



## Jennifer Adkins

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**From:** Paul Garcia  
**Sent:** Monday, January 3, 2022 11:35 AM  
**To:** Jennifer Adkins  
**Subject:** [External]Volunteer for City Board  
**Attachments:** Paul Garcia.ResumePG1.docx

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**To:** Ms. Jennifer Adkins  
937 Broadway Street  
Myrtle Beach, SC 2578

**From:** Paul Garcia

Dear Ms. Adkins:

I recently read the Myrtle Beach City Media Advisory seeking volunteer positions for board, commission, or committee for the City of Myrtle Beach. I wanted to reach out about applying for an appointment with the City.

I am a USAF retired from Myrtle Beach AFB and have a long history in our City. I have extensive experience (+20 years) in the hospitality industry and wish to help where I can. I would appreciate the opportunity to serve as a member of your Accommodations Tax or the Convention Center Hotel Board of Directors Advisory Committee.

I have attached my resume, which will provide information concerning my experience. I am available to meet at your convenience and can be reached at

I look forward to hearing from you or your representative.

Sincerely,

Paul Garcia  
General Manager  
Dayton House Resort

Sent from [Mail](#) for Windows

# Paul Andrew Garcia

Myrtle Beach, SC 29577

Hilton Brand Performance Manager  
Oceanfront Resort General Manager  
Quality Assurance Auditor (Full Service) for Hilton International  
Director of Operations for Strand Development Company  
Experience working with local government

## **Professional Experience**

*General Manager, Dayton House Resort  
Mar 2021 – Present*

*Oversee the quality process to ensure guest satisfaction by consistent delivery of both product quality and service to achieve the hotel's financial objectives including all phases of hotel management, F&B, Marketing, Sales, Human Resources, Housekeeping and Maintenance.*

*Dual Brand General Manager Hilton Garden Inn- Home 2  
Jun 2020 – Feb 2021*

*Oversee the quality process to ensure guest satisfaction by consistent delivery of both product quality and service to achieve the hotel's financial objectives including all phases of hotels management, F&B, Marketing, Sales, Human Resources, Housekeeping and Maintenance.*

*Brand Management Support, Hilton  
Jun 2016 – Jun 2020*

Responsible for ensuring the delivery of world-class service and support to the owners, management companies, general managers, and hotel management of the Embassy Suites, Homewood Suites, Home2 Suites, Hilton Garden Inn, Hampton and Tru by Hilton brands concerning financial performance, sales and service.

*General Manager, Dayton House Resort  
Nov 2009 – May 2016*

Recruited by the former president of RFS Hotels to manage a 328-room full-service oceanfront hotel. Increased annual hotel room revenue by 4% per year for six continuous years.

Coordinated and opened an oceanfront bar yielding significant profits.

*Full-Service Quality Assurance International Team, Hilton*  
Sep 2007 – Nov 2009

Full-service quality assurance representative for Hilton Europe and Middle East to include Conrad, Hilton, Hilton Resorts, Doubletree, and Hilton Garden Inn. Documented service standards for all food and beverage to include restaurants and room service. Verified brand standards, and training documentation for all departments to include executive floors, executive lounge, and Hilton meetings.

Evaluated quality initiatives concerning guest customer service (Medallia) SALT positioning. Inspected all areas of the property for the condition to include common areas, meeting rooms, fitness center, common areas, and kitchen. Presented the summary to owners, senior management/managers.

*Director of Hotel Operations, Strand Development Company*  
Aug 1995 – Sep 2009

Began as a manager and throughout the years, achieved the Director of Operations role. Responsible for all aspects of management for multiple properties to include marketing, human resources, budget, capital improvements, and owner relationships. Multi-brands inventory to include Wyndham, Hilton, Holiday Inn, and Marriott properties. Conducted annual general manager reviews concerning marketing and business plans. Worked on specific annual projection market goals.

## **Education**

BA in Hospitality Resort Management, University of Memphis (Dec 2020)  
Associate of Arts, Liberal Studies, Coastal Carolina Univ, 1992  
Associate of Arts, Personnel Administration, Comm. College of Air Force  
Associate of Arts, Security Administration, Comm. College of Air Force

## **Community Involvement**

Leadership Grand Strand, Class XX, Myrtle Beach, SC  
Former Member, City of Myrtle Beach Downtown Redevelopment Board

Current Martial Arts instructor

Certified Toastmaster International

Former Director of the Myrtle Beach Hospitality Association

Former Member of the Myrtle Beach Downtown Redevelopment Corp

**Special Skills**

Fluent in Spanish – speaking, reading, writing

**References**

1. \_\_\_\_\_

2. \_\_\_\_\_

# JOHN CLAYTON "CLAY" NANCE

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Myrtle Beach, SC 29588 •

n • [Online Digital Resume](#)

## Professional Summary

Forward-thinking team leader skilled at operating departments efficiently to meet goals. Successful background matching employees with roles for maximum performance. Proactive and hardworking individual focused on continuous operational improvement.

