

Captain William P. Holland

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Education

U.S.C.G. MASTER 100 TON CERTIFICATION | MARCH 2015 | NEW ENGLAND MARITIME

HOTEL & RESORT MANAGEMENT | MAY 2003 | COLLEGE OF SAINT JOSEPH'S

Experience

OPERATIONS MANAGER | CHATHAM BARS INN | OCTOBER 2014 -CURRENT

- Forbes committee member part of the team to obtain the 5th Star for the Inn
- Payroll, schedules and budgets for Waterfront and Boating operations
- Maintaining, selling and operating Chatham Bars Inn Fleet of 8 Vessels
- Installing, Operating, removal and storage of massive waterfront including 35 Cabanas, 1,500 pieces of outdoor furniture, Bars and attendant stations
- 740k in revenue for Boating department and 670k in revenue for waterfront in 2024
- Obtaining quotes, hiring contractors, supervising, and processing Capital Investment Projects

DIRECTOR OF HOUSEKEEPING | CHATHAM BARS INN | MAY 2008 - OCTOBER 2014

- Hiring, training 100 staff members, Managing payroll, schedules and budgets for the Housekeeping Department
- Insuring 217 guest rooms are cleaned and inspected daily as well as public spaces cleanliness

WATERFRONT DIRECTOR | CHATHAM BARS INN | MAY 2007 - MAY 2008

- Managing the Beach and Pool staff, hiring, training payroll, schedules and budgets

EXECUTIVE HOUSEKEEPING MANAGER | CHATHAM BARS INN | NOVEMBER 2005 - MAY 2007

- Hiring, training 110 staff members, Managing payroll, schedules and budgets for the Housekeeping Department

GUEST SERVICE MANAGER | CHATHAM BARS INN | MAY 2003 - NOVEMBER 2005

- Hiring, training 50 Bell, Concierge and Front Desk staff, Managing payroll, schedules and budgets for Front Desk

FRONT DESK MANAGER | KILLINGTON GRAND HOTEL | MAY 2002 - MAY 2003

- Managing, training front desk staff and handling guest service challenges

FRONT DESK SUPERVISOR | KILLINGTON GRAND HOTEL | MAY 2001 - MAY 2002

- Assisting front desk manager in operation of front desk, training staff and guest service challenges

BELL CAPTAIN | KILLINGTON GRAND HOTEL | MAY 2000 - MAY 2001

- Hiring, training 20 Bell, Door and Valet attendants

BELL & VALET STAFF | KILLINGTON GRAND HOTEL | MAY 1998 - MAY 2000

Awards

"YOU MAKE A DIFFERENCE AWARD" 2020

"MANAGER OF THE QUARTER" 2015