

MARK R. IRGANG

5 Centerport Road
Greenlawn, NY 11740

mrirgang@hotmail.com

Telephone: (631) 651-8565
Cell: (631) 579-2838

Hospitality Management

More than thirty years of experience in hospitality/asset management including: food & beverage operations, sales & marketing, revenue management, owner/franchise relations, area/regional management, accounting, project management and union relations. Successful track record for exceeding ownership objectives of managing a defined portfolio of hotels to maximize asset value, increase net income and protecting its investment in the assets. Expertise in completing onsite property reviews and participating in owner meetings, accurate and timely preparation and delivery of all client reports, improving asset performance through analysis and development of strategies to maximize revenues and minimize expenses, maintaining up-to-date knowledge of all factors affecting markets and submarkets associated with the hotel portfolio including demographics and changes in supply and demand, ensuring compliance with management and franchise contracts, overseeing the development of annual operating budgets and annual asset management plans. Ability to effectively implement asset management procedures and address priorities associated with hotel ownership, hotel operations and brand position.

“Mark is a true professional and would receive a Gold Medal if gracious hospitality was recognized within the hotel industry.”

—Rowdy Gaines, Olympic Gold Medalist & NBC Commentator

“A true hotelier with over 25 years experience whom I would point to as a role model for all of my graduating students entering the hospitality industry.”

—Michael Johnson, Former Dean of Cornell School for Hotel & Restaurant Management

AREAS OF EXPERTISE

- Market Positioning
- Annual Operating Budgets
- Cost Containment
- Revenue Management
- Strategic Thinking
- Renovation Process
- Verbal/Written Communications
- Detail-Oriented
- Capital Planning

EXPERIENCE

2020-Present

MARRIOTT NEW YORK JFK AIRPORT HOTEL, Jamaica, NY

Opening General Manager

- Responsible for **360 room full-service Marriott Hotel** opening at JFK Airport projected to achieve **\$30 million** in total revenue in year one.
- **Project Leader for Complex Hotels** as opening a 360 room, full-service Marriott Hotel and a 182 room, Marriott Residence Inn within 3-month period as assigned point person for **identifying/interviewing/hiring all vendors/contractors/employees** for both operations.
- **Introduce/Train/Execute** all Marriott Brand Standards to all employees for complex hotels to ensure the delivery of superior customer service.
- **Direct and support** property leadership in **revenue growth, market share, HR, guest service and sales initiatives** in coordination with company strategic plan and goals.
- **Act as owner representative** on a daily basis with all outside contractors/vendors ensuring timely and effective communications to ensure overall results and goals are met and exceeded throughout the length of all partnerships.

2018-2020

BLUE SKY HOSPITALITY SOLUTIONS, Long Island, NY

Executive Vice President

- Responsible for **50+** hotels located in 22 states and **\$300 million in revenue/\$30 million in capital budgets.**
- **Lead/Manage/Supervise all aspects of hotel portfolio** of Marriott/Hilton/IHG properties and work closely with Regional VP/GM to ensure optimal results.
- Be “hands on” in **improving service standards, developing talent, increasing profits, reducing costs, maintaining franchise/brand standards** leading company to be in the top 25% of the respective hotel brands in balance scorecard results.
- **Asset Manager for the LI Marriott Hotel** that produces over \$40M in revenue and is the largest hotel on Long Island with over 600 rooms and 20,000 square feet of meeting space.
- **Support and direct property leadership in revenue growth, market share, HR, guest service and sales initiatives** in coordination with COO and Corporate Team.
- **Represent ownership with all partner relations** ensuring timely and effective communication of company strategies, initiatives and accomplishments while addressing any concerns/feedback throughout the year.