## Skills

- Team Leadership
- Quality Assurance
- Records Organization and Management
- Focus and Follow-Through

## Work History

**Director of Operations, 08/2011 to Current**

**Bay Naturals Healthy Market & Fresh Kitchen – Myrtle Beach, United States**

- Defined, implemented and revised operational policies and guidelines.
- Oversaw day-to-day production activities in accordance with business objectives.
- Kept up-to-date with industry trends and identified areas of opportunity to drive improvements.
- Monitored budget and utilized operational resources.
- Worked collaboratively with functional leaders to implement new procedures and corrective actions to improve quality.
- Assessed performance management structures and implemented enhancements to improve frameworks and strengthen results.
- Monitored office workflow and administrative processes to keep operations running smoothly.
- Modernized and improved operational procedures to increase productivity and profitability while tightly controlling costs.

**Property Manager, 01/1993 to Current**

**Cool-N-Easy, LLC – Myrtle Beach, SC**

- Monitored timely receipt and reconciliation of rent collections in accordance with landlord and resident statutes.
- Evaluated and recommended changes in rental pricing strategies to remain competitive in market.
- Minimized vacancy periods by collaborating with building owners to strategize improvements to marketing initiatives, business plans and tenant outreach programs.
- Developed, reviewed and submitted property operating and capital budgets.

**Commercial/Residential Sales Representative, 03/1996 to 12/1999**

**ADT Security – Charleston, SC**

- Studied property listings, interviewed prospective clients, accompanied clients to properties

and discussed condition of sales.

- Developed new business and managed new and existing clients.
- Drafted contracts for purchases, sales and installation workers for home repairs before move-ins and final steps.
- Educated over 15-20 weekly clients on buying and selling processes to increase customer satisfaction and understanding.

**Sales Representative, 01/1994 to 01/1996**

**Action Awnings, Inc – Surfside Beach, SC**

- Created professional sales presentations and seminars to effectively demonstrate product features and competitive advantages.
- Developed and delivered engaging sales presentations to convey product benefits.
- Met with existing customers and prospects to discuss business needs and recommend optimal solutions.
- Effectively sold significant overstock of inventory, reducing overhead and improving cash flow.

**Sales Manager, 06/1993 to 06/1994**

**Morris Communications – Myrtle Beach, SC**

- Managed order cycle to enhance business development and maintain sustainability and customer satisfaction.
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Delivered engaging sales presentations to new clients, explaining technical information in simplified language to promote features and increase client base.
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**Sales Manager, 01/1990 to 01/1993**

**Mr. Beeper, Inc. – Columbia, SC**

- Managed order cycle to enhance business development and maintain sustainability and customer satisfaction.
- Monitored customer buying trends, market conditions and competitor actions to adjust strategies and achieve sales goals.
- Delivered engaging sales presentations to new clients, explaining technical information in simplified language to promote features and increase client base.
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## **Education**

**Bachelor of Science: College of Math & Science - Biology, 12/1990**

**University of South Carolina - Columbia, SC**

**Preparatory For SC Real Estate Sales: Real Estate, 06/1986**

**Columbia School of Real Estate - Columbia, SC**

**High School Diploma: 06/1985**

**Myrtle Beach High School - Myrtle Beach, SC**



**Michael McMiller, PHR**

Cell:

## **Professional Experience**

**General Manager - Myrtle Beach, SC**  
***Caravelle Resorts***  
**February 2020 - current**

**General Manager**  
***Hilton Hotels - Hampton Inn (Salisbury MD)***  
**April 2019 – February 2020**

- Financial Management: Managing budgets and financial plans, controlling expenditure, setting and achieving sales goals, profit targets, promoting and marketing of the hotel, and payroll.
- Human Resources: Management of, including but not limited to, recruiting, hiring, training, progressive discipline and/or termination of employees.
- Guest Relations: Meeting and greeting clients and guest, working to resolve guest complaints and comments, Addressing problems and troubleshooting.
- Compliance: Ensuring compliance with licensing laws, health and safety and other statutory regulations, carrying out inspections of property and services, and ensuring facility security.
- Driving and tracking the Hotels Reservations up selling program.
- Responding quickly to any changing market conditions.
- Creating a positive working environment for hotel staff.
- Taking prompt, decisive and corrective action to rectify shortcomings.
- Achieving guest satisfaction goals - (Salt Scores).
- Cross-trained and motivated a team capable of meeting the highest standards.
- Financially astute with the ability to control budgets.

