Patricia E. Berry
128 Vinton Street, Boston, Massachusetts 02176♦703-254-4422 ♦berry.trishtb@gmail.com

SUMMARY OF QUALIFICATIONS

Hospitality professional repeatedly recognized for top performance through fast-track promotions and selection for high-priority initiatives. Collaborative and inclusive leader with proven track record of improving operations significantly, building dynamic and productive teams that exceed standards and financial goals. Excellent at building effective relationships. Proven self-motivator, change manager, innovator, trainer, team builder and coach. Led teams as large as 400 and managed budgets up to 37 Million. Extensive operational background in both City and Resort Properties. Participated in 15 Ritz-Carlton openings in the United States, Asia, and Europe. Proficient in Spanish.

PROFESSIONAL EXPERIENCE

YOTEL Boston

YOTEL Hotel Company **2018 - present**

(A 326-room hotel with 2 Food and Beverage outlets and 1000 square feet of meeting space)

- Improved GOP YOY in 2025 on significantly less top line revenue
- Repositioned Rooftop Restaurant and grew top line by $1M in 2022 and working with ownership to upgrade interior design
- Worked with Brand and Ownership to rebrand ground floor restaurant in 2023
- 2025 Employee Engagement Score at 90%
- Maintain Guest Engagement at +80%
- Created Covid -19 processes for US
- Precedent setting case before NLRB (dismissed due to President's firing of NLRB Chair in January 2021)
- Housekeeping Team decertified from Local 26 case in progress
- YOTEL Brand Trailblazer Award 2022, 2024 and 2025
- YOTEL of the Year 2024

AMES BOSTON HOTEL-CURIO COLLECTION BY HILTON

Benchmark Global Hospitality **2016 -2018**

(A **four diamond** 114 room luxury hotel with 2000 square feet of meeting space and Cultivar Restaurant)

- Responsible for the Management of the Hotel, and tenant relations with leased F & B.
- Oversaw 5-million-dollar public space and guest room renovation
- Successfully transitioned property from an independent to Hilton Franchise
- Conde Nast Gold List 2017 and 2018
- Achieved 2017 Budget; Grew NOI by $500,000.
- Grown 2018 Rate YOY by $50.00
- Employee Engagement results for 2017 at 88% overall satisfaction (improved by 13% YOY)
- Guest Engagement scores consistently above brand

BATTERY WHARF HOTEL (member of Leading Hotels of the World)

Westmont Hospitality Group, Boston, MA **2015-2016**

(A **four diamond**150 room luxury hotel with 6000 square feet of meeting space and Aragosta Bistro & Bar, 103-unit luxury condominium, Exhale Spa, along with Marina and commercial space)

General Manager

- Responsible for the Management of the Hotel, F& B, and Property Master Association.
- Responsible for the transition from a Branded Hotel (Fairmont) to an Independent.
- Created Strong Service Culture including Vision, Mission, and Service Expectations, and recruited Strong Five Star Hotel Leadership.
- Collaboratively created process for Selection, on boarding and the operations.
- Oversaw F & B team, creating menus concepts for Aragosta, Banquets and In Room Dining.
- Improved GOP in 2015 YOY by 50K through a reduction in operating expenses of 2 million.
- Guest Satisfaction Score of 8.9 for 2015 in Medallia.
- Grew Group Contribution to overall Occupancy.

THE RITZ-CARLTON HOTEL COMPANY

The Ritz-Carlton Residences Inner Harbor, Baltimore, MD 2012-2014

(A 191-unit luxury condominium which spans six acres and includes a Spa, Marina, and Restaurant.)

General Manager

- Created and managed an annual budget of $4.5 Million.
- Prepared for and facilitated all Board of Director meetings.
- Ensured the association aligned with all governance requirements.
- Assessed and facilitated the remediation of property defects while liaising with the residents and insurance carriers on all major property losses.
- Facilitated transition from developer control to residential control.
- Oversaw the build-out of a 5000 square foot restaurant and 4 new common area rooms.
- Achieved *top ten* results in annual 2013*Gallup Owner Engagement Survey* for the 40 residential properties. *Second* in the Northeast Region.
- Received the *Financial Achievement Award* for the forty Residences in 2013.

THE SPORTS CLUB/LA, Washington, DC 2006-2012

(A 100,000 square foot luxury fitness facility, including 90 seat Café and Bar, Spa, 2 floors of cardio and strength training equipment, 4 squash courts, group exercise studios with over 100 classes per week, and pool.)

General Manager

- Improved NOI 2011 over 2010 by $1Million.
- Grew NOI in 2009 by $150,000 over 2008 and improved Member Satisfaction by 10%.
- Increased Employee Satisfaction-second of six locations in overall employee satisfaction.
- Facilitated a one-year, $5 Million Club renovation on-schedule and on-budget.
- Implemented new company wide CRM system, as well as member management system which tracked companywide defects; developed process which eliminated them.
- Created Lifestyle Concept Café including all licensing.

