

Julie Coker

General Manager, Hyatt Regency Philadelphia

Work Experience:

June 2007 – Present General Manager, Hyatt Regency Philadelphia

- Responsible for a prime waterfront 345 room hotel with 24,000 square feet of meeting space
- Annual hotel sales of \$33.2 million dollars
- Intimately involved in day-to-day operations including food and beverage, rooms division, sales and catering, accounting and human resources.
- Oversees an annual capital budget of \$1.3 million dollars used for maintaining and enhancing the physical appearance of the property.
- Building strong client relationships in the community

October, 2002 – June 2007 General Manager, Hyatt Lodge

- Responsible for a 218 suburban hotel, which sits on 88 acres of forestry with 47,000 square feet of meeting space.
- Annual hotel sales of \$16.5 million dollars.
- Involved in all aspects of rooms, food and beverage, human resources sales and catering, accounting and engineering.
- Building long-term relationships with the owner, McDonald's Corporation.

April, 2000 – Present General Manager, Hyatt on Printers Row

- Responsible for a 161 European style guest room hotel with 3400 square feet of meeting space.
- Annual hotel sales of \$8 million dollars.
- Involved in all aspects of rooms, food and beverage, sales and catering, accounting, engineering and human resources.
- Concentrating heavily on sales and catering. Assisting with client site inspections, clients visits, tentative and yield meetings, market deployment, day code and rack rate management, sales quotas and soliciting local catering business.
- Food and beverage revenue is \$1.6 million annually with \$1.1 million generated from our award winning restaurant Prairie.
- Successfully reduced turnover from 32% annually to 27% in 2001
- Scored 4.95 out of a possible 5.0 on the Martiz Meeting Planner Satisfaction Survey on question #38, "Satisfaction with GM Involvement".

March 1998 – April 2000 Rooms Executive, Hyatt Regency McCormick Place

- Member of the opening team for Hyatt Regency McCormick.

- Successfully opened an 800-guest room property with 16,000 square feet of meeting space connected to the world's largest convention center with 2.2 million square of meeting space.
- Responsible for developing SOP and training manuals for rooms division.
- Supervised over 200 employees in front office, reservations, PBX, guest services, laundry housekeeping and security.
- Achieved annual rooms profit of 81.0%

January 1996 – March 1998 Rooms Executive, Hyatt Regency Cincinnati

- Responsible for all rooms' division areas for the 487-guest room hotel.
- Increased rooms profit to 80% by controlling expenses and maximizing employee efficiency.

August 1994 – January 1996 Rooms Executive, Hyatt Deerfield

Responsible for all rooms' division areas for the 300-guest room hotel.

Increased average rate through effective yielding, adhering to group ceilings and cutoff dates.

January 1992 – August 1994 Hyatt Regency O'Hare

Assistant Front Office Manager

Front Office Manager

Hotel Assistant Manager

Assistant Executive Housekeeper

August 1989 – January 1992 Hyatt Regency Columbus

Corporate Management Trainee

Assistant Front Office Manager

Convention Services Floor Manager

Personal

Principal for a Day – Chicago Public Schools

Guest Speaker, Roosevelt University

Guest Speaker Hyatt's Annual Historically Black Colleges and University's

Member of the NAACP

Member of the Quad County Urban League

Guest Panelist – National Society of Minorities in Hospitality

Mentor – Safer Foundation – re entry program for ex convicts

Awards

Nominee General Manager of the year 2004 and 2006

Nominee Hotelier of the Year IHLA 2005

Hotelier of the Year IHLA 2006

Who's Who in Black Chicago

Leadership Team of the Year Hyatt Regency O'Hare

