



Mayor of Providence

Jorge O. Elorza

June 30, 2016

Honorable Members  
Providence City Council  
City Hall

Dear Honorable Members:

Pursuant to Section 302(b) of the Providence Home Rule Charter of 1980, as amended and Section 42-63.1-11 of the Rhode Island General Laws, I am this day appointing Douglas Koenig, General Manager of the Providence Biltmore Hotel in Providence, Rhode Island, to the Greater Providence-Warwick Convention and Visitors Bureau for a term to expire on June 30, 2019. Mr. Koenig replaces Ms. Baldwin who has resigned.

Sincerely,

A handwritten signature in blue ink, appearing to be "J. Elorza".

Jorge O. Elorza  
Mayor

JUL 07 11:50 AM '16

IN CITY COUNCIL  
JUL 07 2016

READ  
WHEREUPON IT IS ORDERED THAT  
THIS SAME BE RECEIVED.

A handwritten signature in blue ink, likely the name of the clerk.  
CLERK

## Douglas Koenig

### **Finard Hotel Group: October 2015 - Present General Manager Biltmore a Curio Collection by Hilton**

- 294 rooms/18,000 square feet of meeting space
- Total Revenues in excess of \$18 million

### **TPG Hospitality: April 2010 – Present General Manager Hilton Providence Downtown**

- 274 rooms/10,000 square feet meeting space
- Total Revenues in excess of \$14 million
- Full Licensed Starbucks – Hotel Operates
- Shula's 347 Restaurant – Hotel Operates
- Improved SALT scores from 10 points below brand to 5 points above brand average. Hotel was ranked in the bottom 10% of the brand and is currently in the top 35% of the brand.
- Analyzed Revenue practices and made changes to positively impact ADR and Revpar growth compared to competitive set.
- Revpar Index growth each of the past 4 years as well as YTD 2014
- Achieved 92% Associate Satisfaction Rating.

### **Crestline Hotels and Resorts: February 2007 – March 2010 General Manager: HGI Chicago Downtown**

- 357 rooms / 7,000 square feet meeting space
- Total hotel revenues exceeding \$20 million
- Oversight - \$5 million renovation
- Responsibility for supporting 2 additional hotels – in Chicago and Detroit, total revenues in excess of \$35M, for a period of 7 months.
- Established productivity goals, checkbook accounting standards, and Guest Satisfaction goals.
- Achieved a 90% Associate Satisfaction Rating

### **Merritt Hospitality / HEI Hotels and Resorts: August 2004 – February 2007**

#### **April 2004 – February 2007 General Manager: Hilton Orlando / Altamonte Springs**

- 323 rooms / 20,000 square feet meeting space
- Total hotel revenues exceeding \$8 Million
- Oversight - \$1.5 million renovation
- GM task force for additional properties
- Achieved 85% and 90% Associate Satisfaction.
- Increased GSS scores from bottom 10% to top 50%

#### **August 2002 – April 2004 General Manager: Sheraton Danbury**

- 242 rooms / 23,000 square feet meeting space
- Total revenues exceeding \$5.5 million
- **Achieved 88% and 92% Associate Satisfaction**
- Increased House Profit by 49% in first year

### **Interstate Hotels and Resorts: August 1995 – August 2003**

#### **November 2001 – August 2002 General Manager: HGI Alpharetta**

- 164 rooms / 5,000 square feet meeting space

#### **March 1999 – November 2001 General Manager: HW Suites by Hilton Lake Mary**

- **112 Suites / 2,000 square feet meeting space**

#### **November 1996 – March 1999 General Manager: Courtyard by Marriott Durham**

- 151 rooms / 2,000 square feet meeting space
- New Construction – opening

#### **August 1995 – November 1996 Assistant General Manager: Courtyard by Marriott Lake Buena Vista**

- 323 rooms / 10,000 square feet meeting space

### **Marriott International**

#### **February 1989 – August 1995**

Residence Inn Lake Buena Vista – 757 rooms FOM '93 – '95  
Courtyard by Marriott International Drive – 151 Rooms AGM '89-93

### **Brand GM Certification**

Member Hilton Executive Roundtable  
Hilton GM Certification  
HGI GM Certification  
HWS by Hilton GM Certification  
CYBM Marriott GM Certification  
Sheraton GM Certification