KIMPTON HOTEL AND RESTAURANT GROUP 2005-2006

Hotel Monaco, Washington DC

(A 183-room hotel (**AAA 4 Diamond**) with 6,000 square feet of meeting space located in an historic landmark.)

General Manager

- Exceeded 2005 budget by $1.4 M in revenue, $600k in Gross Operating Profit (GOP), and $ 800k in Net Operating Income (NOI). Exceeded 2004 Year End by $ 2 M in Revenue: $1.4 M in GOP and $1 M in NOI.
- 2005 Year End RevPar Index was 99.7. Increased RevPar year- over-year by 22%.
- Revenue growth for 2006 over 2005 was 6%; rate increase year-over-year was $2.32, and occupancy was up 3%. 2006 Year- to-Date RevPar Index was105; an increase of 3.9% over 2005 and an 8% market penetration.
- Partnered with F & B creating outdoor dining concept and courtyard vegetable garden resulting in multi-million-dollar revenues.
- Employee Opinion Survey average was 85.5%; improved Guest Satisfaction from 80% to 90% year- over- year.

THE RITZ-CARLTON HOTEL COMPANY, Chevy Chase, MD 1985-2005

The Ritz-Carlton Hotel Company Corporate Office

Project Director, Project Mystique (July 2004-March 2005)

Functioned as the Project Director for a companywide initiative to develop a new Guest Information System. Responsibilities included the development and deployment of this multi-million-dollar project.

The Ritz-Carlton, Boston Common, Boston, MA (August 2002-July 2004)

(A 193-room hotel with 5,000 square feet of meeting space, restaurant and bar located in a unique multi-use complex comprised of 300 condominiums, 100,000 square foot Sports Club/LA, and Loews Theatre.)

Hotel Manager

Reported to the General Manager, oversaw all aspects of the Rooms and Food and Beverage Divisions as well as the general operation of the hotel.

- Achieved a flow through of 90% over prior year in both Rooms and Food and Beverage, through June of 2004.
- Recognized as *Number One* in the entire company in Meeting Planner Gallup Scores and *Number Eight* in the company in Individual Traveler Gallup Scores.
- Achieved flow through of 76% in the Rooms Division on $ 3.4 M (less sales than 2003).
- Achieved flow through of 38% in F & B on $2.6 M (less sales than 2003).
- Created Lobby Beverage Program and worked to re-concept restaurant.

- Participated on Project Cobalt (a team that was primarily sent to find efficiencies and waste in hotel operations and recommend cost savings and revenue enhancements) in Washington for our Washington and Georgetown locations and our Central Park, New York location.

The Ritz-Carlton, New Orleans, LA (September 1999-August 2002)

(A hotel collection comprised of three diverse products: The Ritz-Carlton (452 rooms), The Iberville Suites (230 suites) with limited service and The Maison Orleans (75 rooms) a boutique property.)

Executive Assistant Manager, Rooms

Reported to the General Manager and the Vice President, Rooms; accountable for the operation of the Rooms Division in all three hotels, which included 400 employees and 25 managers. Duties included selecting, training and motivating all managers. Responsible for all three products' Rooms P&L statements as well as driving the Malcolm Baldrige criteria and quality goals in all three properties.

- Instrumental in the successful opening of all three hotels in a seven-month window which included ordering (and creating for The Iberville Suites and The Maison Orleans) OS&E.
- The Ritz-Carlton received the *Triple AAA Five Diamond* award after only four months of operation and maintained its rating for 2003. Both the Iberville Suites and Maison Orleans received a Four Diamond Rating.

August 1985-September 1999

Advanced from Club Concierge to Executive Assistant Manager working as Club Concierge, Front Desk Clerk, Housekeeping Manager, Assistant Front Office Manager, PBX Manager, Assistant Director of Central Reservations, Assistant Director of Housekeeping, Reservations Manager, Front Office Manager and Rooms Manager at The Ritz-Carlton Hotels located in Buckhead (Atlanta, GA), Rancho Mirage, Houston, Phoenix, San Francisco, Mauna Lani (Hawaii), Atlanta (Downtown), and Amelia Island, Florida.

EDUCATION AND ACCREDITATIONS

Certified Manager of Community Association, **CMCA**
BA, Elementary Education, Clemson University, Clemson, SC

EXTERNAL ACTIVITIES

Board Member Massachusetts Lodging Association 2016-

- Chair 2026
- AHLA General Manager Roundtable 2021-

Massachusetts Lodging Association General Manager of the Year for 2019 (250+rooms)
Massachusetts Lodging Association Innovation Award 2023 for Après on Deck 12
Appointed to Governor's Commission for Fire Safety 2018-

- Chairman of State Sprinkler Appeals Board 2021-
- Vice Chairman of State Sprinkler Appeals Board-2019-2021

Board Member of Meet Boston's Tourism Destination Marketing District 2021 -
Member of SKAL International Boston 2015-

- Board Member 2021-
- President 2026

Board Member for the Mid-Atlantic Club Management Association 2010-2012
Member of the Greater Washington Board of Trade 2007-2012
Board Member of the Hospitality High School of Washington, DC 2006-2012