

William J. Foley

240 Lower Road Deerfield, MA

413-250-8990

wjfoley@isenberg.umass.edu

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

1993 Graduation Preparation Program, Cambridge College

1994 Master of Education, Cambridge College

REFERENCES

Micheline Forget Area Catering Sales Leader, New England
Marriott International
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, 2nd Floor
Lake Buena Vista, FL 32820

AWARDS

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

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

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

