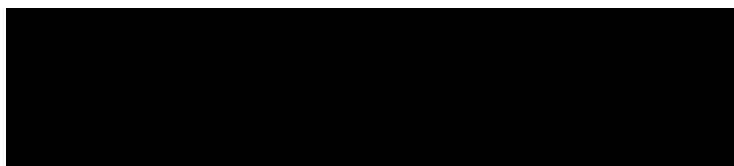


Gretchen Timm



Skills

- Trained in and worked in all departments of a limited-service hotel.
- Manage day-to-day operations, hiring and training new employees for all departments.
- Meticulous, motivated, excellent communication and customer service skills.
- Passion for customer service, training, leading, sales and marketing.
- 26 + years in the Hospitality Industry with experience managing teams that result with guest service scores at an exceptional level.

Employment History

Encore Hospitality LLC dba Holiday Inn Express & Suites Aurora, IL
General Manager 2023- current

- New ownership of the hotel
- Manage all facets of the hotel as mentioned in previous General Manager roles.

Midwest Management II, Inc dba Holiday Inn Express & Suites Aurora, IL
General Manager 2016-2023

- Successfully transitioned the hotel operations and team to meet and exceed the IHG Brand Standards
- Added the Director of Sales responsibility and successfully completed the required IHG training classes for this role and participated in Sales Calls, RFPs, manage all group bookings and inquiries. Work with local companies to facilitate negotiated rates and maintain corporate relationships.
- Manage all facets of the hotel as mentioned in previous General Manager roles.

Midwest Management II, Inc dba Broadway Hotel, Aurora, IL
General Manager 2015 - 2016

Independent hotel during the renovation from Comfort Suites to Holiday Inn Express & Suites

- Assisted the owners with overseeing contractors, construction, and delivery schedules as the hotel progressed through the renovation from Choice to IHG Franchise, while still operating a hotel with excellent service scores
- Assisted in setting up and maintaining renovation signage, new PMS system and coordinating site visits, etc. with the IHG NHOP team and city officials.
- Day-to-day operations as noted in prior General Manager role.

Midwest Management II, Inc dba Comfort Suites, Aurora, IL
General Manager 2013-2015

- General Manager of the 18-year hotel and facilitated improving employee morale and increased the service scores to finish out the franchise contract with Choice Hotel's top award.
- Managed the day-to-day operations of the hotel including hiring and training new team members.
- One ½ years into the job, ownership started the process to change brands from Choice to IHG

Baymont Inn & Suites, North Aurora, IL

General Manager 2001 – 2012

- Responsible for opening the hotel, staffing the new team, and facilitating all training to meet brand standards and the owner's expectations.
- Responsibilities included overseeing all day-to-day operations.
- HR for all employees (Hiring, Training, Scheduling, Reviews)
- Processing Payroll
- Sales for groups, corporate and leisure travelers
- Managing all sales accounts and group travel

Baymont Inn & Suites, Ames, IA

Group Sales/Guest Service Agent, 1998 to 2001

Assist the General Manager with daily operations.

- Supervise the front office operations.
- Provide training for new Guest Service Associates
- Manage all Group Bookings
- Made Sales Calls with area businesses and Iowa State University Athletics
- Checking in and out guests, making reservations
- Managing special customer requests

Education

Iowa State University Ames, IA Bachelor of Business Administration May 2027

Current coursework: Organizational Behavior, Principals of Marketing, Entrepreneurship & Innovation

2014- Certified Hotel Administrator (CHA) from AHLA, expires 8-26-29

Professional Awards and Community Involvement

2024-2025 Rotary Club of Aurora United Secretary

2023 IHG Torchbearer Award

2023-2024 Public Image Board of Director for the Rotary Club of Aurora United

2022 IHG Torchbearer Award

2021 IHG Spirit of True Hospitality Award

2021-2022 Rotary Club of Aurora Co-President

2020-2021 Rotary Club of Aurora President

2019-2020 Rotary Club of Aurora President Elect

2018 IHG Torchbearer Award

2017 IHG Newcomer Award

2016 IHG Renovation Award

2015 Choice Hotels Gold Award

2014 Joined Rotary Club of Aurora

2001-2012 Board of Director of the Aurora Area Convention & Visitors Bureau

2008-2009 Chairperson of the Batavia Women in Business

2007-2008 Co-Chair of the Batavia Women in Business

2004-2009 Board of Director of the Batavia Chamber of Commerce