critical thinking, problem solving and strong leadership skills, while supplementing her shortcoming of little experience by surrounding herself with advisors and mentors with dozens of years of hospitality experience."

#### NICOLO RUSCONI

CO-FOUNDER, BLVD COMPANIES. BLVD HOSPITALITY AND CHICAS TACOS, LOS ANGELES

#### What is the most pressing challenge you've faced on the job in the past year?

There's a perpetual battle between what's feasible in a hotel development and the true vision driving it. My personal goal has always been to operate at the intersection of practicality and imagination. With that said, we constantly run into unforeseen conditions that force us to re-evaluate elements of our projects. These can be extremely challenging as small issues can cause ripple effects throughout the entire project.



#### KYLE SCHOCK

PARTNER/PRESIDENT OF HOTEL OPERATIONS, BIRD DOG EQUITY PARTNERS, SIQUX FALLS, S.D.

# Where do you see yourself in 10

I would love to develop the EverSpring Inn & Suites brand to become the top midscale brand in the country—not by size but by quest experience and feedback. It is a personal mission of mine to



make the EverSpring a midscale hotel that doesn't provide the typical mundane midscale experience, to make it a brand that a value-conscious traveler can not just trust but get excited about staying at.

### ANISH TANEJA

SENIOR VP. PALM HOLDINGS. **TORONTO** 

## Share some thoughts on the pros and cons of working in the hotel

There are few businesses that run 24 hours such as ours and



attracting the right people to help us manage our operations is very important. With the long hours and high standards, it requires us to constantly be on the ball. With its challenges there are also a lot of benefits where we are able to be part of an industry where there is always room for growth and our jobs can be highly rewarding.

#### HARSH TRIVEDI

FINANCIAL CONTROLLER, PEACHSTATE HOSPITALITY, WARNER ROBINS, GA

Where do you see yourself in 10 years? In 20 years?



I see myself with PeachState Hospitality for the next 10 or so years and even longer as we develop and grow the business. In the next 20 years, my goal is to get my Ph.D. in strategic organizational behavior and become a public speaker. To speak/teach at conferences and event such as AAOHA. Hunter. etc.. is a dream of mine.

#### **TIFFANY TUCKER**

GM, CANOPY BY HILTON CHARLOTTE (N.C.) SOUTHPARK

#### What is the most pressing challenge you've faced on the job in the past year?

The most pressing challenge Tucker faced was going to a property that had terrible morale. Instead of coming in and trying to change everything that needed to be changed right away, she worked on developing relationships with the team and working with them to find solutions. She started to bring life into the hotel and made it a



priority to show appreciation to all of her team.

#### DOMINIC VARGAS

LEAD PBX OPERATOR, SANDIA RESORT & CASINO, ALBUQUERQUE,

#### What do millennials really want in a hotel stay?

My generation is much different than those before us. The days of waiting on the guest's every move is over. My generation is very independent and self-sufficient. We don't want someone at our hotel door asking if we want service. Just leave some fresh towels and some of those mini chocolates and we'll



leave you alone. Give me an app that I can download on my iPhone to order roomservice and I'm a happy guest!

#### **CHRIS WESTERMAN**

AREA DIRECTOR OF REVENUE MANAGEMENT AND DISTRIBUTION. ARLO HOTELS, NEW YORK

#### Tell us about your current position.

"Chris was a founding member of Arlo Hotels, where he advanced his career to his current role as area director of revenue management and distribution." said Hannah Redfield, Arlo Hotels' corporate director of public relations. "He had the courage and confidence to join the team before even knowing the name of the brand-to-be and is a key player in developing and implementing the revenue growth strategy across all distribution channels for the Arlo Hotel



Congratulations to Mimi Rogers, President of WaterWalk International, for the well-deserved recognition as one of Hotel Management's "30 under 30".

### Jack DeBoer,

Founder & CEO of WaterWalk International



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