



Tuesday, October 11, 2022

## City of Olympia Lodging Tax and Advisory Committee Application

Advisory committees are a structured way for individual community members to share their opinions and perspectives, study issues, and develop recommendations in a focused small group. Their primary purpose is to provide judicious advice, from a community member's perspective, to the Olympia City Council.

Committee activities may include study of critical issues, hearing public testimony, independent research, and reviewing staff reports and recommendations - all of which is intended so that the committee is prepared to discuss, formulate, and forward well-developed, thoughtful recommendations to the City Council in a timely manner.

The City of Olympia values participation from all perspectives and life experiences and looks for equity and inclusion in advisory board appointments.

To reduce barriers to community member participation the City offers stipends of \$25 per meeting attended to Advisory Committee members. Those members who certify as low income are eligible to receive stipends of \$50 per meeting attended. Advisory Committee members may waive the stipend upon request.

The Olympia City Council's General Government Committee recommends appointments to the full Council. Recommendations are made following review of applications and interviews of qualified candidates.

The City of Olympia is committed to the non-discriminatory treatment of all persons in employment and the delivery of services and resources. Questions? Contact Dawn Carvalho, Executive Services Assistant, 360.753.8065, [dcarvalh@ci.olympia.wa.us](mailto:dcarvalh@ci.olympia.wa.us)

If you saved or submitted an application and did not receive a confirmation, please check your spam folder. When filed with the City, your application and attachment documents are public records and may be subject to public release.

**Name** Janine Phillips

**Email**

[REDACTED]

**Address**

[REDACTED]

**Some appointments require that applicants reside within Olympia city limits. Even though your mailing address may be Olympia, you may reside in the County or another jurisdiction. Are you a resident of the City of Olympia?**

Yes

**Primary Phone Number**

[REDACTED]

**Alternate Phone Number**

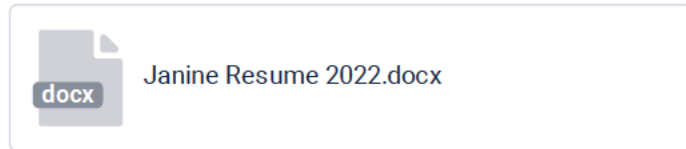
[REDACTED]

## Interests & Experiences

Please keep answers concise and informative. You are introducing yourself to the Olympia City Council

and sharing with them why you are interested in being considered for appointment. You may attach a resume.

### Attach a Resume



### Briefly describe why you wish to serve on the Lodging Tax Advisory Committee.

As a lodging operator and community member I would bring both perspectives to bear on how to spend LTAC funds appropriately.

### Describe your experience, qualifications, and/or skills which would benefit the Lodging Tax Advisory Committee.

I've been in hospitality and restaurant industries for 25 years. I understand the guest's point of view, the business point of view and the community member's point of view.

### Share the ways you've been involved or have volunteered in the community.

As a hotelier being in the eye of the community is key for our success. I have offered our meeting space for VCB meetings and trainings. I have also donated room nights for school fundraising and travel agent tours. I was on the board of the VCB 2 different terms.

### List your educational and/or professional background and area of study.

I graduated from NW travel school in Portland. I have been in the hotel industry since 1997 in various departments. I held the General Manager position of 5 different hotel chains since 2008, mainly Hilton Brands. I was awarded sales manager of the year for Hampton by Hilton in 2018.

### Appointment to an advisory committee will require your attendance at evening meetings, and undertake other work (reading, meeting preparation etc.). How many hours per month are you willing to commit as a volunteer?

I am able to commit as needed.

### Describe your experience with and knowledge of the Lodging Tax and how it is used?

I know that lodging taxes were spent operating the Washington Center to promote visitors to the area. The funds are to be used to market events to help draw visitors to Olympia. The funds can be used to build infrastructure like ball fields, venues etc. I remember that some LTAC funds were also used to produce lodging guides that were handed out by front desk agents and businesses in the area.

### Would you be willing to volunteer for other City activities? You can find opportunities here:

Yes

[https://www.olympiawa.gov/news\\_\\_information/employment\\_\\_volunteering/volunteer\\_opportunities.php](https://www.olympiawa.gov/news__information/employment__volunteering/volunteer_opportunities.php)

## Thank you for your interest in serving on a City of Olympia Advisory Committee!

The application process will close on December 16, 2022. For questions contact Dawn Carvalho, Executive Services Assistant, 360.753.8065, [dcarvalh@ci.olympia.wa.us](mailto:dcarvalh@ci.olympia.wa.us)

# Janine Phillips |

## PROFESSIONAL SUMMARY

Dynamic hands on Hotel Manager of an award-winning hotel. Maintained #1 rank on TripAdvisor. Achieved Hilton's top 15% of the brand 3 years in a row. Passionate for developing and training staff in a positive environment. Identifying opportunities for controlling costs and achieving budgeted goals.

