

KARIN KOPANO

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Expert in all aspects of hotel operations from technical services to pre-opening to daily operations, project management and ownership relations, building strong branding, developing hospitality focused employee culture, maximizing top line revenues and managing efficient productivity to reflect healthy bottom line earnings. Strong skills in building partnerships with local community, conceptualizing and managing Food and Beverage operations.

SANTA MONICA PROPER HOTEL, SANTA MONICA, CA Area General Manager 2018 - 2019

- Developed Pre-Opening standards for three upcoming projects in the portfolio
- Created Critical Path standards for three hotels
- Managed all aspects of OS&E procurement, Pre-opening Budget and prepared Operating Budget
- Worked with construction team, technical services and world renown Kelly Wearstler design team to deliver top of the line product
- Created Business Plans and 5 year Proformas
- Worked closely with the Corporate team to create Proper Culture
- Managed all Food & Beverage operations and other 3rd party partnerships with James Beard nominees Jessica Koslow and Gabriela Kamara

HOTEL 50 BOWERY, NEW YORK, NY General Manager 2016 - 2018

- Led all aspects of pre-opening planning including budget, project management, design, branding, Sales and Marketing, procurement, culture development and owner relations
- Achieved surplus of \$700K in top line rooms revenue and \$485K in profitability compared to budget at year one. As a result, recognized as top performing hotel in Joie de Vivre portfolio
- Ranked #1 hotel on Trip Advisor amongst 500+ hotels shortly after opening and remained at top 5 for 12 months
- Exceeded companywide employee satisfaction survey by 5%
- Created mentorship programs for aspiring professionals and actively developed talents
- Oversaw specific pre-opening tasks as part of internal company Task Force Team. Hotel openings include: Thompson Seattle, Thompson Nashville, Troubadour New Orleans, and Beekman Hotel. Worked closely with the property teams for final countdown
- Actively participated in developing new Joie de Vivre brand touch point standards

BARONS COVE SAG HARBOR, NY General Manager 2015 - 2016

- Responsible of successful opening, implemented luxury standards and service essentials for a transformative guest experience while maintaining the authenticity of the location
- First summer season of operation achieved 92% of occupancy and ADR above \$650
- Developed strategies to increase Food and Beverage revenues and intimately involved with sales & revenue strategies for off season
- Curated programs to enhance experiential service
- Generated new business through local community during off season, designed new concept for Food and Beverage to appeal to locals

GANSEVOORT PARK AVENUE NEW YORK, NY General Manager 2010 - 2015

- Involved in all aspects of pre-opening of the Flagship Hotel, from design oversight, to marketing strategies, project management, procurement, brand standards
- Acted as liaison between hotel and third-party food and beverage team and managed \$42 million worth of operations
- Accountable for all aspects of hotel operations including overall customer satisfaction
- First year of operation ranked top 7 on Trip Advisor
- Supported sales, catering and revenue management team to develop strategies to maximize sales

GANSEVOORT MIAMI BEACH MIAMI, FL Hotel Manager 2007-2010

- Part of Pre-opening team
- Oversaw hiring, procurement, project management
- Created company-wide guest service standards
- Created employee culture focused on individuality, service and empowerment
- Developed management training program, mentored young hospitality professionals
- Oversaw the management of condominium association. Created and implemented operations standards for the condominiums

Education

Bachelor of Arts, Florida International University, Hospitality Management
Certification, Cornell University, Real Estate Development & Asset Management

Achievements - General Manager for the Year 2018 HSMAI award