



# Tiffany Moland

Sales Professional

(815) 218-7311



tnmoland@gmail.com



Crest Hill, IL



## Education

Bachelors of Science  
Business Management  
Lewis University  
2009

## Expertise

Developing and maintaining strong  
client relationships

Strong sales presentation and  
negotiation skills

Maximizes revenue growth through  
strategic initiatives

Applies creative contracting solutions  
to close on business

Manage budgets, data analysis and  
reporting to maximize revenue

Effectively manages projects

Mentor and train employee's in sales  
department

## Professional Profile

Accomplished hotel professional with over fifteen years of hospitality experience. Seeking a senior executive position where my strong sales and customer service skills, analytical thinking, ability to think outside of the box and strong negotiation abilities can be effectively utilized.

## Experience

Dual Property Director of Sales  
Hampton Inn Joliet I-55 and I-80: March 2021 – Present

- Oversee all market segments: SMERF, Corporate and Transient
- Responsible for all RFP's and contracts
- Assist with weekly revenue calls and monthly revenue forecast
- Execute strategies to grow RevPar over 2019 actuals
- Create all marketing and promotional materials
- Complete all group billing after group check out
- Prospect and saturate current accounts to find new opportunities for each hotel

Assistant Director of Sales and Marketing  
Hilton Chicago/ Oak Brook Hills Resort: January 2015 – August 2020

- Manage and oversee Group and Catering Sales
- Assist sales managers with proposals, site tours and closing business
- Prepare and distribute weekly PACE report and monthly forecast
- Lead daily business review for sales team
- Partner with Executive Chef to create and customize seasonal packages and menu items
- Protect peak days and months with seasonal rates
- Create and market quarterly promotions, seasonal packages and resort activities



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## Technical Skills

Proficient in Microsoft Office,  
Excel and Power Point

Delphi, Sales Pro and CI/TY

Constant Contact and Canva

Hotelliigence 360 and Knowland

Meeting Broker

Marsha, Opera and OnQ

Proposal Path

Meeting Matrix

## Extra

Role Model of the Year  
Hilton Oak Brook Hills Resort  
2020

Leader of the Quarter  
Hilton Oak Brook Hills Resort  
Quarter 2 2015

Business Travel Synergy Leader  
March 2017 - Present

CBTA Member  
2016

CBTA Membership Board Member  
2017 - Present

## Experience *continued*

Director of Sales

Fairfield Inn and Suites by Marriott St. Charles: July 2013 – January 2015

- Managed a high level of client satisfaction with business travel and group sales
- Targeted specific accounts, markets and segments with heavy emphasis on proactive solicitation and account saturation
- Developed new strategies to uncover new markets to generate sales
- Closed the best opportunities for the hotel based on market conditions and hotel needs
- Met and exceeded sales goals monthly while increasing ADR by 5%
- Achieved 105% of sales goals while with hotel

Crowne Meeting Director

Crowne Plaza O'Hare: November 2010 – July 2013

- Planned and executed large events totaling more than \$10 million in revenue annually
- Completed logistics of menu detail, room set up and guestroom manifests for meetings and event consisting of 5 – 1,200 attendees
- Managed slippage, attrition and contract minimums for all groups
- Trained and mentored all new Convention Service Managers with systems and logistics of their position

Event Manager

Downers Grove Marriott Suites: May 2008 – November 2010

- Recognized opportunities to maximize revenue by up-selling and offering enhancements
- Produced new customized meeting package options and catering menus
- Managed banquets and audio visual departments

Junior Catering Sales Manager

Millennium Hotel St. Louis: May 2006 – May 2008

- Sold catering events of 100 guests or less
- Contracted, detailed and serviced events booked
- Liaison between client and hotel
- Solicited and prospected new business