson hotels, as well as a degree in Hospitality & Tourism Management from Florida Atlantic University and a Diversity and Inclusion in HR certification from Cornell University.

My journey began at the Crowne Plaza O'Hare in Chicago, and it has been a rewarding path of continuous learning and growth. I am driven by a passion for exceeding expectations and delivering exceptional guest experiences. In my free time, I enjoy spending time with my family and exploring the outdoors through hiking.

I am excited about the opportunity to contribute my expertise and leadership to your esteemed company. I am confident that I can be a valuable asset to your team and play a significant role in your continued success.

Thank you for your time and consideration.

Sincerely,  
*Vince Rizzo*  
Vince Rizzo