2016-2018

HILTON NEW YORK JFK AIRPORT HOTEL, Jamaica, NY

Area General Manager

- Responsible for **\$30 million hotel budget/\$3M capital budget** at Hilton JFK NY.
- Accountability and Oversight for Marriott Courtyard Westbury \$13M hotel budget **resulting in #2 overall in Balanced Scorecard Metrics for company in 2017.**
- Won "**Hotel of the Year**" for 2017 at JFK Hilton for overall hotel results.
- Achieved **Profit Flow of 62%** in first full year in position.
- Increased **SALT Customer scores over 5.5 points** in first 100 days in position.
- Increased **Average Rate by \$8.00** in 2017 as compared to previous year.
- General Manager of a **356 Room Full-service hotel** by JFK Airport, NY- 200 employees/6500 square feet of banquet space/full service amenities including bar, restaurant & pool.
- Responsible for **Pre-opening activities** for upcoming "sister" hotels being built next door-A Full-service Marriott Hotel connected to a Marriott Residence Inn.

2014-2016

THE INN AT FOX HOLLOW BOUTIQUE HOTEL, Woodbury, NY

General Manager

- Responsible for **\$10 million hotel budget/\$1M capital budget**
- **First GM** to attain **#1 Overall Guest Satisfaction Service Scores** at year end vs. competition
- Increased **RevPar Index by 4.2%** in 2015. Achieved a RevPar Premium of over \$29 vs. competition
- General Manager of a **145 Room boutique hotel** in Woodbury, NY- 80 employees/3,000 square feet of banquet space/Full-service wine bar & lounge
- Responsible for overseeing **\$1M guest room & public space renovation**
- **Advisor/Trainer to 20,000 square foot Fox Hollow Catering next door on sales and guest service areas.**

2013-2014

CONCORD HOSPITALITY, New York/New Jersey

Regional Director/Area General Manager

- **Regional Director for NY/NJ Area** inclusive of 5 Marriott Hotels with 6 in construction
- Responsible for **11 hotels/500 employees/\$125 million budget** by 2016
- **Represented** all 11 hotels with **owners on behalf of Concord Hotels**
- Led all regional **sales efforts** in NY/NJ Area and **increased sales over 12%** in first year
- Led Princeton Courtyard Marriott out of Guest Satisfaction “red zone” **for first time in 5 years**

- General Manager of a 167 room Renaissance Marriott in Rutherford, NJ-85 employees/5,000 square feet of banquet space/**\$9 million budget**
- Responsible for **\$8M Guest Room & Public Space Renovation** (July-November 2014)
- **Achieved highest Associate Opinion Survey Score** since 2010
- **Developed Pre-Opening Budgets** for new 135- room Cambria Suites NYC opening in December, 2014/156 room Secaucus, NJ, Residence Inn opening in January, 2015/250 room Jersey City, Hyatt House opening in December, 2016.

2011-2013

RESIDENCE INN-TIMES SQUARE SOUTH, New York, NY

General Manager

- 357 Rooms/125 employees/5,000 square feet of banquet space/**\$38 million budget**
- Responsible for all departments, Annual Budgets & **\$1.2M Capital Expenditures Plan**
- Improved Guest Satisfaction scores from 70's to mid 80's in first year as GM
- **Lead all Sales & Marketing/Revenue Management efforts** including setting rate strategies, creating RFP bids & e-commerce campaigns and holding weekly revenue meetings
- **Achieved highest Associate Opinion Survey Score** since hotel opened in 2005
- **Developed Pre-Opening Budget** for new 671 room Residence Inn/Courtyard Hotel opening in November 2013
- **Increased meeting room rental revenues** by over 50% year over year
- Assist Interstate Hotels & Resorts with **Recruiting & Interviewing** efforts at Hospitality Management Schools

2006-2011

MILLENNIUM BROADWAY & UN PLAZA HOTELS, New York, NY

General Manager

- **Increase of 40% in GOP** and **9 points in customer satisfaction** in first year
- 427 Rooms/300 employees/7,000 square feet of banquet space/**\$50 million budget**
- Assist Human Resources in all **Union grievances** and hearings
- Increased employee satisfaction score by 17 points in first year
- Responsible for annual **capital expenditure budget of \$2 million**
- Interim GM for Millennium Broadway Hotel-750 rooms/500 employees/110,000 square feet of banquet space/**\$100 million budget**
- **Introduced "Pure Room"** concept offering non-allergenic guest rooms
- Assisted Project Manager for **\$10 million renovation** to both guest rooms and public space
- Assisted Human Resources in all **Union grievances** and hearings

