

Noel Gerard Trainor

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PROFILE

Over 35 years' experience in hotel management. Multi-level operations, supervisory and managerial experience in resort operations, food and beverage, catering and conventions business development, special events, resort rehabilitation, and strategic planning. A well-rounded, hands-on background in bringing hotel and restaurant operations to profit and market share potential.

EMPLOYMENT

TRAINOR/SAVOY CONSULTING (2009 – Present)

PRINCIPAL AND FOUNDER - Provide strategic and management consulting service for Hawaii's hotel and tourism industry as well as world class resorts. Areas of expertise include hotel and resort operational efficiency improvement, profit enhancement, vendor contract negotiations, union negotiations, sales and marketing, food and beverage management, restaurant development, catering, special event and banquet planning, convention and company meeting planning, and training and staffing. Services included contract negotiation resulting in ensuring service consistency while achieving cost efficiencies. Facilitate and develop service standards for international and independent hotel owners. Coaches entrepreneurs on business development strategies and provides operational resources. www.trainorhawaii.com

- **IHILANI RESORT & SPA (Jan–April, 2015)**

General Manager/Owner's Representative

Contracted by resort owner to oversee daily operations of 5 star, 370 room resort during transition in management from JW Marriott to Four Seasons. Tasked with directing a team of leaders charged with running the resort to insure guest satisfaction and reputation during the transition process. Assisted new resort leadership with community and cultural transition.

HOSPITALITY SERVICES LLC. (2009–January 2015)

PRESIDENT /OWNER PARTNER - Provides strategic contract services to hotels and resorts focused on assisting businesses capture improved profit margins while maintaining guest service and quality standards. These contracts are focused on providing highly trained quality staffing and proven management skills, for housekeeping, maintenance and front of house service and hospitality operations, other areas and departments can also be serviced.

EMBASSY OF IRELAND (2009 – Present)

HONORARY CONSUL, HAWAII - Represents the Country of Ireland to promote business diplomacy and government relations between Ireland and Hawaii. This position is appointed by the President of Ireland and confirmed by the U.S. Department of State.

UNIVERSITY OF HAWAII AT MANOA Honolulu, Hawaii (2008–Present)

EXECUTIVE ADVISOR, SCHOOL OF TRAVEL INDUSTRY MANAGEMENT (TIM) - Provided advisory services to the Dean regarding fundraisers, programs, and educational curriculum as needed. Functioned as a liaison between the travel industry of Hawaii and the School of TIM. Took a leadership role in the redevelopment and execution of the TIM School's showcase annual industry event which raised a ¾ of a million dollars (\$750,000) in scholarship support. Provided TIM School leadership with advice surrounding development opportunities. Advised the Dean on various community outreach initiatives.

- 2016 Recipient of the University of Hawaii School of Travel Industry Management Distinguished Service Award given for exemplary service to the TIM School and the community.

CULINARY INSTITUTE OF THE PACIFIC AT DIAMOND HEAD Honolulu, Hawaii (2008–Present)

FUNDRAISER/ADVISOR - Took a leadership and liaison role in gaining support from community leaders, the travel industry, donors, and legislators for this 35million plus dollar culinary institute that will provide a high level of training and certification for future generations: chefs, entrepreneurs, future industry leaders and provide world class competitive food, and creativity. The facility features Sustainable LEEDS rated facility on the slopes of Diamond Head, with 40,000 sq ft on 7.5 acres of land including: two laboratory buildings, classroom building, administration/faculty office building, culinary amphitheater and a restaurant. Personally brought in \$5 million in funding.

HILTON HOTELS CORPORATION Honolulu, Hawaii (1984–2008)**HILTON HAWAIIAN VILLAGE**

GENERAL MANAGER (1994–2008) - Complete oversight of all operations and strategic management for the largest hotel and resort in Hawaii. Responsibility includes all facets of operating a 3,432 room resort and overseeing an extensive \$100 million renovation and expansion project. This landmark resort on Waikiki Beach has been consistently ranked among Hawaii's best in national consumer and trade surveys. The self-contained resort offers first class and deluxe accommodations, 18 restaurants, six lounges, and 150,000 square feet of meeting and convention space. It has over 2,000 employees. Highly recognized as a community leader and initiated numerous outreach and community service events for a wide range of nonprofit organizations.

- Largest hotel and resort in the Hilton Worldwide Chain
- Largest hotel and resort in Hawaii
- The 17th largest hotel and resort in the world

RESIDENT MANAGER (1991–1994) - Handled day-to-day operations of the hotel, reporting to general manager. Among responsibilities were management of the front and back-of-house departments, vendor relations and negotiations, guest relations, and cost analyses.

