

André van Hall

Experience

Professional Speaker & Curiosity Instigator , The André van Hall Company, LLC Denver, CO – 2013 to Present

National speaker, consultant and workshop facilitator on the subject of “The Curiosity of Change.” Curiosity leads to innovative, breakthrough thinking – it propels everyone in the organization to be innovative, to be Change Leaders at the forefront of change.

Adjunct Professor , Metropolitan State University of Denver Denver, CO – 2014 to Present

Teach Human Resources classes, in the Hospitality, Tourism and Events School

CEO, The Denver Athletic Club Denver, CO – 2003 to 2012

2,000-Member downtown historic athletic and social club

- Implemented Best-In-Neighborhood strategic plan and Strategy for Excellence plan to bring the Club back to the level of service and facility upkeep Members expected. As a result, opinion surveys improved year over year. A key strategy was to eliminate the top sources of complaints and transform them into sources of enjoyment. In 2012, received 91.5% satisfaction rating.
- Implemented a \$2M investment to improve energy efficiency and Member comfort, in addition to \$6M in capital improvements
- Significantly improved Member satisfaction in dining and social events
- Selected and developed a leadership team, which long-term Members asserted was the highest accomplishing team in memory
- Dramatically improved staff satisfaction and decreased turnover
- Implemented SOPs to reduce workers’ comp, unemployment and streamline business processes
- Drove a significant investment in time and budget to train and empower employees at all levels to take action
- Met or exceeded every budget goal for this athletic and social club throughout the “Great Recession”

General Manager , Adam’s Mark Hotel Denver, CO – 1998 to 2003

1,225-room downtown convention hotel (now Denver Sheraton)

- Increased GOP from 41.1% in 1998 to 43.6% in 2001 (in spite of the economic turmoil and recession following the 9/11/01 attacks)
- Increased ADR from \$107.04 in 1998 to \$120.54 in 2001
- Steered hotel through arduous NAACP boycott, stabilizing sales and staff turnover
- Elevated community visibility and bolstered press relations
- Set up P&L to maximize sale price of hotel
- Implemented an employee training and retention program that resulted in 26% improvement in employee retention and dramatic improvement in guest satisfaction

General Manager, Hyatt Regency Hotel

Louisville, KY – 1992 to 1998

388-room downtown convention hotel

- Increased GOP from 28% to 36.4% from 7/92 to 12/94
- Increased ADR from 76.66 to 89.77
- Rooms Profit increased 4.1 points
- Implemented and managed total public space and guest room renovations
- Implemented a guest satisfaction as well as an employee retention program with great results

Hotel Manager, Hyatt Regency Hotel

Atlanta, GA – 1990 to 1992

1280-room downtown convention hotel

General Manager, Radisson Hotel

Burlington, VT – 1987 to 1990

256-room downtown business hotel

Resident Manager, Radisson Mark Plaza Hotel

Alexandria, VA – 1984 to 1987

560-room suburban convention hotel

Resident Manager, Radisson Mart Plaza Hotel

Miami, FL – 1984

325-room airport hotel

Rooms Division Director, Front Office Manager , The Pavillon Hotel

Miami, FL – 1982 to 1984

600-room luxury downtown hotel (now Miami Intercontinental Hotel)

Executive Assistant Manager, The St. Regis Sheraton

New York, NY – 1980 to 1982

525-room luxury downtown hotel

Director of Quality, The Sheraton Centre

New York, NY – 1980

1800-room downtown convention hotel

Front Desk Clerk, The Hotel Ritz

Paris, France – 1975 to 1976

159-room, historic 5-Star hotel. Member of Leading Hotels of the World

Trainee - Hotel Vier Jahreszeiten

Hamburg, Germany – 1972 to 1975

Historic, 5-Star hotel, Member of Leading Hotels of the World (Now Fairmont Hotel)

Wide-ranging positions early in career including Pot Washer, Patissier, Garde Manger, Entre-Metier, Possonier, Saucier, Sommelier, Commis de Rang, Waiter

Education

Cornell University, Ithaca, NY – 1976 to 1980

Bachelor of Science in Hotel Administration

Extracurricular Activities	Bicycling, Skiing, Cooking
Leadership and Volunteer Activities	<p>Leadership positions include:</p> <ul style="list-style-type: none"> ▪ Member, National Speakers Association ▪ Board of Directors, Denver Metropolitan Convention & Visitors Bureau and Bureau Foundation (Past President) ▪ Board of Directors, Urban League, Denver ▪ Board of Directors, Colorado Hotel & Lodging Association ▪ Board of Directors, Downtown Partnership ▪ Board of Directors, Metropolitan Denver Hotel & Lodging Association (Past President) ▪ Escoffier Society (Past President) & Chaine des Rotisseurs ▪ Advisory Council, Metropolitan State College Hotel & Restaurant School ▪ Board of Directors, Denver Chamber Leadership Foundation ▪ Member, Denver Rotary Club (also past member of clubs in Louisville, KY, and Burlington, VT) ▪ Accomplishments include board membership in the Chambers of Commerce for Louisville, KY, and Burlington, VT; Boy Scouts of America, Louisville, KY; United Way, Burlington, VT; President of the Cornell Club of Vermont; Chairman of the March of Dimes Gourmet Auction, Louisville, KY; Chair of Scouting for Food, Louisville, KY
Languages	English, Spanish, Dutch, German, French
Citizenship	USA, Argentina, Netherlands
Military Service	Argentinean Coast Guard