

EXECUTIVE CHAMBER

CITY OF WARWICK



RHODE ISLAND

**FRANK J. PICOZZI
MAYOR**

November 1, 2021

TO THE HONORABLE STEPHEN P. MCALLISTER, COUNCIL PRESIDENT
AND
THE HONORABLE MEMBERS OF THE WARWICK CITY COUNCIL:

Pursuant to the City of Warwick,
Resolution R-95-125 and R-96-162

Entitled

“TOURISM ADVISORY BOARD”

I hereby appoint:

Samantha Ehrlich
Sonesta ES Suites Providence - Airport

Term to expire August 31, 2024

VICE: Susan Cullen

I hereby submit this appointment for your advice and consent.

Frank J. Picozzi
Mayor

11-1-21

Date

BOARD MEMBER BIOGRAPHY

Board or Commission: Tourism Advisory Board

Name: Samantha Ehrlich

Address: 500 Kilvert St. Warwick RI 02886

Phone: 401-737-7100

E-mail: Samantha.ehrlich@sonesta.com

Education: Johnson and Wales – Hospitality – 2009-2011

University of Phoenix 2011-2015

Related Experience: See Below:

Employment:

- 10 Years in Hospitality with Marriott**
- 6 months with Sonesta Hotels**

**What is your interest in serving on this board?
To make a difference in the community**

SAMANTHA EHRLICH

140 Winthrop St.
Rehoboth MA, 02769

Samantha.ehrlich@hotmail.com

PERSONAL PROFILE

Motivated and versatile hospitality professional with 17 years of continuously increasing customer service and management responsibility. Skilled at customer interaction as well as handling budget, financial, and human resource responsibilities. Seeking a challenging hospitality industry position to help my employer create great guest experiences.

PROFESSIONAL EXPERIENCE

SONESTA ES SUITES PROVIDENCE – AIRPORT

General Manager, June 19, 2021 – Present

- Approving invoices through Yardi.
- Forecasting for expenses for 30/60/90 days each month
- Creating Budgets for Capital Projects as well as the coming year.

SONESTA SELECT BOSTON FOXBOROUGH

Assistant General Manager, February 1, 2021 – June 19, 2021

- Use of Opera Cloud to check in and out guest as well as run reports to ensure proper funding of guest rooms.
- Handling guest complaints and/or comments on property in person and through digital communication such as TrustU and Online Portals for 3rd party reservations
- Maintaining and submitting payroll through ADP bi-weekly ensuring proper payroll is completed for staff
- Hiring and training of new associates as well as training of current staff to ensure excellent customer service and knowledge of system
- Order of all departments through IbuyEfficient, while maintaining proper budgeting
- Assisted with maintenance issues throughout hotel
- Handling and booking of Group Blocks and Meeting space through Synxis and Opera Cloud
- Paying and approving invoices through Yardi.

FOXBORO COURTYARD BY MARRIOTT, FOXBOROUGH MA

Assistant General Manager, May 2014 – January 31, 2021

- Interact with guests on room blocks and function space; use SFA to book meeting rooms and group reservations
- Ensure proper sorting of inventory for group rooms
- Assist with forecasting, budgeting, and revenue strategy
- Beginning use of Mad about Market Share. Program assisted with ensure the hotel was getting its fair share of guests staying in the area as compared to other hotels. Program also assisted with ways to increase guests staying and ways to bring in other guests to the hotel.
- Assist with Transcendent program, program used to track and maintain the hotel's physical assets such as boilers, ice machines, as well as other large hotel assets, and ensuring room Rooms Preventative Maintenance completed in a timely fashion
- Responsible for staff management, including disciplinary issues and management of unemployment hearings and updates.
- Managed a staff of 45 associates
- Ensured proper training was completed in a timely manner with all associates.

Operations Manager, February 2016-May 2014

- Hired and trained employees in all departments
- Completed Scheduling for 45 associates
- Managed payroll, including work with Blue Cube and ATLAS
- Responsible for bill pay with People Soft and Purchasing Card transactions
- Responded to guests through GuestVoice and analyzed trends in GuestVoice

Operations Supervisor June 2012–February 2013

- Responsible for ordering guest and hotel supplies
- In the bistro, cooked with Turbo Chef and processed guest orders through Micros
- Managed housekeeping, including inspection of rooms and opening and closing of housekeeping
- Assisted with banking and ensuring daily bank deposits

Guest Services Representative, April 2011–June 2012

- Use with Fosse
- Checked guests in and out, assigned rooms
- Assisted with guest requests and complaints

JOHNSON AND WALES INN, SEEKONK, MA

Internship, March 2011 – May 2011

- Five one-week rotations of all the inn's departments
- Use of Opera System
- Checked guests in and out, assigned rooms, preformed call-arounds, and assisted with variety of guest needs and special requests.

ROCHE BROTHERS SUPERMARKET, NORTON, MASSACHUSETTS

Customer Service Representative, June 2005 – April 2011

- Responsible for addressing customer requests, needs, and problems and for managing cash receipts.
- Served as cashier, responsible for interacting with customers and processing orders.

EDUCATION

Johnson & Wales College, Providence, RI
Master of Hotel and Lodging, 2012

University of Phoenix, Online Degree Program
Bachelor's Degree, 2015

Norton High School, Norton, MA
Diploma, 2009

PERSONAL ACTIVITIES

Spanish Honor Society: 2005 - 2007

DECA : 2005 –2009

Nation Student Organization: 2009 – present

Norton High School Tennis: 2006 - 2007