### Skills

\*Revenue Management\* Budgets\* Forecasting\* P&L Analyzing \*Accounting\* Payroll \*Computer skills  
\*Active listening \* Sales \* Organizational skills \* Communication \*Customer service \*Interpersonal skills\* Leadership \*Management skills \*Problem solving \*Team building\* Tri-lingual

## PROFESSIONAL HISTORY

### AMERITEL INNS

*General Manager – Hampton Inn & Suites Olympia*

May 2022-Current

### BRAINTREE HOSPITALITY

*Regional Hotel Director-*

Nov 2019-Mar 2020

- As a regional director I had 4 GM'S reporting to me. My region included a Comfort Suites, Hilton Garden Inn, Hampton Inn & Suites and Holiday Inn Express.
- Advised corporate team on financial planning/budgeting, cash flow and operation policy matters.
- Ensure properties are being maintained in a lean, efficient and effective matter by managing labor and expenses.
- Ensure all hotel brands meet and exceed service and product quality goals by constantly monitoring results, evaluation, and implementing changes as needed.
- Mentor and develop staff using a supportive approach.
- Ensure General Managers are communicating with staff regarding current programs and procedures.

### AMERITEL INNS

*General Manager – Hampton Inn & Suites Olympia*

Dec 2015-Nov 2019

- Assisted in opening brand new 121 room Hampton Inn & Suites Olympia. Reached #1 on TripAdvisor within 4 months of opening and maintained #1 status. Achieved Light House award every quarter, 2017-2019 which was top 5% of the Hampton brand.
- Responsible for updating hotel content, rates structure and inventory.
- Monthly, weekly meetings with Hilton Brand Performance team.
- Proactively take part in Human Resources operation such as recruitment, training, discipline, conflict resolution, payroll, benefits along with continuous coaching and mentoring new hires.

*Interim General Manager - Hilton Garden Inn Bend, Oregon*

Jun 2015-Dec 2015

- Responsible for coaching, training and mentoring new General Manager.
- Liaise with various departmental managers from AGM, F&B, FD, Maintenance lead, and Sales to ensure that they are run appropriately and in line with budget.
- Proactively take part in Human Resources operation such as recruitment, training, discipline, conflict resolution, payroll, benefits along with continuous coaching and mentoring.

## **AIMBRIDGE**

### ***General Manager - DoubleTree by Hilton Olympia***

*Dec 2012-Jun 2015*

- Oversaw a complete renovation and rebrand from Phoenix Inn to DoubleTree by Hilton.
- Implemented new F&B grab and go concept for restaurant and bar addition.
- Mentor of all mid-level department leads and supervisors to prepare them for growth with the new brand.
- Achieved \$40 increase in ADR in the first year of conversion.
- Worked with Revenue Management to implement strategies ensuring top ranking in market compset in OCC, ADR and RevPar.
- Maintained average of 215 RPI throughout tenure and consistently met or exceeded budgeted revenues on average YTD.
- Responsible for hotels financial aspects encompassing new budgeting tool, P&L statement, weekly, monthly and 90 day forecasting.

## **AMERITEL INNS**

### ***General Manager, Assistant GM, Front Desk - Ramada Olympia***

*Dec 2004-Dec 2012*

- During my 8-year tenure, I became a general manager and oversaw the rebrand of the Ramada brand for Ameritel Inns.
- Interfaced with Front Desk, Sales Housekeeping, accounting departments ensuring open lines of communication and problem resolution.
- Daily Front Desk operations for 125 room hotel, including checking in/ checking out our guests, caring for VIP/return guests, cash handling and establishing credit. Direct bills,
- Ensure excellent customer service, satisfaction, including, active listening, anticipation of guests needs, handling special/unexpected requests, resolving problems, service recovery.

## **Education /Computer Training**

- Northwest Travel School- 1989-1990- Portland Oregon/ Phoenix Arizona.
- PowerPoint • Excel • Word • M3 accounting • Opera • Micros • OnQ PMS

## **TRAINING & AWARDS**

- Hampton By Hilton Sales leader of the year • Light House Award for Hampton brand, 2017,2018 • Best of the Best Ramada- 2010,2011,2012 • 2003 Team Member of the Year, Outstanding Guest Service, Commitment to Excellence • Team Member of the Month, 2002, 1999 • "Catch Me at My Best" recognition Hilton hotel
- Trilingual- English, Spanish, Portuguese • Board of Director for Visit Olympia.