

## Mark Patrick Clossey

7996 Canyon Lake Circle, Orlando, FL 32835

E-mail: [mclossey@aol.com](mailto:mclossey@aol.com)

### Experience

#### **The Yorktowne Hotel**

**York, PA**

A 170 room historic hotel located in downtown York, Pa. 15,000 sq ft of meeting space. The hotel features a 4 diamond award winning restaurant called The Commonwealth which received the 2007 Wine Spectator award.

#### February 2007 - **Hotel General Manager**

Current

I am responsible for all aspects of operating a downtown hotel. This is a historic property requiring special efforts in overseeing maintenance and renovations as well as day to day follow up and business needs. I am implementing all standards and am responsible for the success of the 4 diamond restaurant. Taking a role of leadership and involvement with the local community and government as a long standing downtown business. The sales effort is starting over and a hands on focus is being conducted to retake our share and be #1 in the market.

#### **Bimini Bay Resort & Spa**

**Davenport, FL**

A 360 four bedroom Town Home community. Featuring two water parks, spa, multiple themed restaurants, various stores, and rents. Located just minutes away from Disney.

#### November 2005 - **Resort General Manager**

October 2006

New construction opening General Manager responsible for quality assurance and all Ownership inspections. Responsible for all hiring, financial, sales and marketing, leasing program, town home sales, standards and policies, licensing, etc. This project also involves multiple food and beverage. I am also the Owners liaison at another fully sold property working with the Home Owners Association.

### ***Fine Hotels, Inc. Wellesley, Ma.***

#### **Hotel Royal Plaza**

**Lake Buena Vista, FL**

Located a few blocks from Downtown Disney, a resort hotel with 400 guest rooms. \$16,000,000 in sales annually 25,000 sq. ft. of meeting space. A 3 Star, 3 Diamond full service hotel. Over-sized guestrooms, suites, and hospitality areas. Outdoor pool, pool bar, Giraffe Cafe, Giraffe Lounge & 16 hour room service, fitness center, mini-bars, high-speed internet, business center, several rentals within the property. 10 acres in the heart of Disney World. Property is 30 years old. Past renovations of \$25,000,000. In 2004 the hurricanes caused extensive damage to the Hotel. During a Receivership I had the opportunity to work for one year with Westmont Hospitality Group as GM and maintain a sales presence and rebuild the Hotel.

February 2001 -  
October 2005

### **General Manager**

GM 400 room hotel with 25,000 sq. ft. of quality meeting space near Downtown Disney. Considered a Disney World Resort. Oversee all aspects of a luxury resort. 200 employees, two unions in place for the last 15 years, 27 salaried managers, responsible for all guest services and quality control, food/beverage outlets, lease rentals of various merchant stores, 45,000 plus, group rooms annually. After 9/11 improved business thru internet efforts. Negotiated Property Improvement Plan to be a potential Crowne Plaza. Reduced turnover in 2002-2003 after purchase of hotel. Guest satisfaction score in 2003 90% overall and 92% intent to return. Act as Disney liaison improving communication, inspections, life safety. Direct all sales and marketing efforts. Responsible for 16 million in sales, profitability, budgets, productivity, and overall asset management. Since September 13<sup>th</sup>, 2004 the hotel has been closed due to hurricane damage. Acting as Project Manager, liaison with ownership, negotiated hurricane claim, renovating and building back the asset. GM with Fine Hotel Corp. since 1983 thru various promotions throughout Eastern United States. Current Chairman of the Hotel Plaza Association which includes the seven Downtown Disney hotels.

### **Lancaster Host & Conference Center**

**Lancaster, PA**

27 acres in Amish country with a 27 hole golf course, driving range and putting areas. 72,000 sq. ft. of meeting space, 330 guestrooms & suites. Year-round full service resort offering indoor & outdoor swimming pools, sauna, fitness center. From golf, tennis, walking trails, fishing, cross-country skiing to Kidsworld daycare center & hot air balloon rides. 3 restaurants, high energy nightclub and lobby bar. The resort offered a theatre for various forms of shows, concerts, and entertainment held regularly holding a minimum of 5,000 people.

