

Janeen D. Hill

Summary

Revenue management and online education professional with experience in all major North American Markets. Extensive knowledge of brands ranging from limited service to luxury. Core competencies include Revenue Management, Sales and Marketing, Advanced Technology Applications and Financial Analysis. 18 years of online education experience, development of online learning programs and course curriculum.

Education

MBA, Hospitality and Tourism
University of Guelph, 2003

Hospitality Management Diploma
Vancouver Community College, 1993

Relevant Experience

Principal	Hill Hospitality LLC	January 2020 - Present
<ul style="list-style-type: none">▪ Provide contract Revenue Management services to independent boutique hotels▪ Provide consulting services for hospitality and online education clients		
Online Lecturer	California State University East Bay	September 2005 - Present
<ul style="list-style-type: none">▪ Instruct various classes including Revenue Management, Customer Service, Life, Leisure & Society, Hospitality Administration, Computers in Recreation, Financial Management in Hospitality, Promotion in Hospitality & Leisure, Meetings & Convention Services, Leisure & Society, Worldwide Tourism, Introduction to Hospitality, Introduction to Recreation.		
Course Facilitator	eCornell	December 2022 – Present
<ul style="list-style-type: none">▪ Facilitate online certificate courses in Revenue Management		
Corporate Director of Revenue Management	Mosaic Hotel Group	January 2018 – July 2019
<ul style="list-style-type: none">▪ Oversaw all areas of revenue, reservation, pricing and inventory control for 7 hotels▪ Created Corporate Revenue Management structure and reporting▪ Coordinated Sales and Marketing effort with the Corporate Director of Marketing▪ Prepared transition plans for new hotels to the group▪ Strong REVPAR growth in all markets		
Director of Revenue Management	Bardessono	September 2010 – March 2013
<ul style="list-style-type: none">▪ Managed all areas of reservations, pricing and inventory control.▪ Coordinated sales effort and deployment with Director of Sales and Marketing.▪ Coordinated house set up with Director of Rooms.▪ Grew REVPAR from \$346 to \$583		
Corporate Director of Revenue Management	Starwood Hotels & Resorts	November 1998 – May 2001
<ul style="list-style-type: none">▪ Oversaw the Revenue Management teams of Starwood's 33 owned and managed properties in Southern California and Canada.▪ Performed monthly reviews of financial performance.▪ Coaching, training and strategic planning support for General Managers, Directors of Sales & Marketing and Directors of Revenue Management.▪ Facilitated regional pricing strategies.		

Director of Revenue Management The Westin Bayshore September 1997 – October 1998

- Leadership position in Sales & Marketing and Reservations. Focused on deployment of the Sales effort as well as rate and inventory control.
- Growth of Market share from 98% to 103%.
- Developed Group Yield Management system and revenue growth strategies increasing annual occupancy from 74% to 78%.
- Improved Quality Assurance scores from 68% to 92%.

Director of Rooms The Westin Bayshore February 1997 – August 1997

- Leadership position responsible for Front Office, Concierge, Switchboard, Bell Staff, Refreshment Centre and In Room Dining.
- Decreased Front Office turnover from 87% to 47%.
- Forecasted expense budgets with an accuracy of 97%.
- Achieved 90% of all guest satisfaction goals.

Other Experience

Pre-Opening Director of Revenue

Rosewood Sand Hill

December 2008 – April 2009

Sales Research/Prospecting

Achievers International

March 2001 – May 2003

Assistant Manager/Duty Manager

The Westin Bayshore

June 1994 – January 1997

Front Office Agent

The Westin Bayshore

June 1993 – May 1994