2002-2006

MARRIOTT EAST SIDE, New York, NY

Resident Manager

- Attained "**clear zone**" level in customer satisfaction for **first time** since **hotel opening**.
- 646 rooms/400 employees/21,000 square feet of banquet space/**\$50 million budget**
- **Implemented "At Your Service"** guest response department
- Developed **quality process** for both internal & external customers
- Assisted Human Resources in all **Union grievances** and hearings
- Led hotel to **top 10%** score in **quality assurance** for first time since hotel opening

2000-2002

MARRIOTT MARQUIS NEW YORK, New York, NY

Resident Manager

- Increased **customer satisfaction** score from **60 to 88** in first year for **largest Marriott in the world**.
- **1946 rooms/800 employees/ 100,000 square feet of banquet space/\$275 million budget**
- **Led weekly revenue management meetings** in absence of GM
- **Acting GM** for hotel during **9/11 NYC emergency**
- **Youngest** executive team member at age 36 since opening
- Increased associate satisfaction scores **10+ points** in every department

1998-2000

MARRIOTT COURTYARD HOTELS, Northeast Region

Regional Director

- Led Region to **“Region of the Year”** and won **“Regional Director of the Year”**
- **38 hotels/1000 employees/\$250 million budget**
- Introduced **“The Ritz Carlton Basics”** into Courtyard Brand
- **Opened first 2 Courtyard hotels in NYC & largest managed Courtyard in Philadelphia**
- **Represented** the Courtyard Brand with all **owners & franchisees** at all meetings
- Led all regional **sales efforts** in Northeast and **increased sales 22%** in first year
- Monitored and grew STR market share in all **38 hotels over 2-year period**

1996-1998

MARRIOTT NEWARK COURTYARD, Newark, NJ

General Manager

- **Best results** for customer satisfaction/employee satisfaction/financial results within **Courtyard Brand** in first year
- 146 rooms/50 employees/\$12 million budget
- Operated **most successful 3 meal restaurant** within Courtyard Brand
- Recognized as **top General Manager in Courtyard Brand** by **Bill Marriott**

1985-1996

MARRIOTT INTERNATIONAL HOTELS, East Coast, USA

Department Manager

- **Front Office Manager-New York Marriott Marquis**
- **Director of Rooms Operations-Long Island Marriott**
- **Front Office Manager-Southbend Marriott**
- **Director of Guest Services-Orlando World Center Marriott**
- **Front Desk Manager-Raleigh Marriott**
- **Front Office Manager Trainee-Boston Copley Marriott**

EDUCATION

Cornell University, School of Hotel and Restaurant Management, B.S.
Teaching Assistant for Hotel Financial Accounting, Economics and Psychology

TEACHING, LEADERSHIP & ACTIVITIES

President-Long Island Hospitality Association (2018-Present)
President-Skal International Tourism & Hospitality Networking Association (2016-Present)
Board of Directors-Long Island Convention Visitors Bureau & Sports Commission (2016-Present)
Board of Directors-New York State Hospitality & Tourism Association (2019-Present)
Hotel of the Year- JFK Hilton/Chartwell Hospitality (2017)
Board of Directors-JFK Chamber of Commerce (2017-2018)
Adjunct Professor-Suffolk Community College in Front Office Management (2016-2019)
Visiting Lecturer-St. Joseph's College Educational Grant Program (2016-2017)
Cornell Hotel Society-NYC Chapter Board Member (1998-2000)
Regional Director of the Year-Courtyard Division (2001)
Visiting Lecturer-Cornell University PDP Program in Hospitality Management (1994-2001)
Region of the Year-Courtyard Division (2000)
Completed Legendary Service Training- Ritz Carlton Learning Center (1998)
Executive Board of Directors-Inside Broadway Charitable Foundation (1996-2000)
Completed 4 NYC Marathons (1999/2003/2005/2008)