



Jennifer Nicholas

Professional Experience

Panetiére Marketing Advisors

2008-present

Temporary Human Resources Director, employee surveys, mentoring and coaching.

Training operations: guest service leadership and guest service excellence.

Training sales and operations: leadership development (coaching and employee motivation; interviewing skills; performance appraisals; counseling and effective discipline; meeting and facilitation skills; communication strategies; building an effective team.)

JNT, Inc

1998-present

Denver, CO

Owner / Principal

Develop training materials and presentation of a variety of guest service, supervisory skill, leadership development and teambuilding seminars. Offer assistance with human resources, organizational development and communications project work. Act as interim HR Director.

Clients included: East West Resorts, St. Regis Aspen, Telluride Ski & Golf Resort, Allegria Spa, Ojai Valley Inn & Spa, Hotel Teatro, The Resort at Paws Up, Ritz-Carlton Club and The Monterey Plaza Hotel & Spa.

Ojai Valley Inn & Spa

July 2003-May 2006

Ojai, CA

Director of Human Resources and Training

- Led the human resources, training and organizational development effort for 700+ associates at a 309-room Historic Hotels of America, AAA five-diamond spa and golf resort property during a \$90 million, three-year renovation and expansion project.
- Executed “re-opening” projects including implementation of management policies and procedures manual, complete revision of wage scale, ongoing leadership development and guest service training, installation of online benefits enrollment and associate website, and

development of comprehensive recruitment strategy to hire hundreds of new guest service associates. Supervised seven HR professionals.

- Recognized as Ventura County “family friendly employer of choice” and recipient of innovative work practices award for executing employee retraining project to keep workforce employed during construction project
- Maintained JNT, Inc during this time, working with East West Resorts and other select companies

Aspen Skiing Company

1997-1998

Aspen, CO

Training / Employee Communications Manager

- Responsible for presentation of all employee training programs including guest service classes, new hire orientation sessions, and management skill courses for 3,000 seasonal employees and managers.
- Developed and presented three-part *Customer Service Excellence* certification program for front-line mountain and hotel operations employees and *Customer Service Leadership* program for managers.
- Member of ASC management team responsible for assisting consultants in conducting over 300-employee anecdotal interview opinion surveys; helped to compile responses and write ten-page summary report.

The Little Nell Hotel

1994-1997

Aspen, CO

Director of Human Resources

- Responsible for all aspects of on-site human resources management (including hiring, employee relations, training, benefits administration) for 300 employees at Mobil five-star, AAA five-diamond, Relais and Chateaux 92-room property owned by Aspen Skiing Company.
- Assisted in development and presentation of management training seminars including topics such as *Interviewing Skills*, *Time Management*, and *Preventing Sexual Harassment*.
- Designed and implemented management cross-training and development program for key line-level employees.
- Coordinated and presented all new hire orientation sessions.
- Member of Executive Committee team that achieved Mobil five-star rating.

Doral/The Peaks at Telluride

1992-1994

Telluride, CO

Training Manager / Human Resources Manager

- Responsible for all aspects of on-site human resources management (including hiring, employee relations, training) for 300+ associates at AAA four-diamond 177-room property.
- Opened the property as Doral Telluride Resort and Spa; coordinated all new hire associate hiring and training and orientation programs.

- Developed and presented all management training sessions on topics such as *Progressive Discipline*, *Train the Trainer*, and *Conducting Performance Appraisals*.
- Member of limited management team retained by Carefree Resorts to re-open property as The Peaks and introduce new company culture.

Education

University of Colorado, Boulder

Bachelor of Science Journalism/Broadcast News