

OBJECTIVE: Continue my role as a college/university educator, providing leading edge, innovative and applied learning perspectives to students seeking a career in the hospitality and tourism industry.

WORK EXPERIENCE

October 2004 -
Present

**Internship Coordinator, School of Hospitality Recreation and Tourism
Humber Institute of Technology and Advance Learning. Toronto, ON**

- Responsible for the development, coordination and execution of the Industry Internship Program which includes servicing the needs of 8 full-time programs and an average of 500 internship placements per school year. Duties also include providing counseling services to students in regards to internship opportunities, interview skills, resume writing and professional behavioural skills.
- Successfully maintain over 300 current employer relationships along with initiating new partnerships within the existing programs as well as the development of partnerships for the graduate and degree programs
- Responsible for the streamlining of the business practices of the Internship Department. Redesigning of the business practices include the development of the following:
 - ✓ Creation and implementation of customized student, employer and advisor internship manuals for each specific program
 - ✓ Played an integral role in the research, design, development, testing and implementation of the new web based internship job portal and database system. The new system resulted in converting all of the internship processes and procedures to online with the ability to generate statistical reports

September 2006 -
Present

**Part-time Faculty, School of Hospitality Recreation and Tourism
Humber Institute of Technology and Advanced Learning, Toronto ON**

- Currently part-time faculty, teaching across various programs including: Hospitality Management-Hotel & Restaurant, Tourism Management- Travel Industry Services, Tourism & Hospitality Management- Business Applications, Tourism and Hospitality Administration-Advanced Diploma and Hospitality & Tourism Operations Management-Post Graduate Certificate (Degree Holders).
- Involved in the designing, development and teaching of the following diploma and post graduate courses: Hospitality Accounting, Hospitality Law, Human Resource Management, E-Distribution and Revenue Management, Introduction to Rooms Division, Niche Marketing, Principles of Product Development, Principles of Customer Service and Tourism Career Development.
- Manage classroom sizes of up to 60 students for theory and 30 in practical lab classes
- Classroom achievements include: excellent student retention in the classroom and strong teaching scores through student surveys and yearly classroom visit evaluations.

February 2003 - July 2004 **Regional Director of Franchise Support, AFM Hospitality Corporation Inc. Toronto, ON**

- Liaised between 33 Canadian hotels (Park Plaza, Howard Johnson, Knights Inn and Villager Lodge/Premier) and the AFM Hospitality corporate office. Provided Franchise assistance relating to franchise agreements, standards of operations, revenue management, marketing programs and training.
- Responsible for property conversions and openings across Canada for all AFM hotel brands.
- Visited each property to conduct property overviews and provided guidance and instruction on the following: RevPar maximization, implementation of the brand marketing initiatives, revenue production from the brand systems (including CRS, Internet and GDS), property statistics and trends overview, implementation of revenue management practices and assistance with improving Quality Assurance scores.
- Conducted regional and property level training courses. The courses were both corporately and personally developed and covered such topics as, General Manager Orientation, Front Office Applications, Revenue Management, Guest Services, Reservation Techniques, Housekeeping Procedures, Safety and Security and training on various Property Management Systems.

August 2002 - February 2003 **Revenue Manager, AFM Hospitality Corporation Northwest Lodging Canada/USA Inc Toronto, ON**

- Responsible for the revenue analysis of 21 corporately managed hotels throughout the Midwest and Pacific Northwest USA
- Visited all hotels regularly providing property operational reviews and recommendations with regards to Revenue Management.
- Implemented Revenue Management strategies to maximize revenue through occupancy and average daily rate.
- Participated in the development and implementation of each of the 11 Pacific Northwest hotels yearly budget and business plans.
- Responsible for the reservation test call program for all 21 hotels along with 20 additional hotels in Canada. Provided each hotel with the required training and reporting for the program.
- Acting General Manager (Park Plaza Shakopee, MN - November 2002 and Park Plaza Niagara Falls, ON - January 2003)- assisted during the transition of hiring a new General Manager for each hotel.

August 2001 - **General Manager, Northwest Lodging Canada**
August 2002 **Ramada Inn and Convention Center, Timmins, ON**

- Responsible for all fiscal, operational and human resource objectives relating to the full-service, 110-room hotel and convention center.
- Responsible for the preparation and implementation of the annual business plan of a \$1.5 million property.
- Prepared all sales and marketing directives.
- Directly responsible for a 27.1% increase in revenue, achieved by the implementation of both sales and revenue management strategies.
- Trained all staff members in their respective departments: Front Office, Housekeeping, Maintenance, Sales, Customer Service, Food and Beverage including all Kitchen, Restaurant and Banquet Staff.
- Responsible for developing and implementing all job descriptions, employee manuals and each department's standards of operations manual.
- Successfully developed and maintained a positive relationship between the Union and Management.

November 2000 - **Guest Services Supervisor**
March 2001 **Holiday Inn Yorkdale, Toronto, ON**

May 1999 - **Front Office Manager**
October 2000 **Howard Johnson Plaza Hotel, North York, ON**

EDUCATION

Candidate to **MBA- Hospitality and Tourism Management (Distinction)**
Graduate: April **College of Management and Economics, Executive Programs**
2010 **University of Guelph, Guelph, ON**
Research Dissertation: The Strategic Planning Process as Applied to a Tourism Destination- The Case Study of New Brunswick

April 1999 **Bachelor of Commerce, Honours Degree**
Hotel and Food Administration, Co-op Education Program.
University of Guelph, Guelph, ON

PROFESSIONAL TRAINING

2009 **American Hotel & Lodging Education Institute- Security and Loss Prevention Management, Certificate, Guelph, ON**

2006 **O TEC - SuperHost and Service Excellence Trainers Program Certificate, Toronto, ON**

2005 **Humber Institute of Technology and Advance Learning- Teaching Effectiveness Certificate, Toronto, ON**

2001 **Front Office Operations Training, Toronto, ON**

2001 **Behavioral Interviewing Training, Toronto, ON**

2000 **Train the Trainer - Designated Trainer Certification, Kitchener, ON**

2000 **Customer Service Excellence - Complaint Handling Certification, Toronto, ON**

1999 **Work Place Hazardous Materials Information Systems - Certificate**

1997 **Servsafe - Food Protection Manager Certification Course**

1996 **Smart Serve - Responsible Server Training Program**

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