REGIONAL DIRECTOR OF FOOD & BEVERAGE (1989–1991) - Area food and beverage administration for Hilton's four resorts in Hawaii and three business hotels in Northern California. Collectively, they totaled 53 separate food,& beverage and entertainment outlets and over 450,000 square feet of convention and banquet space. Responsibilities included communicating and maintaining Hilton's service standards in all operations and identifying marketing opportunities to build patronage among hotel guests and local diners.

DIRECTOR OF FOOD & BEVERAGE (1984–1989) - Responsible for operations, quality, and profitability of ten dining and entertainment outlets, including two major showrooms, two award-winning restaurants, specialty restaurants, three room service departments, and catamaran dinner cruise. Actively involved in transition, planning, logistics, and implementation of new food and beverage facilities of Hilton Hawaiian Village's \$100-million Master Plan renovation.

MAUNA LANI BAY HOTEL. Kohala Coast, Island of Hawaii (1982–1984)

EXECUTIVE ASSISTANT MANAGER - Worked with Emerald Management Company corporate staff in pre-opening phase and continued into hotel operations of this five-star resort after construction.

HYATT REGENCY WAIKIKI Honolulu, Hawaii (1979–1982)

DIRECTOR OF CATERING - In charge of administration and sales for national and local group functions at Hyatt's 15,000 square feet of meeting space.

BAGWELLS 2424 RESTAURANT MANAGER - Responsible of overseeing operations and maintaining high standards of profitability of one of Hawaii's premier restaurants. Supervised staff of 40 engaged in formal dining service and special parties.

SOUTHAMPTON PRINCESS Bermuda (1972–1979)

IMPERIAL DINING ROOM SENIOR CAPTAIN - Supervised 80-100 employees and managed operations for serving over 1,200 guests (2,000 meals) per day

OTHER AFFILIATIONS – Europe

HOTEL MIRAMAR, Jersey, Channel Islands – Head Waiter
 HOTEL EXCELSIOR AROSA, Switzerland – Demi Chef Durang
 HOTEL PARK AROSA, Switzerland – Demi Chef Durang
 CONWAY HOTEL, Belfast, Ireland – Waiter
 HASTINGS HOTELS, Ireland – Head Waiter
 INTERNATIONAL HOTEL, Belfast – Dishwasher, Waiter, Hall Porter, Bar Porter

PROFESSIONAL TRAINING

- Wine Seminars. Wine & Spirit Association of Great Britain.
- Wine Trade Education. Grants of St. James Ltd., Belfast.
- Bar Management & Creative Management Seminars. National Restaurant Assn.
- University of Hawaii Continuing Education.

COMMUNITY SERVICE & MEMBERSHIPS

Community Boards:

Hawaii Foodbank Hotel Coalition	<i>Founder</i>
Oahu Visitor Industry Partnership	<i>Founder</i>
Hawaii Foodbank	<i>Vice Chair</i>
YMCA Annual Fundraising Event	<i>Vice Chair</i>
Bishop Museum	<i>Board Member</i>
Hawaii Alzheimer's Association	<i>Board Member</i>
Kids Voting Hawaii	<i>Board Member</i>
Child & Family Service	<i>Board Member</i>
Diamond Head Theatre	<i>Board Member</i>
University of Hawaii TIM School	<i>Advisory Board Member</i>
Ala Wai Watershed Association	<i>Member</i>
Aloha Patrol	<i>Volunteer</i>
Hawaii Read Aloud Program	<i>Volunteer</i>
Institute for Human Services	<i>Volunteer</i>
Kau Kau Wagon	<i>Volunteer</i>
Sisters Offering Support	<i>Volunteer</i>
Highway Clean Up	<i>Volunteer</i>

Active Memberships:

Hawaii Hotel Association	<i>Chairperson</i>
Hawaii Visitors & Convention Bureau	<i>Board Member</i>
Oahu Visitors Bureau	<i>Executive Committee Member</i>
Chain Des Rotisseurs	<i>Member</i>
Better Business Bureau	<i>Member</i>
Japan American Society of Hawaii	<i>Member</i>
Navy League	<i>Member</i>

Community Event Involvement

Hawaii Visitor Industry Charity Walk – *Chairperson*
School to Work Program
American Heart Walk
March of Dimes
Blood Bank of Hawaii Blood Drive
Goodwill Industries Clothing Drive

Awards

Hilton Guest Assistance & Honors Service Award, 2001
Hilton Diamond HHonors Recognition & Guest Loyalty Award, 2002/2003
Bishop Museum’s Chairman Award
State of Hawaii Jefferson Award for Community Service, 2004
Irish American Magazine – Top 100 Irish American Business People

References

Available Upon Request.