

# William J. Foley

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July 1, 2020

## OBJECTIVE

To continue to transition my thirty-nine years of experience in the hotel/restaurant industry into a teaching position at a college or university that offers a comprehensive hospitality or business management program.

## PROFESSIONAL EXPERIENCE

1976 – 2013

### *Marriott International-Marriott International*

- **Performance Development Manager** for eight corporate hotels in the New England Market. As a trainer for the market, I coordinated, facilitated, and monitored both core required Marriott training and legal objectives. This role ensured that Marriott culture is preserved and proactive in facilitating positive associate engagement. Training sessions are for development of both hourly associates and management.
- **Recruiter:** Responsibilities include: matching the best applicants to all hotel positions, implemented a computerized applicant call job line for pre-screening of all applicants, pre-screen and refer applicants to department managers, maintain applicant flow information, coordinate internship programs for high school, and college students, research and organize job and career fairs, work with outreach programs in the community, teach interviewing techniques, coordinate all print advertisement, coordinate associate retention programs, maintain files, open and close positions according to requisitions, set-up drug screenings, coordinate background checks, and reference checks.

*During the past six years, in this tight labor market I have annually reduced the turnover rate at the Springfield Marriott. In 1999, our turnover rate was a record low 38%, the industry average was 80%.*

- **Lead Bartender:** Responsibilities include: all issues related to guest satisfaction, scheduling, training, serving, product knowledge, wine service, bar set up and break down, cash handling procedures, bar promotions, bar cleanliness and maintaining Marriott beverage standards.

2002 – Present

### *University of Massachusetts, Isenberg School of Management*

Faculty

Hospitality & Tourism Management Department

#### **Instruction on Campus:**

- Human Resource Management 260
- Critical Issues in the Food Service Industry 455
- Beverage Management 356
- Restaurant Franchising 397
- Hotel Supervision 344
- Hotel Systems 346

#### **Online Instruction:**

- Critical Issues in the Food Service Industry 455
- Beverage Management 356

- Lodging Operations 240

## **EDUCATION**

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1993 Graduation Preparation Program, Cambridge College

1994 Master of Education, Cambridge College

## **REFERENCES**

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Micheline Forget Area Catering Sales Leader, New England  
Marriott International  
[michelineforget@marriott.com](mailto:michelineforget@marriott.com)  
413-246-0900

Dr. Thomas Holland, Vice President of Economic Development (retired)  
Springfield Technical Community College  
Springfield, MA 01105  
413-782-4342

Lee Cockerell, Senior Vice President of Operations (retired)  
Walt Disney Company  
PO Box 10000 Team Disney, 2<sup>nd</sup> Floor  
Lake Buena Vista, FL 32820

## AWARDS

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**Springfield Marriott Associate of the Year**  
**1982, 1985 & 1995**

**Forest Park Zoological Meritorious Service Award**  
**1995**

**Massachusetts Governor's Award for Exemplary Employer of the Year**  
**1996**

**Massachusetts Hampden County Sheriff's Award**  
**1998**

**Southwick - Tolland Educational Award**  
**1998 & 2000**

**Greater Springfield Convention and Visitors Bureau - Hospitality Excellence Award**  
**1997 & 1999**

**Massachusetts Governor's Award for Hospitality and Tourism**  
**2000**

**J.W. Marriott Award of Excellence**  
Awarded annually to eight-twelve Marriott associates worldwide  
**2000**

**Commendation from Massachusetts Senator Scott Brown & Senator John Kerry**  
**For Training Intervention Procedures for Servers of Alcohol (TIPS)**  
**2010**

**Academic Advisor of the year, National Society Minorities in Hospitality**  
**2014**

**Richard (1973) & Nancy Kelleher (1971) Award**  
**2019-2020**

## CERTIFICATIONS

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**Certified TIPS Trainer 1990 – present.**

Training for Intervention Procedures for Servers of Alcohol  
Responsible for training hotel associates and local businesses in alcohol awareness, laws  
and responsibility. A Health Education Foundation sponsored program.

**Marriott International, Trainer Certification Series 1, 2 & 3**  
**2010**

**Marriott International, Brand Leadership Training Certification**  
**2010**

## COMMUNITY INVOLVEMENT

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<b>Holyoke Community College</b> Advisory Board Member 2018 – Present	<b>Pathfinder Regional Vocational High School, Palmer, MA</b> Advisory Board Member 2013 – Present
<b>Putman Vocational School, Springfield MA</b> Advisory Board Member 2012 – Present	<b>Historic Deerfield Inn, Deerfield, MA</b> Advisory Board Member 2014 - Present