**General Manager**  
***Hilton Hotels - Hampton Inn (Norfolk Virginia Beach, VA)***  
**August 2018 – April 2019**

- Financial Management: Managing budgets and financial plans, controlling expenditure, setting and achieving sales goals, profit targets, promoting and marketing of the hotel, and payroll.
- Human Resources: Management of, including but not limited to, recruiting, hiring, training, progressive discipline and/or termination of employees.
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- Financially astute with the ability to control budgets.

**Michael McMiller, PHR**

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**General Manager –**

***Hilton Hotels - Hilton Garden Inn (New Jersey)*  
June 2015 to March 2018**

- Driving and tracking the Hotels Reservations up selling program.
- Responding quickly to any changing market conditions.
- Creating a positive working environment for hotel staff.
- Taking prompt, decisive and corrective action to rectify short comings.
- Achieving guest satisfaction goals - (Salt Scores).
- Cross-trained and motivated a team capable of meeting the highest standards.
- Financially astute with the ability to control budgets.
- Able to accurately forecast hotel revenues with in a 3% variance.
- Create, audit, and submit weekly transmittals for billing
- Manage the accurate and timely processing of accounts receivable and payable
- Recruit, interview, train and develop employees

**Director of Human Resources Taskforce/Hilton Hotels (part of Curio by Hilton Hotels)  
Raffaello Hotel – Chicago, IL (Union Property)  
May 2014 to June 2015**

- Hotel Human Resources Executive in charge of all HR functions for 125 employees.
- Oversees, Reviews, and Approves ADP Payroll.
- On boards employees into ADP Vantage system
- Tracks e-verify records for employees and processes records by regulatory date
- Administers on site Workers Comp reporting via company software
- Recruits candidates for open roles and schedules interviews
- Conducts Menin Brand Orientations and Company Training rollouts
- Organizes Community Outreach initiatives to represent Hotel and Company
- Notifies Company Leaders of ways business is not utilizing processes in ADP
- And Hotel Operations (i.e. found payroll error producing overpayment to employees)  
(Suggested operational efforts to save revenue via employee sharing system)

**Michael McMiller, PHR**

**Director of Hospitality/HR**

**EDSI - Cook County Hospitality - Chicago Serviceworks – Chicago, IL**

**April 2013 to May 2014**

- Exceeded and improved the functions of the Human Resources Department for an organization with an employee base of 2000+ Full & Part-time, 5 (FTE's) in the areas of Employment Relations; compensation/classification, EEO Administration, employee records administration, optimization of human resources policies and procedures that insured compliance with federal and state laws. Delivered Human Resources oversight for 19 membership facilities. consisting of 900 volunteers. HR experience ranges from guidance on a professional level and working closely with diverse workforces; management & executive teams to ensure the success of the organization.
- Reduced annual cost of benefits by 15% annually through monthly quarterly annually audits of invoicing & employee usage.
- Developed Performance Management Program for the organization that increased employee retention rates by 5% within tenure as V. P. of Human Resources.
- Responsible for HR budget of \$ 256,000 managed 5 FTE in HR department.
- Developed and facilitated Conflict Resolution Program
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**Director of Human Resources (GF Management and Chesapeake Hospitality)**

**Holiday Inn Select – Claymont, DE**

**February 2009 to April 2013**

- Hotel Human Resources Executive in charge of all HR functions for 130 employees
- IHG Certified Trainer who handled all training classes for Management and Staff
- Developed HR Assistant to handle hiring processes and employee relations
- Maintained HR Budget
- Organized Community Outreach initiatives to represent Hotel and Company
- Analyzed HR reporting data in Workday
- Oversaw all recruiting efforts in outside databases and inter-company Taleo System
- Resolved employee issues with Managers
- Investigated employees on misconduct related matters
- Handled AAP reporting and any OSHA complaints
- Planned employee celebrations and recognition efforts for rewards
- Served as Manager on Duty as needed
- Processed employee time adjustments and bonuses via ADP Timesaver system
- Worked with General Manager to review Talent Development via 9 box grid system

**Director of Human Resources (GF Management)**

**Wyndham Hotel - Glenview, IL - (Union Property)**

**May 2008 to February 2009**

**HR Generalist/Front Desk Supervisor**

**Marriott Hotel - Schaumburg, IL (Union Property) and Burr Ridge, L (Aimbridge Hospitality)**

**October 2006 to May 2008**

**Kemper Mortgage/PMI Group**

**Office Manager**

**Michael McMiller, PHR**

**October 2001 through October 2006**

**Assistant General Manager  
AmericSuites Hotel – Burr Ridge, IL  
December 2000 to October 2001**

**Front Desk supervisor promoted to Front Office Manager  
Summerfield Suites by Wyndham – Chicago, IL  
August 1999 to December 2000**

**Education**

**Northwestern University – Evanston, IL  
MBA**

**Additional Certification:**

- Professional Certified PHR, CHA
- IHG, Hilton Garden Inn and Hampton, GM Program
- GRO, Sales I and II, F&B champion Certified with Hilton Hotels