July 1994 -  
February 2001

### **General Manager**

GM overseeing all aspects of a full service resort. Supervised major hotel renovations and golf course re-design projects. 30,000 rounds of golf annually both private and public memberships. 72,000 sq. ft. of meeting space overseeing all food & beverage services. Implemented all aspects of a franchise change from an independent hotel to a Holiday Inn franchise. (1997 to 1998) Revenue improvements increased profits by \$800,000 over prior year. Sales exceeding \$14,000,000 annually/55,000 group rooms. Instituted training and guest satisfaction programs that reduced employee turnover and improved guest satisfaction; led all Fine Hotels in scores and shops.

### **Hilton at Mt. Laurel, NJ**

**Mt. Laurel, NJ**

Full-service Hilton franchise located on busy major intersection 15 miles from downtown Philadelphia. 330 guestrooms, 11,000 sq. ft. of meeting space, concierge floor, sports bar, outdoor pool & tennis. Laurel dining room and room service.

June 1993 -  
July 1994

### **General Manager**

330 room full service hotel, 3 star, 3 diamond. 11,000 sq. ft. of meeting and banquet space. Oversaw all aspects of rooms, food & beverage. Responsible for quality assurance, life-safety and Hilton inspections. Responsible for budgets, sales and marketing plan and overall profitability. Property sold and transferred by Fine Hotels Corp

**Lane Hospitality, Inc.**

**Sheraton City Centre Hotel**

**Cleveland, OH**

500 room downtown property in the heart of Cleveland next to the Convention Center and Cleveland Brown's stadium. Busy downtown hotel, convention to corporate business, 14,000 sq. ft. of meeting space. Lobby bar, fitness center, concierge floors, 2 full service restaurants, beauty salon, gift shops.

July 1991 -  
June 1993

**Assistant G.M./Resident Manager**

Oversaw operations for this 500 room downtown property. Resided in the Hotel. Responsible for housekeeping, front office, security, food and beverage. The hotel employees were represented by 3 local trade unions. Oversaw all aspects of the parking garage and monthly parking contracts. Responsible for budgets & profitability.

**Harley Hotels, Inc.**

**Harley Sandcastle Resort**

**Sarasota, Lido Key, FL**

300 room hotel located on the Gulf of Mexico. A Helmsley Resort. Multi-food units, catering, and beach recreation available. 2 outdoor pools. 12,000 sq.ft. of meeting space. High volume beach bar and nightly lounge with live entertainment. Mobil and AAA inspections.

January 1981 -  
July 1991

**General Manager**

General Manager of this full service beach resort. 13 salaried staff members. Responsible for every facet of the hotels operation including renovation of all guestrooms. Implemented a sales team which was not in place. Very visible management position since it was a seasonal facility due to repeat guests, and Mr. & Mrs. Harry Helmsley residing at the hotel. Responsible for profitability and all aspects of the budget. Started with the Harley organization in 1981 and worked in various positions starting as a Food & Beverage Director. 5 years as Gm at the Harley Sandcastle, prior a GM in at the Harley Atlanta and Cleveland. Started as an F/B at the St. Louis Harley. First job at Stouffers Riverfront Towers as Assistant F/B Top of the Riverfront fine dining 1979 - 1981.

## **Professional Affiliations**

**York County Convention & Visitor's Bureau -  
Appointed to the Board of Director's - May 2007**

**"Create The Nation" Taskforce - Appointed Feb 2007 by the Mayor to  
bring the Articles of Confederation to York, Pa.**

### **Hotel Plaza Association**

2004 President of this Hotel Association including seven downtown Disney properties. Working with Disney and the 6 other GM's to promote marketing, create new packages and promotions advertising the 7 hotels as a unit. Increased business for the Royal Plaza on our webpage and leading all hotels in packages selling park tickets and my hotel as a destination. 2005 Chairman Of The Board.

## **Awards**

### **Union Labor Award 2004**

Due to the employee unions within my hotel, I worked closely with all various labor unions and trades to promote their product in the hotel such as china, glass and silver. Thus, gaining share of guestrooms and functions due to the business relationship. I was acknowledged by the AFLCIO as a management partner for promoting union product for business. The union was in place since 1991.

### **2005 Jaguar Excellence Award**

Recognized by the Florida Jaguar Association in September of 2005, as a sponsor, and my personal efforts to relocate their meetings due to the hotel being closed due to hurricane damage.